

# City Manager's Weekly Report

Friday, August 21, 2015

**Department:**

Administration - City Manager

**Notable Notes:**

Mayor and Council -

Deputy City Manager Haines and I held a Management Staff Development Session and Retreat this week during which we focused on matter such as expectations, departmental staffing visions, staff policy enforcement and future policies, and a discussion on department/organization structure, compensation, and recruitment. I commend our management staff for their engagement during this day long event. I commend Andrew for his coordination of the retreat.

Several members of staff, namely Maureen Feeney Roser and Mike Fortner along with City Solicitor and Special Counsel Max Walton spent a considerable amount of time in preparation for this week's Board of Adjustment meeting held Wednesday evening and with the guidance of Special Counsel to the Board John Pardee. The focus was the Trader's Alley development project and appeals filed related to Jurisdiction for official opinions related to the proposed project, setback and proper number of parking spaces. I think we were represented well on all accounts. Additionally, I think it is worth sharing that in addition to the good staff and Counsel representation, I was impressed with the knowledge (and apparent preparedness) of the Board members who posed great questions during the proceedings.

Intern Work Update: In my effort to keep you aware of our increased use of interns I share that our Electric Department Intern Faizan Jamil, who is in his third year of Electrical Engineering at UD, has been working on a state roadway lighting study and has updated our GIS maps and helped reorganize some database tables.

The Delaware League of Local Governments has shared some upcoming meeting reminders (let Renee know if you want to register):

- Annual Dinner and Awards Meeting - Thursday, September 24 - 5:30 p.m. - Duncan Center - Dover
- Delaware Institute for Local Government Leaders Program - Friday, October 2 - Duncan Center - Dover

Finance Director Lou Vitola, PW&WR Director Tom Coleman and I hosted a group of Board Members and staff from Lewes, DE this week in a tour and information sharing session related to Newark's McKees Solar Park Project. They are contemplating a similar project and reached out. We were happy to share background and suggestions.

This weekend will offer the Battle of the Bars at the UD Marriott which helps fund our K9 teams and our Community Garden Pot Luck Garden party at 4 p.m. Sunday. Hope to see you there.

**Activity or Project:**

DEMEC Update

**Description:**

Reminder about the 21st Annual Dinner Meeting to be held on September 23rd at the Dover Downs Hotel and Conference Center. The agenda includes a 4 p.m. Board meeting, followed by a social hour and dinner at 6:30 p.m. Please let me know if I can register you.

Status: In-Progress

Expected Completion: 9/23/2015

Execution Status: On Track

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**Activity or Project:**

Fountainview Metering Update

**Description:**

At the invitation of Councilman Ruckle, Tom Coleman and I attended the Fountainview civic meeting this week to share detail related to options available to their condominium units for modified water metering in association with the smart metering project. Some in Fountainview have expressed the desire to receive a bill directly from the City vs. their management firm. The three options outlined on the attached were shared and discussed. We received good feedback after the meeting, and we await any decisions (that would need to be made at least building by building) of the residents.

Status: In-Progress

Expected Completion: 8/21/2015

Execution Status: On Track

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**Activity or Project:**

**Description:**

Status:

Expected Completion:

Execution Status:

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**Department:**

Alderman's Court

**Notable Notes:**

We have held 9 court sessions and 2 DUI case review sessions in the past three weeks.

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**Activity or Project:**

## Court Sessions

### Description:

We have processed 104 arraignments, completed 71 trials, 53 capias returns, 44 case reviews, 1 plea and 1 restitution hearing. We transported 6 prisoners for the various prisons and videoed 8 others.

Status: Completed

Expected Completion: 8/13/2015

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:

Electric Department

### Notable Notes:

University personnel contacted the Electric Department about high voltage on one leg of their services at several buildings. After investigating using the smart meter and SCADA systems, a substation transformer was suspected to be the cause. The load was switched to another circuit and the transformer shut down. A testing company verified that internal windings had shorted causing one phase to be 6% too high. Engineering is busy working on getting a contract ready to see what it would cost to fix the 44 year old transformer.

The line crews were back on Country Club Drive to fix an underground primary cable. The same cable that

was repaired a couple of weeks ago failed again in a different spot. One third of the cable has been replaced by pulling new cable in the old duct, but 500' of the run will have to be installed new with a directional bore contractor.

The electricians have been working with the line crews and IT to move the license plate reader cameras to better locations. Two readers are not reading licenses from two lanes. They are being lowered and extended until both lanes can be read. The electricians are also looking for hot spots during infrared scans of aerial lines and equipment.

Engineering has been working on a new SCADA punch list. After the system was migrated to a new server, some features have not worked properly. Engineering is also working with the SCADA developer on acquiring new frequencies from the FCC for Water's SCADA system. Before the new frequencies are purchased, a radio study will be done to be sure the frequencies the FCC has agreed to license are noise free enough for communications.

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**Activity or Project:**

Alder Creek

Description:

Installing underground cables and padmount transformers for the complex.

Status: In-Progress

Expected Completion: 9/1/2015

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:**

Finance Department

**Notable Notes:**

Payments and Utility Billing

The group handled 658 phone calls the week of 8/10/15 with an average call length of 4:32 and an average hold & queue time (average speed of answer) of 17:21. The group also processed 3,775 utility payments and CityView transactions while the Welcome Center staff greeted 401 visitors. Service calls initiated by Payments and Utility Billing in response to the calls and visitors totaled 135 last week. The group's average speed of answer was longer again last week, as student move-in season, credit control (late payment) processes, and the annual tax billing are resulting in higher call volumes and higher visits. To the team's credit, a high number of calls were answered in a more efficient manner than the last several weeks, but the very high number of total calls – 1,400 – led to longer hold times and high abandonment rates.

Accounting

The open Controller/Deputy Finance Director position closes next week. So far, we have a total of 13 candidates. I look forward to finding a strong replacement to fill Wilma's shoes as soon as possible.

Several of our employees have been undergoing Munis training as we are upgrading to the latest version of Munis financial accounting software. The IT Division is spearheading the project and has scheduled the testing and training for our department accordingly.

Administrative level Capital Improvement Program (CIP) budget hearings are being scheduled the next several weeks, and our goal is to present the CIP to the Planning Commission at its October 2015 meeting.

**Activity or Project:**

Purchasing Card Upgrade

**Description:**

There is no change to the status of this project this week. We are working with Fulton Bank to upgrade the City's existing purchasing cards, or "P-Cards." The upgrade will reduce workload and improve efficiency by automatically posting transactions to the City's financial accounting system and reduce costs through a rebate program. There is no cost to the program upgrade. All replacement cards were properly enrolled and the physical cards have been received. They will be deployed once we integrate the vendor's reporting system (Elan) with the City's financial accounting system (Munis).

Status: In-Progress

Expected Completion: 10/31/2015

Execution Status: On Track

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Department:**

Parks and Recreation Department

**Notable Notes:**

We met with Nic DeCaire and Deb Preston to discuss their concept to place an adaptive play unit in one of our parks. Their group has committed raise funds to purchase and install the unit. We will assume maintenance responsibility after it is installed.

With the assistance of the PW&WR Department we applied asphalt to the two entrances to the community garden.

The crew constructed a compost bin for the community garden. They also continued mowing, weed control, watering and trash removal operations and completed several general maintenance work orders.

Park Superintendent Zaleski conducted park inspections and prepared related maintenance work orders.

We have completed a very successful summer season. I want to congratulate the Recreation Division for it's efforts. Hundreds of area children enjoyed an amazing variety of camps and programs.

Community Day participant registrations are coming in strong. To date 130 have been received.

I completed and submitted a report to the City Manager pertaining to the concept of a PAL Center in Newark.

Reminder that we've planned a picnic this Friday, 12 noon to 2 p.m. at the Wilson Center to thank our summer volunteers.

State Parks Intern Jeff Bahnson is working with us to place trail markers in Redd Park.

The Dickey and Wilson Park pools closed for the season last Saturday.

Last week volunteers committed 92.5 hours at various programs and projects.

The Fall Activities Guide was completed this week.

**Activity or Project:**

Tree Inventory Contract: CIP Project No. K1503

Description:

The project will entail completing a street (along city owned and maintained property) and park tree inventory.

Status: Started

Expected Completion: 11/20/2015

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

- Facilities Maintenance performed the following this week:
  - Worked on designs for Council Chamber renovations.
  - Replaced a broken lock at the garage.
  - Painted the trim in an office in the Police Department.
  - Made a printer stand for the Welcome Center.
  - Hung bulletin boards in the Finance Department.
  - Cleaned up and repaired the leaking water fountain on the second floor of City Hall.
  - Prepared Capital Budget submittals for discussion with Director.

#### Code Enforcement

- Certificates of Occupancy were issued for:
  - 209 Smoke Rise Lane – new townhouse.
  - 550 S. College Ave. – Independence Prosthetics-Orthotics.
- Certificates of Completion were issued for:
  - 540 S. College Ave. – Speech Pathology.
  - 123.5 E. Cleveland Ave. – third floor addition and sprinkler system.
  - Harrington Dorms renovations.

#### Community Development

- On Friday, Development Manager Mike Fortner attended a settlement for a POOH Program loan.
- This week time was spent on tabulating beneficiary data for the Community Development Block Grant (CDBG) Program for reporting to New Castle County.

#### Parking

- Tuesday afternoon, Parking Manager Marvin Howard attended the T2 Work Session conference call.
- Also on Tuesday afternoon, Marvin attended the Traffic Committee meeting.
- This week the Parking Division power washed and painted over graffiti in the alley way between Mizu Sushi Restaurant and Homegrown Café, which serves as pedestrian access to Lot #4.
- Some time was spent preparing Capital Budget submittals.

#### Planning

- Considerable time was spent this week preparing for the special meeting of the Board of Adjustment scheduled for Wednesday, August 19, 2015 regarding Trader's Alley.
- On Thursday afternoon, Planning and Development Director Maureen Feeney Roser joined City Manager Carol Houck and Deputy City Manager Andrew Haines in a meeting with the owner of College Square to discuss potential revitalization opportunities.
- On Thursday, August 13th, Development Manager Mike Fortner and Planner Tom Fruehstorfer attended a session on recent Supreme Court rulings regarding municipal sign



ordinances – specifically *Reed v. Town of Gilbert, Arizona*. The recent Supreme Court rulings could affect many municipalities; however, after reviewing the City of Newark sign ordinance in the Zoning Code, no changes are necessary based on this case.

- This week an Administrative Subdivision to dedicate land to DelDOT for right-of-way and easements at 1168 Elkton Road was approved.
- This week revised plans for the Cleveland Station Comprehensive Development Plan amendment, rezoning and major subdivision were received. These plans were distributed to operating departments for a second round of comments.
- On Wednesday, Mike and Maureen participated in the Management Staff Development Retreat.
- Qdoba Mexican Grill proposed for 58 E. Main Street has applied for a Special Use Permit to sell alcoholic beverages and for a cafeteria style restaurant. The application will be presented at the Monday, August 24th Council meeting.
- The Planning and Development Department completed:
  - 5 Deed Transfer Affidavits
  - 54 Building Permit Reviews
  - 1 Certificate of Occupancy

**Activity or Project:**

Planning Commission

Description:

Considerable time was spent this week preparing for the upcoming Planning Commission meeting. On the agenda are: • Election of Planning Commission Vice Chairman. • Review and consideration of the Comprehensive Development Plan Amendment, Rezoning, Major Subdivision and Special Use Permit of the .89 acre properties at 174 E. Main Street and 21 N. Chapel Street in order to add 6 apartment units with first floor parking to the existing mixed use building known as Astra Plaza. • Discussion concerning participation by Council members at Planning Commission meetings.

Status: In-Progress

Expected Completion: 9/1/2015

Execution Status: On Track

**Activity or Project:**

Community Development

Description:

Time was spent preparing application documentation for the 42nd (7/1/16-6/30/17) Community Development Block Grant Program (CDBG) year and the 2016 Revenue Sharing (RS) Program for submission to the CDBG/RS Advisory Committee. The information will be delivered to the Advisory Committee by the end of the week.

Status: In-Progress

Expected Completion: 6/30/2017

Execution Status: On Track

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**Activity or Project:****Description:****Status:****Expected Completion:****Execution Status:**

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**Department:**

Police Department

**Notable Notes:**

Sgt. Aniunas and the Special Operations Bureau organized the third annual Newark Nightlife Partnership on August 18<sup>th</sup>. Many alcohol "servers" from Newark businesses attended the seminar which included servers training sponsored by Delaware Alcohol and Tobacco Enforcement. The highlight of the event was nationally recognized keynote speaker, Sarah Panzau. Ms. Panzau shared her personal story of how having a motor vehicle accident while driving intoxicated left her with only one arm and nearly took her life.

On August 18<sup>th</sup>, the Traffic Committee met to reconsider the request for a stop sign at the intersection of Ashland Way and Odessa Way. After considerable discussion, the Committee voted to reject the installation of stop signs. The Committee further voted to place the small speed sign up for a two-week period and then follow with speed and stop sign enforcement.

On August 19<sup>th</sup>, Chief Tiernan and Deputy Chiefs Farrall and Feeney, along with other city management staff, attended Newark's Management Staff Development and Retreat.

The Battle of the Bars will be held on Friday, August 21<sup>st</sup> at the Courtyard Marriott. The money raised will benefit Newark's K-9 program.

Uniform and plain clothes officers have been closely monitoring areas near local hotels in response to recent activity. As a result of increased patrols, the level of illegal activity discovered has significantly decreased.

Final plans are in place and direction has been given regarding our continued Fall Crime Suppression Plan.

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**Activity or Project:**

N/A

**Description:**

N/A

**Status:**

Completed

**Expected Completion:**

8/20/2015

Execution Status: Completed

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

**Activity or Project:**

Description:

Status:

Expected Completion:

Execution Status:

8/16/2015

to 8/22/2015

**Fountainview Metering Options For City to Perform Billing**

		Meter Cost	Transmitter Cost	Access to Customer Connect	Interval data and leak detection	Meter Maintenance Responsibility	Transmitter Maintenance Responsibility	Short term meter accuracy	Long term meter accuracy
<b>Option 1</b>	HOA provides readings to City, City does billing - mirrors current situation - Requires 100% participation	\$0	\$0	Yes - only to pay bill - no usage information available	No	Homeowner - if fails, owner purchases new meter	N/A	Maybe	No
<b>Option 2</b>	City installs a new transmitter on your existing meter, paid over 24 months - \$4.17 month - Requires 100% participation	\$0	\$100	Yes	Yes	Homeowner - if fails, owner purchases new meter	City	Maybe	No
<b>Option 3</b>	City installs a new meter and transmitter paid over 24 months - \$8.75 a month - only requires 100% participation if any shared water sources in building	\$110	\$100	Yes	Yes	City	City	Yes	Yes

**Notes:** A City water account will be required to be set up for all units for all options to allow for individual billing for all options  
 Utility payments will be booked against water first then electric due to the inability to shut off water for non-payment for all options  
 Owners must have 100% participation to adopt Option 1 or 2 and only require 100% for option 3 if there are any shared water sources within buildings  
 Up to 4 repeaters required per building @\$500 per repeater (\$6,000 total) for options 2 and 3

NEWARK POLICE DEPARTMENT

WEEK 08/09/15-08/15/15

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	1	0	0	1	0	0
Kidnap	1	4	0	1	1	0
Rape	2	4	0	5	1	0
Unlaw. Sexual Contact	5	6	0	2	2	0
Robbery	19	22	1	25	27	0
- Commercial Robberies	4	9	0	2	10	0
- Robberies with Known Suspects	3	2	1	2	1	0
- Attempted Robberies	3	2	0	0	7	0
- Other Robberies	9	9	0	21	9	0
Assault/Aggravated	4	3	1	6	17	0
Burglary	53	36	2	30	17	0
- Commercial Burglaries	8	5	0	4	2	0
- Residential Burglaries	43	29	2	20	14	0
- Other Burglaries	2	2	0	6	1	0
Theft	357	298	13	149	112	2
Theft/Auto	29	23	0	6	7	0
Arson	1	1	0	0	1	0
All Other	40	45	1	116	38	0
TOTAL PART I	512	442	18	341	223	2
<u>PART II OFFENSES</u>						
Other Assaults	166	189	4	130	111	1
Rec. Stolen Property	1	2	0	29	16	1
Criminal Mischief	164	118	2	47	91	0
Weapons	14	7	0	42	52	0
Other Sex Offenses	0	1	0	0	2	0
Alcohol	198	127	2	346	210	4
Drugs	87	62	2	232	164	3
Noise/Disorderly Premise	384	250	5	172	109	3
Disorderly Conduct	109	109	0	123	55	1
Trespass	109	109	0	72	50	0
All Other	311	289	11	287	193	7
TOTAL PART II	1543	1263	26	1480	1053	20
<u>MISCELLANEOUS:</u>						
Alarm	648	605	20	0	0	0
Animal Control	371	325	10	1	2	0
Recovered Property	155	165	4	0	0	0
Service	15761	20025	672	0	0	0
Suspicious Per/Veh	315	329	8	0	0	0
TOTAL MISC.	17250	21449	714	1	2	0

	THIS WEEK <u>2014</u>	2014 TO <u>DATE</u>	THIS WEEK <u>2015</u>	2015 TO <u>DATE</u>
TOTAL CALLS	742	23,690	845	27,554



Newark Police Department  
Weekly Traffic Report  
08/09/15-08/15/15



TRAFFIC SUMMONSES	2014 YTD	2015 YTD	THIS WEEK 2014	THIS WEEK 2015
Moving/Non-Moving	6,193	5,873	199	179
DUI	107	126	5	2
TOTAL	6,300	5,999	204	181

TRAFFIC ACCIDENTS				
<b>Fatal</b>	2	2	0	0
Personal Injury	112	125	5	8
Property Damage <b>(Reportable)</b>	230	324	2	5
Property Damage <b>(Non-Reportable)</b>	329	206	5	2
Hit and Run	167	181	2	5
TOTAL	840	838	14	20