

# City Manager's Weekly Report

Friday, February 13, 2015

## Department:

Administration - City Manager

## Notable Notes:

Mayor and Council -

As reported last week, I attended the Delaware State Police Training Academy Graduation along with Mayor Sierer, Chief Tiernan and Deputy City Manager Haines for our newest recruit Officer Casey Rivers. As always, the ceremony was impressive and it was great to have the opportunity to meet our officer's family. Attached are a few photos from the event. You will note that the Newark Police Department had a sizable contingent in attendance as a great show of support. I think it meant a lot to our new officer and his family.

And this Thursday we celebrate the promotion of eleven (11) officers to positions of greater responsibility and leadership. I'll share more detail with next week's report.

As you are all aware, last weekend our crews and the Police Department worked on the water main break in front of Perkin's Pancake House. While the break impacted mostly out of town water customers, required a closure of Kirkwood Highway and caused a State Department of Health boiling order to be put in place for 24 hours, I commend our management staff and crews for their work to locate and repair the break in the time that they did under less than perfect conditions. While we did receive a lot of calls and some were left without proper notice (mostly because they have not signed up for InformMe), the situation was handled well. Staff are, however, using this incident as an opportunity to improve outreach and interactions. On the same topic, I share an email we received regarding the traffic support provided by our Police Department and from someone that is in a position to understand traffic woes:

From: Phillips, Mike

Sent: Friday, February 06, 2015 12:51 PM

To: Tiernan Paul (Newark PD)

Subject: Kudos on tfx control this morning

Chief,

I'm Mike Phillips, one of the road reporters for WDEL/WSTW Trafficwatch, and I just wanted to commend your guys for their handling of the traffic situation this morning involving the closure of Route 2 at Windy Hills.

This was a situation that easily could have resulted in gridlock very quickly and yet your officers did a tremendous job of cycling traffic around the Main Street traffic circle and kept things moving.

I spoke with an older officer at Cleveland Ave and Route 2 whose name escapes me but who seemed to be in charge. He gave me helpful info about the situation and was very pleasant despite the bone chilling conditions.

Again, well done to your officers. 'Mike' Phillips

Continuing on this topic, I share that our initial 7 a.m. Facebook post regarding the water main break reached about 7,000 people and our followup posts on Sunday afternoon reached over 15,000 people and soared to nearly 20,000 people reached by the end of the incident. To quote Ricky Nietubicz when he shared this information with me..."Brave new world of communication we're in."

Please find attached the agenda for the next DEMEC meeting on February 17th.

You are all also invited to join us at the Newark Senior Center on February 24th from 6:30 to 8:30 p.m. when we will celebrate the many volunteers that assist in the success of our Parks and Recreation programs offered. Invitation attached.

Please remember that City Hall and operations are closed this Monday, February 16th in observance of Presidents' Day. Have a great weekend. Carol

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**Activity or Project:**

Box Tops for Education

Description:

I will be reaching out to Jared Wasilefsky to set up a meeting to discuss implementation of the project he presented at the Council meeting of February 9th.

Status: Not Started

Expected Completion: 2/16/2015

Execution Status: On Track

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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:

**Department:**

Administration - Deputy City Manager

**Notable Notes:**

- Met with both Deputy Chiefs and Sgt. Chris Jones regarding the K9 Unit within the department; the discussion was regarding the future vision as well as transition as Sgt. Jones was recently promoted and a K9 officer himself.
- Had the pleasure to sit down with the first 3 of 5 new police candidates for the City employee benefits meeting. All three started on Monday (February 9) and will work as civilians for four weeks prior to the start of the spring State Academy (March 9).
- Met with Deputy Chief Farrall and Communications Supervisor Ted Ryser regarding the hiring plan for the vacant 12th Communication Officers (Dispatcher) see Activity #1 for more details.

**Activity or Project:**

Employee Recruitment - Use of Hireology

**Description:**

HR deployed a new webbased solution for tracking and management recruitment in 2015 with Hireology. In theory, it was going to streamline the applicant-City engagement by automated confirmation of submissions (online), provide hiring assessment tools through predictive methods (initial true/false surveys sent to candidates), allow for phone screenings and ratings prior to selecting those to interview in person. The Communications Officer posting has provided initial results with 175 applicants. The administrative end of 175 applicants historically would be time consuming, but yet this effort has been limited to date. The candidates also seem to find the process easier. In the coming weeks we will move on to phone screenings and interviews, but a good success out of the gate.

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

**Description:**

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Department:**

Electric Department

**Notable Notes:**

A substation breaker was found to be defective during transformer testing. The electricians and engineering worked on the breaker and replaced parts from a spare breaker to get it operational.

An underground cable failure on Sunday afternoon was quickly switched out by engineering and line crews and power rerouted and restored. The cable running along Delaware Avenue mostly affected university buildings that were out for two hours. New cables will be pulled into manholes at Delaware and South College Avenues.

The line crews are preparing for a voltage upgrade which will happen in the early morning hours this week. All insulators have been replaced and dual voltage transformers installed. An 88 customer outage for less than an hour and a half has been scheduled for Friday, February 13 from 4:00 to 5:30 a.m. with all the customers along East Park Place and South Chapel Street. All customers have been notified.

The line crews continued working at the Newark Shopping Center and the Newark Preserve while the electricians were busy with fixing and replacing streetlight covers and running communications cables in the Police Department.

Engineering is evaluating bids for a new 12kV substation transformer. Nine (9) bids came in and the prices were generally lower than last year due to metal and oil prices on the decline.

**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:**

I participated in a demonstration of a front-end centralized payment processing software system that would benefit several departments, including Customer Service, Parks & Recreation, Court and IT. I participated in DEMEC's Audit Committee meeting as DEMEC is undergoing its annual independent audit process.

Customer Service

The Customer Service Team handled 667 phone calls the week of 2/2/15 with an average call length of 3:09 and an average wait time of 4:55. The group also processed a total of 4,014 Utility payments and CityView transactions while the Welcome Center processed 298 visitors. Forty-one (41) service calls were initiated by Customer Service in response to the calls and visitors. Customer Service statistics are being maintained on a weekly basis in 2015 to develop key performance indicators.

Accounting

The accounting group was very prepared and well organized for the preliminary audit, which was completed ahead of time, allowing the City's independent auditors to finish site work ahead of schedule and freeing up staff to begin preparations for the financial audit, sitework and testing.

**Activity or Project:**

Independent Financial Audit - 2014

**Description:**

The preliminary audit tasks were completed ahead of schedule, allowing the City's independent auditors to finish site work early and free up Finance Department staff to turn attention to preparation for the financial audit and related sitework and testing.

Status: In-Progress

Expected Completion: 6/30/2015

Execution Status: On Track

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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:**

Information Technology Department

**Notable Notes:**

- Most of week spent on adjusting VOIP configuration and phone menus. Most departments are completed. Focusing on Parks and Recreation next. Focus will then move to optimizing and re-recording menu to reflect all final changes.
- Demo'd software solution to many of the City's PCI compliance issues. Further evaluation will be needed and discussion with current vendors will be required.
- Joshua Brechbuehl attended the Global City Teams Challenge at the National Institute of Standards and Technology (NIST) in Gaithersburg, MD for 2 days. This was an opportunity to meet national and international government and private sector CIOs to discuss current challenges and successful solutions. Incredibly informative.

- Roberto DeDeus has taken over the roll as the City's GIS Coordinator, working with JMT Consultants in getting the City's GIS platform upgraded and in operational order. We are working to begin publishing new data to the public that will greatly increase the amount of geographic information that is available. Stand by for announcements in the near future.
- We have successfully upgraded our CustomerConnect portal to the latest version which addresses multiple customer complaints. For instance, the Pay-All function is now working for landlords that would like to pay multiple utility bills at once. This was a major win for the City as it allows us to decommission eCare and rely solely on CustomerConnect

**Activity or Project:**

Voice Over IP

Description:

sVoice Over IP has been successfully implemented for the City of Newark. Feedback from City staff has been positive and we continue to tweak the customer's menu to be most efficient and accurate. In speaking with our VOIP vender (VOIP Networks in Cherry Hill, NJ), the migration from our old system to the new VOIP system has gone better than expected considering the complexity of the City and its utility departments. The City of Newark was considered a significant project for the vendor and thus far, we have exceeded expectations. Customers experienced almost no outage while the major conversion was completed. Also, it is important to note that preliminary statistics and feedback from City staff shows a significant decrease in the number of calls reaching inappropriate departments. This should equate to great time savings in the future and a much better customer experience overall. We will continue to run metrics reports in the future to gather data that allows us to better help our customers.

Status: Completed

Expected Completion: 2/6/2015

Execution Status: Completed

**Activity or Project:**

DMZ Creation

Description:

GIS, Web Servers, Domain Controller, New Domain, Mobile Management are all live in the DMZ. Scheduling move of CustomerConnect and other front end apps to the DMZ in coming weeks/month.

Status: In-Progress

Expected Completion: 3/31/2015

Execution Status: On Track

**Activity or Project:**

Police Activity Tracking System (PATS)

Description:

Ahead of schedule. Training and User Testing starting next week.

Status: Near Completion

Expected Completion: 3/31/2015

Execution Status: On Track

**Department:**

Parks and Recreation Department

**Notable Notes:**

- \* I committed time reviewing the Recodification Legal Manuscript provided to us by the City Secretary.
- \* I conducted a staff meeting.
- \* Last Tuesday I attend a meeting with other City personnel to discuss the concept for a new Main Street event.
- \* Last Wednesday Deputy Chief Feeney, Recreation Superintendent Spadafino and I visited New Castle County's Garfield Park PAL Center for a tour of the facility and to discuss it's operations.
- \* Park Supervisor Gregg conducted a training session for the crew on Portable Electric Tools - Electrical Hazards.
- \* Park Superintendent Zaleski conducted park inspections and prepared related maintenance work orders. He also attended a meeting of the Christina clean-up committee to continue planning for this year's event.
- \* The crew completed the installation of stub posts and cabling at Old Paper Mill Road Park.
- \* The Superintendents attend a meeting of the Community Garden planning group to continue planning for the opening this spring. To date twenty (20) people have reserved garden plots. An official opening is planned for April 18.
- \* Recreation Supervisor Bruen distributed our 2015 Community Events Sponsor Packages.
- \* Wilson Center Coordinator conducted a staff training session for the CATCH Homework Club at our Downes School After School program.
- \* Recreation Supervisor Ennis committed a great deal of time coordinating materials and planning for the annual inspection of the Downes School After School programs inspection by the State Office of Child Care Licensing.
- \* Invitation have been sent to our 2014 volunteers for our Volunteer Appreciation social to be held at the Senior Center on Tuesday, February 24 from 6:30 - 8:30 p.m.

**Activity or Project:**

CIP Project No. K1503: Tree Inventory



Description:

We've begun preparing a contract document and specification for the purpose of conducting a Tree Inventory later this year.

Status: Not Started

Expected Completion: 11/27/2015

Execution Status: On Track

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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:**

Planning and Development Department

**Notable Notes:**

Building Maintenance

- This week toilet issues in the City Secretary's Office and Parking Office were resolved.
- Also this week, Facilities Maintenance Superintendent Dave Greenplate attended a Lead Paint RRP refresher course.
- Gaps in the server room were sealed this week.
- New paper towels were received and installed this week.
- The soap dispenser in the ladies garage bathroom was replaced.
- A second coat of spackle was put on the patches at the George Wilson Center.

## Code Enforcement

- Several meetings have been held this week to address issues with current construction. Specifically, the Department met with the developers of 201 East Delaware Avenue to discuss garage height; 58 East Main Street to discuss façade details; and Newark Natural Foods to discuss water flow and sprinkler requirements at the Newark Shopping Center .
- A Certificate of Occupancy was issued for 17 Fountainview Drive (new townhouse) and 1325 Barksdale Road (addition to Pilgrim Baptist Church).
- A Certificate of Completion was issued for renovations to Morris Library and renovations to Hullahen Hall.

## Economic Development

- Planner/DNP Administrator worked with Public Works and Water Resources and other staff on getting the water main break information out. The main Facebook post on the subject reached over 20,000 people.
- This week Ricky is working on the bill stuffer for this month to encourage people to sign up for InformMe as well as to update public on upcoming events.
- Work continued for the upcoming Wine & Dine event scheduled for Saturday, March 28<sup>th</sup>.
- Planning for refurbishing of the gateway mural on the CSX bridge at McDonald's Circle continued this week.

## Parking

- Work continued on the parking systems management RFP recommendaiton.
- A walk-through of the 46-48 East Delaware Avenue was held this week in preparation of environmental testing and sampling next week.

## Planning

- Resumes and applications for the Planner position were reviewed and six (6) applicants selected for interviews.
- Work continues on recodification review for Chapters involving the department's responsibilities.
- On Thursday, February 5<sup>th</sup>, the Department participated in the GIS Committee meeting.
- On Friday, February 6<sup>th</sup>, the Department participated in a meeting with the City Solicitor and Police staff on Special Use Permits for restaurants selling alcohol.
- Time was spent preparing for the March 3, 2015 Planning Commission meeting. In addition to the review of options for definition of accessory use and neighborhood, the Planning Commission will review a development plan for 60 North College Avenue.
- Construction started on one Home Improvement Program project this week.
- The following was also completed:
  - 5 building permit reviews
  - 2 Certificates of Occupancy reviews
  - 2 CIP plan reviews

- 6 Buyers Deed Transfer Affidavits

**Activity or Project:**

Zoning Code Definitions - Accessory Use and Neighborhood

**Description:**

Work continues on the review of options for definitions of accessory use and neighborhood. The Department proposes a discussion with the Planning Commission at the next meeting (Tuesday, March 3, 2015) regarding the information currently under review and options for a path forward. The Planning Commission discussion will be open for public comment and input, and the hope is that from the conversation the Department can develop definitions, which have had adequate discussion and vetting to be placed on an upcoming Planning Commission agenda for consideration and transmittal to Council for further discussion and eventual adoption. This is a somewhat different approach than that proposed in the Planning and Development Department June 13, 2014 memo on Accessory Use and Neighborhood Definitions, but we believe that it will begin the process and provide an opportunity for public input absent a scheduled Council workshop. Having said that, if Council prefers a Council workshop before the Planning Commission discussion with the community, one can be scheduled.

Status: Started

Expected Completion: 5/26/2015

Execution Status: On Track

**Activity or Project:**

Comprehensive Development Plan Update

**Description:**

Work continued this week on Comp Plan updates and edits in preparation for the March 2nd Comprehensive Development Plan Council workshop.

Status: In-Progress

Expected Completion: 4/27/2015

Execution Status: On Track

**Activity or Project:**

Board of Adjustment

**Description:**

Preparation for the upcoming Board of Adjustment meeting on February 19th was completed this week. On the Board's agenda are: °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. °47-49 Prospect for

multiple variances on minimum lot area, maximum lot coverage, minimum lot width, and number of occupancy per unit. ◦Wood Fired Pizza LLC at 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

**Department:**

Police Department

**Notable Notes:**

Our newest Police Officer Casey Rivers graduated the Delaware State Police Academy last Friday. Casey began his field training on the midnight shift Sunday night into Monday morning.

Three of our five new police recruits, Shannon Craig, Matt Coughlin, and Alex Whitt, began working at the Police Department this week. Ms. Craig brings past experience working for the Department of Corrections and Delaware Probation and Patrol. Two other recruits will soon begin working at the Police Department and all five will attend the Delaware State Police Academy beginning in March. We welcome all of our new hires to the City of Newark team.

On Thursday, February, 12<sup>th</sup>, eleven officers of the Newark Police Department were promoted in rank. The promotions range from Master Corporal up to Deputy Chief of Police. The Police Department thanks Deputy City Manager Andrew Haines for his work on the reorganization of the rank structure in the Police Department.

The Police Department has been very busy with the return of the university students. We have also begun our mandatory first of three firearms qualifications of the year. Various units of the Police Department have been assisting patrol with personnel shortages due to this training.

**Activity or Project:**

Not Applicable

**Description:**

Not Applicable

Status: Not Started  
Expected Completion: 2/11/2015  
Execution Status: Completed

**Activity or Project:**

**Description:**

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Department:**

Public Works and Water Resources Department

**Notable Notes:**

Advised Newark Shopping Center of our concerns that based on the most recent internal site fire flow test their currently proposed 8" water main may not provide the required fire protection flows for the apartment building. We were unable to perform an accurate flow test until NSC repaired two fire hydrants on-site which was recently completed. We feel that a 10" main will provide what they need at a minimal increase in cost. We have expressed this concern at almost every opportunity and up until now our concerns have not been taken seriously.

We had a significant main break on Capitol Trail this past Friday which knocked out water to everyone served by our system east of the Middle Run bridge. Due to the magnitude of the break, a boil water advisory was also required. Our field crews repaired the break and road surface extremely quickly considering the severity of the break, but we did identify some communication issues that we are currently working on addressing. Had the project to add a new crossing of the White Clay Creek (see projects below) been completed, water service would have only been knocked out for Liberty Plaza and a few other properties, and we would have been able to clear up the resulting discolored water much more quickly than the 12 hours which this took.

Issued a letter to the developer at Twin Lakes notifying them of our intention to pull the letter of credit for the townhouse section on June 1st if the public improvements are not complete as of that date.

We have been performing a push of enforcement of refuse cart violations in problem areas and have issued \$1,600 worth of fines this week.

**Activity or Project:**

Water Main from Windy Hills to Red Mill Road

Description:

We are reviewing the engineering proposal scope from our consultant for this project. Engineering is to be completed in 2015 with construction in 2016. This project will extend the existing 12" water main from Windy Hills to Mary Ella Drive, providing redundancy to the out of town customers east of the White Clay Creek and providing a much higher capacity link between the Windy Hills water tank and these same customers.

Status: In-Progress

Expected Completion: 12/31/2016

Execution Status: On Track

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**Activity or Project:**

Wastewater Master Plan

**Description:**

Prepared a contract recommendation for the project which will be included on the 2/23 Council agenda. This project will create a GIS database and maps for the sewer system and sewer capacity analysis for the Cool Run sewer basin (essentially the Christina Basin) where we expect most development to occur in the near future (STAR, Newark Country Club, Rodney Dickens, UD Campus).

Status: In-Progress

Expected Completion: 1/1/2016

Execution Status: On Track

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**Activity or Project:**

Windy Hills Water Tank Painting

**Description:**

Reviewed the contract specifications and provided comment to our engineering consultant. I also reached out to Verizon Communications regarding the cellular antenna attachments to begin discussion on how that will be accomplished. These antennas are the last major hurdle to getting the contract out to bid.

Status: In-Progress

Expected Completion: 12/31/2015

Execution Status: On Track

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2/8/2015 to 2/14/2015







**AGENDA**  
**DELAWARE MUNICIPAL ELECTRIC CORPORATION**  
**REGULAR MEETING**  
**Tuesday, February 17, 2015**  
**DEMEC Offices**  
**22 Artisan Drive, Smyrna, DE**  
**9:00 am**

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF MINUTES
  - a. Minutes of the Meeting of January 27, 2015
4. TREASURER'S REPORT
  - a. Monthly Financial Reports – January, 2015
5. APPOINTMENTS/ELECTIONS
  - a. None
6. PRESENTATIONS
  - a. Customer Services - Next Era
7. RESOLUTIONS
  - a. 2015-1 Authorizing an Amendment to Change DEMEC's Registered Corporate Address in the Certificate of Incorporation of the State of Delaware
8. COMMITTEE REPORTS
  - a. Executive Committee
  - b. Audit Committee
    - i. Report of the Telephone Conference Call of December 16, 2014
    - ii. Report of the Workshop of December 19, 2014
    - iii. Report of the Audit Committee Meeting on 02/11/2015
    - iv. Update on Audit Status
9. PRESIDENT'S REPORTS TO BOARD
  - a. Generation Projects Status Report
  - b. Construction Projects Status Report
  - c. Legislative Status Report
  - d. Strategic Plan
  - e. 2015 Proposed Budget
  - f. Cash Flow Management Policy<sup>(1)</sup>
  - g. Rate Stabilization Policy
  - h. MRPS Reserve Fund Policy
  - i. Capital Asset Maintenance Reserve Policy

- j. Training/Education
  - i. APPA National Conference – June 6-10, 2015
  - ii. Board Continuing Education Webinars
  
- k. DEMEC Green Energy Programs Status Report
  - i. LED Lighting Program
  - ii. Smyrna Solar Contract
  - iii. Demand Response Update
  - iv. SEU Energize Delaware
  - v. Energy Efficiency Advisory Council Update
  - vi. RPS Quarterly Report
  - vii. DR 2014 Final Report
  - viii. Renewable Energy Tracking

#### 10. BUSINESS FROM THE FLOOR

#### 11. EXECUTIVE SESSION

- a. To discuss strategic business and commercial generation operations, dispatch, negotiations and planning

#### 12. SET NEXT MEETING DATES

(Third Tuesday of each Month; Subject to Change)

- a. Tuesday, March 17, 2015 **at 9:00am**
  
- b. Tuesday, April 21, 2015 **at 4:00pm**  
(Following Strategic Planning Session #1)
  
- c. Tuesday, May 26, 2015 (Fourth Tuesday of the Month) **at 4:00pm**  
(Following Strategic Planning Session #2)

#### 13. ADJOURNMENT

Posted 02/10/2015

Revised & Posted 02/11/2015..... (1)



# You're Invited to our Volunteer Appreciation Celebration

Tuesday February 24, 2015  
6:30 p.m. – 8:30 p.m.

Newark Senior Center  
200 White Chapel Drive  
Newark, DE 19713

Light refreshments will be served  
Please RSVP by Thursday 2/19/15  
to Chrissy Palmer  
[cpalmer@Newark.de.us](mailto:cpalmer@Newark.de.us) or  
302-366-7000 Ext 1044

*Thank you for  
all that you do!*

