

DEPARTMENTAL WEEKLY REPORTS

February 21, 2014

Planning & Development

Planning

On Tuesday, February 18th, I presented the final draft of Newark Bicycle Plan to the Newark Traffic Committee. The Traffic Committee unanimously endorsed the Plan. The Newark Bicycle Plan will be presented to Mayor and Council at the Council meeting on February 24th for their review.

On Tuesday evening, Planner/DNP Administrator Ricky Nietubicz and I staffed the Planning Commission Workshop for the Newark Comprehensive Development Plan update. The Planning Commission members reviewed Chapter 11 on Growth and Annexation and Chapter 12 on Plan Implementation. A fourth draft of the Plan will be presented to the Planning Commission at their March 4th Planning Commission meeting.

On February 26, I will attend the Delaware Office of State Planning's Pre-PLUS (Preliminary Land Use Service) to present a draft of the Comprehensive Development Plan update. The purpose of the meeting is to have State staff from various departments review the plan to identify any issues.

Economic Development

Ricky continues preparations for Taste of Newark 2014, which we anticipate to continue being a major fundraising opportunity for the DNP.

Time was spent this week working on New Night Downtown, specifically toward securing merchant participation confirmations.

On Wednesday evening, Ricky staffed the DNP Board meeting. The DNP Board looks forward to hosting a "Meet the Mayor and City Manager" mixer for downtown business owners on Wednesday, March 12th, location TBD. The Board seeks to better inform businesses of the activities that the DNP undertakes for their benefit, and to seek guidance on what activities might be added or modified to be more effective.

Parking

The Parking Division continues to keep lots clear of snow and salted.

Code Enforcement

Footing and foundation work continues at 1 South Main Street.

All first floor slabs have been poured at The Retreat aka The Cottages at the Plaza located at Suburban Plaza.

The door security system for Court 40 is in place and ready to program. Programming should be completed by the end of this week.

Public Works & Water Resources

Water Division crews responded to two water main breaks this past weekend.

Meter replacement appointments are picking up which we believe can at least partially be contributed to students coming back into town. We have approximately 500 out of close to 10,000 water meter replacements remaining.

Street Division crews responded to one large snow event toward the end of last week along with one small storm over the weekend. We have experienced some melting and refreezing associated with recent warmer weather.

We have continued to have many temporarily patched potholes to open back up and have spent considerable time and effort trying to fill them back in with limited success. We are trying out some different methods to keep the patch material in place and are still looking at options for a better patching material to help address these locations until the asphalt plants reopen with better weather.

We have selected an individual for the position of Field Operations Superintendent and they have accepted. We have scheduled their first day for March 10th.

We have selected an individual for the position of Water Operations Superintendent and have notified the candidate. We are hoping to have them start by the end of March.

The NWTP filter rehab project is underway. The media has been removed from the filters and we have identified what we believe to be the cause of failure. Work is progressing nicely.

We are submitting a grant application to the Surface Water Planning Grant program which is a 1:1 match up to \$150,000 per year. This project will fully map and survey the stormwater system and allow for better prioritization of projects moving forward. This will build the framework for expansions into the water, sewer and electric utilities.

Electric

The line crews have continued supporting the distribution installations at Campus Walk, Newark Preserve, and Cottages at the Plaza, and continued working on changing equipment for voltage upgrade projects.

The line crews also worked on an underground cable failure on Fawn Drive, but it was decided to replace the 40 year old deteriorating cable. A horizontal bore contractor has been hired to install 100' of pipe from the transformer to the meter box.

The electrician is repairing a damaged police camera and continued work on installing substation metering, while the meter technician has installed a recording multi-meter at the USDA Insect Building on the UD farm after their generator has started several times with no apparent causes recorded on distribution relays.

Engineering is evaluating applications for the electrician position recently posted after a retirement and programming the specialty meters being changed for the smart meter project.

Parks & Recreation

Administration & Planning

I committed time dealing with landscape escrow and surety matters for two development projects.

We are continuing to work on items relating to our effort to update our park facilities data system.

We met with Reybold and Pennoni at the Curtis site to identify trees that we want to preserve during the site clearing phase of the project.

Rich spent practically all of his time overseeing our snow removal and ice control operations. By the end of the day Wednesday we were finally finished clearing sidewalk areas. This task is frequently made more difficult as DeIDOT and City snow plows clear streets to the curb and push snow back onto sidewalk areas that had already been cleared.

Tom committed time finalizing items for next week's Delaware Recreation and Park Society Annual Conference. As a committee member he helped secure speakers for the park operation and maintenance track.

Tom and I spent time reviewing and commenting on development plans. Tom also communicated with the Town of Delmar relating to a bamboo problem they're having. We have or are in the process of eradicating two significant stands of bamboo in our parks. The plan we have enacted is working well although it takes time (+/- 3 years) to complete. Tom shared information about what we're doing to hopefully help Delmar deal with its problem.

We conducted a pre-bid meeting, with interested vendors, for the City's storm water area and reservoir mowing contract. The bid opening is scheduled for Tuesday, February 25.

Parks Maintenance

Please stop the snow!!! The crew committed most of its time on snow and ice control operations. Our priority responsibility during and after snow events is to clear the downtown parking lots, the City Hall parking lot and more than 15 miles of sidewalks including the Hall and Pomeroy Trails. The crew did a great job. I couldn't be happier with their efforts.

The crew did commit some time working on a project in the police annex. They also repaired a window at the Wilson Center and other minor building maintenance tasks.

Recreation Services

Paula interview applicants to fill vacancies in the Before and After Care program. She will complete necessary paperwork with them to start the employment process.

Paula began interviewing to fill counselors positions for the Rittenhouse and Hobbit Camps program scheduled for this summer.

Paula completed the paperwork for the renewal of the license, from the Office of Child Care licensing, for the Downes Elementary Before and After School program. She continues to work with staff to ensure they all complete their necessary training hours prior to inspection and that each has their mid-year evaluation completed.

The CATCH Afterschool Homework Club began last week at Downes Elementary School. The Newark Morning Rotary Club is sponsoring this program again targeting at-risk youth. We have 17 kids participating. The program runs for six weeks through March 19.

Tyler is working on rescheduling activities and makeup classes at the George Wilson Center. Thankfully, the snow has spared most of our busy weekend rental schedule.

The Whee Wanna Play Day school's out program was held on Friday, February 14 at the George Wilson Center. Tyler prepared supplies and met with staff in preparation.

Sharon worked on event sponsorship mailings. Sponsorships for 2014 have begun to come in and she has been tracking and recording the commitments.

Sharon designed the tickets for the Air Force Heritage of America Concert Band performance that will be held in April and committed time updating summer camps information.

Joe is meeting with the recreation staff about summer programs.

Joe attended a Central Delaware Recreation Commission meeting in Dover.

Joe and Tyler met about the Summer Camp and Program Fair that will be held on March 15 at the George Wilson Center. The Fair is intended to give the public a preview of the camps and programs we have planned for the summer months.

Joe and Andee completed the Request for Quotations for recreation equipment and supplies, portable toilets and apparel for 2014.

Finance

The part-time secretary position was filled last week. Jill Hollander's first day was February 19, 2014. Jill is a licensed CPA who brings more than 13 years of accounting experience, including municipal audits, to the Finance Department. Please join me in

welcoming Jill to the Newark team. The mail room clerk position closed on February 7, 2014. Eighty (80) applications were received and are currently being reviewed.

I participated in the second of three stormwater workshops with the City Manager, PW&WR leadership, other staff, and our consultants. I spent time engaged with residents and stakeholders during the one-hour workshop preview period and during the question and answer session that followed in an effort to convey the financial information supporting the stormwater utility recommendation.

Customer Service

The Customer Service group continues to work on various upgrades and implementation work related to the smart meter project. The smart meter working group held a progress meeting to address the mCare (mobile work order platform) implementation and MeterSense user acceptance testing. The next working group meeting is scheduled for March 5, 2014. Customer Service has been putting in additional hours in an effort to bring billing cycles and payment applications current.

The Welcome Booth check-in process was instituted in August 2013 when the booth opened, and were formalized this week with the production of a Welcome Booth Policies and Procedures document.

Accounting

Year-end work is currently underway. A complete list of year-end processes will be provided by the end of February. The preliminary 2013 results are positive and will be presented at the February 24, 2014 meeting of Council.

Alderman's Court

This past week we held two court sessions. We processed a total of 75 arraignments, 59 trials and 2 prisoners were videoed from various prisons.

Police

On Tuesday, February 18th, Cpl. James Spadola, assisted by Cpl. Brandon Walker, gave a presentation to approximately 20 residents of the Studio Green apartment complex. University of Delaware Police and New Castle County Police were also in attendance at the meeting which was hosted by Bayside Security. Recent crime statistics and various crime prevention tips were discussed. Bayside Security plans to hold monthly meetings and invite the police agencies to them twice a year.

Apple iPhone's "Find my iPhone" feature resulted in yet another successful recovery of a stolen phone. On February 16th at approximately 1:20 a.m., officers spoke with a victim who stated her phone was stolen at Grotto's earlier in the night. With a friend's phone, the victim had called her own phone multiple times after she discovered it was missing, but the gentleman who answered it didn't seem too willing to return it. Luckily, the victim

had enabled the "Find my iPhone" feature and saw it was currently pinging at Kirkwood Highway near North Avenue.

Cpl. Marsilii and Cpl. Barrett responded to that location shortly after and knocked on the door of a house that appeared to have some late-night guests still up and about. A man answered the door, and after some gentle verbal persuasion from the officers, the guests were able to collectively find the stolen phone and gave it back to the officers. The victim got her phone back and did not want anyone arrested.

During the most recent major snowstorm, Cpl. James Spadola and Ofc. Taras Gerasimov volunteered to shovel the driveways of elderly or disabled citizens. Only one elderly resident still needed their driveway shoveled that evening, and they shoveled the driveway of a resident in the Country Hills neighborhood.

Chief Oliver of the Brimfield, OH Police Department chose the Newark, DE Police Department as the "Internet Sensation of the Day" on Valentine's Day. The Brimfield Department, with almost 140,000 likes, is believed to have the second-most likes of any police department in the USA, behind only NYPD. Chief Oliver cited NPD's willingness to serve others as the reason for choosing NPD.

City Manager's Office

Personnel

- Completed Parking Enforcement Officer interviews with police staff; a conditional employment offer has been made and pre-employment screenings are ongoing.
- Completed Water Operations Superintendent interviews with PW&WR staff; reference checks are being made and pending comments, a conditional offer will be made to a candidate.
- Work with CWA union representatives to create a voluntary conversion document for non-vested employees to move from the Defined Benefit (DB) pension plan to the Defined Contribution (DC) pension plan. This request was made by current, non-vested CWA employees and is purely voluntary. There are eleven (11) eligible CWA employees that could make the conversion, and if so, only expedites the timeline for DB pension savings.
- Continue negotiations with the AFSCME team – draft language was further amended and awaiting final concurrence. Both the City and AFSCME negotiation teams believe an agreement can be made to have final approval for Council consideration by the March 10 meeting.
- Working with personnel labor counsel on the draft ordinance for an early retirement offer/incentive (ERO/ERIP) for employee sectors that have future hires in the DC pension plans. The hopeful timeline for this discussion and consideration is the March Council meetings.
- Attended the Traffic Committee on Tuesday, February 18.
- Participated in two (2) separate conference calls: 1) with the University of Delaware's Public Administration college to discuss expanding their outreach for continuing education among working professionals within the Masters of Public Administration

tract and 2) with the State regarding the Healthy Community awards and program, which Newark was a 2013 Bronze Winner. The staff was seeking constructive feedback on the 2013 model and efforts to enhance the 2014 program. Applications will again be due in April.

- Assist Finance/IT Division with information for the 2013 Audit that is in progress.

Community Affairs

I have been working with ZZHouse on getting the advertising designs completed for Wine and Dine.

I attended the February 10 City Council meeting and live tweeted the meeting.

I worked with Parks and Recreation Director Charlie Emerson to create an online survey regarding interest in a community garden. The survey link will be live until April 1. It will continue to be distributed through e-news, social media, and the website until then.

I attended the first and second stormwater program infrastructure community meetings. I took notes of the questions being asked while also taking pictures and tweeting.

I spent a considerable amount of time on social media during the snow storm on Thursday, February 13, and after communicating updates on snow removal and answering questions. Tom Coleman and Tim Filasky provided me with information and photos to post.

I have spent some time working with Sandi Patterson, owner of Clothes in the Past Lane, on the ribbon cutting of Clothes in the Past Lane and Gloss Bow-dry Beauty Bar on February 28 at 10:30 a.m. Mayor Sierer is attending the event as well as City Manager Houck.

In the past week we have welcomed 46 new followers on Twitter and had 43 unique interactions. We had 22 new likes of the Facebook page with 104 likes on posts, 27 comments, 38 shares, 734 post clicks.

City of Newark – IT Weekly Status Report		
Total Tickets Currently Open - 115		
Total Tickets Opened Last Week - 52		
ArcGIS	Holding for Project Start	Expected Completion Spring 2014
Public Works and Planning Departments will be imputing paper kept data into digital form for greater control, efficiency and sharing		
Latest Update: Preparing to purchase		
Create, share, and manage geographic data, maps, and analytical models using desktop and server applications. Deploy GIS across your organization and on the web.		
Use ArcGIS maps to compile geographic data, perform spatial analysis, and share your geographic information online.		
ArcGIS is enterprise-ready technology that scales and integrates across your organization. Manage and share massive volumes of geographic data, imagery, and Lidar with any number of users. Integrate with other enterprise technology, control security and access, and grow your system on your local network or in a hosted cloud environment.		

Office 365, Microsoft EA and Desktop Standardization	Started - Started	Expected Completion Spring 2014
Moving City Email to Cloud, Upgrading all PC's to Windows 7		
Latest Update: Images being created for new PC's. Testing. Preparing for deployment		
<p>As many of you know, the City is lagging behind in terms of desktop computer hardware and software. Many of our PC's are 7-10 years and are running an Operating System (Windows XP) that will no longer be supported in April 2014. It is critical that all of our systems be upgraded to Windows 7 so that application support, network security and system performance is inline with the demands of the software we are currently running and expect to run in the near future. Through a new Microsoft Enterprise Agreement (EA) The City will be able to receive the best pricing and also receive extended support for new versions of Windows and Office as they become available.</p> <p>Our plan is to decommission outdated hardware with new computers, standardize all computers to Windows 7 and deploy Office 2013 (latest version of Microsoft Office) to all computers. This will allow the City to increase its IT support efficiency, as well as allow our users to use standardized platforms for daily function.</p> <p>In addition to the desktop hardware and software refresh, we will be moving our Email Systems to the Microsoft Cloud. This will add a greater level of availability in terms of providing a secured, redundant and scalable solution to meet the City's email needs.</p>		
Microsoft Lync Enterprise Voice (Phone System)	Hold for Project Start	Expected Completion Summer 2014
Moving the City away from standard Copper phone system to new Voice over IP (VOIP) Phone System		
Latest Update: No Update		
City will see improved call control, conference call features, voice mail integration, collaboration and call clarity. This will also cut down or even eliminate long distance phone charges.		
Wide Area Network and Internal WiFi Projects	Started	Expected Completion Winter 2014
This is separate from the City Mesh for the Honeywell Project		
Latest Update: Comcast has been deployed. Redundant connection for Municipal Building. Prepping other locations.		
We will be linking our buildings via a Wide Area Network (WAN) to allow all facilities to share network resources and allow for computer management. Also included is the City's new internal Wireless connectivity project to allow laptop users the ability to travel throughout the building while maintaining a network connection.		
Honeywell Smart Meter Project	On Track	Expected Completion Spring 2014
Creating Citywide wireless network mesh to allow Electric Meter and Water Meter communication to Municipal Building Data Center		
Latest Update: Currently in "Harris Phase".		
Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects.		
Data Center Virtualization Project	On Track	Expected Completion Winter 2014
Due to antiquated server hardware and inefficient use of resources a new shared storage and virtualization environment will be implemented		
Latest Update: Products have arrived. Scheduling on-site implementation by Dell		
Using Microsoft Hyper-V Server Solutions, we will be converting from a physical server environment, to a highly available and redundant virtual server environment. This will allow the City to manage its IT resources much more efficiently and provide needed failover capabilities.		
Harris iNOVA Module Integration	Holding for Project Start	Expected Completion Summer 2014
Module Integration Software will link together CityView, Cashiering, MUNIS and provide cross platform search capabilities		
Latest Update: Not yet started		
Users will be able to search and pull reports from all systems as if they were one central database. This allows the users to effectively check for customers in good standing.		
PC Refresh	Started	Expected Completion Summer 2014
Upgrade or Replace existing PC's to align with computing standards of current software.		
Latest Update: Systems being tested. Deployment commences this week.		

Physical hardware upgrade or refresh will affect every user within the city to improve computer performance and software compatibility.

CSH/mp