

City Manager's Weekly Report

Department:

Administration - City Manager

Notable Notes:

City Manager:

On Monday the 30th we announced the closure of City Hall to the public through January 19th at the earliest and that most employees will be working remotely in an effort to control the spread of COVID-19 among staff. We have had four more positive cases this week and more than 10 since the beginning of November. The large majority of cases have been among staff that is outside of City Hall, but the closure allows us to reallocate our resources toward those staff members who don't have an option to work remotely. All major functions except Alderman's Court and the George Wilson Center will continue and both the Police Station and Parking Office remain open to the public. We will continue to monitor the level of cases in Newark and the surrounding area when considering whether to reopen the office on 1/19.

The majority of my time this week was spent on COVID related items including policy development, meetings with directors, calls with the Governor and DPH, and CARES Act reimbursement requests. Director Del Grande and I also held a conference call with Vanguard to discuss the current state of our pension and OPEB funds, both of which are performing very well and are up for the year despite the large losses earlier in the year. Vanguard will be presenting this report to Council on an upcoming agenda. I also began work on research into options for developing an official diversity committee, which I hope to present to Council in the first three months of 2021. Director Del Grande and I also held a call with DEMEC leadership, our lobbyists, and Senator Sokola to talk about DEMEC, Newark's sustainability initiatives, and ways that we think the State can help us achieve those goals. Senator Sokola was named the Senate President Pro Tempore and will have the ability to help shape the legislative agenda in Dover. We are lucky to have him representing Newark and look forward to continuing to work with him over his tenure.

The remainder of the week was spent on personnel related items and other general administrative tasks.

Human Resources:

Last week CHRO Hardin presented to council a recommendation to approve a disability pension for an employee injured on the job, which was later unanimously approved by City Council during general session. CHRO Hardin processed retirement paperwork for said employee effective November 30. She also presented an overview of the cumulative tentative for the FOP Lodge #4 CBA. Ratification is currently scheduled for final approval on December 7th. Because of the short week last week due to the Thanksgiving holiday the rest of the week was spent working on labor relations matters, attending meetings, conference calls and responding to emails. I also spent an afternoon working with CPPO Martindale on finalizing open enrollments for 2021 voluntary benefits as well as working ahead on CARES Act reimbursements. The awards for the employee years of service presentation have been ordered and are set to be presented by Mayor Clifton at the December 14th Council meeting. They are historically presented at the City holiday lunch which has been cancelled due to COVID-19 restrictions.

This week was spent catching up on emails, phone calls and working on CARES Act submissions with Deputy Finance Director Hollander. Going back to working remotely and closing City Hall due to rising COVID-19 cases required adjusting processes for completing specific tasks. CHRO Hardin continued assisting CPPO Martindale with the last of the open enrollment submissions for 2021 benefits. The rest of the week will be spent completing CARES Act spreadsheets, working on Career Ladder Skills/Safety test for AFSCME 1670 employees and preparing for the HR team goal setting/brainstorming day which will be held virtually on December 9th. The HR team will be setting short-, mid- and long-term goals for 2021, discussing ways to improve our services and end with a webinar on year-end closing of employee benefits.

Chief Purchasing & Personnel Officer:

CPPO Jeff Martindale had several purchasing-related items for this week. He held the bid opening for Contract 20-09 (Sanitary Sewer Repair and Rehabilitation) on Tuesday. This opening was switched to virtual late Monday due to City Hall's closure effective Tuesday.

He also sent contract agreements to Sargent & Lundy (S&L) for an electric system analysis and study, which was awarded by Council via bid waive in November. He additionally assisted IT Applications and IT Infrastructure complete three contract award recommendation memos for City Council, which will be presented at the 12/14 Council meeting. These memos encompass nearly all of IT's purchasing needs for 2021. By the end of the week, he will help PW&WR complete two purchasing memos for Council, which will also be presented at the 12/14 Council meeting.

Mr. Martindale also tracked two active Facilities Maintenance RFQs - for elevator maintenance and inspection as well as life safety (fire alarms, etc.) inspection for 2021. He additionally received responses on the City's Towing contract with Goodchild, LLC and Ewing.

Facilities Maintenance:

The FM team installed cove base on the electric closets and in the main lobby of the Municipal Building; patched drywall in the Maintenance Yard training room; fabricated, installed, and painted plywood panels for award plaques hung in the City Hall lobby; completed various walkthrough with the ESCO; repaired fallen acrylic shielding wherever necessary; and disinfected and sanitized as needed. With City Hall closing, the FM team will be able to devote more energy to disinfecting in the Police Department, Maintenance Yard, and Parking Office.

Communications:

- Continue to work with WaveTec to resolve outstanding issues with the queue management software. Next steps include creating a form for users to complete in order to schedule a phone call vs. in-person appointment, changing appointment times to reflect holiday hours/staffing needs and creating the ability for staff to make an appointment on a customer's behalf.
- Worked with TNP to organize Small Business Saturday. The shopping event was more successful than expected and many stores had a line of customers outside waiting their turn to enter. A second, smaller event will be held on 12/12.
- Worked with HR, management on internal and external communication regarding

coronavirus-related operational changes.

- Partnering with the Wellness Committee leadership on revamping the WOW employee recognition program.
- Scheduling a one-year check-in with Recycle Coach to determine a path for 2021 and how to best utilize the program.

City of Newark in the News

This man ended his policing career, but through prayer, a former Newark officer found forgiveness: <https://www.delawareonline.com/story/news/crime/2020/11/25/prayer-helps-former-newark-officer-patrick-craig-forgive-man-who-injured-him/6389301002/>

A special walkout in Newark: https://www.wdel.com/news/a-special-walkout-in-newark/article_fc369d68-2f23-11eb-96e3-2302eb44ebbb.html

There goes a good cop” Newark officer retires after line-of-duty injury: https://www.newarkpostonline.com/news/there-goes-a-good-cop-newark-officer-retires-after-line-of-duty-injury/article_092def37-690d-531f-967b-b4f8ed9249f9.html

Public hearing set for Tuesday on two major Main Street development proposals: https://www.newarkpostonline.com/news/public-hearing-set-for-tuesday-on-two-major-main-street-development-proposals/article_4f1bc7b6-f70d-5894-b54a-a8b654a10a1b.html

Newark closes its municipal building over COVID concerns: <https://www.delawarepublic.org/post/newark-closes-its-municipal-building-over-covid-concerns>

Newark closes city hall to the public as coronavirus cases increase: https://www.newarkpostonline.com/news/newark-closes-city-hall-to-the-public-as-coronavirus-cases-increase/article_8a3b6a13-f5ff-58f0-a137-e1a951964919.html

Proposal for six-story building moves forward; project would be one of Main Street’s tallest structures: https://www.newarkpostonline.com/news/proposal-for-six-story-building-moves-forward-project-would-be-one-of-main-street-s/article_bec37f12-1baa-559f-b908-a15ad24f4fb8.html

Main Street development proposal on hold amid zoning questions: https://www.newarkpostonline.com/news/main-street-development-proposal-on-hold-amid-zoning-questions/article_74103f8c-9b91-50cf-845b-673727bb7345.html#tncms-source=infinity-scroll-summary-sticky-siderail-next

Further development on Newark’s Main Street could reshape the city’s downtown: <https://www.delawareonline.com/story/news/local/2020/12/03/newark-main-street-development-promises-change-downtown/6322754002/>

Web Content/Creative Design:

- Created an applicant sheet for management positions
- Posted ‘Newark Municipal Building Closing to the Public until January 19’ on the City website
- Scheduled TV22 programming for December

- Scheduled weekly public meeting notices via InformMe
- Updated Boards, Committees & Commissions on the City website
- Updated social gathering data and testing locations on the City’s Coronavirus webpage
- Updated Observed City Holidays for 2021

Communications Assistant:

- Answer and direct all incoming calls to correct departments
- Completed and distributed the January newsletter
- Log Miss Utility tickets for Electric and PW&WR Departments
- Edit copy from various departments
- Assisting the CCO with updating and streamlining the info on the website
- Adding/changing InformMe customer information
- Create and share content on Facebook and NextDoor
- Reviewing the website to identify outdated and/or irrelevant information for deletion or renewal

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

City Manager's Weekly Report

Department:

Alderman’s Court

Notable Notes:

Alderman's Court held four court sessions from 11/19/20 until 12/2/20. These sessions included arraignments, trials and capias returns. The court continues to process pleas by mail and pleas in absentia. Parking Ambassadors are handling all parking appeals online.

Alderman's Court will be closed from 12/3/20 until January 19, 2021 due to COVID-19. During

this time staff will work remotely and will reschedule any cases that are scheduled during the closure to a date in February 2021.

Activity or Project:

Court Sessions

Description:

From 11/19/20 to 12/2/20 Alderman's Court handled 13 arraignments, 22 trials and 8 capias returns. The court collected a total of 448 parking payments of which 376 were paid online and 72 were paid at court. The court also collected criminal/traffic payments of which 111 were paid online and 33 were paid at court for a total of 144 criminal/traffic payments.

Status: Completed

Expected Completion: 12-02-2020

Execution Status: Completed

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

City Manager's Weekly Report

Department:

City Secretary and City Solicitor's Office

Notable Notes:

Paul was in the office on November 19 and 30. Robert was in the office on November 18 for Court.

Renee participated in the management staff meetings on November 19, 25 and 30.

Renee facilitated a virtual constituent meeting for Councilman Bancroft on November 20.

Paul and Renee staffed the Council meeting on November 23. Follow up was completed throughout the week.

Renee posted the December 1 Planning Commission agenda on November 23 in the Municipal Building, on the website on November 24 and posted the packet items on November 25 to assist the Planning and Development Department.

Renee met with IT Infrastructure Manager Reazor on November 25 to discuss technology upgrades needed for the Council Chamber to facilitate hybrid in-person/remote access meetings. An update to Council on this topic will be scheduled for a meeting in the first quarter of 2021.

Nichol finalized and posted the cancellation notice for the December 17 Board of Adjustment meeting on November 25.

Renee participated in a coronavirus conference call for State stakeholders on November 30 with Mayor Clifton and City Manager Coleman.

Staff finalized and posted the December 7 Council agenda and packet items on November 30.

Nichol finalized and posted the December 8 Conservation Advisory Commission agenda on November 30.

Renee worked on items for upcoming Council meetings, including drafting the agendas for the December 7 and 14 meetings, working on items for the November 23 and December 7 Council packets, corresponding with citizens who wanted to submit public comments for the November 23 meeting and scheduling items for upcoming Council agendas.

Renee worked on plans for Mayor and Council's end-of-year employee recognition program. As COVID-19 has caused the holiday luncheon to be cancelled, staff is working to make sure that City employees know they are still appreciated for their hard work in this challenging year. Employees reaching 10, 15, 20, 25, 30 and 35 years of service will be recognized at the December 14 Council meeting via GoToMeeting. Additionally, service awards and a holiday gift will be mailed to the employees at their homes to prevent potential crowding and virus spread.

Renee began outreach to the Department of Elections to prepare for the 2021 City Council elections and wrap up some outstanding items from the 2020 City Council elections. Districts 1, 2 and 4 are up for the April 13 election and the filing deadline is February 8 at 5:00 p.m. To make arrangements to pick up or drop off Council petitions while the Municipal Building is closed, please email citysecretary@newark.de.us or call 302-366-7000 and ask to be connected to the City Secretary's Office.

Renee, Tara and Nichol spent time working to resolve an outstanding Board of Adjustment application that was missing materials to determine if it is able to move forward. While the additional materials needed from the applicant have been submitted, it was not in time to be advertised for the December 17 meeting, so the application will be heard on January 21.

Renee, Tara and Danielle worked on research for several staff and Solicitor requested items.

Tara reviewed several building permits.

Danielle worked on items for the Recorder of Deeds office.

Tara spent time on several union issues.

Staff worked on FOIA-related items this week. The following actions were taken on FOIA

requests:

- * Provided a response and closed a November 5 FOIA request for employee misconduct records and documents regarding self from Michael Ayele
- * Provided a response and closed a November 11 FOIA request for 519 South Twin Lakes Boulevard regarding open code violations/open permits/expired permits/special assessments from Alex Russell
- * Provided a response and an administrative estimate for a November 11 FOIA request pertaining to the street light replacement project from Frank Tolomeo
- * Sent follow up to staff and legal review of documents for a November 11 FOIA request for 211 South Main Street regarding citations issued to DSM Commercial or any contractor associated with a November 5 discharge of Styrofoam from William Wersinger
- * Provided documents, information and closed a November 12 FOIA request for information pertaining to RPF No. 17-01R from Records@tscti.com
- * Provided documents and closed a November 17 FOIA request for a list of documents submitted to the Subdivision Advisory Committee pertaining to Project 200703 (141 East Main Street) from Julian Pellegrini
- * Sent follow up to staff regarding a November 18 FOIA request for 300 West Main Street regarding permits
- * Provided a response and closed a November 19 FOIA request for a property outside of city limits from Andrew Dziedzic
- * Provided a document and closed a November 20 FOIA request for the City's FOIA log pertaining to police FOIA requests from Samuel Zakheim (ACLU of Delaware)
- * Circulated to staff a November 23 FOIA request regarding 35 Fremont Road from Brian Frederick Funk, P.A.
- * Provided a response and closed a November 24 FOIA request for a property outside of city limits from Americole
- * Provided a response and closed a December 2 FOIA request for a property outside of city limits from Jennifer Clark

Regarding minutes, staff time was spent on the November 10 Conservation Advisory Commission (Nichol drafted; Tara edited - complete) and November 23 Council (Nichol drafting) minutes. Several sets of Council Executive Session minutes are currently in the queue.

6 discovery requests were fulfilled for upcoming Alderman's Court cases. 379 discovery requests have been filled so far for 2020. No court calendars were received due to the holiday court closures. 32 court calendars with 423 associated cases have been processed in 2020. No pleas by mail were processed.

The office received 12 new lien certificate requests this week, which were sent to Finance for processing. 18 lien certificates were completed and sent to the requestor. 406 lien certificates have been processed for 2020.

Activity or Project:

Digital Records Project

Description:

As an update to the previously presented slowdown/timeout issues with TCM, the TCM upgrade that we are hopeful will fix these problems is currently being tested. Samantha has been working to compile the results to submit to IT; however, there do seem to still be some issues. Since Records

Division staff has been working with larger documents in recent weeks, these problems have become more pronounced causing a large drop in numbers scanned due to having to repeatedly process the same documents. Thanks to IT Applications Manager Montgomery for her continued assistance in addressing these issues.

Tara continued preparing Legislative Department scanning for transfer to Ana on a temporary basis. The part-time position that would typically do this work is vacant and will remain unfunded in FY2021, so staff is working to realign responsibilities to ensure the work for that position stays current while the position is open.

Danielle continued document review of historical Solicitor records to determine whether items need to be scanned and retained or if their retention has been met and they can be submitted for destruction. She also worked on preparing and scanning some of the backlog of Legislative Department scanning.

Samantha and Ana worked on quality control review for documents already scanned or being directly imported into TCM. This project is critical to ensure that when public portals are opened, there is consistent titling and metadata so documents can be easily found by members of the public.

The scanned document numbers for November 19-December 2 are below.

Status:	In-Progress
Expected Completion:	
Execution Status:	On Track
Activity or Project:	
Description:	
Status:	
Expected Completion:	
Execution Status:	
Activity or Project:	
Description:	
Status:	
Expected Completion:	
Execution Status:	

City Manager's Weekly Report

Department:

Electric Department

Notable Notes:

One of the Freemont Road circuits tripped and reclosed on the rainy Monday morning this week. The crews found a tree limb which blew a surge arrestor and a broken guy wire on Creek Road. Later that same day, a tree limb on the lines in Windy Hills took an hour and a half to clear.

The line crews also worked on a faulted underground cable on Wrangler Road and finished installing disconnect switches on Gravenor Lane for the pedestrian bridge installation.

The electricians worked at City Hall installing circuitry in walls in two offices. They also worked on the train station lights, lights at the warehouse, and Park lights.

In a concerted effort Engineering, IT, and a line crew worked on reprogramming and setting up a new gatekeeper at the yard. The gatekeepers are part of the smart meter system which brings back data and issues with some are warranting a test site at the yard to troubleshoot changes easily.

Engineering compiled UD's monthly load for November. Engineering also worked on design and pricing for the Super 8 Motel project and the warehouse project at the end of Chapel Street.

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

Activity or Project:

Description:

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Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

City Manager's Weekly Report

Department:

Finance Department

Notable Notes:

We are aware that some customers may receive duplicate utility bills on occasion. This is due to the fact that utility bills are printed in house, up to 4,000 at a time. Once in a while, the printer will jam, and once the printer is cleared, it sometimes will reprint a bill. Staff has made efforts to minimize this issue, but there are occasions when all reprints cannot be discovered. We apologize for any confusion that this may cause our customers.

The closure of City Hall to the public (through mid-January 2021) will not have a dramatic change

to how staff are currently performing their duties. All Finance Department staff are able to work efficiently from remote locations as well as in the office if needed. Currently, there is at least one team member in the office every day from each division (Accounting, PUB, IT – Applications, IT – Infrastructure) in order to check on their respective division.

New software was obtained for the Payments and Utility Billing Division’s phone system. Now when customers call, they will be able to leave a message and be called back, versus waiting for a customer service representative to become available. Software was tested last week by staff and was found to need a few fixes before we move it to our live environment. Our vendor is working out the issues and plans to get back to us shortly with the fixes.

At the Monday, 11/2 Council meeting, City Council approved the 2021 Operating Budget and the 2021-2025 Capital Improvement Plan (CIP). Council gave staff direction to come back with revenue ordinances to amend the water and sewer customer charges effective 1/1/2021. These ordinances were introduced at the 11/23 Council meeting:

- 20-35: Customer charge and volumetric rate changes for water 2I (newarkde.gov)
- 20-34: Customer charge and volumetric rate changes for sewer 2H (newarkde.gov)
- 20-32: Incorporation of an Ambulance fee to be added to traffic citations 2F (newarkde.gov)
- 20-33: Language to codify the City’s practice of applying utility payments equally to all utility services. 2G (newarkde.gov)

Round II of the interviews to fill two vacant Customer Service Representative I positions in the Payments and Utility Billing Division occurred this week. Finalists were provided simulated phone calls to which they had to provide live answers to a “live customer.” Final decisions should be made early next week.

Last week we reported that the delinquent tax bills were mailed out this week. In fact, they were not due to a system issue that requires vendor assistance. Total balance remaining on the 2020 bills are \$251,100 across 339 accounts. This is on par with previous years and represents 3% of the total annual tax bill. Tax payments can be paid online directly via: www.newarkde.gov/payments. Those in arrears are encouraged to contact the Finance Department via: tax@newark.de.us to establish a payment arrangement.

The City officially submitted a request for reimbursement of expenses related to the Coronavirus to New Castle County two weeks ago for non-salary expenses incurred through September 30th (just over \$93,000). Staff is near completion on submitting a reimbursement request for another \$591,000 this week for CARES-eligible reimbursements for wage-related expenses. This reimbursement consists of premium pay paid to AFSCME staff during the governor-declared state of emergency.

Activity or Project:

Payments to the City

Description:

The City continues to reach out to our utility customers to help those in need of a payment arrangement and advise them of their options. If you are behind on your utility bills and need a payment arrangement, please contact the Payments and Utility Billing Division by calling 302-366-7000, option 2. Residents and businesses may be eligible for financial assistance via the CARES Act if they have been impacted by COVID-19.

All obligations due to the City can be made online by clicking on the link below, and then selecting the type of payment you choose to make. Contactless bill payment options:

- Make payments online by visiting <https://payments.newarkde.gov>. This landing page will guide you to the correct site to pay a bill issued by the City of Newark.
- Utility bills can also be paid by phone by calling (302) 366-7000. There is no fee for paying by credit or debit card, although we do ask our customers to please pay by ACH (bank draft) if possible. We strongly advise our customers to utilize our web portal and use Customer Connect to make a payment.
- Drop your utility bill check or money order into the dropbox at City Hall.
- Pay via kiosk at City Hall. There are two (one located in the lobby and the other located inside the Alderman's Court).

Status:	In-Progress
Expected Completion:	12-31-2020
Execution Status:	On Track

Activity or Project:

Payments & Utility Billing

Description:

Stats for the week ending of 11/27: Call volume decreased 65% from the previous week (154 vs. 444) due to the fact that the City was closed for Thanksgiving and the day after Thanksgiving.

- Customer Calls/answered: 153/154
- Average call time: 3:15
- Longest hold: 1:32
- Payments processed: 1,781
- Pay by phone payments: 108
- Active Customer Connect Accounts: 8,295
- Customers signed up, not on pre-authorized payments: 5,659
- Budget Billing: 274
- Echeck/PAP Customers: 1,352 (includes budget billing)
- Credit Card PAP Customers: 1,284 (includes budget billing)

Status:	In-Progress
Expected Completion:	12-31-2020
Execution Status:	On Track

Activity or Project:

Description:

Status:	
Expected Completion:	
Execution Status:	

City Manager's Weekly Report

Department:

Information Technology Department

Notable Notes:

Applications Team:

Open Support Tickets from Previous Week - 41
 Open Project Tickets from Previous Week - 15
 Open Tickets with Vendor R&D from Previous Week - 60
 Tickets Opened in the Last Two Weeks - 60
 Tickets Closed in the Last Two Weeks - 53
 Remaining Open Support Tickets - 47
 Remaining Open Project Tickets - 15
 Remaining Tickets with Vendor R&D - 61

1. Upgraded Tyler Munis HUB page on 11/19.
2. Skype meeting with Harris to review outstanding support tickets on 11/24.
3. Meeting with Purchasing and Finance to review Invoice Workflow on 11/30. Went live with Finance, IT and Electric on 12/2.
4. Teams meeting with Harris to review estimated accounts and proper procedure for bill corrections on 11/30.
5. GoToMeeting with Tyler and City staff to discuss Energov solution on 12/1.
6. Teams meeting with PUB to discuss journal print and posting errors on 12/1.
7. Internal Skype meeting to discuss path forward for Energov solution on 12/2.
8. Worked on and resolved support tickets for end users.
9. Created reports for users as requested.

Pending:

1. POS Cashiering for Welcome Center is on hold, waiting for vendor fix.
2. Waiting on Electric/IT to complete configuration of Gatekeeper 18.

Infrastructure Team:

Open Support Tickets from Previous Week - 101
 Open Project Tickets from Previous Week - 22
 Tickets Opened in the Last Two Weeks - 100
 Tickets Closed in the Last Two Weeks - 107
 Remaining Open Support Tickets - 88
 Remaining Open Project Tickets - 28

1. Defended against attempted breach.
2. Met with PUB and VOIP to work on enhanced IVR configuration.
3. Kace troubleshooting regarding the formatting of tickets.
4. Emergency core switch replacement.
5. Workstation patching and maintenance.
6. Server patching and vulnerability remediation.
7. Continued WFH support.
8. Worked on and resolved support tickets for end users.
9. Actively responded to and resolved Secureworks alerts.

Pending:

1. Automating the Sunday Server checklist.
2. Updating critical service mappings.

Activity or Project:**Description:****Status:****Expected Completion:****Execution Status:****Activity or Project:****Description:****Status:****Expected Completion:****Execution Status:****Activity or Project:****Description:****Status:****Expected Completion:****Execution Status:****City Manager's Weekly Report****Department:**

Parks and Recreation Department

Notable Notes:

Director: Reviewed several subdivision plans for comment; met with Tim about the Reservoir restroom project and reached out to contractors who were awarded the bid for the site work; conducted parks maintenance meeting to discuss upcoming projects and work orders; met with Sharon and Paula about upcoming events and activities and cancellations due to updated COVID-19 restrictions; met with Chrissy about George Wilson Center events and updated restrictions at the center as a result of the new COVID-19 restrictions set by the Governor's Office; met with Parks Maintenance staff about upcoming City projects, happenings and continued COVID safety measures.

Deputy Director: Attended meeting with UD Director of Strategic Initiatives and Partnerships, Joe and Sharon to discuss possibility of outdoor holiday movie event at UD; worked with Shelby to create Facebook events for all remaining virtual events; met with Joe and Tom Coleman to discuss changes to the holiday event schedule due to changes in the state COVID guidelines and created memo for distribution; set up and held interviews for the George Wilson Center Attendant position with Chrissy and Jeff; worked with Jill to complete a section of the Local Service Application for New Castle County; worked with Joe, Tom and Rich to complete Parks Skilled Labor questions; worked with Sharon to create a memo for City Council and department directors regarding recording videos for a new Facebook event, Stories of the Season, discussed with Sharon and

Shelby on how to promote and post for Facebook; continued to make updates to the winter/spring activity guide as more items are finalized; worked with Marta on unemployment information request; continued to work with Melinda, Chrissy and Rich regarding projects for volunteers including preparations of carvings for holiday events and in parks; held weekly staff meeting; worked with Shelby on weekly Eblast information.

Recreation Supervisor of Athletics: Aftercare program began on 11/16 and ran through 11/23 before the school district shut down again, current plan is to reopen 12/7 in accordance with the Christina plans, programs went well although very quiet compared to 'normal' operations, held virtual staff training for those who missed the in-person training earlier in November, working with staff to get licensing paperwork completed; working on finalizing winter/spring programs.

Recreation Supervisor of Community Events: Prepared for several online events, including the Holiday Trail Scavenger Hunt, Virtual Turkey Trot, Ugly Sweater Contest, Tree Lighting & Decorating and Seasonal Stories; staffed Turkey Trot t-shirt pick up.

Coordinator of GWC and Volunteers: Coordinator continued to work on winter/spring 2021 programming; continued to coordinate details and items for the Thankful For You Drive-Thru including notifying participants, vendors and staff as to the status of the event, delivered Thankful Drive Thru/Holiday Events flyers on Main Street and to local businesses, picked up donations from businesses, put together and delivered Thankful Goody Bags to all participants registered; continued recruitment of volunteers for upcoming events including the Turkey Trot; finalized details for upcoming volunteer groups; attended staff meeting; conducted interviews with the Deputy Director on November 23; finalized and sent the December staff schedule for George Wilson Center Attendants; continued to work with the Newark Senior Center and Aqua Fitness instructor on scheduling a make-up class for the aqua fitness class canceled on November 14; continued to update George Wilson Center Attendants on programs/rental changes especially with the new restrictions starting November 23; continued meeting with potential and current renters to finalize rentals and payments. The Main Hall moved to operating at a 30% capacity on November 23 in accordance with Governor Carney's COVID briefing held on November 17; the jazzercise organization scheduled Mondays, Tuesdays, Wednesdays and Saturdays will no longer be renting due to the reduced capacity; the Main Hall was rented on November 21 for a Baby Shower from 10:30 a.m. – 2 p.m. with an overall attendance of 40; on November 22 from 2 – 8 p.m. for a Baby Shower with an overall attendance of 35; on November 28 from 10 a.m. – 12 p.m. for a Neighborhood Association meeting with an overall attendance of 8; on November 28 from 3 – 8 p.m. for a church event with an overall attendance of 40; and on November 29 from 11 a.m. – 5 p.m. for a church gathering with an overall attendance of 32. Volunteer Hours: A total of 18 volunteers from Angaza Angels Adventure Club devoted 18 hours removing litter from the Newark Reservoir and Preston's Playground on November 21; a group of 10 volunteers from Girl Scout Troop 0778 devoted 10 hours on Saturday, November 21 removing litter from Rittenhouse Park; a total of 15 volunteers devoted 56 hours, November 18 - 20 and on November 25 adding safety surfacing at Phillips Park, Handloff Park and Rahway Park and painting holiday decorations; 9 volunteers from Mallard Financial devoted 27 hours on November 18 performing trail maintenance along the James Hall Trail.

Recreation Specialist: Worked with volunteers to cut-out, sand, paint & decorate holiday carvings for the Holiday Hoopla Trail event; cancelled Hoopla and Snack with Santa on City calendar website and with news/radio sites, began entering 2021 programs into Civic Rec, the registration software in preparation for registration to begin in January.

Parks Superintendent: Did modified inspections of four park areas and developed work orders as needed, along with Parks Director attended meeting at future Hillside Park with contractor doing all necessary tree work, reviewed three proposed landscape plans and commented as needed, talked with resident about pipe blockage along trail in Redd Park, marked out for two Miss Utility tickets for installation of bench at Handloff Park and island sponsor sign at South Main Street island #2, continued preparing for upcoming DISC video conference presentation, along with Parks Director met with contractor doing tree pit installation on Main Street, completed holiday arrangements in sleigh and in planter for City Hall and with much assistance from our Administrative Professional completed the Tree City Growth Award application.

Parks Supervisor: Assigned field staff daily and assisted as needed, coordinated to install holiday tree with Electric Department and to trim it as well, completed specifications for upcoming truck purchase in 2021 and coordinated getting woodcarpet out to two park sites for volunteers to place under play equipment.

Parks Staff: Did trash removal throughout park system as needed, delivered woodcarpet safety surfacing to two park sites for volunteers to spread under play equipment, removed Thanksgiving display at Wilson Center outside main entry, set up and started decorating holiday tree at Academy and Main Streets, did tree removal/pruning at Train Station/Fairfield Park, removed debris/leaves from inlet of pipe under trail in Redd Park behind Pine Meadows community, filled several low areas in Handloff Park near play equipment graded/seeded, did interior bed maintenance at City Hall, mulched up leaves at Handloff Park and continued on work orders as assigned. Volunteers spread woodcarpet under play equipment at Phillips and Handloff Parks.

Activity or Project:

Parks Court Lighting Winter Schedule

Description:

The park tennis and basketball court lights will be deactivated for the winter months except for the following locations: Handloff, Phillips, Phillips Skate Spot, Fairfield, George Wilson and Dickey Parks. The timers will be set to turn on at 4:30 and off at 10:00 for those areas. All court lights will be activated again in March after daylight saving time begins.

Status:	Started
Expected Completion:	03-15-2021
Execution Status:	On Track

Activity or Project:

Description:

Status:	
Expected Completion:	
Execution Status:	

Activity or Project:

Description:

Status:	
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Expected Completion:

Execution Status:

City Manager's Weekly Report

Department:

Planning and Development Department

Notable Notes:

Code Enforcement

Property Maintenance

Complaints: 22

Violations: 3

Inspections: 25

Citations Issued: 12

- 90/92/94/96 E. Cleveland Ave.: Working on inside finishes.
- 321 Hillside Rd. (townhomes): Framing building 300 and 400, underground plumbing is complete.
- 227 W. Park: Framing/Plumbing/HVAC.
- 280 The Green (UD Warner Hall): Handicap ramp under construction, first floor interior is nearly complete. Exterior finish work is beginning, mechanical work in basement inspections are in progress.
- Thorn/Lehigh Flats: Building Q & 41 finals are in progress. Buildings 11 & V approved for close in, Buildings 21, 31, 61, P, A and B – rough inspections are in progress. The dog park fence is nearly complete.
- Newark Charter School: Loop road base in construction and partial base course paved, site clearing for Junior High building. The permit application has been received for the footings, foundation and structural steel.
- Newark Senior Living: Site work in progress. Site activated on November 16, 2020.
- 321 Hillside Rd./The Rail Yard: Site work progressing, Apartment Building A (#6000/#7000 units) foundation complete, and underground plumbing in progress.
- UD Green Utility Projects: Application for electric feeder project for Drake Hall, Brown Lab & Future Building review is complete, awaiting permit issuance.
- Rodney Storm Park Project: Weir wall constructed, additional site work progressing.
- 211 S. Main St.: Interior inspections for framing, plumbing, HVAC, electric and fire protection completed for drywall.
- 325 Academy St. (UD Perkins Dining): Preliminary final inspection complete. Waiting for final of grease hoods and Ansul systems.
- 625 S. College Ave. (UD Whitney): Finals for partial occupancy of second floor complete. Waiting for final elevator inspection.
- UD Worrilow Hall: Final inspection scheduled for next week.
- Fintech, Star Campus: Structural steel shell being erected.
- College Square: Canopy demolition complete. Site work for apartment buildings ongoing. Waiting on permit submissions for the apartment buildings.
- Wyoming Rd. (UD Library Annex): Final inspections complete.
- 287 E. Main St.: Permitting has been divided into two phases. The first phase is for footers and foundations, which is pending approval.

- 304 S. Chapel St.: Site work is ongoing. Footers are being installed.
- Tim Poole attended the 321 Hillside Compliance meeting on restrictions/conditions placed on site to limit community impact and mitigate ongoing violations and issues.

Property Maintenance

- Meeting with the U of D Greek Life, Conduct and Newark PD regarding 2 Annabelle.

Parking

- Continued weekly meetings regarding COVID-19 with Management, Planning, Parking and Enforcement teams.
- Continued to monitor front desk, Microsoft Teams, Outlook, emails, phone lines, radios, texts, and CivicPlus.
- Produce financial documentation for Finance Department and producing invoices for Purchasing. Held Audit meeting with Debi Keeley of Finance to ensure completion of audit reports in a complete and timely manner. Completed payroll for Parking Division.
- Continued handling residential and municipal permitting for residents.
- Helped to setup City's Alfresco event through event programming, signage, and blockades. Ultimately, Alfresco was canceled and parking status was reverted back to normal. Equipment was reprogrammed to charge for parking in the future.
- Parking Ambassadors and Parking Office providing free masks to the public upon requests. 37 masks given out/accepted by those on the street. Increased compliance with mask mandate. Drastic reduction in masks given out due to reduced parking staff in response to COVID-19 protocols.
- Parking was no charge for Thanksgiving, Black Friday, and Small Business Saturday. Equipment was programmed, signage attached, and public notified of the no charge parking status. Returned on Sunday, 11/29/20.
- Working with Passport Parking on a possible merchant processing solution that could save the City in credit card costs.
- Supplied December 2020 estimated revenue to City Manager's Office and Finance Department in regard to questions from Councilmember Horning.
- Completed December 2020 Parking Ambassador and tow schedule. Minor changes to Parking Manager schedule due to COVID-19.
- Instituted an "A/B" schedule, where half-staff is on one week, and other staff is on another, to keep possible future virus contact to a minimum. Office now only allows one person in at a time.
- Set cones and notices out for the COVID-19 48-hour screening at Newark Medical Center. Removed cones and notices after event, which was well attended.
- Staff attended T2 Flex Managed Services webinar. Supplied further information regarding T2 Digital Permit Transformation.
- T2Flex upgrade on Wednesday, December 2nd.
- Continued personnel evaluations for Parking Division.

Planning/Land Use

The Planning Commission met on December 1, 2020. Five Commissioners were present <https://newarkde.gov/ArchiveCenter/ViewFile/Item/6762>.

- Major subdivision with site plan approval, special use permit, and parking waiver for the property located at 132-136 East Main Street. Tabled 5-0.
- Major subdivision with site plan approval, special use permit, and parking waiver for the property located at 141 East Main Street.
 - Recommended approval on major subdivision with site plan approval with amendment to only allow 60 2-bedroom units.
 - Recommended approval for Special Use Permit with condition to only allow 60 2- bedroom apartments.
 - Tabled the parking waiver.
- The rest of the agenda was tabled due to the lateness of the hour (meeting adjourned at approximately 11:15 p.m.).

Permit Review

- 7 Deed Transfer Affidavits
- 15 Building Permit Reviews
- 0 Certificate of Completion/Occupancy

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

Activity or Project:

Description:

Status:

Expected Completion:

Execution Status:

City Manager's Weekly Report

Department:

Police Department

Notable Notes:

- Due to the recent dramatic increase in the number of COVID-19 cases across the country, Chief Tiernan and the Deputy Police Chiefs, met with representatives of the FOP regarding scheduling. The offer was made to the FOP to extend the MOU, that was signed in agreement for the COVID-19 schedule that was put in place earlier in the year and due to expire on December 7th. The FOP appreciated, but declined, the offer and stated they would prefer to return to the “normal” schedule and assignments. Therefore, on December 7th, patrol officers will return to the previous schedule and officers assigned to specialized assignments, such as the traffic, will return to their units.

Patrol:

- On November 30, 2020, Newark Police responded for a missing autistic 11-year-old that ran away from his residence. After an extensive 3-hour foot search involving the Newark Police Department, the New Castle County Police K-9 Unit and the Delaware State Police Aviation Unit, the juvenile was located after a reverse 911 was sent out to the residents in the surrounding neighborhoods by the Newark Police Department. In response to the reverse 911 call, a citizen located the child and called the Newark Police Department. The juvenile was returned to his mother unharmed.

Auxiliary Services Division:

- A grant application for State Aid to Local Law Enforcement which will support equipment needs is being finalized.
- On November 30, 2020, members of the department S.W.A.T. team initiated the arrest of two subjects charged with Robbery 1st.

Administration Division:

- Two recruits have successfully completed field training and have been assigned to patrol platoons.

Criminal Investigations Division:

- On November 30, 2020, detectives, along with members of the NPD SWAT Team, arrested Nathan Harrington, 25, and Brittany Martin, 27, at the Peoples Plaza Shopping Center. Both subjects were wanted on outstanding robbery warrants and were taken into custody without incident. Both subjects were arraigned in front of Justice of the Peace Court 2 with Harrington being issued \$80,500 secured bond and Martin being issued \$5,500 cash bond. Harrington’s charges stemmed from two incidents that occurred on 5/15/2020 and 11/10/2020 at Home Depot and Martin’s charges were in reference to one incident at Home Depot on 11/10/2020. Both Harrington and Martin were turned over to the custody of the Department of Corrections.

Activity or Project:

N/A

Description:

Status:	Completed
Expected Completion:	12-03-2020
Execution Status:	

Activity or Project:

Description:

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

City Manager's Weekly Report

Department:

Public Works and Water Resources Department

Notable Notes:

Leaves seem to be on everyone's mind over the past couple of weeks and we are working hard to get them all collected in a timely fashion. Crews were able to complete a full round of the City during the month of November and are working to complete another round prior to December 15th. We are currently working between Barksdale Road and Nottingham Road and will move into the Fairfield and West Branch areas next week. We will have crews working over the weekend to complete some of these areas and continue with full crews for the rest of the year, enabling us to make at least two more full sweeps of the City.

Newark has been awarded a \$15,000 grant from the Delaware Bicycle Council for a feasibility study of innovative cycling infrastructure along the Wyoming Road corridor from UD's East Campus to Marrows Road. We expect the study to provide recommendations for upgrades to make the area more bicycle and pedestrian friendly and encourage less vehicle use for commutes.

The City has applied for a new Water Allocation Permit. The permit is a 30-year permit that requires the City to request the allocation of all of it's potential water supply. There will be public notice period prior to the permit being issued and we do not foresee any issues with the permit being issued.

Staff will be participating in a water system facility sanitary survey conducted by the State of Delaware Office of Drinking Water on December 14th. This survey reviews the conditions at our various water facilities including storage tanks, pumping stations and treatment plants. The City will be provided with a list of recommendations for minor repairs and housekeeping items for each facility. Participation is required to be considered for funding through the State Revolving Fund and is a good review of the facility conditions.

Activity or Project:

Rodney - Park and Pond Construction

Description:

The site contractor continues to stabilize the site and prepare the open area for the winter. The tree company had begun their work to remove the unhealthy trees and trim branches that will allow the

healthy tree the room to grow and thrive. Perimeter work and tree cleanup will continue over the next few weeks before utility installation begins. Kent Construction and Stein Tree Service will be working over this upcoming weekend, weather permitting, to continue with tree work as tree companies have been extremely busy this past few months after the hurricane and tornados that touched down in Delaware.

Status:	In-Progress
Expected Completion:	03-31-2021
Execution Status:	On Track

Activity or Project:

Description:

Status:	
Expected Completion:	
Execution Status:	

Activity or Project:

Description:

Status:	
Expected Completion:	
Execution Status:	

Digital Records Project New Documents Created – November 19-December 2

Name	# of Documents	# of Pages	Types
Samantha	105	1,727	PWWR property attachments; Working remotely on modifications
Sandy	1,093	1,340	Timesheets
Fred	5	1,663	PWWR property attachments
Ana (PT)	1	1	Working remotely on modifications
Total	1,204	4,731	

Monthly Year-Over-Year New Document Page Totals

Month	2019	2020	Change +/-
January	51,476	16,760	-34,760
February	23,706	27,129	+3,423
March	32,064	43,248	+11,184
April	36,965	50,610	+13,645
May	62,286	36,576	-25,710
June	69,471	38,161	-31,310
July	45,789	28,310	-17,479
August	64,117	27,646	-36,471
September	60,329	11,907	-48,422
October	52,886	19,444	-33,442
November	19,198	7,954	-11,244
December	20,589		
Totals	549,981		

Monthly Year-Over-Year Modified Document Page Totals*

Month	2019	2020	Change +/-
January	64,516		
February	13,926		
March	42,064		
April	55,965		
May	286,052		
June	79,209		
July	48,442		
August	75,080		
September	68,636		
October	67,741		
November	55,390		
December**	1,268,569		
Totals	2,125,590		

*Includes documents created in other departments but sent to the Digital Records Division to be scanned as well as ongoing quality control updates.

**Documents found with incorrect metadata from the Laserfiche/TCM migration as well as documents that were found not to have been properly OCR'd were reprocessed in December 2019.

NEWARK POLICE DEPARTMENT

WEEK 11/22/20-11/28/20

INVESTIGATIONS

CRIMINAL CHARGES

	2019 TO <u>DATE</u>	2020 TO <u>DATE</u>	THIS WEEK <u>2020</u>	2019 TO <u>DATE</u>	2020 TO <u>DATE</u>	THIS WEEK <u>2020</u>
<u>PART I OFFENSES</u>						
a)Murder/Manslaughter	1	0	0	0	0	0
b)Attempt	0	0	0	0	0	0
Kidnap	1	5	0	1	3	0
Rape	6	3	0	11	3	0
Unlaw. Sexual Contact	5	6	0	0	5	0
Robbery	17	22	0	15	24	0
- Commercial Robberies	8	3	0	9	0	0
- Robberies with Known Suspects	1	2	0	1	1	0
- Attempted Robberies	0	1	0	1	0	0
- Other Robberies	8	16	0	4	23	0
Assault/Aggravated	23	19	1	22	13	0
Burglary	64	37	2	104	85	0
- Commercial Burglaries	8	10	0	8	45	0
- Residential Burglaries	43	19	0	60	20	0
- Other Burglaries	13	8	2	36	20	0
Theft	535	486	9	323	146	7
Theft/Auto	44	66	3	10	17	0
Arson	0	0	0	0	0	0
All Other	102	162	2	104	86	0
TOTAL PART I	798	806	17	590	382	7
<u>PART II OFFENSES</u>						
Other Assaults	260	255	6	155	178	1
Rec. Stolen Property	1	2	0	18	8	0
Criminal Michief	137	123	5	120	50	0
Weapons	21	12	0	71	42	0
Other Sex Offenses	0	0	0	7	0	0
Alcohol	182	38	0	333	42	3
Drugs	195	55	2	306	87	1
Noise/Disorderly Premise	633	562	6	248	193	3
Ordinance Violation	0	75	1	0	94	0
Disorderly Conduct	159	149	4	131	64	1
Trespass	218	298	7	82	47	0
All Other	320	250	7	427	235	7
TOTAL PART II	2126	1819	38	1898	1040	16
<u>MISCELLANEOUS:</u>						
Alarm	156	155	1	0	0	0
Animal Control	568	446	4	9	20	0
Recovered Property	219	176	5	0	0	0
Service	31291	25501	378	0	0	0
Suspicious Per/Veh	430	406	5	0	0	0
TOTAL MISC.	32664	26684	393	9	20	0

	THIS WEEK <u>2019</u>	2019 TO <u>DATE</u>	THIS WEEK <u>2020</u>	2020 TO <u>DATE</u>
TOTAL CALLS	701	41,572	490	31,954



**Newark Police Department
Weekly Traffic Report
11/22/20-11/28/20**



TRAFFIC SUMMONSES	2019 YTD	2020 YTD	THIS WEEK 2019	THIS WEEK 2020
Moving/Non-Moving	11155	3736	118	36
DUI	213	84	1	2
TOTAL	11368	3820	119	38

*Included in the total collision numbers

TRAFFIC COLLISIONS				
Fatal	2	0	0	0
Personal Injury	242	133	1	2
Property Damage (Reportable)	1130	638	11	9
*Hit & Run	261	141	3	2
*Private Property	277	144	2	5
TOTAL	1374	771	12	11

Note: Typically, the YTD numbers are generated by adding the current week statistics to the YTD statistics from the previous reporting period. Periodically, the numbers for this report will be generated from the beginning of the year to capture data that may have otherwise been omitted due to a processing delay or other administrative anomaly, more accurately updating the year-to-date totals.