

DEPARTMENTAL WEEKLY REPORTS

April 4, 2014

Police

On March 23rd, at approximately 6:30 p.m., a white male entered the State Line Cigarette Outlet (1142 Elkton Road) wearing a full face mask. The suspect approached the clerk and lifted his shirt which revealed the handle of a black handgun and a knife clipped to the suspect's pocket. The suspect asked the clerk to open the register and the clerk complied. The suspect then took an undisclosed amount of money from the register, exited the business and fled towards Maryland in a silver or grey sedan.

The suspect is described as a white male, approximately 5'07" to 5'09", 200 to 225 lbs, wearing a long sleeved maroon shirt, khaki colored pants and white sneakers. He was also wearing a black mask and black gloves with colored lettering on the backs of the hands.

On March 27th, officers responded to the Rodeway Inn in regard to a subject that was carrying some type of firearm. Officers contacted Eric D. Hiller (DOB 9/5/64). Based on their investigation, he was later arrested for discharging a firearm within the City limits. The firearm was determined to be a pellet gun.

On April 1st, a Wilmington man was arrested for assaulting 3 strangers and a Newark Police Officer in the parking lot of Wawa located at 601 Ogletown Road, Newark, DE. The first victim and her co-worker (the second victim) arrived at the Wawa at approximately 5:15 p.m., and observed the defendant, George Johnson, arguing incoherently with the passenger of a vehicle in the parking lot. When they exited the store, Johnson approached them. He called the first victim an expletive and then punched her in the face knocking her to the ground. A tussle ensued with Johnson and the second victim. A Newark Police Officer, who was on patrol and not dispatched to the scene, observed the second victim struggling with Johnson. The officer exited his vehicle and began using his radio to notify the dispatch center of the situation. While doing so, George Johnson ran over and punched the officer in the head knocking him over. A good Samaritan came to the officer's assistance and Johnson punched the Samaritan (the fourth victim) in the face. The officer ran after Johnson with the assistance of multiple people on scene. The officer ordered him to the ground while displaying his taser. Johnson eventually complied and was handcuffed without further incident.

George Johnson was transported to Christiana Emergency Room for a medical evaluation, and was then transported to NPD to face charges. Johnson was arraigned in front of Justice of the Peace Court #2, received \$15,000 secured bond and was transported to Howard R. Young Correctional Institution in lieu of bail.

City Manager's Office

Personnel

- We now have the contracted bailiff in Court, which started two weeks ago. The staff member has been a good addition to the daily operations, and upon initial review, a little more control and order has been established. All comments have been positive to date on this addition.
- Two (2) regular, part-time employees submitted their planned retirement. Nancy Wright and Linda Sprintz, both of Code Enforcement, will leave the Newark team on Friday, May 2.
- Richard A. Burtell Jr. started on Monday as the electrician replacement for Jim Frazer and has immediately jumped into tasks.
- I was a part of the team meeting with Mark Dunkle to finalize the final draft contract agreement with EDG for Lot 1.

Community Affairs

I have been spending a lot of time on Wine and Dine as the event is this Saturday. Wine glasses, wine pockets and programs will be delivered Friday afternoon prior to the event.

Press releases have been distributed regarding the Nefosky 5K Run/Walk and the Egg Hunt coming up next weekend.

I have begun work on the summer 2014 Municipal Newsletter by beginning the update process for existing pages.

Facebook

Likes of Page	Likes of Posts	Comments	Shares	Post Clicks
6	33	3	24	322

Twitter

New Followers	Unique Interactions	Link Clicks
40	71	99

IT Weekly Status Report		
Total Tickets Currently Open - 116		
Total Tickets Opened Last Week - 61		
ArcGIS	Started – On Track	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: Order Confirmed – Waiting for software (no update)		
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	On Track	Expected Completion Spring 2014
Moving City Email to Cloud, Upgrading all PC's to Windows 7		
Latest Update: Computers being deployed – 85% 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>		
Microsoft Lync Enterprise Voice (Phone System)	Started – Adjusted	Expected Completion Fall 2014
Moving the City away from standard Copper phone system to new Voice over IP (VOIP) Phone System		
Latest Update: Initiated project – investigating vendors capabilities (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 Wi-Fi Projects	Behind – Adjusted	Expected Completion Spring 2014
This is separate from the City Mesh for the Honeywell Project		
Latest Update: GWC, Water Plant and Parking Division completed. Preparing for City Yard.		
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”. Customer Connect starting this week		
Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects.		
Data Center Virtualization Project	Completed	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: Implementation complete		
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	Hold	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	On Track	Expected Completion Summer 2014
Upgrade or Replace existing PC's to align with computing standards of current software.		
Latest Update: 85% 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 participated in a preconstruction meeting for the Candlewood Suites project. The 101 room hotel was approved on February 22, 2010.

Some time was spent this week reviewing details for the Newark Shopping Center development.

Some time was spent this week reviewing the Agreement for 201 East Delaware Avenue rezoning, major subdivision and special use permit to be considered by Council at the April 15th meeting.

Some time was also spent reviewing the Agreement for the minor subdivision of 75 Ray Street also on the Council agenda for April 15th.

On Thursday afternoon, Development Supervisor Mike Fortner and I attended a management webinar for managing workflow and budgeting.

On Thursday afternoon, I met with UD Transit to discuss changes to the Unicity N-3 Bus Route in order to coordinate with the revised DART bus 16 route schedule. Changes in the DART route has affected the efficiency of the Unicity Bus Service for persons trying to connect with DART. Based on this meeting, the beginning time for the N-3 Route will begin 15 minutes earlier beginning on April 14, 2014 until further notice. Affected stops with the revised stop times are as follows:

- Main Street & S. College Ave. 7:05 AM
- Fairfield Shopping Center 7:11 AM
- Delrem & Nottingham Road 7:14 AM
- Abbotsford and King William St. 7:19

The bus will then remain at City Hall until normal route times resume. Signs have been made for all three Unicity routes and the revised schedule has been posted on the City website.

On Thursday, Mike attended a web seminar on managing staff.

On Tuesday, April 1st, the Planning Commission Workshop for the update of the Newark Comprehensive Plan was canceled due to lack of quorum. The meeting will be rescheduled for later this month.

Time was spent this week revising chapters for the Newark Comprehensive Plan V. This week Mike and Research Aide Tommy Atadan assisted with the application for the "Healthy Community" Award.

This week an Administrative Subdivision removing a lot line between two parcels, creating one lot was approved at 374 E. Main Street.

This week Subdivision Advisory Committee review comments were organized and letters were sent to engineers for two major subdivisions (Madeline Crossing and Kershaw Commons) tentatively scheduled for June Planning Commission review.

This week the department received an application for a minor subdivision to add 4 apartment units to Pomeroy Station.

Economic Development

DNP Administrator/Planner Ricky Nietubicz attended the introduction by Governor Jack Markell of proposed legislation to provide grant funding for development to be designated "downtown development districts". Ricky will coordinate with the Office of State Planning Coordination, the Delaware State Housing Authority and other agencies as the legislation progresses and an application process is defined.

Time was spent this week on preparations for the Merchants Open Forum/Meet and Greet the Mayor and City Manager to be held, April 3rd, from 5-7 p.m. Ricky is looking forward to gathering input from the merchant community to help guide the DNP moving forward.

Ricky staffed the Design Committee yesterday morning. Mike met with the Design Committee to review and discuss proposed draft sections of the Newark Comprehensive Development Plan V.

The Downtown Gift Card Program has seen an unprecedented \$20,983.95 spent at downtown merchants in the first quarter of 2014. In the entire year of 2010-2011, \$35,940 was loaded onto cards and \$15,143.91 was spent at downtown merchants. We look forward to continuing the rapid growth of these gift cards, as they are an important economic development tool to drive spending to our downtown merchants.

Parking

The Parking Division is preparing the municipal parking lots for the upcoming Downtown Newark Wine & Dine event.

On Tuesday, Parking Administrator Marvin Howard and I joined City Manager Carol Houck, Deputy City Manager Andrew Haines, City Solicitor Bruce Herron and Finance Director Lou Vitola in a meeting with Special Counsel Mark Dunkle to discuss the Lot #1 Garage Project.

Code Enforcement

The owner of 163 South Main Street has applied for the first set of 7 townhouses for Chimney Ridge.

The Indoor Trampoline Recreation Center at 200 Interchange Boulevard has applied for a permit to fit out the space.

A car ran into the building at 276 East Main Street causing minor structural damage. Turned over to the building owner.

Public Works & Water Resources

Streets

- Spring leaf collection.
- One pothole crew has been out on patrol each day now that the roads are clear enough to fill.
- Began catch basin rebuilding program. Rebuilt two collapsed basins.
- Replaced split rail fence along sidewalk on Casho Mill after finalizing repairs to sidewalk riprap that was damaged during flooding last summer.

Refuse

- Green Wednesday continues to pick up in volume.
- Refuse truck demonstration units from LaBrie and GS Products were brought in and used for our routes in the past week.

Water and Wastewater

- The street sweeper has continued to work on the downtown route this week. The blacktop, sand, salt, etc. from this year's storms has been collecting in the gutters and the street sweeper will collect most of that prior to it getting into the streams and rivers.
- Responded to one service leak early on Wednesday morning. Ultimately, it was the customer's responsibility.
- Located utilities in Cherry Hill Manor to assist in planning for upcoming repaving project.
- Our current sewer push camera used for inspecting sewer laterals has stopped working properly. We have had many repairs to this unit and have determined it will be less expensive to replace than to keep repairing. We had the final demonstration unit in this week which we used to locate a broken sanitary sewer main located under a storm sewer pipe in the sewershed that we have determined to be the cause of sewer backups on Kells Avenue. We plan to repair this section of sewer main along with an adjacent manhole which should help alleviate backups on Kells Avenue.
- Silverbrook sanitary sewer pump station troubleshooting.

Garage

- Evaluated several demonstration refuse vehicles.
- Mechanic Bill McBride has been handling the administrative work for the garage while on a light duty restriction. This allows all present mechanics to be on the floor working on vehicles.

Management

- Planning continues for UDNI. Planning for a new location and program for charities.
- Homeland Security Grant meeting with Pennoni.
- Spent time on Tuesday and Wednesday locating the source of water infiltrating into the lower raceway at the Curtis Mill Park project in an effort to assist the Parks Department project.

- Met with the Newark train station project team to discuss utility coordination associated with their project.

MS4 Stormwater

- Attended a meeting to further integrate the University of Delaware stormwater information into our NPDES annual report for 2013. The format is new this year, and since the City is taking the lead in this submittal, it is taking more time than normal to work through the kinks. The last meeting focused on hyperlinking their data into our report.
- Completed a draft Final Report for DNREC's Community Water Quality Improvement Grant at the Hunt at Louviers. The following pollutant reduction calculations were provided by Duffield Associates and were included in the report:

Basin # 1: Phosphorus Load Reduction: 1.34 lbs/year
 Nitrogen Load Reduction: 8.20 lbs/year
 Sediment Load Reduction: 696.81 lbs/year

Basin # 2: Phosphorus Load Reduction: 2.77 lbs/year
 Nitrogen Load Reduction: 17.07 lbs/year
 Sediment Load Reduction: 1433.75 lbs/year

Basin # 3: Phosphorus Load Reduction: 3.19 lbs/year
 Nitrogen Load Reduction: 19.66 lbs/year
 Sediment Load Reduction: 1651.41 lbs/year

- Worked on assessment of necessary revisions to the Spill Prevention Control and Countermeasure (SPCC) permit for the maintenance yard. Discussed the potential impacts on our operations at the maintenance yard, and a logical path forward. SPCC is an EPA environmental compliance risk-driven program.

Electric

A new electrician started this week replacing someone who had been here 40 years. The new person started by shadowing an electrician and a contractor hired to provide an arc flash study on all the electric panels and equipment in all the City buildings. The study is used to ensure that the proper safety gear and clothing will be worn around electric equipment when and where necessary.

The line crews are replacing four poles out the 400 tested this year. They are also replacing over 30 ground wires that were cut off and stolen from the poles. Poles with equipment on them need a copper wire down to a ground rod, and while the crews have been replacing the ground wires with almost worthless steel core wires, thieves have continued pilfering for scrap metal.

Engineering has been working on SCADA changes which involves reprogramming every relay and tap changer controller on the system. The changes will allow remote control in a way that is consistent with current work practices. Engineering has also met with

DeIDOT about and worked on the train station design at the STAR Campus. Engineering and the line supervisor also worked on the design and construction plans of pole work and circuit configuration for the new substation transformer slated to arrive late September.

Parks & Recreation

Administration & Planning

Curtis Mill Park Update:

- On Tuesday I attended the inspection for the erosion and sediment control system installed by our contractor.
- We began removing old concrete in preparation to add fill materials.

I attended a meeting to discuss the proposed Candlewood Suites Hotel on South College Avenue.

On Friday I met with PW&WR personnel and department staff to discuss the planned improvements to the maintenance road/trail which extends from Fremont Road (Fairfield Crest) to Creek Road near the north end of the Pomeroy Trail. Funding is provided in this year's CIP to do the work.

We committed time reviewing and commenting on DNREC's plan to make improvements in the Christina Creek to reduce stream bank erosion and sediment build up.

Tom conducted park inspections and while doing the inspections started making two lists; one on play features concerning recommended protective barriers on stairways above 48 inches and the other noting fence repair work needed.

Tom continued coordinating for the upcoming Christina River Clean Up for several sites here in Newark as well as assisting in planning a tree planting operation at site in the watershed.

Tom is working with the Special Projects Coordinator on the Stafford Park hockey court renovation project scheduled to be done this year.

Tom is continuing to monitor the Main Street tree pit up-lights and coordinate with Cleaver Cable Construction to get issues resolved.

Rich committed time gathering cost updates for vehicles to be replaced in 2015.

Rich had discussions with a representative of the Newark Historical Society regarding requested maintenance items at train station. He also met with a pickleball enthusiast to work with us to layout courts on the Wilson and Folk Park tennis courts.

Parks Maintenance

We painted the walls in the City Manager's conference room, replaced light bulbs at City Hall, opened up a sink drain in garage at City Yard, did PM at Wilson Center, replaced lights in buildings at City Yard, and replaced the water filter on ice machine at City Yard.

The crew completed several general park maintenance work orders.

Our seasonal crew comes on board this week.

We repaired the auger attachment for our landscape tractor, repaired fencing at the Phillips Park skate spot, completed mowing of all meadow areas and did some tree pruning.

We continued cutting back perennials and ground covers, cleaning landscape beds, straightened one dogwood tree at Reservoir, and did interior bed maintenance at City Hall.

Recreation Services

Paula completed an inspection with Office of Child Care Licensing at Downes Elementary Before and After School program. The programs license was renewed for another year.

Paula completed flyers, PSA's and Channel 22 forms for summer programs and sent out an email blast to previous participants regarding upcoming spring break and summer camps.

Paula continues to work on determining summer staff and has set up several interviews in the month of April to fill open counselor positions. She will have a new Director and Assistant Director at Rittenhouse Camp this year and she has set up a meeting with them in April as well to go over the new ideas for camp.

Paula confirmed the summer van rental for Rittenhouse Camp and is now working on bus trips needed for the summer camps.

Sharon emailed event vendor packages (1290) and has been updating the master mailing listed based on emails and returned messages (300). She and Liz set up the online registration for vendors and several registrations have been taken for Liberty Day and Community Day.

Sharon reviewed the submissions for signs and banners for 2014 events.

Sharon has been working on the #HealthyNewarkDE initiative by creating Facebook posts and posting the Tip of the Day in the lobby of the Municipal Building.

Sharon met with a Boy Scout leader, who volunteered to take eggs to stuff at their next meeting. Sharon and Debbie have been setting up additional times for volunteers to stuff eggs for the Egg Hunt.

Debbie sent the emails out to all volunteers from the Community Clean Up and has been tracking their hours.

The recreation staff worked on updating programs for the summer newsletter and spent time proofing the summer newsletter.

Tyler attended a meeting with Tom Foster, Pickleball Ambassador, and some of our parks maintenance crew to discuss details regarding painting pickleball lines on the GWC tennis court.

Tyler completed the GWC attendants schedule for April.

Hoopes Fire Prevention installed a new fire suppression system in the GWC kitchen.

Tyler prepared supplies and staff for the start of programs including swim lessons which began on Saturday, March 29 at the Newark Senior Center and Young Actors Take the Stage which began on Friday, March 28 at GWC.

Tyler received a new computer allowing him to connect to the City's Network remotely from GWC.

Joe worked on finalizing the end of year report for 2013.

Joe, Liz and Andee held a conference call with Max Galaxy regarding our registration software system to discuss several issues that we are having with the system.

Joe held a recreation supervisors' staff meeting to discuss happenings in their areas.

Joe is organizing the Summer Activity Guide that will go out on April 28.

Finance

The Deputy City Manager, City Manager, Planning Director, Parking Supervisor and I met with representatives of IPS, one of the parking meter vendors participating in the smart parking meter pilot, to discuss the continuation of the pilot, meter technology, and credit card processing.

I attended the fifth of six Public Power Certification Training webinars hosted by the American Public Power Association (APPA) and made arrangements to attend the annual conference in June.

Customer Service

Dayra Ortiz joined the Finance Department on Monday, March 31, 2014 in a temporary capacity to assist the customer service group as we approach the seasonal peak period associated with the student move out rush. Please join me in welcoming Dayra to the team.

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 kicked off last week. Certain department directors and staff have been meeting with the auditors last week and this week for process/procedure interviews.

Alderman's Court

This past week we held three court sessions. We processed a total of 55 arraignments, 69 trials, 4 case reviews, and 8 capias returns. Our new Bailiff also started working during our court sessions this past week.

CSH/mp