

# City Manager's Weekly Report

Friday, February 6, 2015

**Department:**

Administration - City Manager

**Notable Notes:**

Mayor and Council - Thank you for your time and effort earlier this week and leading up to the continued review of the Draft Comprehensive Plan.

I was on hand for the swearing in of our newest Police Officer Casey Rivers and will be in attendance for his graduation from the Academy this Friday afternoon. He's excited to start his career with Newark.

We are working to get updates from DeIDOT on several areas of concern including the Main Street crosswalk tripping hazards and the intersection at Elkton Road and Christina Parkway.

I am happy to report that on average for the last 5 years Newark has averaged \$2.9 million in grant revenues each year. This success is the result of the dedication of our Departments to seek out and submit competitive submissions.

Our Police Academy planning process has begun with a September time frame for the Program to begin.

Net Neutrality has made the news again this week. We report that we are continuing to research other cities that have implemented a high-speed broadband system to determine feasibility.

We launched our Weight Watchers at Work Program last week and it has engaged those involved in a challenge to become more healthy and share tips. The Biggest Loser effort is also underway also allowing staff to focus on better health. Kudo's to Deputy City Manager Haines for spearheading these new offerings.

I point out that you will find our annual Volunteer report in the Parks and Recreation Department section of this weekly report. Its a great product that outlines the importance of our volunteer recruitment which leads to the success of our programs. Please check it out. On that note - and with an eye towards Spring - the Christina School District Networks Vocational Training Program has been helping with the Community Garden Preparations. Our partnership with this program continues to prove to be of great benefit to both of our organizations.

**Activity or Project:**

UD Spring Session Discovery Learning Class

**Description:**

We are working on the background for our participation with UD Professor April Veness to engage her Spring Semester Discovery Learning Class in a project that benefits the community in some fashion.

Status: Not Started

Expected Completion: 5/22/2015

Execution Status: On Track

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Department:**

Administration - Deputy City Manager

**Notable Notes:**

- The City is actively recruiting for a Communications Officer (Dispatcher), which is also our initial job posting utilizing a web based hiring tool to streamline internal operations. The ability to limit paper applications (though we do not deny such), complete phone screenings, and administer immense amount of paperwork and correspondences should help Marta and me be more efficient with our recruitments.
- Weight Watchers @ Work has started, and after one week, the enrolled employees lost a collective 58lbs
- Running parallel to [WW@W](#), The Biggest Loser Weight Challenge has started this week, which does not require classes, but does require following some basic competition guidelines.
- On Friday, Feb 6 I will attend the State Police Academy graduation ceremony, which includes one (1) member from the City: Mr. Casey Rivers. We look forward to officially welcoming him to the Newark team.
- On Friday morning, Feb 6, I will be a part of the UD Spring International Orientation program with a scheduled block of time to engage those members.

**Activity or Project:**

RFP 14-03 Unified Parking Management

**Description:**

I have been a part of the RFP review team for this project - the group completed the Top 3 vendor interviews this week. Individual assessments are to be completed in time to try to make the final recommendation to Council on the March 9 agenda. The three vendors all provided opportunities to consider how the City managements parking operations, parking enforcement, ticket payment, residential parking permits, etc.

Status: Near Completion

Expected Completion: 3/9/2015

Execution Status: On Track

**Activity or Project:**

Police Officer Recruitment

**Description:**

Marta and I continue to coordinate with Chief Tiernan and Deputy Chief Farrall on the police officer candidate recruitment for the March 2015 State Academy. Three (3) candidates have fully cleared each assessment and start as civilians on February 9, and an additional three (3) candidates are in the process of final clearance. To reach six (6) would be outstanding, however, our recruitment targets were to try to get 6-10 into the spring academy. Once our timeline is exhausted for the March Academy, efforts will be focused towards the September 2015 Academy.

Status: Near Completion

Expected Completion: 3/9/2015

Execution Status: On Track

**Activity or Project:**

**Description:**

Status:

Expected Completion:

Execution Status:

**Department:**

Alderman's Court

**Notable Notes:**

This past week we held three court sessions and one DUI case review session. We processed a total of 40

arraignments, 58 trials, 3 pleas, 8 case reviews and 17 capias returns. We also processed to prisoners with various prisons.

**Activity or Project:**

Parking Management Solution RFP

Description:

reivew parking management solutions for new parking system.

Status: In-Progress

Expected Completion: 2/15/2015

Execution Status: On Track

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Department:**

Electric Department

**Notable Notes:**

The line crews continued changing insulators in the North Western side of the City in preparation for a voltage upgrade. The also continued working at the Newark Shopping Center and the Newark

Preserve. They also worked with the meter technician on troubleshooting and repairing voltage problems on Delrem and Country Club Drives.

Two substation transformers were switched off and thoroughly tested by a contractor as part of the preventative maintenance program. Specialized testing equipment showed no problems.

The electricians have been pulling new circuits and installing receptacles at the Police Emergency Operations Room. They also worked on lighting issues at the Curtis Water Plant.

Engineering has compiled the University's loads for January for billing and DEMEC purposes and has been working with the SCADA developer to iron out a few outstanding bugs in the tap changer controller information.

**Activity or Project:**

Newark Shopping Center

**Description:**

Distribution infrastructure consisting of underground primary cabling and pad mount transformers to Campus Circle and the shopping center.

Status: In-Progress

Expected Completion: 9/1/2015

Execution Status: On Track

**Activity or Project:**

**Description:**

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

**Description:**

Status:

Expected Completion:

Execution Status:

**Department:**

Finance Department

**Notable Notes:**Customer Service

The Customer Service Team handled 754 phone calls the week of 1/26/15 with an average call length of 3:03 and an average wait time of 3:21. Despite handling significantly more calls this week, the average wait time was more than a minute lower than the January average. The group also processed 227 CityView payment transactions while the welcome booth processed 281 visitors. 160 service calls were initiated by Customer Service in response to the calls and visitors. The group processed a total of 5,391 payment transactions for the month of January. Customer Service statistics will be maintained on a weekly basis in 2015 to develop key performance indicators.

Accounting

The accounting group continues to work through another busy "Year-end" and "Beginning of Year" season. In addition to the payroll and 1099 processes that were executed at year end, the preliminary, unaudited 2015 financial statements were drafted and should be ready for presentation at the second Council meeting in February. The preliminary audit kicked off on schedule on Monday, February 2<sup>nd</sup>.

**Activity or Project:**

Independent Financial Audit - 2014

## Description:

The preliminary audit kicked off on time on 2/2/15. Representatives of the City's independent audit firm are on site reviewing various documentation, including the Preliminary Trial Balance, Schedule of Federal Awards, fixed asset additions, Pension & OPEB statements, Council minutes, and other routine audit lists / schedules. Staff provided check vouchers, accounts payable detail, claims detail, property tax and utility bills for routine audit testing. Staff also prepared audit confirmations for financial institutions and intergovernmental revenue. The auditors will be on site into the week of February 9, 2015 to conduct the preliminary audit; fieldwork will commence in March.

Status: In-Progress

Expected Completion: 6/30/2015

Execution Status: On Track

**Activity or Project:**

## Description:

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Department:**

Information Technology Department

**Notable Notes:**

- Week spent on VOIP launch.
- GIS projects being developed. Once determined, will be placed into Project status below in future reports
- New LPR server built. Data migrated. Camera online. Scheduled install of 2 additional LPRs

**Activity or Project:**

Voice over IP

Description:

Go-live scheduled for 2/5/2015.

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

DMZ Network Creation

Description:

As part of our PCI-DSS Compliance Audit action items, a new DMZ is being created to house front-end systems to further secure our environment. Work is progressing very well.

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

Police Activity Tracking System (PATS)

**Description:**

90% completion. Entering testing phase.

Status: Near Completion

Expected Completion: 3/31/2015

Execution Status: On Track

**Department:**

Parks and Recreation Department

**Notable Notes:**

- \* We met with Pennoni to finalize a few items relating to the Curtis Mill Park project.
- \* We met with the PWWR Department to review and discuss bio-swale maintenance along the Pomeroy Trail.
- \* Park Superintendent attend the 2015 Delaware Nurseryman's Pesticide Conference last week.
- \* Maintenance personnel committed time with snow and ice control and continued installing stub posts at Old Paper Mill Road Park.
- \* Wilson Center Coordinator and Recreation Superintendent attended a Newark Morning Rotary Club breakfast meeting. They presented and overview of and thanked the club for their continuing involvement with the Creative Approach to Children's Health program we conduct at our Downes School After School program. The club provides funding for the program and volunteers to help.
- \* The winter recreation program season just started but the recreation staff are busy planning camps and programs for an exciting summer.
- \* We attended a meeting for the mayor's Bike Ride event planned for this spring. We will assist with the event.
- \* Recreation staff continue to plan for our Volunteer Appreciation event planned for February 24.
- \* The students in the Christina School Districts Networks Vocational Training program committed more than 100 volunteer hours in January to help build new park picnic tables and raised planting beds for the Community Garden program. Networks has been worked with us for several years doing park projects. More recently the students have assisted the Alderman's Court and Legislative Services Department with work they needed done. Because of their efforts we have nominated Networks for the 2015 Governor's Youth Volunteer Services Award.
- \* Attached is our 2014 Volunteer Report.

**Activity or Project:**

CIP Project K1301: Tennis Court Renovations



Description:

Renovation to 10 tennis courts. A draft contract document has been completed. Following a review and making any necessary edits the contract will be advertised.

Status: Not Started

Expected Completion: 8/28/2015

Execution Status: On Track

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Department:**

Planning and Development Department

**Notable Notes:**

Building Maintenance

- Painted the trim on the New Court 40 door.
- Installed new blinds in the Traffic Office.
- Adjusted exit door hardware at the Wilson Center.
- Hung new TV in the City Manager's Conference Room and re-hung the old TV in the Library Conference room.
- Installed speaker phones in Customer Service windows.
- Repaired the heating system in the north end of the building and Police Station lunch room

### Code Enforcement

- C/O issued for 6 / 17 Fountainview Circle.
- Met with the developers, engineers and construction managers to discuss issues with three separate ongoing construction projects as follows: Newark Shopping Center; 58 East Main Street; and 201 East Delaware Avenue.

### Economic Development

- DNP Administrator Ricky Nietubicz staffed the Design Committee meeting. The committee is working on mural maintenance strategies and a Comprehensive Streetscape Plan.
- Considerable time was spent this week preparing for the Wine & Dine Festival as well as other summer events downtown.
- Considerable time was spent on website updates, including a new layout for the DNP site.

### Parking

- Some time was spent on reviewing parking lot leases.
- Some time was spent facilitating access to Delaware Avenue houses adjacent to Lot 1 to assess condition.
- Interviews were held this week with three separate companies that replied to the RFP for a Unified Parking Solution for the City Of Newark.

### Planning

- On Monday, Development Supervisor Mike Fortner and I participated in the Council Workshop on the update to the Comprehensive Plan. Council reviewed Chapter 7: Environmental Quality and Natural Resources, Chapter 8: Parks, Recreation, and Open Space, and Chapter 9: Economic Development. Prep work and follow-up work was also performed
- On Monday evening, I also attended one of the Council executive sessions.
- On Thursday evening, I attend the Delaware Transit Corporation's New Castle County Advisor's quarterly meeting in Wilmington.
- This week we reviewed the applications received for the Planner position and selected six to interview.
- Some time was spent on Unicity issues.
- Some time was spent on recodification reviews.
- This week the Planning and Development Department completed the following:
  - 6 building permit reviews
  - 6 Buyers Deed Transfer Affidavits

### **Activity or Project:**

Planning Commission Meeting

### **Description:**

On Tuesday evening February 3, 2015, the Planning Commission took the following actions: o Approved the rezoning, major subdivision and special use permit for 52 N. Chapel Street with revised Subdivision Advisory Committee comments. o Approved the 1119 S. College Avenue (Candlewood Suites) Administrative Subdivision. Work continues for the March 3rd Planning

Commission meeting which may include the rezoning, major subdivision and special use permit for 60 North College Avenue; and a discussion of Zoning Code definitions.

Status: Completed

Expected Completion: 2/3/2015

Execution Status: Completed

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**Activity or Project:**

Board of Adjustment Meeting

**Description:**

This week the Planning and Development Department has denied two (2) Building Permits and one (1) Special Use Permit application that will go to the Board of Adjustments on February 19th as follows:

- o 271 Dallam Road for a reduction in the minimum side yard requirement by 7 feet, and the aggregate side yard reduction of 9.4 feet.
- o 47-49 Prospect for multiple variances on minimum lot area, maximum lot coverage, minimum lot width, and number of occupancy per unit.
- o Wood Fired Pizza LLC on 140 East Cleveland Avenue for a reduction of 5 parking spaces from the number of parking spaces required from 15 parking spaces to 10 parking spaces.

Status: In-Progress

Expected Completion: 2/19/2015

Execution Status: On Track

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**Activity or Project:**

Administrative Subdivision Twin Lakes

**Description:**

Iron Hill Properties withdrew their request for an administrative subdivision to build 12 units in townhouse format as opposed to the approved twin format. Letters were sent to adjacent property owners and to those residents who sent letters of objection.

Status: Completed

Expected Completion: 1/29/2015

Execution Status: Completed

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**Department:**

Police Department

**Notable Notes:**

The newest member of the Newark Police Department, Casey Rivers, was sworn in on Monday, February 2<sup>nd</sup> at city hall. Casey will graduate the Delaware State Police Academy on Friday, February 6<sup>th</sup>. Mayor Polly Sierer, City Manager Carol Houck, Chief Paul Tiernan, and many members of the police department will be in attendance.

Chief Tiernan and Deputy Chiefs Farrall and Feeney have been working with New Castle County on the "All Hazards Mitigation Plan Update" and attended the most recent work session on February 3<sup>rd</sup>. The majority of issues identified for the City of Newark deal with flooding from area creeks and the upgrades needed for the storm sewer system. Newark does very well in areas such as: having backup power at critical substations, available storage area for debris composting, keeping the Christina Creek clear from obstructions, keeping catch basins and grates clear, having a clear storm drain spill response, having tree maintenance program, and having an up-to-date and complete municipal emergency operation plan. Much of this is due to the great work of Department Directors, Tom Coleman, Rick Vitelli, and Charlie Emerson. Without these hazard mitigation efforts, the City of Newark would have severe negative impacts to safety and property during severe weather events.

Corporal Patrick Craig, Detective Daniel Bystricky, and Officer First Class William Smith have been invited to attend a "Sudden Cardiac Arrest Reunion", sponsored by the New Castle County Department of Public Safety. The event, held on February 25<sup>th</sup>, will provide an opportunity to reunite the responders and patients that had successful outcomes to sudden cardiac arrest events.

The Newark Police Department promotion ceremony will be held on Thursday, February 12<sup>th</sup> at 2:00 p.m. Due to the large number of promotions and expected number of guests attending the ceremony it will be held at the Bob Carpenter Center.

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**Activity or Project:**

Not Applicable

**Description:**

Not Applicable

Status:

Not Started

Expected Completion:

2/5/2015

Execution Status:

Completed

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**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

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**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

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**Department:**

Public Works and Water Resources Department

**Notable Notes:**

We held a re-delegation meeting with DNREC this week for the sediment and stormwater program. The meeting went well.

Performed site visits to each street that is a candidate for the 2015 street contract.

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**Activity or Project:**

Wastewater Planning Grant Application

Description:

Submitted for a wastewater planning grant to create a GIS database of the sewer system, develop solutions to ongoing operation and maintenance issues, prepare emergency contingency plans for the City's three pump stations, and perform sewer flow monitoring in 9 sewer basins for capacity analysis. We have received feedback that our application stands a good chance of being awarded the grant.

Status:

Expected Completion:

Execution Status:

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**Activity or Project:**

Water Tank Mixing

Description:

Submitted contract documents to Purchasing for final review. Once we receive and address their comments we will be ready to put this out to bid.

Status:

Expected Completion:

Execution Status:

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**Activity or Project:**

Windy Hills Water Tank Painting

Description:

Reviewed existing cellular antenna agreement to determine liability for temporary relocation of antennas during painting.

Status: In-Progress

Expected Completion: 12/31/2015

Execution Status: On Track

2/1/2015 to 2/7/2015



*Committed to Service Excellence*

## CITY MANAGER'S OFFICE

CITY OF NEWARK

220 South Main Street • Newark, Delaware 19711

(302) 366-7020 • Fax (302) 366-7035 • [www.cityofnewarkde.us](http://www.cityofnewarkde.us)

February 5, 2015

Mr. Dave Roser  
Dave Roser Construction  
P.O. Box 104  
Hockessin, DE 19707

**HAND DELIVERED**

Dear Mr. Roser:

Re: Night Work on East Cleveland Avenue

As requested, I will authorize an extension of the 9 p.m. stop time normally enforced on weekdays and weekends for our City Noise Ordinance regulations. The location of this work is 54 East Cleveland Avenue.

Specifically, you have approval subject to the following conditions:

1. The purpose of the extended work is for a sanitary sewer dig up.
2. The dates for this work are Tuesday, **February 10, 2015** through Thursday, **Thursday, February 12, 2015**, weather permitting. Work will begin at 7:00 p.m. and end at 6:00 a.m. Work will continue daily for the same hours.
3. You are responsible to ensure notification of this work is made to the residents in the vicinity at least 48 hours in advance and to communicate your method to do so to the City of Newark Public Works & Water Resources Department at (302) 366-7040.
4. Traffic will be maintained in at least one lane.
5. If we receive any complaints related to noise on this project during the extended hours, the Police Department will still respond according to our City Code.

Mr. Dave Roser  
Page 2  
February 5, 2015

6. If any other changes, such as an unexpected road closure, are necessary as a result of this work, you should immediately contact the Newark Police Department and the Aetna Hose, Hook & Ladder Company so as to alert the appropriate public safety agencies. State and city highway traffic controls will be used during any lane shut down.

Please note this represents a temporary waiver to the City Noise Ordinance. By copy of this letter, I am notifying the Police Department and Fire Board of your planned operations. Remember that any further variations from the above conditions must be approved by the City Manager.

Do not hesitate to contact me if you have any additional questions.

Sincerely,



Carol S. Houck  
City Manager

CSH/mp

c: Mayor & City Council  
Paul M. Tiernan, Chief of Police  
Thomas Coleman, Director of Public Works & Water Resources  
Phillip M. Bishop, Water & Sewer Inspector  
AHHL Fire Company



NEWARK POLICE DEPARTMENT

WEEK 01/25/15-01/31/15

INVESTIGATIONS

CRIMINAL CHARGES

	2014 TO <u>DATE</u>	2015 TO <u>DATE</u>	THIS WEEK <u>2015</u>	2014 TO <u>DATE</u>	2015 TO <u>DATE</u>	THIS WEEK <u>2015</u>
<u>PART I OFFENSES</u>						
a)Murder/Manslaughter	0	0	0	0	0	0
b)Attempt	0	0	0	0	0	0
Kidnap	0	2	0	0	1	0
Rape	0	0	0	1	0	0
Unlaw. Sexual Contact	1	0	0	0	0	0
Robbery	3	2	0	0	6	0
- Commercial Robberies	0	2	0	0	0	0
- Robberies with Known Suspects	0	0	0	0	0	0
- Attempted Robberies	0	0	0	0	3	0
- Other Robberies	3	0	0	0	3	0
Assault/Aggravated	3	0	0	0	5	0
Burglary	6	7	1	7	3	0
- Commercial Burglaries	2	1	0	1	0	0
- Residential Burglaries	4	6	1	6	3	0
- Other Burglaries	0	0	0	0	0	0
Theft	34	38	7	12	39	4
Theft/Auto	5	4	1	1	5	0
Arson	1	0	0	0	0	0
All Other	13	2	0	51	6	1
<b>TOTAL PART I</b>	<b>66</b>	<b>55</b>	<b>9</b>	<b>72</b>	<b>65</b>	<b>5</b>
<u>PART II OFFENSES</u>						
Other Assaults	28	16	2	25	7	2
Rec. Stolen Property	0	0	0	3	6	0
Criminal Michief	21	24	3	2	6	0
Weapons	2	2	0	4	17	2
Other Sex Offenses	0	0	0	0	0	0
Alcohol	16	7	1	35	16	2
Drugs	11	4	0	23	36	0
Noise/Disorderly Premise	33	19	3	21	13	4
Disorderly Conduct	11	8	0	26	2	0
Trespass	9	14	5	8	10	4
All Other	40	40	7	49	24	2
<b>TOTAL PART II</b>	<b>171</b>	<b>134</b>	<b>21</b>	<b>196</b>	<b>137</b>	<b>16</b>
<u>MISCELLANEOUS:</u>						
Alarm	102	90	24	0	0	0
Animal Control	24	33	9	0	0	0
Recovered Property	18	13	3	0	0	0
Service	2096	2358	556	0	0	0
Suspicious Per/Veh	25	47	13	0	0	0
<b>TOTAL MISC.</b>	<b>2265</b>	<b>2541</b>	<b>605</b>	<b>0</b>	<b>0</b>	<b>0</b>

	THIS WEEK <u>2014</u>	2014 TO <u>DATE</u>	THIS WEEK <u>2015</u>	2015 TO <u>DATE</u>
TOTAL CALLS	745	3,177	777	3,294



Newark Police Department  
Weekly Traffic Report  
1/25/15-1/31/15



TRAFFIC SUMMONSES	2014 YTD	2015 YTD	THIS WEEK 2014	THIS WEEK 2015
Moving/Non-Moving	822	817	215	141
DUI	19	19	8	1
TOTAL	841	836	223	142

PARKING SUMMONSES				
Meter Tickets	1,105	1,209	214	242
Parking Summons/IPR	382	491	71	85
Scofflaw Amount Collected	21 = \$4,116	8 = \$1,472.50	8 = \$1,433	0 = \$0
TOTAL	1,508	1,708	293	327

TRAFFIC ACCIDENTS				
<b>Fatal</b>	0	0	0	0
Personal Injury	14	11	4	0
Property Damage <b>(Reportable)</b>	31	24	14	4
Property Damage <b>(Non-Reportable)</b>	52	28	13	7
Hit and Run	16	22	3	7
TOTAL	113	85	34	18