

City Manager's Weekly Report

Friday, April 10, 2015

Department:

Administration - City Manager

Notable Notes:

Mayor and Council -

I call your attention to the detail in the PW&WR report related to the large number of water main breaks the department has been handling since last Saturday. There were 5 alone on Saturday. I commend the staff for their ability to efficiently address each of the events.

I also call your attention to the Planning and Development update regarding the Parking Study that was recently launched.

Some of you may be aware that we recently started Weight Watchers at Work for our employees interested in participating in a weight loss program. After the first nine weeks over 200 pounds have been lost and our employees have again decided to participate in an ongoing program. This effort has resulted in a great camaraderie and support system within our organization not to mention a healthier focus regarding exercise and eating habits.

I attended the DNP monthly meeting this Wednesday evening.

Reminders: The Community Clean up will begin at 9 a.m. this Saturday morning at the Municipal Building, and we will also have an information table at the UD Health and Wellness EXPO beginning at 11 a.m. at the STAR Campus. A blood drive will be part of the program offerings. Lastly, the Newark Historical Society will hold an open house on Sunday, beginning at 2 p.m. The Parks and Recreation Department has helped to prepare the area for the event as well as the historical marker event later this month.

I was off Thursday and Friday but participated in a few conference calls on Friday and responded to calls. Have a great weekend.

Activity or Project:

Phone System Update

Description:

As you are aware, we continue to evaluate the data from the new phone system and have made additional adjustments to the script and the order of delivery. Recently we determined that persons that have rotary phones are unable to navigate the system. Josh was able to make adjustments that allow for a no-response to transfer to our call taker.

Status: In-Progress

Expected Completion: 4/25/2015

Execution Status: On Track

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

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 case review session.

We processed a total of 39 arraignments, 36 trials, 19 capias returns, 11 case reviews and 1 plea. We also transported 5 prisoners last week and videoed 7 from the various prisons .

Activity or Project:

Parking RFP

Description:

Waiting to be submitted to Council.

Status:

Completed

Expected Completion:

4/27/2015

Execution Status:

Completed

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

Department:

Electric Department

Notable Notes:

Engineering compiled the monthly University loads for billing and DEMEC purposes. Engineering and the line supervisor interviewed candidates for a new groundhand. Engineering also worked with UD on the Electric Vehicle to Grid (EV2G) metering issues. PJM has special rules for a contributor to the grid and engineering is helping the University comply.

The line crews have been changing the voltage to circuits around Delaware Avenue and Chapel Street in stages with small sections being changed at a time. These staged upgrades have continued with the ultimate goal of getting a 4kV circuit switched over to 12kV back to the East Main Substation and tie it into the transformer that is scheduled to be delivered in June.

The electricians have continued working on maintenance items at the Municipal Building, started checking switched capacitor banks for proper operation, and have been performing electric turn offs and meter testing in the field.

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 the April Parking Committee meeting, at which representatives from Haas outlined for Committee members and other attendees the plan and scope of the parking survey and analysis.

The IT Division has assembled a Munis upgrade project team, which includes several members of the Finance Department. A meeting was held to map out the timing of the upcoming Munis upgrade and migration to the hosted service. Finance employees will be tasked with user acceptance testing and validation.

Payments and Utility Billing

The group handled 448 phone calls the week of 3/30/15 (173 of which were for the sole purpose of processing a payment) with an average call length of 3:54 and an average hold & queue time (average speed of answer) of 3:46. The group also processed a total of 4,072 utility payments and CityView transactions while the Welcome Center processed 324 visitors. 113 service calls were initiated by Payments and Utility Billing in response to the calls and visitors. The Finance Department's customary statistics, in addition to new data available with the VOIP technology, are being maintained on a weekly basis in 2015 to develop key performance indicators and assist with future staffing deployment decisions.

Accounting

I updated the Municipal Securities Rulemaking Board (MSRB)/Electronic Municipal Market Access (EMMA) Dataport with the City's approved budgets, unaudited financial statements and financial information. Updates will continue periodically in an effort to improve transparency with the financial community and adhere to the City's continuing disclosure requirements.

The accounting team continues to work on the year-end financial statements and related work in connection with the annual audit; see additional information reported in the Independent Financial Audit project detail.

Activity or Project:

Independent Financial Audit - 2014

Description:

The Comprehensive Annual Financial Report ("CAFR") Fund Statements for 2014 have been drafted and shared with the City's independent auditors, who completed field work on site this week. Only a few outstanding field work items remain for staff to resolve. The draft CAFR Government Wide Statements, Fund Financial Statements, and the tables supporting the Note Disclosures are all complete. We continue to work on the Note Disclosures, Statistical Reports, and the Final Schedule of Federal Awards.

Status: In-Progress

Expected Completion: 6/30/2015

Execution Status: On Track

Activity or Project:

Billpay Efficiency Project

Description:

I have reached out to Fiserv, the intermediary that services the billpay feature offered by the majority of local banks, to facilitate a Needs Analysis with help from the IT Division. The Needs Analysis has been completed and returned to Fiserv along with a service agreement. A sample file layout from Fiserv was shared with the IT Division as well, and IT has identified how the ultimate Fiserv file export would have to be modified/mapped for import into the City's utility billing system. Once Fiserv reviews the Needs Analysis, it will assign a project manager to assist the City with the implementation of this efficiency initiative. As of Thursday, 4/9/15, a project manager has not been assigned.

Status: In-Progress

Expected Completion: 7/1/2015

Execution Status: On Track

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

Department:

Information Technology Department

Notable Notes:

- Final VMware server has been decommissioned after migrating last server to new Hyper-V environment.
- Munis Project has kicked off.
- We have instituted a 4:00 p.m. halt to calls into the Utility Billing Team while walk-ins will be taken until 5 p.m. This is to allow for evening close outs.
- We have instituted the "placed in queue" option for callers into the Utility Billing Team with the new phone system.
- We met with Collins Business Systems regarding the replacement of the Voice Recorder for Dispatch.

Activity or Project:

City-Wide Camera Server Upgrades

Description:

Hardware has arrived and has been racked in the data center. OS and Software installation has commenced.

Status: Started

Expected Completion: 4/22/2015

Execution Status: On Track

Activity or Project:

MUNIS SAAS Migration and Upgrade

Description:

Kick off meeting completed. Schedule completed. IT is starting work with Tyler Technologies Team to develop network connectivity and DR plan.

Status: Started

Expected Completion: 12/31/2015

Execution Status: On Track

Activity or Project:

HVAC Software/Server Upgrade

Description:

Police Department HVAC Server is being replaced after 15 years of service.

Status: Started

Expected Completion: 4/17/2015

Execution Status: On Track

Department:

Parks and Recreation Department

Notable Notes:

Last Tuesday we conducted a pre-bid meeting for Contract No. 15-03 Tennis Court Renovations (CIP Project No. K1301). Four contractors attended.

Recreation Superintendent Spadafino and I met to discuss preliminary plans for commemorating July as Parks and Recreation Month.

Last Thursday I attended a meeting of the Governor's Council on Greenways and Trails.

Park Superintendent Zaleski and Roberto (IT Division) met with Wilmington's Urban Forester to discuss components of a Tree Inventory they recently completed. We're gearing up to have one completed this year.

Park Superintendent Zaleski is finalizing plans for the April 18 Annual Christina Creek Clean up. He will oversee the creek clean up effort in Newark.

We completed our spring meadow mowing effort this week.

Parks personnel committed time over the past two weeks cutting back low hanging limbs along the Hall and Pomeroy Trails.

We are continuing to do site work at the Community Garden location at Fairfield Park.

The recreation staff continues to be very busy planning for an exciting summer full of camps, activities and events.

We are continuing to coordinate for the Old Train Station Historic Marker ceremony planned for Friday, April 17 at 10 a.m.

We're hosting a "Spring Break" camp at the Wilson Center and Park this week. Twenty-five area children are attending.

Recreation Supervisor Bruen is finalizing plans for this Saturday's Annual Spring Community Clean up. The Clean Up will take place between 9 and 11 am. She is also progressing well with plans for the NewBark

PawLooza (dog and owner event) scheduled for May 2.

Our Spring Concert Series calendar is all but filled. The concerts will occur on Thursday evenings from 7 to 8 p.m. on the Academy Building Lawn beginning May 7 and running thru June 25.

Fourteen members of the Wilmington University Soccer team volunteered their time (28 hours) to do a litter sweep on a section of Church Road and the Christina Parkway.

Activity or Project:

CIP Project No. K1503: Tree Inventory

Description:

We completed a draft contract document. Once the review and editing process is completed, the contract will be advertised.

Status:

Expected Completion:

Execution Status:

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

- A cubical wall was relocated in Finance for filing cabinets.
- The windows in Finance were measured for window blinds.
- Carpets were cleaned and the tile floors were waxed over the weekend.
- Work continues on the City Secretary's Office bathroom.
- This week a temporary pump system was set up for use during sewer line replacement projects.

Code Enforcement

- Fraternity and sorority initial inspections were completed. Re-inspections begin next week.
- U/D Academy Street Resident & Dining Hall (ASDR) fire pump testing is complete.
- U/D Interdisciplinary Science & Engineering Building (ISEB) Clean Room is complete.

Parking

- The Parking Division spent last week sweeping and cleaning curb lines and parking lot surfaces in all Municipal Parking Lots.

Planning

- This week the Department reviewed a major subdivision and special use permit plan to add 8 3-bedroom units to Astra Plaza at 190 East Main Street.
- This week revised plans for the Lofts at Center Street were submitted for voluntary re-review by the Planning Commission.
- Considerable time was spent this week reviewing development fees charged by other communities.
- Some time was spent this week on Comprehensive Development Plan edits.
- On Monday Planning and Development Director Maureen Feeney Roser met with two separate developers to discuss the development process and their particular properties to determine what can be done with them per Code.
- The Planning and Development Department completed:
 - 2 Deed Transfer Affidavits
 - 7 Building Permit Reviews
 - 1 Certificate of Occupancies

Activity or Project:

A. Accessory Use and Neighborhood Definitions

Description:

At Tuesday night's meeting, the Planning Commission reviewed recommendations for the definitions of "Accessory Use" and "Neighborhood." The meeting was very well attended and many good suggestions on how to improve upon the recommendations were offered. Staff will

continue to work on recommendations and return to Planning Commission with revised recommendations for consideration at a future Planning Commission meeting.

Status: In-Progress

Expected Completion: 5/5/2015

Execution Status: On Track

Activity or Project:

B. Parking Study

Description:

This week Parking Administrator Marvin Howard joined representatives Tim Haahs & Associates in meetings to facilitate the 2015 Downtown Parking Supply and Demand Study: One meeting with the University of Delaware to discuss the University's five-year growth plan; and another meeting with the Downtown Newark Partnership's Parking Committee to review Study objectives, procedures and concerns about parking in downtown. Tim Haahs & Associates have also been provided with reports from all Downtown Parking Supply and Demand Studies conducted in the last 10 years for review; and the company will perform occupancy counts for all available on-street spaces, parking lots and the Trabant Parking Garage to determine utilization as part of their analysis this Friday. We expect a report on their findings in the upcoming weeks.

Status: In-Progress

Expected Completion: 5/1/2015

Execution Status: On Track

Activity or Project:

C. Planning Commission

Description:

Work has begun in preparation of the May Planning Commission meeting. Tentatively scheduled for review are: • Amendments to the Code regarding fee structure for development in the City. • A request for extension for Candlewood Suites major subdivision and special use permit. • The Lofts at Center Street rezoning, major subdivision and special use permit. • A staff presentation on the City's interest in purchasing Rodney Dorms.

Status: In-Progress

Expected Completion: 5/5/2015

Execution Status: On Track

Department:

Police Department

Notable Notes:

On March 29th, at 2:55 a.m., officers responded to East Main Street for a report of a robbery. Two students told officers they were just robbed at gun point by two suspects a male and a female. The male suspect was arrested near the scene for unrelated charges and was later charged with the robbery. A search warrant was executed at the female suspect's home on April 1st. She was later arrested and charged.

On April 1, 2015 a suspect was charged with firing shots from a handgun on Alexandria Drive back in May of 2014. After the May incident, 4 shell cases were recovered from the scene. At that time, there were no leads in the case. Two months later in July of 2014, an officer conducted a motor vehicle stop and arrested the driver for firearms possession and other offenses. Forensic testing was conducted on the seized firearm and we were recently notified that it was the same gun used in the Alexandria Drive incident.

On April 7th, Chief Tiernan and administrative staff from the police department met with Councilman Gifford to discuss crime trends and police response in his district.

Background investigations continue on police applicants. The police department will hold a new police officer entrance exam in May. Due to retirements, the department has several vacancies.

Activity or Project:

Not Applicable

Description:

Not Applicable

Status:

Completed

Expected Completion:

4/8/2015

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:

We have experienced an almost unprecedented rate of corrosion related water main failures over the last few days, starting with four on Saturday, one on Monday, and another on Thursday. More recently we also had a valve body fail adjacent to one of the two breaks on Hillside Road. Aside from the abnormally high number of breaks, all have been from internal or external corrosion which is very unusual for our system. These types of failures require that we cut out the corroded section of pipe as opposed to using a repair clamp like is used for shear failures. This is a much more involved repair and requires that we issue a boil water advisory for those customers in the affected area.

We feel that these failures are likely due to the Concrete Tank on Paper Mill Road being offline for repairs. Without the very large concrete tank acting as a shock absorber for changes in system pressure, the pressures are fluctuating through the normal operating range more than usual, causing weak sections of pipe to fail. The upside of this is that we expect the frequency of these breaks to quickly reduce as the ones that are going to fail should fail quickly. The downside is that we have identified several locations where the mains are in very bad condition, much worse than was indicated by their break history up until this point. We had to cut 16' of pipe out of Terry Lane in order to get to clean pipe to make the connections.

Activity or Project:

Concrete Tank Dome Repair

Description:

We held the pre-construction meeting this week and the contractor has begun building internal shoring and scaffolding. We have received an updated schedule with construction scheduled to be complete by the end of May. The contractor has worked with us to identify methods that will allow the tank to be brought back online as quickly as possible. The work that was completed to maintain pressure and fire flow availability on the downtown zone during construction is working very well. We were able to maintain pressure despite having four simultaneous main breaks over the weekend and performing fire flow tests for the Newark Shopping Center on Monday. We are very pleased with the performance so far and at this point don't anticipate the need to purchase water from United, barring some sort of major emergency.

Status:

Expected Completion:

Execution Status:

Activity or Project:

Windy Hills Tank Repainting

Description:

We held the bid opening this week for the Windy Hills Tank repainting project and the winning bidder was in line with our engineer's estimate for the project. We are currently reviewing references and they are coming back positive. We plan to bring this to the next possible Council meeting for approval.

Status:

Expected Completion:

Execution Status:

Activity or Project:

Water Tank Mixing

Description:

We held the bid opening this week for the tank mixing project and the low bid was in line with our expectation for the project. We wrote the specifications on a performance basis versus specifying a particular manufacturer and this dramatically lowered the total project cost. As a result, we expect to be able to finish all of our tanks in one year versus the originally estimated three years. We are currently reviewing references and they are coming back positive. We plan to bring this to the next possible Council meeting for approval.

Status:

Expected Completion:

Execution Status:

to

NEWARK POLICE DEPARTMENT

WEEK 03/29/15-04/04/15

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	1	3	1	1	1	0
Rape	0	2	0	1	0	0
Unlaw. Sexual Contact	4	0	0	2	0	0
Robbery	6	12	1	1	16	1
- Commercial Robberies	1	6	0	0	7	0
- Robberies with Known Suspects	0	1	0	0	0	0
- Attempted Robberies	2	2	0	0	5	0
- Other Robberies	3	3	1	1	4	1
Assault/Aggravated	3	1	0	3	8	0
Burglary	15	17	0	10	6	0
- Commercial Burglaries	3	2	0	4	1	0
- Residential Burglaries	12	13	0	6	4	0
- Other Burglaries	0	2	0	0	1	0
Theft	124	114	4	43	64	2
Theft/Auto	8	9	0	5	5	0
Arson	1	0	0	0	0	0
All Other	26	14	1	56	27	1
TOTAL PART I	188	172	7	122	127	4
<u>PART II OFFENSES</u>						
Other Assaults	73	78	4	71	44	2
Rec. Stolen Property	0	2	0	5	11	0
Criminal Michief	62	56	2	14	30	0
Weapons	6	5	1	17	37	0
Other Sex Offenses	0	0	0	0	0	0
Alcohol	109	69	3	196	118	6
Drugs	39	17	0	96	77	0
Noise/Disorderly Premise	147	93	3	75	54	3
Disorderly Conduct	50	41	2	69	26	1
Trespass	51	44	2	33	23	2
All Other	136	111	8	132	82	5
TOTAL PART II	673	516	25	708	502	19
<u>MISCELLANEOUS:</u>						
Alarm	272	270	17	0	0	0
Animal Control	96	113	6	0	0	0
Recovered Property	60	61	6	0	0	0
Service	6455	7540	609	0	0	0
Suspicious Per/Veh	117	127	4	0	0	0
TOTAL MISC.	7000	8111	642	0	0	0

	THIS WEEK <u>2014</u>	2014 TO <u>DATE</u>	THIS WEEK <u>2015</u>	2015 TO <u>DATE</u>
TOTAL CALLS	754	9,822	826	10,717



**Newark Police Department
Weekly Traffic Report
03/29/15-04/04/15**



TRAFFIC SUMMONSES	2014 YTD	2015 YTD	THIS WEEK 2014	THIS WEEK 2015
Moving/Non-Moving	2,305	2,462	249	176
DUI	45	59	4	6
TOTAL	2,350	2,521	253	182

PARKING SUMMONSES				
Meter Tickets	4,008	3,761	335	91
Parking Summons/IPR	1,445	1,768	113	80
Scofflaw Amount Collected	40 = \$8,003.50	15 = \$3,100	0 = \$0	0 = \$0
TOTAL	5,493	5,544	448	171

TRAFFIC ACCIDENTS				
Fatal	0	0	0	0
Personal Injury	44	50	3	0
Property Damage (Reportable)	104	99	5	13
Property Damage (Non-Reportable)	157	110	7	8
Hit and Run	73	83	10	4
TOTAL	378	342	25	25