

DEPARTMENTAL WEEKLY REPORTS

June 6, 2014

City Manager's Office

Personnel

- I worked with Lt. Mark Farrall and Communications Supervisor Ted Ryser interviewing over several days applications for a vacant Communications Officer (dispatcher) position.
- Met with Research Aide Tommy Atadan regarding a large, comprehensive HR document overhaul. Tommy will complete the formatting and updating of all employee job descriptions, including additional language to bring the documents more in line with HR benchmarks.
- Attended the June 2 Special City Council meeting and the presentation of findings by Liberty Environmental regarding the TDC project and air permit.
- Reviewed resumes for the recently posted Facilities Maintenance Superintendent position; worked with HR Administrator Marta Pacheco on developing the interview panel and interview process.
- Worked with Parks & Recreation Director Charlie Emerson on the recently job closing for a part-time seasonal employee in his department.
- Met with PW&WR Director Tom Coleman regarding job tasks for the Engineer Assistant position, which will be vacant at the end of June due to Mike Sistik's retirement and acceptance of the ERIP. This position will be posted this coming weekend for recruitment.
- Spent considerable time on various personnel matters, including resolutions and settlements of past incidents.

Community Affairs

I worked with Finance and IT to prepare the utility payments webpage on the city's website and prepare and send out the Customer Connect roll out e-mail to current eCare customers.

I have spent some time publicizing the UDon't Need It? public sale through photos on social media and it turns out it was very successful judging from the first day of sales. The tent and parking area surrounding the tents were packed and so were people and cars as they left the site.

Press releases went out this week for traffic advisories for Paper Mill Road and Wedgewood Road.

I spent some time working with Joe Spadafino to review/prepare the information display plaques for Curtis Mill Park.

Facebook

Likes of Page	Likes of Posts	Comments	Shares	Post Clicks
33	128	106	93	4,600

Posting about the UDon't Need It? public sale contributed in large part to the fantastic numbers for this week as far as engagement. People love a bargain! There were 39 shares of this post alone:

AMERICAN June 2

The UDon't Need It? tents have really filled up! Sales to the public begin at 1 p.m. on Wednesday - everything priced at \$10 on this day! (4 photos)



Like · Comment · Share 39 Shares

Twitter

New Followers	Unique Interactions	Link Clicks
24	80	96

There was a lot of response on twitter to the UDon't Need It? sale and the congratulations graduates message:



IT Weekly Status Report		
Total Tickets Currently Open - 110		
Total Tickets Opened Last Week - 73		
ArcGIS	Completed	Expected Completion Spring 2014
PW&WR and Planning Departments will begin imputing paper kept data into digital form for greater control, efficiency and sharing		
Latest Update: Implementation completed. PW&WR Department will be first to start using.		
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.		
Voice Over IP (Phone System) Replacement	Hold Pending Approval	Expected Completion Fall 2014
Moving the City away from standard Copper phone system to new Voice over IP (VOIP) Phone System		
Latest Update: Hold Pending Council Approval (June 9)		
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: City Maintenance Yard Wiring Started – 75% completed		
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	Completed	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: Launched on June 1, Announced to e-Care users on June 3 rd . Some small residual issues remain but are being worked on. Formal hand-off date scheduled for late June.		
Replaces need for meter readers and offers the ability for some remote disconnects and reconnects.		
Terminal Server Solution	Started	Expected Completion Summer 2014
Provides "Thin Client" Devices for selected departments to operate computers in a centralized, shared environment. Excellent for environments like the City maintenance yard and other remote locations where expensive computers are not required.		
Latest Update: Quotes for hardware/software being compiled.		
Users will be provided low-cost alternatives to high priced PC's. These devices will be used to remotely connect to a server, hosted in the City's server room, to access key business applications. This project is a pilot for future City growth and allows for ease of device/user management as well as quick replacement during failure.		

Planning & Development

Planning

At last night's meeting, the Planning Commission recommended approval of a Major Subdivision and Special Use Permit to add 10 new apartments to the Madeline Crossing mixed use building at 162 S. Main Street; and discussed the update of the City's Comprehensive Development Plan V. The Commission will hold the Public Hearing on the Comp Plan at their meeting on Tuesday, July 1, 2014 at 7 p.m., City Council Chamber. Following the public hearing, the Plan will be forwarded to City Council for review and discussion.

Some time was spent this week reviewing development proposals for upcoming Planning Commission meetings.

On Thursday afternoon Development Supervisor Mike Fortner and I joined PW&WR Director Tom Coleman in a meeting with the owners of the former Wize Guyz property on South College Avenue and their engineers to discuss floodplain issues.

Also on Thursday afternoon I met with the owner/developer and engineer for the 305 Capitol Trail proposed Major Subdivision to discuss submittal requirements.

Considerable time was spent this week preparing another FOIA request on The Data Center project.

Some time was spent working with City Solicitor Bruce Herron on the Newark Shopping Center property, 49 Kells Avenue and the Pilgrim Baptist Church.

On Monday night I attended the Council meeting for the Liberty Environmental presentation on the air permit for the Data Centers, LLC.

Time was spent this week on the accessory use/neighborhood definition report.

Considerable time was also spent proofing and organizing the revised draft of the Comp Plan. The draft is on the web.

On Monday, June 2, Evan Horgan started his summer internship with the Planning and Development Department. Evan is a graduate student with the University of Delaware's School of Public Policy and Administration. He will be working on updating the Fiscal Impact Model, Home Based Business Ordinance, Car Free Newark Guide, and other department tasks.

Community Development

Time was spent this week preparing agreements for Community Development Block Grant (CDBG) Program (7/1/2014 - 6/30/2015) Sub-grantees' allocations; and preparing for the application process for 7/1/2015 - 6/30/2016 CDBG and 2015 Revenue Sharing funding. The public hearing to kick off the application process is scheduled for Wednesday, June 25, 2015.

Parking

On Monday I joined City Manager Carol Houck, City Solicitor Bruce Herron, Deputy City Manager Andrew Haines and Special Counsel Mark Dunkle to discuss the next steps for the parking garage on Lot #1 proposal.

Some time was spent this week preparing the recommendation on RFP 13-02 - the contract for credit card/debit enabled card single space parking meters for Council consideration on Monday night.

Economic Development

As reported earlier, Ricky Nietubicz spent some time arranging for a free small business Fraud Protection Seminar which was scheduled for today from 1-4 p.m. at Klondike Kate's. Unfortunately, the seminar was cancelled due to the lack of attendance.

Logistics of New Night continue to be worked on this week. The event scheduled for Saturday, June 21 from 3-9 p.m. is shaping up nicely. Ricky also worked with Community Affairs Officer Dana Johnston on the press release for the event.

Ricky also spent some time this week setting up online ticket sales for the Taste of Newark event scheduled for Sunday, September 28, 2014 from 12-3 p.m.

Code Enforcement

Campus Walk on New London Road received their Certificate of Occupancies this week.

This week the Division responded to a kitchen fire at 624 Lehigh Road, Building Q. Apt. #9. Minor damage was sustained, but thankfully no injuries.

The Division continues to work on property maintenance issued related to vacant properties.

Public Works & Water Resources

Streets

- Two of our seasonal employees started on June 2 and are supporting our full-time employees allowing for increased production.
- UDNI collections and disposal continues. The first sale day (\$10 day) was held on June 4. Over 100 people lined up for the sale and it was a great success. The Street Division supported the sales effort and continues maintaining the site and helping with donations and item disposal.
- The repairs at the Pomeroy Trail slope washouts near North College Avenue are under way with stone and filter cloth completely placed at one of the two locations and the construction of the toe of the slope started at the second.
- Sidewalk pads (70 ft.) have been pulled and new pads have been poured in Fairfield.
- Catch basin repairs continue at The Hunt at Louviers.
- Signage has been installed on Ritter Lane between Orchard and Townsend as a result of the recent ordinance to limit parking to "Special Permit Only".

Refuse

- The refuse group had a heavy Green Wednesday due to last week's Memorial Day holiday.
- Knuckle booms have been patrolling with student move out. Photos have been taken of the debris and the addresses have been noted for fee assessment.

Water and Wastewater

- Sewer lateral between the cleanout and our main at Meriden Drive was blocked due to the installation of a Verizon conduit through the center of the pipe. The blockage was identified on Friday afternoon and the Water Division completed the repairs in house quickly and efficiently saving the City from additional fees from a contractor for emergency mobilization.
- A hydrant fire flow test has been completed at 305 Capitol Trail.
- New London tank entrance filled with millings and rolled to repair settled and potholed areas.
- Reservoir underdrain J was extended to the pond at the north slope of the reservoir to allow for easier sampling.
- A new section of the reservoir recirculation line was installed due to impact damage observed at the pipe, likely vandalization.

Garage

- Garage staff has had a very busy week trying to keep the refuse trucks up and running, engine mechanical, vehicle wiring, and HVAC were just a few of the problems we were faced with last week. The staff also worked out of the garage helping with the student move out efforts.
- The sidewalk sweeper was inspected for performance and issues with the leveling of the vacuum were identified. Cables and brackets have been adjusted and a counterweight has been installed to help leveling. These improvements should help with performance.

Management

- We are now required to perform testing of material picked up by the street sweeper before that material can be disposed of at DSWA facilities. The sweeper bin testing package has been submitted to DSWA for approval.
- The new sewer push camera has been delivered and training has been completed.
- Coordination continues for the UDNI student move out program to removal dumpsters as they are filled and allow Goodwill to pick up items as the tent fills up. The public sale day procedures were also laid out with the UD coordinator and the first day worked very well.
- Signage and pavement marking quotes have been collected and orders are being placed to maintain safe traffic flow on the city streets.
- Met with the contractor for the NWTP filter rehab project to discuss recent issues and the path to completion. Unit 2 should be up and running the week of June 16th.
- Spent a significant amount of time on budgeting for 2015 budget.
- Attended a DeIDOT presentation on the proposed Wilmington to Newark bike path.
- Coordinated a meeting for this coming week with DeIDOT to discuss interagency communication on planning as well as maintenance issues. Specifically, we plan to discuss the large potholes in the intersection of Christina Parkway and Elkton Road among others.
- Met with the owner of the Dunkin Doughnuts on Elkton Road to discuss a proposed intersection upgrade.
- Attended the quarterly Christina Basin Task Force meeting.
- Worked with Verizon to acquire the final piece of information required to put the Cherry Hill Manor resurfacing project out to bid. Walked the project site with our inspector to review proposed cuts and fills to confirm proposed changes won't negatively impact lot grading. This contract should be advertised this weekend.

Electric

The line crews finished the pole work at One South Main Street, installed a pad mount transformer at South Main Commons, started changing the bushings on a substation transformer, and cut-in isolation links and installed line hose on circuits along Academy for a UD steam project utilizing a large crane and excavation equipment that can get near the wires.

The electricians installed a microprocessor based relay on another substation transformer as the next progression for the SCADA system, while the meter technician captured meter data for big customers like Bloom Energy and UD to be used for comparison with smart meter reports.

Engineering continued SCADA development, relay programming, and compiled University and substation load reports for DEMEC and City billing, engineering analysis, and smart meter comparison.

Parks & Recreation

Administration & Planning

I committed considerable time preparing project status information and a request for reimbursement to the Land and Water Conservation Trust Fund grant coordinator for the Curtis Mill Park project.

Curtis Mill Park Update:

- Site remediation work is nearly completed. That includes relocating soils (on site) and capping the areas.
- We began placing top soil in certain areas.
- Coordination is complete for the start of the park entrance and road work on Paper Mill Road. This work should begin the week of June 9 and continue into July. Signage was placed on Paper Mill Road to notify the public.

I committed significant time working on the 2015-2019 CIP.

Last Friday was Phil Thompson's last day of work in the Parks Division. He retired after 24 years with the department.

Last Wednesday I gave Mayor Sierer and Councilman Ruckle a tour of the City's parks and open space system.

Tom spent time with our new mowing contractor on some issues concerning the mowing at some sites. It will take the new contractor a couple of mowing cycles to work out the kinks and to become familiar with all of the sites.

Tom started organizing for the first Community Garden organizational meeting.

Tom met with the landscape contractor who installed the newest street trees on Main Street. Six of the Okame Cherries died and two more Cherries needed some pruning done. The replacement trees were planted late last week.

Rich is researching a replacement pump for our pressure washer and alternative backboard for our basketball courts. We are not getting the longevity from the aluminum backboards that we'd like.

Tom conducted park inspections and prepared related maintenance work orders.

Parks Maintenance

Busy with mowing and baseball/softball field preparation operations.

We continued doing pre-season work on the pools at Dickey and Wilson Parks in preparation for their opening on June 10.

The crew made repairs to the cubbies used at Downes School for our After School program.

We added wood carpet (safety surface) to several play units, added sand and raked off all horseshoe pits and completed monthly fire extinguisher inspections.

We committed significant time working on landscape beds and completed several building maintenance tasks.

Recreation Services

Paula sent email blasts to previous participants of summer camps and fitness programs to promoting upcoming camps and classes.

Paula sent an award letter to the bus company for summer bus trips.

Paula met with Assistant Rittenhouse Camp Director regarding upcoming orientation. They fine-tuned the schedule for the on-site orientation at Rittenhouse Park.

Paula met with Tyler and Sharon regarding the summer volunteer orientation. They created an agenda and Paula sent letters to all the volunteers about the orientation scheduled for June 11.

Paula continued to complete statistics of classes that are ending.

Debbie has been interviewing potential Safety Town volunteers and working on updating information for this year's Safety Town programs.

Debbie also contacted the Health Department to get information on their deadline for the food handling permits for Liberty Day.

Sharon created a timeline for Safety Town items for Debbie and sat in on several of the volunteer interviews.

Sharon has been working on several items relating to the 4th of July Fireworks and Liberty Day, including coordinating a meeting with key players from the City, UD, Schaefer Pyrotechnics, DeIDOT, and Aetna and contacting last year's food vendors that have not yet registered for the event.

Sharon and Joe met with Charlie to discuss last week's Memorial Day Parade and Ceremony.

Tyler is preparing the outdoor pools for opening June 10. Lifeguards will be working to get the pools ready and the pump houses cleaned and organized for the season.

Tyler is preparing for Camp GWC which starts June 16. He is interviewing final candidates for substitutes and after camp care staff, coordinating volunteer schedules, finalizing the field trip schedule and preparing for our staff trainings June 11-13.

We held introductory pickleball classes on Wednesday, May 28 at the GWC tennis court. We had approximately 15 participants including many who had never tried pickleball before. Tom Foster, a local Pickleball ambassador for the USA Pickleball Association instructed the classes.

Joe worked on 2015 budget information and 2014 expenditure estimates.

Joe is completing the final proof of the three Information Signs which will be placed in the plaza area at Curtis Paper Mill.

The recreation staff has been organizing the Kids Zone Area for “A New Night Downtown” that will be held on Saturday, June 21.

Joe processed six (6) fee assistant applications for people interested in registering for recreation programs.

Finance

Scott Lynch, Energy Services Manager for DEMEC, Inc., City Manager Carol Houck and I will be presenting a modified version of the voluntary green energy block program in connection with the McKees Park solar project at the Conservation Advisory Commission meeting scheduled for June 10, 2014 at 7:00 p.m. in City Manager’s conference room.

A revision to the City’s budget billing code has been proposed and is scheduled for a first reading on June 9, 2014. The second reading is scheduled for June 23, 2014. The updates to the code suggest that the legacy provisions be stricken and be replaced with a more robust framework and set of regulations to govern the program, which is expected to improve customer service for residents as well as promote payment processing efficiency without any increase in spending.

Customer Service

Call volumes and lines are peaking this week, as they do every year during the student move out/move in rush.

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 allows customers to view their utility usage and manage their accounts remotely. We are on target with the launch this week, and the staged approach to the conversion is proving successful. The first stage involves the conversion of our customers using the existing eCare portal. The eCare enrollees received a customized notice this week, and the existing eCare website was updated with 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 was 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. We are confident in the

success of our rollout, and we will keep you posted with our progress. Through June 4, a total of 342 residents were enrolled in the new Customer Connect portal.

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 progress meetings. The next meeting is scheduled for June 11, 2014, and a follow-up is scheduled for June 16, 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.

Alderman's Court

This past week we held two court sessions. We processed a total of 59 arraignments, 30 trials, 1 case review, 6 capias returns, and 1 plea.

The Networks students from Christina School District are finishing up their semester's work with us. We have been very fortunate to have good student help this year and provide a positive learning experience for them.

Police

On Monday, June 2nd, three detectives were approved for funding to attend specialized training through the Delaware Criminal Justice Council VAWA Law Enforcement Training Program. The trainings will focus on Domestic Violence, Sexual Assault and Stalking investigations.

On Tuesday, June 3rd, detectives arrested Joshua Eckerd for a burglary to one residence and attempted burglary to a second residence on West Chestnut Hill Road. The crime was originally committed in mid-May. Detectives were able to link the burglaries to others being investigated by the County Police. Eckerd was charged with Burglary 2nd Degree, Attempted Burglary 2nd Degree, Theft over \$1,500 and two counts of Criminal Mischief. He was turned over to the Department of Correction in lieu of \$22,200 cash bail.

On Tuesday, June 3rd, officers arrested James Clayton on multiple charges stemming from the theft of several bicycles. Officers responded to a report of a bicycle stolen from in front of a business on East Main Street. The officers were able to observe the incident on the downtown camera system and obtain a suspect description. A while later, the 911 center received a call stating that there were subjects on East Cleveland Avenue who appeared to be stealing bicycles. Officers responded to the area and were able to stop the described vehicle, which contained five stolen bicycles in the truck bed. The passenger of the vehicle was identified as the same suspect seen on the downtown cameras and identified as James Clayton. Clayton was arrested for one count of Theft

and four counts of Receiving Stolen Property. He was released on \$5,000 unsecured bail.

On Wednesday, June 4th, at approximately 1:34 a.m. officers responded to a report of a single vehicle collision on Capitol Trail near Orchard Road. Officers made contact with the driver of the vehicle, identified as Ronald Hazzard. The investigation determined that Hazzard struck a curb disabling the vehicle and he had been drinking. Hazzard was charged with his 7th Offense DUI, Driving While Suspended and Careless Driving. He was committed to the Department of Correction in lieu of \$20,501 cash bail.

CSH/mp