

DEPARTMENTAL WEEKLY REPORTS

May 23, 2014

Alderman's Court

This past week we held three court sessions. We processed a total of 62 arraignments, 64 trials, 7 case reviews, 18 capias returns, 3 prisoners were videoed from prison on Monday and 5 transported to Court for events on Thursday.

Police

The Memorial Day Parade event went very smoothly with no major traffic issues. As usual, the Parks and Recreation Department did a great job in planning for the event.

On May 22nd, City Manager Carol Houck promoted Corporals Christopher Jones and Michael Watson to the rank of Master Corporal during a ceremony held in the Council Chamber. In addition, various other awards were presented to officers during the program.

The police promotional oral boards were conducted from May 19-21. Twenty-five (25) officers were interviewed for the positions of Master Corporal and Sergeant. The board consisted of Deputy City Manager Andrew Haines, Captain Peter Sawyer from the Delaware State Police and Captain Matthew Kurten from the Wilmington Police Department.

Lieutenant Feeney, Sergeant VanCampen, and Sergeant Aniunas are completing the West Point Command and Leadership training program. This intensive eleven (11) week training course is sponsored by the New Jersey Chiefs of Police Association and the New Castle County Police Department. A graduation ceremony will be held on May 29th for all three officers.

Plans are currently established and are still being modified as needed for the University of Delaware's graduation day. Vice President Joe Biden will be the Commencement speaker. Due to increased security measures, attendees will be admitted to the campus earlier than usual. Newark Officers assigned to the graduation detail will begin work at 4:00 a.m.

Sergeant VanCampen has met with members of the Chapel Street Playhouse to discuss graffiti issues. He is working on investigating the price for specialized cameras and alarms to help combat graffiti.

City Manager's Office

Personnel

- Had several meeting with employees regarding the ERIP offer currently available.

- On Saturday, proctored and facilitated the Master Corporal and Sergeant promotional written test exam. A total of 25 officers submitted to participate with the 2014 promotion process.
- On Monday, Tuesday and Wednesday, I lead the Oral Board Interviews for the police promotional process, along with visiting Captain Peter Sawyer of the DE State Police and Captain Matt Kurten of the Wilmington Police. Both visiting captains were excellent panel members and all 25 officers had the opportunity to receive an oral interview.
- On Thursday, Marta and I held a meeting with the AFSCME executive board and representatives to discuss side matters stemming from the current CBA.
- Thursday afternoon was another ICMA Effective Supervisory Webinar Series, which Session #5 of 6 focused on “A Higher Standard: Performance, Accountability and Customer Service” Those management team members in attendance felt it may well have been the best content of the five webinars to date.

Community Affairs

I attended the Bike to Work Day event on Monday.

The bicycle donation drive for Newark Bike Project is over. We have collected a total of 26 bikes for the organization. Jamie Magee of the Newark Bike Project informed me at the Bike to Work Day event that they had received another 50 bikes over the course of the past week in addition to the previous 40 from the week before from people who had heard of their need from the City of Newark! All in all, I would say it was a successful partnership. We will be delivering our last bikes to NBP on Friday.

The Food and Brew Fest planning meeting was on Tuesday with representatives from Caffe Gelato, Kildare’s Irish Pub and Deer Park Tavern in attendance with Ricky Nietubicz, Jerry DuPhily of Out & About Magazine (via phone) and myself. All is set for the event as I continue to collect registrations and soon to collect menus. Out & About Magazine is handling all of the marketing for the event, as usual, and will also be providing a root beer tasting table on Academy Lawn. The committee decided on event hours of 2 p.m. – 9 p.m. as we continue to search for the sweet spot for event duration for downtown events.

I sent out the City E-news.

Press releases that were sent out this week include: Bike to Work Day postponement, Bicycle Friendly Community Designation, Earth Day Tree Raffle Winner, Council Consider Real Estate Agreement for Downtown Parking Garage, Community Health Promotion Award, and Memorial Day Holiday Trash Collection Schedule.

Facebook

Likes of Page	Likes of Posts	Comments	Shares	Post Clicks
10	44	7	24	1,800

Twitter

New Followers	Unique Interactions	Link Clicks
38	72	175

IT Weekly Status Report		
Total Tickets Currently Open - 93		
Total Tickets Opened Last Week - 45		
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 Last week 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.		
Microsoft Lync Enterprise Voice (Phone System)	Started	Expected Completion Fall 2014
Moving the City away from standard Copper phone system to new Voice over IP (VOIP) Phone System		
Latest Update: Preferred Vendor Selected – Working through financing issues		
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: City Yard Wiring Started		
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: Customer Connect / Metersense Residual Issues being resolved		
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.		

Planning & Development

Planning

This week considerable time was spent preparing reports for the upcoming Planning Commission meeting on June 3, 2014. On the agenda are:

1. Review and consideration of the major re-subdivision of the 1.43 acre property at 162 South Main Street (Madeline Crossing). Approval is being sought in order to convert existing office space in the mixed-use commercial/residential

building currently on the site and to add townhouse style apartments with first floor parking, for a total of 10 new apartment units on the property.

2. Review and consideration of the major subdivision of 305 Capitol Trail. The applicants propose to combine two tax parcels and then subdivide them into 4 single family RS zoned lots accessed from a new private drive.
3. A Comprehensive Development Plan update discussion.

On Wednesday I met with two separate developers to discuss projects recently approved by Council and their associated CIP submissions.

Some time was spent this week preparing a memo on the Rental Housing Needs Assessment Study, which will be discussed at the Tuesday, May 27, 2014 City Council meeting. The memorandum is intended to offer a path forward for the Phase I portion of the Study.

This week an Administrative Subdivision donating approximately 1,067 square feet of the STAR Campus property at the entrance to DeIDOT for additional South College Avenue R-O-W.

Some time was spent this week on the accessory use and neighborhood definitions memo.

Revised plans for Pomeroy Station (now tentatively scheduled for July Planning Commission) and Trader's Alley (tentatively scheduled for August Planning Commission) were received this week. The plans have been distributed to operating departments for review and comment.

Considerable time was spent this week reviewing information submitted to the City in response to Councilman Morehead's concerns regarding accuracy of the information in tables and charts previously provided by The Data Centers (TDC), and crafting the City's follow-up response.

Some time was spent this week complying with yet another FOIA request for TDC information.

On Monday, Development Supervisor Mike Fortner organized the activities of the "Newark Bike to Work Day" event held at the Trabant Center on the University of Delaware Campus. Approximately 50 people attended the event. The event was also supported by several downtown businesses and the Downtown Newark Partnership. Speakers included the UD Provost Grosso, Mayor Sierer, and Carol Houck. The "Bicycle Friendly Community Leader Award" was presented to retired DeIDOT employee, Dan LaCombe, for his years of service to the Newark Bicycle Committee.

On Tuesday, Mike hosted another Workshop for the Newark Comprehensive Development Plan. The Planning Commission will review a final draft of the Plan at their regularly scheduled Planning Commission meeting on June 3. The Final public hearing to recommend the Plan to Council will be on June 17th.

Economic Development

On Wednesday evening Planner/DNP Administrator Ricky Nietubicz hosted and I attended the Downtown Newark Partnership Board meeting. Website issues and New Night Downtown were among the items discussed.

On Sunday, Monday and Tuesday of this week I attended the National Main Street Center annual conference. Several educational sessions and the exhibition hall provided valuable information for DNP initiatives. Attendance at the annual conference is required for Newark's continued participation in the State's Main Street Program (Downtown Delaware).

Considerable time has been spent over recent weeks on maintaining our Downtown gift card program. Our provider, Fiserv Solutions, advised us on April 17th that they were transitioning from First California Bank to Sunrise Bank for the program BIN, which would require us to cease issuing gift cards as of April 30, until the new bank accounts could be brought online, on or about May 15. We were also advised, at that time, that the legal language on the back of the gift card would therefore be outdated, and we'd have to order new stock. Since graduation is our second busiest time for gift card sales, and since we had over a hundred gift cards in stock that we'd paid for production of, we immediately reached out to Fiserv to advise them that such a disruption was unacceptable, especially on such short notice (less than two weeks, including the Easter holiday). We were able to come to an agreement that would allow us to deplete our stock of cards and avoid a disruption in our ability to load and activate gift cards. Unfortunately, due to an extremely high volume of gift card sales over the past weeks and because Fiserv and Sunrise Bank are having difficulty agreeing to the language to be printed on the back of the cards we have not been able to get a new shipment of cards, and we have depleted our stock. As an interim solution, we are taking the names and contact information of everyone who wishes to purchase gift cards, and we will be contacting them as soon as we have a new stock, at this time we have been advised that late next week is the earliest we are likely to receive any new gift cards. We will be calling each customer as soon as we have the cards in hand.

New Night Downtown – Ricky met with a musical promoter to determine locations for live acoustic music during the event. Ricky is also in ongoing discussions with Parks & Recreation regarding the kids' games area, and Newark Toyota World has come forward as a sponsor, which will help offset costs associated with the game setup and prizes.

This week Ricky also finalized a series of commercials to air on numerous cable channels, including the Weather Channel, Bravo, E!, ESPN, Comcast SportsNet, Discovery and others throughout the entire summer, to help remind those throughout New Castle County to eat, shop and enjoy Downtown Newark. The Newark Post covered the filming, which added to our reach as well. In order to buy additional advertising inventory beyond what our budget would allow, several businesses contributed funds to a cooperative campaign and in exchange, they received a seven-second mini-ad at the end of the general commercial. All versions of the advertisement are being uploaded to YouTube, so that we can also spread them through social media and our website. <http://www.youtube.com/watch?v=k5lG0dEYwls&feature=youtu.be>

As per direction received at the May 14, 2014, DNP Board meeting Ricky is currently working with four different web development companies to repair and upgrade the DNP website.

Parking Division

The Parking Division spent time this week repainting parking spots in lot 4, as well as repainting curb lines at the booth in lot 3 and other areas as needed.

The Parking Division received a request from Walgreens to remove the cardboard dumpster because they would like to try a new bale system run by a company called Mil-tek, Parking Administrator Marvin is reviewing and will be following up with Walgreen this week.

This week the full extent of lot 4 was reopened for public parking.

Code Enforcement

This week three (3) Certificates of Occupancies were issued for Newark Preserve.

High grass complaints are coming in at a high volume. Inspections are being done; and Violation Notices are going out as soon as we receive them.

919 Rockmoss Avenue's basement was pumped out to access the damage. Twenty-five thousand two hundred (25,200) gallons of sewage were removed.

This week the Division received plans for Alder Creek subdivision.

Public Works & Water Resources

Streets

- Staff meeting held on May 19 to review department policies and expectations.
- Memorial Day Parade detour and road closure support on May 18.
- UDNI Student Move Out site set up and first day of collections on May 21.

Refuse

- Staff meeting held on May 19 to review department policies and expectations.
- New refuse and recycling can orders delivered to approximately 30 residents.

Water and Wastewater

- Staff meeting held on May 19 to review department policies and expectations.
- Dallam Road Tank dig test to locate gas line for overflow pond drain to eliminate overflow to neighboring property.

Garage

- Garage has been working with Delmarva Communications for citywide mesh vehicle router installs.
- We are coordinating our efforts with the refuse/street field supervisor to assist with student move outs.

- Participated in Newark Bike to Work Day.

Stormwater Program

- Performed a comprehensive Site Evaluation at the maintenance yard as per our Industrial stormwater permit there. Currently following up on a few areas of concern identified in the inspection report.
- Attended a public meeting on stream restoration work getting ready to begin south of Route 273 on the main stem of the Christina.
- Investigated an Illicit Discharge that was discovered while out at another site.
- Converted 2 inspection forms to a more user friendly format for the tablet.
- Researched my files and responded to a FOIA request for the Christina Mill Apartments.
- Discussed the IDDE section of our MS4 permit with DeIDOT.
- Attended a webcast at DNREC's Watershed Assessment Section.
- Worked with IT to solve the mobile router issue with 212. Works like a charm now!

Management

- UDNI site tent setup, labor schedule and vendor coordination.
- Coordination with Electric Department to remove 3 poles and overhead utility lines at the Transfer Station prior to demolition.
- Meeting held with Gran Turk to discuss new Trash Truck Specifications and new Sewer Truck with camera capabilities.
- Meeting conducted to discuss and optimize the Catch Basin Cleaning Program and obtain information to be utilized in the future GIS database.
- Contractor completed landscape at Northwest Booster Station.
- Mike Sitek, Tim Filasky and Jim Angelo attended DNREC Delegated Agency meeting in Dover on May 21 to review new stormwater regulations and review and approval procedures.
- Held successful public meeting on Upper Christina River Stream Restoration project. Final plan signatures and distribution will be complete this week and allow the plans to go out for bid in the near future. Construction should commence in July/August of this year.
- Two of Five Water Treatment Units at the Newark Water Treatment Plant have been rehabilitated and are now treating water. The final unit to be rehabilitated under this project is under construction. Now that we are back to four units in operation we will have very few, if any, water purchases from United moving forward.
- Street Improvement Program Contract has been recommended to Council for approval.
- ADA Handicap Ramp Program Contract has been recommended to Council for approval.
- Corbit Street area Water Main Replacement project has been sent out to bid.
- Signed final Erosion and Sediment Control plans for the McKees Park solar project and held a pre-construction meeting with the site contractor. The equipment shed foundation vapor barrier design is nearing completion and should be wrapped up in the next week or so. The second remedial action plan for the landfill closure is currently advertised with the public comment period ending June 2nd, at which time we will be able to begin construction on the shed foundation barring any public comment.

- Coordinated a final meeting with Verizon regarding the methodology for utility adjustments during the Cherry Hill Manor repaving project set to go out to bid in the next week or two. Once we have an agreement in writing we will incorporate the agreement into the bid document and put the contract out to bid.
- Prepared revisions to two departmental job descriptions.

Electric

The line crews finished installing the terminations on the replacement cables from one of the City's main transformers and switched 1/3 of the City load back on to it. They also continued working at The Cottages at the Plaza and worked on a pole mounted police camera that isn't working properly.

The electricians continued with the substation work. After all the DC circuitry was installed, they replaced a mechanical relay with a microprocessor type. This will allow the circuit to be monitored by SCADA.

Engineering tested smart meter reports and met with the developers and project managers. Progress has been made and the project looks like it will be complete in a few weeks. Engineering also reprogrammed a University meter used for the Electric Vehicle to Grid (EV2G) charging stations. A bi-directional energy meter is needed for when the grid calls for generation.

Engineering contacted another nearby utility about software under consideration. Questions about migrating to and from different GIS platforms and integrating SCADA need to be answered before considering purchase.

Parks & Recreation

Administration & Planning

Last Tuesday, I and other staff members attended a Delaware Recreation and Park Society meeting at New Castle County's Rockwood Park Museum.

Last Tuesday I met with three U of D students for a class project about my job and Newark's Park and Recreation Department operations.

I met with department staff to discuss and prepare for the public meeting on a Community Gardens planned for May 21.

I committed time working on my 2015-2019 Capital Improvements Budget.

I committed time working on items pertaining to a north link for the Redd Park Trail to Possum Park Road.

The contractor at Curtis is continuing to move soil as part of the site remediation and capping phase of the project.

I met with the PW&WR Special Projects Coordinator to discuss improving access from the Fairfield Park parking lot to the actual park area.

Tom Zaleski and Bud Frederick (PW&WR) met with Ruppert Landscaping's area manager and foreman and visited each contracted mowing site. We are a bit late getting to contractor to work due to delays in award.

Tom inspected the landscaping at two subdivision sites, one for the release of the two year surety and the other start of the two year maintenance warranty. He also reviewed several landscape plans for proposed subdivisions.

Tom and Rich selected the annuals to be planted in the traffic medians along Elkton Road and at City Hall.

Tom met with our arborist contractor concerning several creek blockages in Christina Creek Valley Stream.

Rich committed time researching costs estimates to do some rehab work at the storage building at Fairfield in anticipation of the start of a Community Garden program at the site.

Rich and the crew committed time coordinating the installation of replacement play unit at the George Wilson Park.

Parks Maintenance

The crew loaded, delivered, set and tore down equipment for the Memorial Day Parade.

We are continuing to prepare ball fields for league play.

We committed considerable time this week planting annuals in the South Main Street/Elkton Road traffic medians and at City Hall.

We completed routine maintenance tasks at several landscaped sites.

The crew finished clearing old concrete off of the bricks we salvaged from the Curtis Mill Smoke Stack. The bricks will be used to construct pillars at the Plaza area of the new Curtis Mill Park.

We completed several building maintenance tasks.

The crew set and removed stages for last Thursday's Spring Concert.

We committed considerable time at Rittenhouse Park working on items in preparation for this summer's Rittenhouse Day Camp program.

Recreation Services

Paula completed an update of the camp manual for distribution to staff during summer staff orientation.

Paula worked on filling a summer camp counselor position after one of initial staff had a change in plans. She continues to interview and will make final selection next week.

Paula sent out email reminders to coaches for summer volleyball rosters that are due next week. She also sent an email blast to previous summer camp participants for soccer, archery, volleyball, etc. regarding upcoming summer camps.

Paula updated the standings and schedules for the adult sports leagues and placed the information on the City website.

Paula met with Joe and Ricky on New Night Downtown's children's area.

Sharon and Debbie prepared for and held the 79th Annual Memorial Day Parade and Ceremony on the Green. They met with NPD, Parks and Public Works, as well as preparing all of the materials for the event, updating the lineup and VIP lists, piling needed materials, etc. The event was well attended and ran well. Applications were very late coming in even though information and applications were sent on multiple occasions for the past several months. We were, once again, very fortunate to have the support from the Delaware congressional delegation as well as state and local officials at this event. Photos and video links from local media coverage are linked from the Newark Parks & Recreation and Newark Memorial Day Parade Facebook pages.

The third Spring Concert was held, featuring The Reunion. The concert was well attended with over 100 people enjoying the music on Main Street.

Debbie attended the Newark High School Career and Volunteer Fair to recruit volunteers for future events.

A new session of tennis lessons began this week with classes running for ages 5 to adult. We have classes being held Saturdays, Sundays, Mondays, Tuesdays and Thursdays at various park locations.

Pool chemical orders began to arrive. Tyler checked in and delivered some items to the pools.

Joe is working on the 2015 budget information.

Joe met with Delaware Archives at the Newark Train Station about getting a historic marker at that location.

Joe and the recreation staff are organizing for summer staff orientations.

Joe worked the Memorial Day Parade and attended the organizational meeting with Sharon and Debbie.

Finance

We revised the informational letter regarding the suspension of the voluntary green energy program and sent it to all 254 green energy participants via USPS mail on May 21, 2014. Green Energy will be discussed at the Conservation Advisory Council meeting on

June 10, 2014 before a modified version of the program will be presented to Council the evening of June 23, 2014.

I attended a meeting of the board of DEMEC on May 20, 2014. Information was shared to member municipalities regarding the following topics:

- DEMEC's rate stabilization reserve should suffice to keep wholesale rates stable through this plan year (June 2013 through May 2014) before rates are expected to marginally drop. Wholesale rates are not expected to decrease for the remainder of the calendar year by more than a nominal amount.
- The Warren F. "Sam" Beasley Power Station in Smyrna was called on to generate additional hours in March and April in part as a result of minor, planned transmission outages on the Delmarva Peninsula. The additional operating hours accrue benefits for member municipalities.
- DEMEC counsel presented guidelines on the freedom of information act and how it applies to the joint action agency. Generally, DEMEC is considered a public body, although any economic information that could impair the agency's competitive or negotiating position may be exempt from the statute.
- DEMEC presented its unaudited financial statements for March and April of 2014 in addition to its annual, audited financial report for 2013.
- DEMEC reiterated its support for the City of Newark and indicated that it will continue to take direction from the City with respect to the draft of the PPA being considered with The Data Centers, LLC.
- DEMEC staff provided various updates related to renewable portfolio standards, legislative activity, projects in members' cities, and other information.

Customer Service

We are nearing the final stages of the smart meter implementation project. One of the final components is the integration of "Customer Connect," which is the online portal that will allow customers to view their utility usage and manage their accounts remotely. We are on target for a successful launch the week of June 2, as scheduled, and we will be taking a staged approach to the conversion. The first stage will involve the conversion of our customers using the existing eCare portal, which will be disabled after the Customer Connect launch. The eCare enrollees will receive a customized notice by June 2, and the existing eCare website will contain a notice and a link to redirect customers to the new Customer Connect website. The second stage will involve our customers that are enrolled in preauthorized payments ("PAP"). The final PAP batch will be executed the week of June 2, and all PAP enrollees will receive a customized notice that the existing PAP program will be replaced with the Customer Connect portal. Customer Service will be dedicated to the eCare conversions and the PAP conversions during the first three weeks of June. The third and final stage of the conversion will involve the rest of the customer base. After the third week of June, the availability of Customer Connect will be broadcast widely to the City's utility customers using every media outlet and customer notification method at our disposal, including newspaper advertisements, social media, Newark TV 22, the City's website, bill inserts, bill messaging, flyers at the Municipal Building, customer service handouts, and inbound call messaging. Test enrollments have been undertaken with employees and willing customers, which were invaluable in troubleshooting minor issues. We are confident in the success of our rollout, and we will keep you posted with our progress.

The Customer Service group also continues to work on other implementation items related to the smart meter project. The smart meter working group continues to hold regular progress meetings, the most recent of which was held on May 21, 2014. The next meeting is scheduled for June 11, 2014, at which point we expect Honeywell to request a formal “cutover” and transition the project management to the City of Newark team.

Accounting

The auditors returned the draft 2013 Comprehensive Annual Financial Report (CAFR) to the City. The accounting staff continues to work on finalizing the statements so that the tables, charts, graphs, narratives, discussion and analysis can be drafted.

CSH/mp