

DEPARTMENTAL WEEKLY REPORTS

July 25, 2014

Police

On July 20th at approximately 1:33 a.m., Newark Police responded to the Red Roof Inn located at 1119 South College Avenue in response to a loud party complaint. The victims advised that they were trying to sleep in their motel room but couldn't due to noise coming from a nearby room. The victims went outside to ask the noisy guests to be quiet. After their attempts were met with negative results, two victims attempted to call 911 while still outside their room. While doing so, Maurice Cruz-Webster attempted to grab a cell phone out of one of the victim's hands. Sherman Pride then successfully grabbed another victim's phone. A third victim was punched by Pride in the face. Officers stopped the suspect's vehicle on scene and arrested three defendants.

Budget preparation for has been underway for several months. We presented the 2015 police budget to the budget committee on Tuesday, July 22nd.

A little more than halfway through the year, our serious crime numbers continue to decline. Robbery, Aggravated Assault, Burglary, and Theft have all seen a reduction. Planning is underway with our law enforcement partners to deal with the increase of serious drug issues in the region.

There are two questions that seem to surface every couple of months. One question is in regard to the city emergency management plan and whether it includes enough information. The response is, the purpose of the city emergency management plan is to list who is responsible for what action. The plan is not intended to list how the actions will be performed. These actions will be detailed within each agency's operations plan. The second question is, why has no one been arrested or ticketed for the anti-idling ordinance. The response is that when an officer receives a possible violation or is made aware of a possible violation, they approach the motorist and inform them of the ordinance. The motorist then drives away or shuts down the vehicle. The police department doesn't hide and time motorists waiting for them to exceed the limit.

City Manager's Office

Personnel

- I coordinated a meeting among the Administrative team in the Police Department and the City Manager's Office regarding the need and planning of police officer recruitment. The team discussed the options and plans to market and recruit both certified Delaware officers, as well as a broad entry cadet recruitment. The plan will be to create a new candidate list in time for the spring 2015 academy.
- On Monday the office held the June WOW nominee breakfast. Councilwoman Hadden joined those in attendance and another quality opportunity to say 'thank you' was had by all.

- Department 2015 operating and capital budget hearings are filling the calendar – this week had Court, Electric and Police departments. Initial requests and proposals are assessed and will work through the hearing process.
- I met with staff members of AB&C to kick off the communication engagement and identify timelines, tasks and documents needed to proceed. One of the short-term deliverables will be the speech training, which will include an invitation to Mayor & Council to participate as well, if desired.
- Several departments met with me to discuss staffing and possible considerations in advance of respective 2015 Budget Hearings.
- Time was spent early in the week to prepare for a Thursday Healthcare Committee meeting. The committee has met several times in 2014 reviewing healthcare options, the primary drivers of claims and other considerations for 2015.

IT

City of Newark – IT Department Weekly Status Report (7/23/2014)		
Total Tickets Currently Open - 102 Total Tickets Opened Last Week - 60		
Voice Over IP (Phone System) Replacement	On-Track	Expected Completion Fall 2014
Moving the City away from standard Copper phone system to new Voice over IP (VOIP) Phone System		
Latest Update: Equipment Purchased – Waiting for delivery, planning kickoff meeting		
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.		
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.		

PCI Compliance	Started	No ETA
City has upgraded itself to higher standard for PCI Compliance. New benchmarks are required and City is working towards those new benchmarks in security and process.		
Latest Update: Evaluation Ongoing		
Achieving this higher standard of PCI compliance will provide the City a better level of security for monetary transactions.		

Police Interview Room Cameras	Scheduled	Expected Completion Summer 2014
New cameras are being installed in the Police Department Interview Rooms.		
Latest Update: Installation Scheduled		

Replacement/Upgrade of existing solution		
Police Activity Tracking System	Quote Under Review	Expected Completion Fall 2014
City Police has need to upgrade existing software used to track daily activities.		
Latest Update: Reviewing quote		
Software is used to track detailed information about officer/team activity during a shift for use in determining efficiency ratings and total counts.		

Council / Manager / Department Weekly Reports	Quote Under Review	Expected Completion Fall 2014
Weekly reports in new format		
Latest Update: Quote received, reviewing quote and getting competing quotes.		
Feedback from Council indicated increased need for more efficient and clear delivery for Department Manager weekly reports. We are looking into leveraging system that would allow multiple sorting methods with ability to search based on search term.		

Office 365 Mailbox Migration	Started	Expected Completion Summer 2014
Move data from on-premises to cloud		
Latest Update: Started – Announcement made, preparations started		
Work to decommission on-prem Exchange Email Server and move all mail to the cloud.		
Other Notable IT Updates		
<ul style="list-style-type: none"> • Initialized project to replace (upgrade) 14 year old GasBoy system for Fuel Management • Received quote for Avrio Camera Consolidation project for 2015 • Significant time spent on re-thinking our backup strategy now that we have virtualized our environment • Issues exist with the 2 CAD (Dispatch) servers. New World, the company responsible is involved but to this point, no resolution exists • Prepped 5 new ATG laptops for PD Mobile Command Unit (MCU) • Significant time spent planning Windows 7 class for all employees. 		

Planning & Development

Considerable time was spent this week preparing for the upcoming Planning Commission meeting. Tentatively on the agenda are:

1. A major subdivision of the property located at 305 Capitol Trail. Approval is requested in order to extinguish the lot line between two existing parcels at the site and then subdivide to create four (4) single family RS zoned lots, one of which will contain the existing home fronting on Capitol Trail.
2. An amendment to the Zoning Code regarding “no impact” home based businesses.

Considerable time was spent this week reviewing other development proposals for readiness for Planning Commission and/or Council review. Follow-up contacts with applicants to discuss the projects’ progress were also made.

On Thursday afternoon, I met with City Solicitor Bruce Herron to discuss potential developments and various Code interpretations.

Some time was spent preparing Council packets for requests from Developers for changes to building projects, which do not substantially conform to the approved subdivision and/or Construction Improvements Plan. One South Main Stormwater Management facility and the Newark Shopping Center residential building’s architectural plans will be discussed at the next Council meeting.

On Tuesday, I participated in the Budget review hearing for the Newark Police Department’s 2015 Operating and Capital Budgets.

Some time was spent this week coordinating with Unicity bus operations regarding upcoming road construction and impacts.

This morning I met with you and Deputy City Manager Andrew Haines to talk about department structure.

On Wednesday, July 23, Development Supervisor Mike Fortner attended the Floodplain Ordinance Review Meeting. The meeting was to insure that Delaware communities’ floodplain regulations meet FEMA’s revised requirements for the National Flood Insurance Program (NFIP) which will go into effect on February 4, 2015. The City will work with DNREC to review our ordinances and insure they are compliant with NFIP regulations. Any changes needed to our floodplain regulations will go through Planning Commission to City Council for review and consideration.

Summer Intern, Evan Horgan is working on updating our Fiscal Impact Model for new developments, and creating a draft safety guide for students renting apartments and houses in Newark.

This week the Department received a Special Use Permit application from a homeowner wanting to expand their driveway in the Open Floodway District (OFD).

On Thursday, Mike attended the Newark Bicycle Committee meeting with City staff from Public Works and Water Resources and Parks and Recreation.

Also on Thursday, Mike staffed the Board of Adjustment meeting. The Board granted a rear yard variance of 15 feet for an addition to a single family house with an irregularly shaped lot at 5 Stone Barn Court.

This week the Planning Division processed:

- 10 Buyer's Affidavits
- 3 Building Permit Reviews
- 9 Certificate of Occupancy Reviews

Economic Development

I spent some time this week reviewing a draft of the State's Comprehensive Development Strategy (CEDS) in preparation of participation in the first (CEDS) Steering Committee meeting, which was held Monday afternoon on the campus of Delaware State University.

Planner/DNP Administrator Ricky Nietubicz coordinated and attended the ribbon cutting for Del Pez at 76 E. Main Street. We are looking forward to seeing the restaurant in operation during Food and Brew.

Ricky is coordinating final aspects of the Food & Brew event to be held this Saturday, July 26th from 2-8 p.m. The event, in its 11th year, is a celebration of the culinary arts and brewing sciences, during which 16 downtown restaurants will host and offer dishes to complement 29 different craft breweries.

Community Development

Ricky is collecting Community Development Block Grant (41st Year CDBG Program, July 1, 2015 – June 30, 2016) and 2015 Revenue Sharing (2015 Revenue Sharing Program, January 1 – December 31, 2015) applications and answering applicant questions in advance of the application deadline.

Mike is working with the Newark Bike Project to identify locations for additional bicycle parking at their new location on South Main Street.

Parking

Summer maintenance (painting and cleanup) continues in the Municipal parking lots.

Code Enforcement

Some time was spent this week preparing information for 3 FOIA requests regarding the Pilgrim Baptist Church Board of Building Appeals hearing scheduled for Tuesday, August 5th at 3 p.m.

C/Os were issued for Newark Preserve #111 thru #119 Russell Lane.

Construction work in the Finance Department is moving along. Work in the Parks and Recreation Department area also began this week.

The Newark Senior Center received their C/O for kitchen renovations and addition.

Public Works & Water Resources

Management

- Met with a resident in the Binns to discuss opportunities to improve the City's approach toward backyard habitat and ecological corridor analysis. Discussed methods that would allow better communication between current and prospective certified backyard habitat owners that would allow for better exchange of information and excess plant material, etc.
- Filmed an interview for the ICMA promotional video of the City of Newark.
- Held several project coordination meetings on the current and planned GIS projects.
- Performed a field visit with the Code Enforcement Division to inspect a building foundation which is suffering from water driven erosion damage possibly related to a main break.
- Attended a smart meter project team meeting.
- Met with a consultant and developer to discuss a proposed project located on South Chapel which has Water Resource Protection Area implications.
- Performed Public Works plan reviews as necessary now that we are without a reviewer while waiting to fill the vacant Planning and Design Engineer position.
- Attended healthcare committee meetings to discuss the 2015 plan year renewal.
- Assisted field crews with the installation of two combo trash/recycling compactors on Main Street. Became familiarized with the web interface monitoring and reporting software.
- Reviewed the DNREC "Amended Proposed Plan of Remedial Action" for the Syntech site, operable Unit 2. This is a property which was subject to an industrial accident which we feel may have contributed to contamination of one of our wells, which as a result has been offline for several years. The public comment period closes July 28th and we are almost complete with our full comment submission.
- Worked with Representative Baumbach and Senator Sokola to identify three streets that will receive CTF funding in 2015 for resurfacing.
- Reviewed technical information related to stream restoration to provide to a resident per their request.
- Work on the Ray Street water main replacement is proceeding well. We uncovered a buried sanitary sewer manhole which will be brought to the surface (and appears to have been buried a long time ago).
- Work on the annual street contract has begun with saw cutting underway on Long Meadow Court, Falling Tree Court, and Timberline Drive. We prepared notices for residents and met with a representative of Studio Green Apartments.

Streets

- Made repairs to a failing storm sewer inlet on Cullen Way.
- Fixed sinkhole in Cambridge.
- Blacktop was installed at 347 Stafford.
- Repaired two catch basin Bonnets on Beagle Club and McDuff Road.

- Cleaned trash cans and surrounding area ahead of Food and Brew Fest.

Refuse

- Installed the first two solar powered refuse/recycling combo compactor units as part of our pilot roll-out.

Stormwater

- Finalized and mailed a riparian buffer maintenance recommendation mailing.
- Updated a power point presentation for the Upper Christina Stream Restoration project, and posted it on the City's restoration website.
- Held a coordination meeting with City staff and UD to work through remaining details on the planned Stormwater Training session held at the Maintenance Yard. We also investigated the contents of the Emergency Response Trailer, the location of the emergency pump cutoff switch, and the stockpile of spill response supplies in the Warehouse.
- Worked on updating spill contact information, and sent the .pdf to PWWR management.
- Water intern worked on drafting an impact summary on the proposed NPDES Electronic Reporting Rule.
- Met with a resident in the Binns regarding a more holistic city planning process which would encourage native plantings, water conservation techniques, and provide a forum for communication between conservation-minded individuals.
- Reviewed the preliminary designs for the Transfer Station Stormwater BMP, and provided comments to management.
- Conducted two Stormwater training sessions to accommodate the work schedules of employees working out of the Maintenance Yard. This training addressed Spill Control/Response and Vehicle Fueling best management practices, and is required on an annual basis for our Industrial Stormwater permit there. A total of 57 employees attended this training.

Electric

After approximately two years, the smart meter system has been completely installed (with the exception of some water meters that are still being coordinated by PWWR). From meters to City wide LAN to software, all components are installed and working. Water, Electric, IT, and Finance Departments were all instrumental in the success of this project, as were the various subcontractors and the project management team at Honeywell.

The line crews worked on installations at The Retreat, One South Main, and removed wires and a pole mount transformer in preparation for the Alder Creek development on Cleveland Avenue. The crews were also busy with a cable failure on Fall Brooke Road and changed a danger pole on Hillside Road.

Engineering and a line crew trouble shot a large 34kV capacitor bank after it showed up as a hot spot on the infrared report. One capacitor out of six was bad and replaced.

The electricians installed underground fiber optic cables to three tap changers on the City's main transformers. These will tie the tap changer controls into the SCADA system at a later date.

Parks & Recreation

Administration & Planning

I began preparing a request for reimbursement for grants funds awarded for the Curtis Mill Park Project.

On Monday I participated in filming of the ICMA video production of Newark's services and offerings.

Curtis Mill Park Update:

- Work began on Paper Mill Road late last week and is continuing.
- Paving should occur later this week or next week.
- Due to recent dry conditions the contractor is watering the seeded areas.



We are busy preparing for the start of the Hill Park baseball field renovations project scheduled to begin in late August.

We are preparing project/program submittals for the 41st Year Community Development Block Grant program. Those projects include the Summer Youth Beautification Corp (teen employment program), Recreation Fee Assistance Program (for low to moderate income families) and new this year, a request to fund a Summer Playground program for children in the College Park/Dickey Park area.

I'm working to complete the Parks and Recreation Profile for the 2015 Operating Budget. For the past couple of years we have been monitoring a disease (Bacterial Leaf Scorch) affecting, in particular, oak trees in our parks. There is no known product or method of care that will prevent or stop the disease. We have observed several trees with the

disease and those trees are declining to the point where they will have to be removed at some point in the near future.

Parks Maintenance

We painted the Safety Town surface at Wilson Park in preparation for this summer's Safety Town program. The crew also cleaned and prepared the battery operated cars driven by the preschoolers.

The crew dealt with a couple of plumbing issues at the Wilson Center.

We began watering operations at sites where newly planted landscape materials are located. We need a nice soaking rain badly!

The crew spent some time at Curtis Mill Park removing rocks, stone and small debris from the site.

The crew attended a training session which focused on storm water issues.

We are continuing to deal with storm related tree issues in the parks.

Recreation Services

We conducted a Skate Boarding Camp last week. Sixteen children participated in the camp.

Last week our Squirts Sports Camp took place. Children ages 4-6 year olds participated and were taught the basics of a variety of sports including basketball, soccer and baseball.

We plan to offer a "Couch to 5K" program this fall. The programs effort will be to get people outdoors to teach them basic training techniques of running for exercise and fitness. The program will culminate with the participants running in our Turkey Trot 5K.

Paula committed significant time planning for this year's Before and After School programs at Downes and West Park Elementary Schools.

Sharon continued to organize for the Safety Town program and completed a volunteer orientation with several of the volunteers.

The recreation staff worked on planning and organizing fall programs.

Tyler held a mid-point lifeguard in-service training session last week.

We held these camps at the George Wilson Center and Park this week: Camp GWC, Rittenhouse Before & After Camp Care, Sports Squirts Camp and two Footworks Dance Camps (morning and afternoon).

Tyler is actively recruiting tennis instructors for an upcoming camp and lessons.

Joe and Tyler met with the Newark Senior Center director and activity programmer about our facility use and programming of the Center.

Joe attended the Newark Bicycle Committee meeting last week.

Joe and his staff are editing the fall e-newsletter that will be delivered electronically on Monday, August 18.

Joe conducted a staff meeting to discuss goings on in the Recreation Division and the City.

Finance

Customer Service

“Customer Connect,” the online portal that allows customers to view their utility usage and manage their accounts remotely, is live and fully operational. The launch was kicked off the first week of June, and the staged approach to the conversion has proved successful. We indeed experienced several issues with the implementation, and the Customer Service group and our enrolled residents alike faced a steep learning curve in the software, but we worked diligently through twice daily discussions with the vendor to overcome any problems and we are confident in the abilities of the software. Through July 23, 2014, almost 2,500 residents were enrolled in the new Customer Connect portal. We will continue to keep you posted with our progress. Honeywell formally transitioned the project management to the City of Newark team on July 23, 2014. We will now resume our plan to increase our communications to all residents about the new Customer Connect platform.

Accounting

The 2013 Comprehensive Annual Financial Report (CAFR) will be presented to council by the City’s independent auditors at the regularly scheduled meeting of Council on July 28, 2014.

The Department Directors are gearing up for the 2015 budget process. Budget meetings began on June 30, 2014. Through July 24, 2014, we have discussed the preliminary budgets with four departments.

Alderman’s Court

This past week we held three court sessions and one DUI case review session. We processed a total of 36 arraignments, 50 trials, 10 capias returns, and 16 case reviews. One prisoner was videoed from women’s prison.

CSH/mp