

## **DEPARTMENTAL WEEKLY REPORTS**

**March 14, 2014**

### **Parks & Recreation**

#### **Administration & Planning**

I prepared and submitted to the City Manager a recommendation to award Contract No. 14-02 Grass Cutting: Reservoir Slopes, Water/Waste Water Facilities and Storm Water Management Areas.

We reviewed and prepared comments on the site improvement plans for the McDonald's on Library Avenue/East Main Street.

Last Tuesday Joe and I met with a representative of the City of Wilmington and our Skate Spot design firm at the Phillips Park Skate Spot. Wilmington is considering constructing a similar facility.

I attend a meeting, along with other City representatives, with the owners and design team for the Newark Shopping Center.

We reviewed and prepared comments on the proposed Mill at White Clay subdivision.

Last Thursday we met with representatives of the Delaware Trail Spinners and Delaware State Parks to discuss the Redd Park Trail improvements project. We should be ready to get back to work this spring. The project consists of five phases. Phases I and II are complete. We will finish phases III and IV and commence working on Phase V.

We met on two occasions last week and early this week with a representative of Cartegraph (automated maintenance work order system) and Josh Brechbuehl to get an overview of their product and the possible application to our operations. The second meeting included our full-time maintenance crew.

With the onset of good weather, park tennis and basketball court lights are now activated for evening play.

The contractor at Curtis Mill Park committed time this week grubbing and clearing certain areas of the site in preparation for the start of excavating those areas.

Tom attended a two-day arborist training workshop to obtain needed CEU's for his ISA arborist certification. He also attended a meeting to continue coordinating this year's Christina River Clean Up. Tom will oversee the cleanup for the section of the Christina Creek in Newark. The Clean Up is scheduled for Saturday, April 12 from 7:30 to 10:30 a.m.

Tom met with a representative from Nolan Associates concerning tree pit and landscape installation at Kate's Place on Main Street.

Rich completed his research and recommendation to replace a mowing unit. The old unit was only useful for grass cutting purposes. The unit we will acquire has the mowing feature we need, but will also perform other maintenance tasks by way of attachments we will get as well. As with all equipment purchases our effort is to move away from single purpose units and acquire equipment which will serve our maintenance needs in a variety of ways.

### Parks Maintenance

Early last week the crew committed time with final snow and ice control operations.

The crew spent time moving and relocating office furniture in City Hall.

With the snow finally melted away we were finally able to get into the parks and do some much needed litter cleanup.

We began cutting grasses on the traffic medians.

### Recreation Services

Tyler is preparing for the Summer Camp and Program Fair scheduled at the George Wilson Center on March 15. The public is invited out to obtain information and ask questions about what summer camps and programs we plan to offer.

Tyler held individual meetings with several returning summer staff to discuss details and expectations for 2014.

Tyler entered summer camps into the Max Galaxy online registration system.

Tyler and our intern completed spring tennis program flyers that will be distributed to local schools.

Tyler finalized the order for dance program participant costumes for the end of year dance recital. The recital is scheduled for May 3<sup>rd</sup>.

The winter session of swim lessons (held at the Newark Senior Center) concluded on Saturday, March 8. Amazingly we did not have any snow cancellations for this session! We had 20 participants. The spring session is scheduled to begin March 29. More than 25 people are registered to attend.

Sharon prepared for and held a Jazz concert featuring two UD Jazz ensembles at Newark High School.

Sharon planned and attended a meeting regarding event parking with Joe, Marvin and several people from UD parking/police. She also attended a Memorial Day Parade Committee meeting.

Sharon prepared the order for the Egg Hunt supplies and is coordinating volunteers to stuff the eggs for the April 11<sup>th</sup> event. The Egg Hunt will once again be held at the White Clay Creek State Park.

Sharon has been working on several projects, including the HealthyNewarkDE initiative, Community Clean Up, Spring Concerts, and Egg Hunt.

Paula continued to interview applicants to fill summer camp staff.

Paula completed an orientation for three (3) new recreation leaders for the Before and After Care programs.

Paula is preparing for the upcoming annual inspection for the Downes School Before and After Care programs by the Office of Child Care Licensing. She continues to complete mid-year evaluations, track training hours and review files for complete paperwork.

Paula worked on and reviewed the Camp Guide prior to its publication and started entering data for the summer brochure.

The Summer Camp Guide was distributed last week via email to over 5,000 people on our mailing list.

### **Finance**

Deputy City Manager Andrew Haines, Marta Pacheco and I met with FOP and AFSCME leadership this week as part of the ongoing labor negotiations with the City's unions. We anticipate recommending formal action on both union contracts at the March 24, 2014 meeting of Council.

Deputy Finance Director Wilma Garriz and I initiated the process to bind insurance coverage for all property/casualty/liability/auto lines this week pursuant to Council's direction on March 10, 2014. We will achieve significant savings on the auto policy this year. A review of the automobile loss runs follows below:

<b>Policy Year</b>	<b>Claims</b>	<b>Total Incurred</b>	<b>Premium</b>	<b>Loss Ratio</b>
13-14	6	\$ 8,260	\$ 236,165	3.5%
12-13	12	22,669	206,188	11.0%
11-12	25	107,776	198,237	54.4%
10-11	16	59,523	186,327	31.9%
09-10	17	91,035	167,865	54.2%
08-09	16	27,942	134,485	20.8%
<b>TOTAL</b>	<b>92</b>	<b>\$ 317,205</b>	<b>\$ 1,129,267</b>	<b>28.1%</b>

### **Customer Service**

In February, the Customer Service group processed 11,995 payments and handled 1,936 phone calls. The average wait time was 3:41, which is down from January, and the average call length was 3:00. Forty-four percent (44%) of the calls were answered within two minutes, although our longest wait time was 52:10.

The Customer Service group continues to work on various upgrades and implementation work related to the smart meter project. The smart meter working group will hold the next progress meeting to address the mCare (mobile work order platform) implementation and MeterSense user acceptance testing on April 9, 2014.

### Accounting

Year-end work continues. The preliminary audit is complete, and the financial statement audit will kick-off on March 24, 2014.

I have communicated a preliminary budget schedule to the department directors, and the IT group created a centralized electronic calendar so that we can dynamically coordinate the schedules and tasks of all participants in the budget process. We are planning to conduct a financial policies workshop on May 5, 2014 and a special Council meeting dedicated solely to the budget introduction and hearing in November.

### Alderman's Court

This past week we held two court sessions. We processed a total of 22 arraignments, 62 trials, 4 case reviews and 5 prisoners were transported from various prisons.

### Police

On March 10<sup>th</sup>, Chief Tiernan attended a meeting on railroad and refinery safety in Delaware City. The meeting was organized by State Representative Valerie Longhurst. The event was attended by approximately 300 members of the public. The presentation was given by approximately 20 panelists, including the State Homeland Security Secretary, DNREC Secretary, DEMA representative, NCC OEM, DeIDOT, Norfolk Southern Railroad, State Police, County Police, as well as representatives from fire companies and the Delaware City Refining Company. The first hour of the presentation was a brief overview by each agency as to their role in an emergency. The remaining hours were spent answering questions from the public.

City Manager Carol Houck, Councilmember Marge Hadden and Newark Police Chief Tiernan are working with New Castle County Office of Emergency Management and the Aetna Fire Chief to offer a community presentation to residents about the city and county response to a railroad emergency as well as what individual residents can do in the case of an emergency. We expect to offer the presentation to the public in late April or early May.

It has been mentioned in the past, but the question still comes up about Newark's Emergency Operations Plan. It bears repeating that the "Emergency Operations Plan" is the plan that outlines "**who does what in an emergency**". The EOP **does not list how** things are accomplished in an emergency by each agency. Newark's EOP is reviewed and approved by NCC OEM. You can use this plan to find out which agency is responsible for what action in an emergency. Each agency has their own **operational plans** that outline how they will respond to a particular emergency. If anyone has any

questions about the purpose of the Emergency Operations Plan, please contact Chief Tiernan.

Beginning this Friday, extra city deployment will take place for St. Patrick's Day weekend. Additional officers will be reassigned and also work on grant funded overtime. Each establishment that serves or sells alcohol has had two visits from city employees. A member of the Police Department and Code Enforcement have spoken with the management of each establishment to review city rules and codes. Officers from the Delaware Division of Alcohol and Tobacco Enforcement and the University of Delaware Police Department will also be assisting throughout the weekend.

### **City Manager's Office**

#### **Personnel**

- Attended a 2<sup>nd</sup> meeting with a GIS solution vendor, Cartegraph, facilitated by Josh Brechbuehl. In conjunction with the City's ESRI GIS upgrade, solutions such as Cartegraph could provide a global solution for integration of daily City operations. The intent of the meeting was to determine if Cartegraph has potential among all departments to obtain maximum benefit and return on investment.
- Tom Coleman and I met with new Research Aide Tommy Atadan to learn about his summary of an EPA SPCC Permit. The City may need to update and/or modify its storage plans to address the EPA standards for SPCC permits, which focus on the storage capacity of oils.
- Working on finalizing the Redline-Blueline edited AFSCME 2014-2016 Contract for the March 24 Council meeting.
- Met with the FOP negotiation team on Tuesday night and reached a tentative agreement on a successor contract, which too will be on the March 24 agenda for consideration. Both sides will work diligently to ensure a full Redline-Blueline edited version will be ready for review to Council.
- I attended a meeting to discuss the old Town & Gown Committee with Mayor Sierer, Councilman Chapman and Councilwoman Hadden, along with representatives from UD. There was quality ideas and a productive dialogue on how the committee could be considered in the future and be reborn, per se, with a new vision and focus. Another planning meeting was scheduled for April.
- Questions regarding the Insurance Renewals included some questions on discipline. A City vehicle policy does exist that includes a progressive discipline metric for offenses, from initial upward to repetitive. Police investigations occur for all accidents, and then the details of each incident is administratively investigated based on the facts of the police report. Discipline is waived only if an employee is found to be in an unavoidable accident. This policy is administered among all employees in every department.

- Cenise Wright and I have worked with a new business and current water customer, Blue Hen Car Wash, which is located just outside the City limits, on a potential fleet vehicle arrangement. We had members of the Maintenance Division privately utilize the operation to gauge its quality, with everyone including Cenise and myself very impressed. The company was willing to provide a large fleet discount if we choose to utilize their services, which adds an undercarriage wash of the vehicles to help mitigate the rust and degradation of our fleet with extreme winters such as this year. The hours of operation, along with digital RFID readers on the vehicles (similar to EZ Pass) provide substantial improvements over current operations with White Glove and provide administrative oversight. We will not be obligated to have a minimum usage, and therefore, view this opportunity as a significant improvement to a piece of our fleet maintenance. As previously noted, the Blue Hen Car Wash is just outside the City limits, however, they are a water customer of the City and will provide enhancements staff believes is in the best interest of the fleet.

Community Affairs

I shared some detail with Mayor Sierer regarding a small business and entrepreneurship program that she will be attending on March 14.

I have been doing a lot of follow up with restaurants about receiving their menu and wine selections for the DNP Wine and Dine event. To date, I have nine (9) restaurants that I am waiting on some or all of the information before I can begin to move to design the program and get it printed.

We are having some issues with the DNP website and are unable to update it until issues are resolved. IT is working with the web designer and hosting site to sort it out as soon as possible.

I worked on the Jefferson Awards, spring leaf collection and the spring community cleanup press releases and sent those out.

I spent some time working on the March City E-newsletter that will be sent out on Friday.

I have spent some time working on the #HealthyNewarkDE webpage and materials to be used in participating restaurants. I have begun to write the Mayor’s speech for the kick off at the spring community cleanup.

In the past week we have welcomed 36 new followers on Twitter and had 56 unique interactions. We had 5 new likes of the Facebook page with 37 likes on posts, 4 comments, 17 shares, 359 post clicks.

<b>IT Weekly Status Report</b>		
<b>Total Tickets Currently Open - 119</b>		
<b>Total Tickets Opened Last Week - 22</b>		
<b>ArcGIS</b>	<b>Holding for Project Start</b>	<b>Expected Completion Spring 2014</b>
Public Works and Planning Departments will be imputing paper kept data into digital form for greater control, efficiency and sharing		

Latest Update: PO Sent – waiting for processing		
<p>Create, share, and manage geographic data, maps, and analytical models using desktop and server applications. Deploy GIS across your organization and on the web.</p> <p>Use ArcGIS maps to compile geographic data, perform spatial analysis, and share your geographic information online.</p> <p>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.</p>		
<b>Office 365, Microsoft EA and Desktop Standardization</b>	<b>Started - Started</b>	<b>Expected Completion Spring 2014</b>
Moving City Email to Cloud, Upgrading all PC's to Windows 7		
Latest Update: Computers being deployed – 40% completed		
<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>		
<b>Microsoft Lync Enterprise Voice (Phone System)</b>	<b>Hold for Project Start</b>	<b>Expected Completion Summer 2014</b>
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.		
<b>Wide Area Network and Internal WiFi Projects</b>	<b>Started</b>	<b>Expected Completion Winter 2014</b>
This is separate from the City Mesh for the Honeywell Project		
Latest Update: Parking Division and George Wilson Center – Ready for new PC's at those 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.		
<b>Honeywell Smart Meter Project</b>	<b>On Track</b>	<b>Expected Completion Spring 2014</b>
Creating Citywide wireless network mesh to allow Electric Meter and Water Meter communication to Municipal Building Data Center		
Latest Update: Currently in "Harris Phase". Ramping up for Customer Connect		
Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects.		
<b>Data Center Virtualization Project</b>	<b>On Track</b>	<b>Expected Completion Winter 2014</b>
Due to antiquated server hardware and inefficient use of resources a new shared storage and virtualization environment will be implemented		
Latest Update: Implementation complete – Currently converting servers from physical to virtual		
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.		
<b>Harris iNOVA Module Integration</b>	<b>Holding for Project Start</b>	<b>Expected Completion Summer 2014</b>
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.		
<b>PC Refresh</b>	<b>Started</b>	<b>Expected Completion Summer 2014</b>
Upgrade or Replace existing PC's to align with computing standards of current software.		
Latest Update: 40% completed		
Physical hardware upgrade or refresh will affect every user within the city to improve computer performance and software compatibility.		

## Planning & Development

### Planning

On Wednesday afternoon, I hosted a meeting of operating departments with the Newark Shopping Center developers, their engineers and construction team. Permit timing and submittal requirements, and coordination with DeIDOT for the commercial piece as well as the items still to be addressed with the residential piece were discussed.

Some time was spent on office layout and strategies for turning the Department's library into a resource center and much needed conference room.

On Thursday afternoon, I met with Landmark Science and Engineering VP Joe Charma to discuss the Trader's Alley project.

On Friday morning, Ricky and I attended the Cartegraph presentation and discussion.

On Friday afternoon, I met with a Main Street property owner to discuss potential expansion of his business.

On Friday, March 7<sup>th</sup>, Development Supervisor Mike Fortner met with Representative Paul Baumbach to discuss and review the draft of the Comprehensive Development Plan V.

Some time was spent preparing the wetland amendments and the 75 Ray Street minor subdivision for Council review.

An application for an administrative subdivision was submitted in order to remove a lot line between two lots on Main Street.

On Tuesday, Ricky and I participated in a meeting with City Manager Houck, Mayor Sierer and GNEDP Executive Director Michael Smith to talk about coordination between the DNP and GNEDP and upcoming opportunities to work together.

A considerable amount of time was spent this week preparing for the upcoming Board of Adjustment meeting.

On Tuesday afternoon, Planner/DNP Administrator Ricky Nietubicz and Mike attended the New Castle County Chamber of Commerce Forum on economic outlook and projections of Delaware's economy.

On Tuesday evening, Public Works and Water Resources Director Tom Coleman and Mike met with the Conservation Advisory Commission (CAC) to discuss the proposed revisions to the Wetlands Ordinance. The CAC unanimously recommended in favor of the proposed amendments to the Wetlands Ordinance prepared by PWWR and provided additional suggestions for improvements that will be reviewed by City staff and proposed to Council again on a later date.

Mike and Tom also reviewed and discussed draft chapters of the Newark Comprehensive Development Plan to include action items to improve the environmental quality of Newark.

Mike, along with Tom Coleman, spent considerable time reviewing the flood plain regulations to evaluate possible options for redevelopment of a parcel which appears to be entirely in the Open Floodway District (OFD) area according to FEMA estimates.

### Economic Development

On Wednesday, Ricky went to Dover to meet with DEDO and representatives from several other downtowns to learn how we can participate in an initiative begun through tourism offices in Maryland, known as "Eat, Drink, Buy Art on Delmarva." Since Newark has a well developed arts community, we believe it is extremely important to make sure that we are included as Delaware joins the initiative - <http://www.eatdrinkbuyart.com/>.

On Thursday, Ricky returned to Dover for a training on sponsorship sales provided by DEDO and the Kent County Tourism Office.

Today Ricky sent an E-News You Can Use newsletter to Downtown restaurants reminding them of alcohol and overcrowding regulations, as well as the need for extra trash pick-ups during the St. Patrick's Day weekend.

Time was spent this week working on securing restaurant participation for the "Healthy Newark" initiative.

Sometime was spent on Newark's Wine & Dine Downtown event scheduled for Saturday, April 5, 2014, 1-9 p.m.

### Community Development

After receiving four quotes for roof replacement for a home under the CDBG Home Improvement Program, a contractor (Cooper Roofing) was selected this week who will begin work within the coming weeks.

Ricky also referred two previous Home Improvement Program recipients to the Newark Senior Center for additional work under their Senior Home Repair program and Newark Energy Watch home weatherization program. By referring non-emergency smaller jobs to the Senior Center, we are able to make the best use of funds from both parties.

## Parking

Early Saturday morning the Parking Office had a power surge which took down the entire computer system. IT Lead Desktop Support Roberto Dedeus came in on Sunday time to assist the Parking Division in getting their system up and running because he knew how important the computer system is to the Parking Division operations. He spent several hours working to get the computer system back online. Thank you Roberto – cross training is very helpful! (Roberto used to work in Parking but is now one of our IT staff members).

This morning, Parking Administrator Marvin Howard and Rick staffed the DNP Parking Committee meeting. Updates on all parking activities were reviewed as well as the full calendar of free parking promotions.

## Code Enforcement

It's going to be a nice weekend. Code Enforcement will have staff covering this weekend's festivities for St. Patrick's Day starting Friday night through Monday night. All restaurants serving alcohol have been warned of being over crowded inside and that all outside seating areas are for seated patrons only. They will work closely with the Police Department.

This week 70 East Main Street had its 10<sup>th</sup> plan review for the renovations to the one level building still under construction. Hopefully, with the information provided the owner will be able to move forward on this project.

The permit for demolition of the South College Avenue Guard Building at the STAR Campus has been issued. This is to make way for a new entrance into the site.

## **Public Works & Water Resources**

- Jason Winterling, our new Field Operations Superintendent, started this week and is quickly getting up to speed on our projects and operations.
- We had one main break this week at the intersection of New London Road and Cleveland Avenue. This line was repaired in time to have all customers back in service before 3 p.m. We expect to see an uptick in breaks over the next few weeks as things thaw out and the ground starts to move.
- Water & Wastewater crews responded to several contractor induced issues encountered while fixing sanitary laterals. We were able to resolve the issues with the contractors and get them back in service.
- We have a contractor in this week reinstalling a sanitary sewer pump at the Silverbrook pump station located on West Chestnut Hill Road. We have had one pump out of service while waiting on parts necessary to make the necessary repairs. We have coordinated with the Electric Department to get it wired as soon as the pump is installed, allowing us to return the rental pump that has been on site while the pump was down.

- A planning meeting was held this week to discuss options for yard waste recycling that would allow for the Iron Glen facility to be converted to an active park area.
- Two of our Water Operators started a 12-week class in Georgetown that will allow them to gain the distribution endorsement on their Water Operator license.
- Our water meter technician has installed better than 50 smart meters since the PMI departure, on track for 100 by the end of the month! This is an excellent rate considering these accounts had previously not responded to up to five (5) attempts of contact. So far we have done at least four (4) mailings and placed a door hanger on every remaining account.
- We have received roughly 100 tons of salt this week. This is still approximately 180 tons short of our order, but should hold us for the next few weeks of potential icing.
- We have crews aggressively filling potholes around town and have so far received positive feedback from the community.
- This week we repaired three (3) mailboxes damaged by snowplowing operations during the last few storms.
- Garage personnel have been assisting in the bid/purchase process by researching and soliciting bids on new equipment through their contacts. Most recently helping with the bids and recommendation on a new jumping jack/tamper for the Water Division.
- Work is proceeding nicely on the filter rehabilitation project at the Newark Water Treatment Plant. We have identified an additional potential source of failure and are actively working to address it. Our engineering consultant for the project, Pennoni, and the mechanical contractor, Heisey Mechanical, have done a great job thus far.
- The final punchlist items are complete at the NW Booster Station and we are ready to close out the project.
- Work is underway on the White Clay Creek water main crossing project. The warmer temperatures are causing large fluctuations in the creek level which have so far thwarted our contractor's efforts to complete the cofferdam construction. At this point work is at a standstill until the flow levels out.
- We are finalizing the street contract this week and hope to get it advertised in the next week or so.
- We are reviewing construction plans associated with the water main replacement project proposed for this summer. We are planning to begin work on Ray Street in June before moving on to Corbit (all), Old Oak Road (between West Main and Sypherd), and Dallam Road (between Old Oak and Hillside Road). This is the first water main replacement project in recent memory that has been fully coordinated with the street program; a direct result of the benefits gained through the merger of Water & Wastewater with Public Works.

## Electric

The line crews finished up the distribution installation at Campus Walk and installed underground cable at the Newark Preserve. They also set a pole on College Avenue at the entrance to the STAR Campus to accommodate the new plans for a train station.

The meter technician has caught up on all the Smart Meter change overs except for a couple of hazardous services where the homeowner has work to do before a new meter can be installed and has been keeping up with the new meter installations from various projects and developments.

The electrician has been working on water treatment plant issues, the kiln at the George Wilson Center, and the court lights and timers at various parks.

Engineering has been modifying the programs on substation equipment as per the SCADA developers to fix an issue in communications. Engineering also started investigating reclosers to use at the GE site on Bellevue Road. GE is adding more load than City's biggest fuse so a pole top "circuit breaker" may be needed to accommodate them.

CSH/mp