

DEPARTMENTAL WEEKLY REPORTS

May 2, 2014

Electric

The line crews pulled out the old cables from one of the City's main transformers with the help of a crane and replaced them with new ones. The crews also installed a new switched capacitor bank on Bellevue Road in preparation for summer loading.

The electricians started building a concrete foundation for a new battery cabinet to be installed at a substation, worked on lighting controls for the Parks Department, and wired up the controls for the switched bank that the line crews installed.

Engineering and the SCADA developers performed extensive field testing on a new model of tap changer controller for acceptance testing. A few problems still need to be worked out. Engineering also met with all the smart meter players to go over any remaining issues. The timeline for total completion is the end of June and satisfactory progress is being made towards that goal.

Parks & Recreation

Administration & Planning

I met with my staff to begin discussions about the Community Garden concept. We plan to hold a meeting in late May and invite those who responded to the recent survey to attend to begin talking about moving the program forward. We have initially selected a site at Fairfield Park. The area is fenced and has a water supply and storage building. The site will need some work to get it ready for this type of use. We're determining what needs to be done and a cost estimate. This could require some additional funding in the 2015 Operating Budget.

I committed much of my time this week at the Curtis Mill Park site working with our consultant and contractor on various items relating to the parks construction.

I conducted park inspections and an inspection of the Christina Creek from the Christina Parkway Bridge to Barksdale Road and provided a list of maintenance items to be addressed.

I committed time working on my 2015-2019 capital budget.

With the assistance of the Special Projects Coordinator, Tom completed a draft Request for Quotations for the Stafford Park Street Hockey Court rehab project. The project is funded in this year's CIP. He also met with representatives of Wawa stores to do a landscaping inspection at the store on Rte. 273 for the release of the Letter of Credit. He met with the landscape contractor for the Twin Lakes townhouse community to review the layout of the final landscape installations.

Tom met with the contractor who does landscape maintenance for Home Depot (Suburban Plaza) to review maintenance requirements on the traffic island on Elkton Road adjacent to the shopping center.

Tom finalized the paperwork from the tree/shrub plantings which were part of the Christina River Clean Up and sent in to the State Forest Urban Tree Coordinator for reimbursement to the Christina Conservancy.

Parks Maintenance

Mowing operations are in full swing!

We committed time doing landscape bed maintenance and applying mulch as needed. We also reseeded several sites.

The crew continued working with IT to prepare the lower level training room. They built and installed a new footbridge and re-routed a section trail along the Christina Creek. We continued to prepare ball fields for use.

The crew completed several general park maintenance work orders during the week.

They completed end of week first line maintenance on all mowing equipment.

Recreation Services

Paula completed interviews to fill summer camp counselor positions.

Paula met with the new Rittenhouse Camp Director and Assistant Director. They worked on plans for the staff orientation and training and camp schedule.

We conducted a Skate Boarding Spring Break Camp last week at Handloff Park.

Paula delivered supplies to the outdoor summer volleyball site in preparation for the start of the season this week (April 28).

Sharon prepared for the US Air Force Heritage of America Concert Band performance at UD's Mitchell Hall on Monday, April 21. The event was well attended.

The Spring Concert Series is set to begin this Thursday evening. Let's hope the rains are out of here in time for the concert!

Sharon made modifications to the sign and banner order for upcoming events and sent them to the sign company. She continues to work with the planning committee coordinating the Memorial Day Parade scheduled for May 18.

Debbie updated our volunteer records to include the volunteers from the Egg Hunt and Nefosky Walk & 5K Run.

Tyler held a conference call with two members of the Delaware Trail Spinners to discuss incorporating possible Mountain Biking instruction into some of our summer camps.

The Spring Break Camp was held all week at the George Wilson Center. It was a great week with approximately 20 kids participating each day.

Tyler met with a tennis instructor to discuss upcoming programs and distribute additional instructor resources.

Tyler completed the GWC Attendants schedule for May.

Tyler proofed summer programs listings in Max Galaxy (registration system) for accuracy.

Tyler and Joe set up the mini golf activity in the Council Chamber for Administrative Professionals Day.

Joe finalized the e-newsletter which was delivered via e-mail to over 6,000 addresses.

We received commitments from Senator Bethany Hall-Long, Senator Karen Peterson, Representative John Kowalko and Representative Baumbach to fund a Historic Marker for the Newark Train Station. Delaware Archives is currently researching the history of the station as part of the application process.

Joe is working on the budget figures for the 2015 operating budget.

Joe is working on winter/spring activity statistics and reviewing the program analysis form.

Finance

I participated in the first quarter benefits update with the Deputy City Manager, the employee Health Benefits Committee, and the City's health and life insurance consultants to discuss 2014 experience, look forward to the 2015 renewal, discuss the concept of voluntary benefits, and discuss the emergence of the healthcare marketplace.

Customer Service

The customer service group continues to work on various upgrades and implementation work related to the smart meter project. MeterSense user acceptance testing is complete and the software is live. The smart meter working group continues to hold regular progress meetings, the most recent of which was held on April 30, 2014.

**Harris (our utility billing software vendor) will be on site the week of May 5th for Customer Connect administration and customer service representative (CSR) configuration and training. Training is scheduled for Thursday, May 8, 2014 with all CSRs, which will necessitate the "partial closure" of customer service. The welcome center will remain staffed and payments will be accepted in the center and through the kiosk in the lobby. Advance notice will be provided to our customers.

The customer service team is also undertaking cross-training efforts to be prepared with department coverage as the smart meter project is demanding more focused attention as we near completion, and of course as we approach the busy student move-out rush.

Accounting

Budget hearings are beginning to be scheduled with department directors starting in July, and the Finance team is preparing to share YTD reports with all managers in an effort to kick off the forecasting and budgeting conversations.

The auditors expect to return the draft 2013 Comprehensive Annual Financial Report (CAFR) to the City by the beginning of next week for the accounting staff to finalize the statements so that the narratives, discussion and analysis can be drafted.

We have a financial policies workshop scheduled for the evening of May 5, 2014 at 7 p.m. in Council Chamber. The agenda includes topics such as cash reserve policies, investment policy statements, pension and OPEB trust investment management, and debt management.

Alderman's Court

This past week we held three court sessions and one case review session. We processed a total of 52 arraignments, 54 trials, 20 case reviews, 22 capias returns, 3 pleas and 3 prisoners were videoed from prison.

Police

Late last week and early this week, Newark Police arrested five juveniles for a crime spree that began on April 7, 2014. Two were arrested based on information developed after New Castle County Police arrested two juveniles on April 23rd for crimes in their jurisdiction. Three juveniles were arrested on April 25th after NPD units conducting surveillance observed them breaking into vehicles on Scholar Drive. This was a great effort by our Street Crime Unit, Patrol Officers and the Investigation of Detective D'Elia. The list of crimes includes:

- Two motor vehicle break-ins on W. Village Drive
- Two motor vehicle break-ins on Ogletown Road
- Car break-in on Scholar Drive
- Car break-in on E. Cleveland Drive
- Stolen motor vehicle from 400 block of Creek Bend Drive
- Stolen motor vehicle from Scholar Drive
- Stolen firearm from vehicle on E. Cleveland Drive

Newark Police are investigating a single vehicle fatal collision which occurred at approximately 12:26 a.m. on Library Avenue (Route 72) just north of Ogletown Road. A preliminary investigation has determined that a 1994 Chevrolet Pickup Truck traveling southbound on Library Avenue drove off the west edge of roadway and struck a tree located in the traffic island just north of the intersection of Library Avenue and Ogletown Road.

The operator, identified as 21-year-old Zachary Burris of Newark, and the front seat passenger, identified as 21-year-old Alexis Baunchalk, also of Newark, were both pronounced deceased at the scene. The intersection of Library Avenue and Ogletown Road was closed for approximately four and a half hours while NPD Traffic Officers investigated the collision.

Patrol Lieutenant Kevin Feeney has been working with UDPD on some upcoming grant funded joint alcohol initiatives.

City Manager's Office

Personnel

- Met with Mayor Sierer, Council members Chapman and Hadden, along with others, to continue discussions on Town & Gown. The working group has progressed sufficiently to bring forward to Council as a whole to further discuss bringing back a new version of the previous committee.
- Met with various staff members regarding personnel matters, including staffing challenges, performance matters, retirements and future succession planning.
- Facilitated and participated in the 4th of 6 webinars in a series of Effective Management Practices; this month's webinar was focused on recruitment, retention and interpersonal communications.
- Attend the DE League of Local Governments meeting on Thursday, April 24 and took away information regarding the proposed Downtown District bill in Dover proposed by the Governor.

Community Affairs

I spent a considerable amount of time on completing the summer 2014 Newsletter and preparing for mailing and e-mailing for its dissemination on April 28.

I spent some time preparing for and setting up for the Administrative Professional's Day luncheon on April 23. All staff involved seemed to have a great time and be very appreciative.

I attended the City Council meeting on April 28.

I spent some time working with Jamie Magee from Newark Bike Project to get situated for the City of Newark Bicycle Donation Drive beginning May 1 and continuing through May 16. A press release was sent out on April 30 and Channel 6 ABC has already responded.

I have been working with Tim Filasky in the PW&WR Department to update information about UDon't Need It? Program. Information was included in the newsletter, and I have updated the webpage to reflect the hours and new location of the program.

I spent some time creating the May DNP event e-newsletter that was sent out on April 30.

Facebook

Likes of Page	Likes of Posts	Comments	Shares	Post Clicks
12	37	7	40	1,100

Twitter

New Followers	Unique Interactions	Link Clicks
32	70	77

IT - Weekly Status Report		
Total Tickets Currently Open - 106 Total Tickets Opened Last Week - 46		
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: Implementation Scheduled for Middle of May		
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	Completed	Expected Completion Spring 2014
Moving City Email to Cloud, Upgrading all PC's to Windows 7		
Latest Update: Computers being deployed – 100% completed		
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.		
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.		
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.		
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: 4 Vendors being reviewed. Looks to be narrowed down to 2 by end of week.		
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	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. (Equipment spec'd)		
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 June 1, 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 in progress		
Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects.		
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: 100% completed		
Physical hardware upgrade or refresh will affect every user within the city to improve computer performance and software compatibility.		

Planning & Development

Planning

Considerable time was spent completing reports and preparing Planning Commission packets for the May 6, 2014 Planning Commission meeting. The following items are on the agenda:

1. A Special Use Permit to install an a-frame Radio Communication Tower for company use at 1344 Marrows Road.
2. A three space parking waiver at 72 E. Main Street (Indian Sizzler) in order to increase the seating at the existing restaurant by 9 seats.
3. A Comprehensive Development Plan update discussion.

This week an Administrative Subdivision combining three parcels into one parcel for the expansion of a doctor's office in Kelway Plaza was approved.

Some time was spent this week on defining the term "neighborhood" and considering revisions to the definition of accessory use for Council consideration.

On Friday morning, I met with a local developer to talk about the potential development of a parcel on North Chapel Street.

Considerable time was spent this week on sprinkling issues as they relate to the construction at the Pilgrim Baptist Church.

Some time was spent reviewing plans and related materials for projects tentatively scheduled for the June Planning Commission, including adding 10 units to 162 S. Main Street; adding 4 units to Pomeroy Station; and creating 3 new buildable lots at 305 Capitol Trail.

This week some time was spent reviewing materials submitted by The Data Centers engineer in response to Councilman Morehead's analysis of the chart submitted and referenced for the Zoning Verification letter.

On Monday afternoon, I participated in a telephone interview with the firm of Wadley-Donovan who has been hired by New Castle County to do a County-wide economic development analysis.

Also on Monday afternoon, I met with a business owner to discuss potential expansion on E. Main Street.

On Monday evening, I attended the Executive Sessions and the City Council meeting.

This morning I attended the Delaware Transit Corporation's (DTC) O & D Study Advisory Committee meeting.

Today and tomorrow Development Supervisor Mike Fortner will be attending the Mid-Atlantic Regional Conference of the National Association of Housing and Redevelopment Officials (MARC NAHRO) Annual Conference in Dover.

Economic Development

Planner/DNP Administrator Ricky Nietubicz and Downtown Parking Administrator Marvin Howard represented the Department at the grand opening of the 7-Eleven store at 46 E. Main Street and welcomed them to downtown. The store was also set up for gift cards and parking validations.

Some time was spent this week working on draft language for the Comprehensive Development Plan V update's Economic Development section to define a "downtown development district" in advance of proposed State legislation to create a grant program, and to better position Newark for the competitive funding opportunities in coming years.

Ricky also spent time working this week on coordinating a cooperative summer advertising campaign (late May – late August) that features TV advertising on channels like ESPN, Bravo, E, Comcast Sports Net, Weather Channel, Discovery, etc., at the request of the Merchants' Committee and DNP Board. Numerous restaurants and retailers have been willing to contribute to the campaign. Filming and production will take place soon.

Time was spent editing Delaware Today editorial content in advance of our supplement to their June 2014 issue.

Parking

The Parking Division has been preparing the equipment for the reopening of Lot #4 entrance between the new Kate's Place and Panera Bread.

Code Enforcement

This week Code Enforcement Supervisor Steve Wilson and Fire Marshal Bill Street attended a “Verbal Judo” class to assist in handling difficult or disgruntled customers. The information provided will be helpful to their duties.

City Hall server room renovations have started. Electric work has been done in preparation for demo; the heat detector has been removed; and HVAC thermostats have been relocated. Actual construction, which will require a shutdown of the server, is scheduled to begin Friday evening through Sunday night.

Kate’s Place – COs for the apartments in the mixed use building will be coming out soon.

Construction at the Continental Court Townhouses at 49 South Chapel Street has begun.

Public Works & Water Resources

Streets

- Catch basin repairs at Sunset and West Main at Wonderland Records.
- Black top at previous catch basin repairs: Ray Street, Hidden Valley, West Chestnut Hill.
- April 30 storm response – basin clearing and road closure prep.

Refuse

- Contractor has chipped most of the yard waste from 2014.
- Heavy yard waste week due to previous holiday week.

Water and Wastewater

- Repair the surface grades and grass seed at main break locations.
- Raised and lowered curb boxes that have heaved and moved due to the winter weather.
- Corrected a buried 2” curb stop box at 250 East Cleveland Avenue.
- Installed new fluoride line at South Well Field.
- Sewer truck has removed roots in the sewer main that are believed to have caused a backup along the Elkton Road service road.

Garage

- The shop personnel spent time this week cleaning and reorganizing the maintenance garage. The long cold, snowy winter had taken a toll on our fleet and service facility.
- The garage office has been rearranged and had a window installed to open up the space and make it easier to communicate.

Management

- Transfer Station Closure Plan coordination and submission to DNREC.

- A meeting was held with UD representatives with regard to the repurposing of the Newark Transfer Station in to a Yard Waste Processing Facility.
- Gave Mayor Sierer a tour of the yard facilities. She looks forward to working with the crews in the near future.
- Country Club Drive traffic calming test will be setup within the next few weeks. Commissioned by the Traffic Committee and on the shelf for quite a while, will help determine need for permanent or additional traffic calming measures.
- Tom Coleman will attend DEWARN tabletop exercise for water and wastewater emergency response network.

CSH/mp