

## **DEPARTMENTAL WEEKLY REPORTS**

**December 6, 2013**

### **Alderman's Court**

This past week we only held one Court session because of the holiday. This resulted in 20 Arraignments, 38 Trials processed and 7 other events such as capias or warrant returns.

### **Police**

On November 27, 2013, Andrew D. Tucker of Elkton, MD turned himself in to NPD on outstanding burglary warrants stemming from two incidents in August.

On August 24, 2013, at approximately 8:15 p.m. an unknown suspect entered a home in the unit block of South Chapel Street, through an unsecured door, and removed a laptop and wallet containing cash and credit cards. Seven days later, on August 31, 2013, at approximately 12:00 p.m., an unknown suspect entered a home in the 100 block of Haines Street, through an unlocked front door, while the 21-year-old resident was outside cutting the grass. When the resident entered the home, she observed the suspect exit the home after observing him descend the stairs from the second floor. It was discovered that the suspect had removed the victim's wallet from a bedroom. The suspect was described as a black male, thin build, approximately 40-50 years old.

Surveillance video in the area led to the identification of a suspect vehicle, described as an older model Ford pickup truck.

On September 9, 2013, NPD released a surveillance photo of the vehicle requesting the public's assistance in identifying the suspect. Several weeks later, NPD received a tip from the public, which identified Tucker as a possible suspect. Through follow up investigation, Detectives positively identified Tucker as being responsible for both burglaries. Detectives obtained warrants for multiple criminal charges related to the two incidents.

After turning himself in on November 27, 2013, Tucker was arrested on 2 counts of Burglary 2<sup>nd</sup>, 2 counts of Theft Under \$1,500 and 2 counts of Unlawful Use of a Credit Card. He was committed to Howard R. Young Correctional in lieu of \$20,000 secured bail.

Background investigations have begun on the top five police candidates. The Delaware State Police Academy is expected to begin in late January or early February 2014.

Police Department staffing is set for this week's Winterfest and Reindeer Run.

## City Manager's Office

<b>City of Newark - Weekly Status Report</b>		
<b>Total Tickets Currently Open - 61</b>		
<b>Total Tickets Opened This Week - 37</b>		
<b>ArcGIS</b>	<b>Awaiting Approval</b>	<b>Expected Completion Spring 2014</b>
Public Works and Planning Departments will be imputing paper kept data into digital form for greater control, efficiency and sharing		
Latest Update: We have preliminary pricing on support contracts from GISinc so that we may properly compare with other vendors.		
<p>Create, share, and manage geographic data, maps, and analytical models using desktop and server applications. Deploy GIS across your organization and on the web.</p> <p>Use ArcGIS maps to compile geographic data, perform spatial analysis, and share your geographic information online.</p> <p>ArcGIS is enterprise-ready technology that scales and integrates across your organization. Manage and share massive volumes of geographic data, imagery, and Lidar with any number of users. Integrate with other enterprise technology, control security and access, and grow your system on your local network or in a hosted cloud environment.</p>		
<b>Office 365, Microsoft EA and Desktop Standardization</b>	<b>Awaiting Approval</b>	<b>Expected Completion Spring 2014</b>
Moving City Email to Cloud, Upgrading all PC's to Windows 7		
Latest Update: Trial of Office 365 in process. Quote in hand for all upgrades - waiting for funding		
<p>As many of you know, the City is lagging behind in terms of desktop computer hardware and software. Many of our PC's are 7-10 years and are running an Operating System (Windows XP) that will no longer be supported in April 2014. It is critical that all of our systems be upgraded to Windows 7 so that application support, network security and system performance is inline with the demands of the software we are currently running and expect to run in the near future. Through a new Microsoft Enterprise Agreement (EA) the City will be able to receive the best pricing and also receive extended support for new versions of Windows and Office as they become available.</p> <p>Our plan is to decommission outdated hardware with new computers, standardize all computers to Windows 7 and deploy Office 2013 (latest version of Microsoft Office) to all computers. This will allow the City to increase its IT support efficiency, as well as allow our users to use standardized platforms for daily function.</p> <p>In addition to the desktop hardware and software refresh, we will be moving our Email Systems to the Microsoft Cloud. This will add a greater level of availability in terms of providing a secured, redundant and scalable solution to meet the City's email needs.</p>		
<b>Microsoft Lync Enterprise Voice (Phone System)</b>	<b>Awaiting Approval</b>	<b>Expected Completion Summer 2014</b>
Moving the City away from standard Copper phone system to new Voice over IP (VOIP) Phone System		
Latest Update: Preliminary review and discussions for required system upgrades and potential vendors to implement		
City will see improved call control, conference call features, voice mail integration, collaboration and call clarity. This will also cut down or even eliminate long distance phone charges.		
<b>Computer and Mobile Device Management Solution</b>	<b>Completed</b>	<b>Expected Completion Fall 2013</b>
To improve internal computer and mobile device management and security, the City will be implementing a solution called Dell KACE		
Latest Update: Project Completed		
Provides Software and Hardware Inventory, Software Distribution, Patch Management, HelpDesk (Ticketing) and Mobile Device Management (Security). This will be crucial to the City's computer and mobile device security assurance now and in the future.		
<b>Wide Area Network and Internal WiFi Projects</b>	<b>On Track</b>	<b>Expected Completion Winter 2014</b>
This is separate from the City Mesh for the Honeywell Project		
Latest Update: All DSL Lines have been upgraded to max speed. City Firewall upgraded to latest firmware. Waiting for funding for additional devices. Internal WiFi has been completed.		

We will be linking our buildings via a Wide Area Network (WAN) to allow all facilities to share network resources and allow for computer management. Also included is the City's new internal Wireless connectivity project to allow laptop users the ability to travel throughout the building while maintaining a network connection.		
<b>Honeywell Smart Meter Project</b>	<b>Behind by 1 week</b>	<b>Expected Completion Spring 2014</b>
Creating Citywide wireless network mesh to allow Electric Meter and Water Meter communication to Municipal Building Data Center		
Latest Update: Due to software related issues, training has been pushed back. Harris is working with us to correct.		
Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects.		
<b>Data Center Virtualization Project</b>	<b>Awaiting Approval</b>	<b>Expected Completion Winter 2014</b>
Due to antiquated server hardware and inefficient use of resources a new shared storage and virtualization environment will be implemented		
Working to P2V (Physical to Virtual Migration) with existing hardware. Awaiting funding for execution of project.		
Using Microsoft Hyper-V Server Solutions, we will be converting from a physical server environment, to a highly available and redundant virtual server environment. This will allow the City to manage its IT resources much more efficiently and provide needed failover capabilities.		
<b>Harris iNOVA Module Integration</b>	<b>Awaiting Approval</b>	<b>Expected Completion Summer 2014</b>
Module Integration Software will link together CityView, Cashiering, MUNIS and provide cross platform search capabilities		
Latest Update: Not yet started		
Users will be able to search and pull reports from all systems as if they were one central database. This allows the users to effectively check for customers in good standing.		
<b>PC Refresh</b>	<b>Awaiting Approval</b>	<b>Expected Completion Summer 2014</b>
Upgrade or Replace existing PC's to align with computing standards of current software.		
Latest Update: In Planning		
Physical hardware upgrade or refresh will affect every user within the City to improve computer performance and software compatibility.		

## Planning & Development

### Planning

Some work was performed this week preparing for the January Planning Commission. Tentatively scheduled for the January 7, 2014 meeting are the following:

- The annexation and minor subdivision of 428 Paper Mill Road.
- The rezoning, special use permits and major subdivision of the Cleveland Heights site.
- A minor subdivision at 70 E. Main Street.
- The rezoning of the property at 201 Dallam Road.
- Trader's Alley major subdivision and special use permit plan.

Some time this week was also spent reviewing Subdivision Advisory Committee comments for the proposed development of 201 E. Delaware Avenue. Comments will be organized and sent to the developer shortly.

Also this week, an administrative subdivision for a property on Gravenor Lane was approved.

Some time was spent on the Rental Housing Needs Assessment Study Steering Committee scheduling.

Some time was spent reviewing construction plans for the Newark Shopping Center property.

At the Planning Commission meeting on Tuesday evening, the Commission recommended the approval of the following agenda items:

- An amendment to the Subdivision Regulations regarding wetlands to give the Public Works and Water Resources Director authority, in certain instances, to modify the site design and construction requirements concerning wetlands.
- A major subdivision, parking waiver and special use permit for 58 E. Main Street to demolish the existing buildings and to construct a new mixed use, four story building with 24 upper floor apartments and first floor commercial space.

Also at the Planning Commission meeting Tuesday evening, Development Supervisor Mike Fortner gave a progress report on the Comprehensive Development Plan.

### Economic Development

Small Business Saturday (11/30/13) was a resounding success for Downtown Newark. The DNP Gift Card Giveaway Program processed a total of \$32,780 in gift cards in three hours on Saturday (\$16,905 in cards sold and \$15,875 in cards given away). All of the money loaded onto downtown gift cards must be spent at participating merchants in downtown Newark, providing a direct benefit to our retail and restaurant community. The response to this promotion was far better than anyone had anticipated and, after a few adjustments, ran smoothly. We expect it will be a great boost to the local economy during the holidays, and immediately after, as people use the cards that are given to them. Special thanks to the Downtown Parking Office staff for managing the Giveaway Program. Great Job!

The DNP ordered new holiday banners to help add to the festive mood on Main Street for the season. Many thanks to the Design Committee for their hard work in coming up with a custom design! And thank you to the Electric Department for hanging them for us!

Parking for Winterfest – Unfortunately, the Newark Post reported incorrectly that parking would be free for Winterfest, despite the previous decision to have regular parking rates in force, due to the high parking demand on Friday evenings. The Post has since corrected the information on-line but because of the misprint and to limit confusion, the Parking Division has created special 2-hour parking validation tokens that will be available at the Winterfest information table hosted by Parks and Recreation for anyone who attends and parks in a municipal lot; patrons will also be reminded to ask for parking validations from merchants they patronize along Main Street if they are parked for additional time before, or after, the event.

On Tuesday, Planner/DNP Administrator Ricky Nietubicz staffed the Design Committee meeting. The Committee was presented with a photographic inventory of buildings on Main Street compiled by the University of Delaware's Center for Historic Architecture and Design (CHAD). Students from Dr. David Ames' Architectural Photography course

cataloged each building from Library Avenue down to Park Place along East and South Main Streets and loaded them into a Flickr album so they can be accessed remotely by address. The photos will be extremely helpful to give context to the Design Committee's review process, and by providing context to individual design reviews by analyzing similar and nearby architectural features. Our thanks to Dr. Ames and CHAD.

This morning, Ricky staffed the Merchants Committee meeting. Merchants were happy with the result of the Gift Card Giveaway, as well as the Grinch character roaming Main Street (and the coverage of that by the Newark Post) during Small Business Saturday, and are looking forward to the Storefront Decorating Contest. Merchants had a number of suggestions for technical/expert assistance seminars that could be conducted over the next year to help our businesses better leverage social media, understand contract and tax law, and human resources regulations.

### Parking

Considerable time was spent this week reviewing development scenarios for various City holdings as they relate to the Lot #1 garage project.

Regarding the Lot #3 entrance/exit on Center Street, the Electric Department has scheduled energizing the ticket booth for this week and we hope to have it inspected by Friday (weather permitting). Also, this week the Division is painting curbs and arrows and adding signage at the new entrance. The improvements should ease traffic congestion when Lot #4 fills up during the dinner rush and on weekends.

This week Parking Supervisor Courtney Mulvanity is currently working on Property and Auto Liability Insurance information for all municipal lots, and has just finished the accounting for Small Business Saturday Gift Card sales and our November municipal lot parking revenue.

The Division is also working with IT Lead Desktop Support Roberto Dedeus to have two backup drives installed in office equipment so the Division won't have to worry about losing data in the event of a computer crash.

### Code Enforcement

The structural work on the old Newark Newsstand (70 E. Main Street) project has been stopped due to construction and engineering issues. Façade work is permitted. The Division awaits sealed structural engineering plans for review before structural work will be permitted to proceed.

Footing work is scheduled to start this week for South Main Commons located at 221 Murray Road.

The 208 Haines Street house has been demolished as part of the ISEB project.

A demolition application has been received for 7/15 South Main Street to make way for the new 1 South Main Street project.

This afternoon, Code Enforcement Supervisor Steve Wilson responded to a fire call at the UD farm. One recently vacated ten-unit chicken house was substantially damaged in the blaze. The fire is under investigation.

### **Public Works & Water Resources**

Repairs on Rising Road are almost complete. The drainage problem was the result of a curb inlet that was never completed. Over time the structure allowed water to leave the pipe and gradually pull material out from under the road and into the pipe causing the surface deformation and sink hole to form.

The storm drainage work behind the homes along creek bend is progressing well. The clay core and embankment are being placed and compaction tests have been completed as the construction continues.

We have had several water main breaks most notably on Kirkwood Highway in the vicinity of the Shue/Medill Middle School. This section of pipe from Red Mill Road to the end will need to be replaced or structurally relined in the next couple of years. The frequency of breaks in this section is quite high.

We continue to collect leaves throughout the entire City on a weekly basis. We still have issues with residents placing their leaves in the street which cause drainage problems when we have rains. We continue to encourage residents to mulch their grass and leaves directly back onto the lawn (no, it will not kill the grass and yes, you can do it even with huge trees and otherwise massive piles of leaves) to provide valuable plant nutrients and save the City and taxpayers money at the same time.

Speaking of leaves and green waste, we have been cleaning up the Iron Glen green waste site and have developed what we believe to be a cost effective and workable management plan to eliminate the massive piles of debris that have gathered over the years. Going forward, we will be able to actively manage the site and produce a product that we will be able to provide back to the residents (see note above about leaving it on the lawn and cutting out the middle man) or more easily dispose.

The bids were opened for the White Clay Creek Water Line Crossing project. The apparent low bidder is Eastern States Construction. The recommendation will be coming to Council the first meeting in January.

The second of the three old treatment units (there are five total, two are newer) at the Newark Treatment Plant has suffered a failure. We had hoped that we could continue to operate the plant into 2014 but because of the reduced capacity and chance that we could lose the third of the old units, we have had to move the project up and are working on a getting this to construction as soon as possible.

The Street Division was busy this week on leaf collection, extending the left turn lane on East Park at S. College Avenue and installing the second phase of the sharrow project. This project will extend the Main Street sharrows up New London Road to Cleveland Avenue, down Cleveland to West Main, down West Main to South Main and onto

Delaware Avenue. We will also be installing a bike lane heading up West Main from the train tracks toward Cleveland Avenue.

We met with representatives from DeIDOT this week to discuss the possibility of DeIDOT making drainage improvements to the intersection of Barksdale and Casho Mill Roads as part of their planned resurfacing project currently scheduled for the spring. At this point, we are not sure if they will be able to make changes that will have a significant impact on drainage due to overall system capacity issues, but we may be able to get water off of the road more quickly.

## **Electric**

The line crews responded to an outage at a Dow Chemical building on Bellevue Road after a squirrel contacted the primary metering equipment this weekend. The issue has been rectified with extra insulation to make the area squirrel proof.

The line crews also changed several transformers in preparation for voltage upgrades in the Center City area along South College Avenue and in the Devon neighborhood, finished installing holiday banners along South and East Main Streets, and installed underground facilities at the Newark Preserve and started The Cottages at the Plaza.

The electricians completed pump work at the Curtis Water Treatment Plant and started installing metering points at some substation transformers in order for the smart meter system to be able to automatically read all the circuits.

Engineering continued efforts to secure locations needed for added equipment in order to read water meters outside the City. Engineering also met with all the system providers of the smart meter project for a monthly progress meeting.

## **Parks & Recreation**

### **Administration & Planning**

I prepared and forwarded a recommendation to the City Manager and Council to award Contract No. 13-13 for the construction of Curtis Mill Park.

We prepared articles for the winter/spring issue of the City Newsletter.

Tom conducted park inspections and wrote up work orders as needed.

Tom met with the landscape contractor doing tree installations at the Mayer subdivision on Elm Avenue. He also contacted the landscape contractor doing tree plantings at the Twin Lakes townhouse community to see when work will be completed.

Tom committed time updating our urban tree canopy numbers for 2013. Newark's tree canopy was at 27.5% at the beginning of 2013. We have set a goal to be at 30% by 2021.

We demonstrated a new mowing unit for possible purchase in 2014.

Rich continued working with Joe and Sharon to prepare for the set-up of the holiday tree on the Academy Building lawn. The tree was set in place on Monday.

Tom touched base with the contractor who was awarded the Hill Park drainage system contract to get updated on the purchase of supplies for next year's installation.

We continue to wait on DeIDOT's permit so that we can install the plant material in the traffic medians on Elkton Road west of Casho Mill Road.

### Parks Maintenance

The crew continued leaf clean up throughout park system and at City Hall.

We continued cutting back perennials and grasses at several park and horticulture sites.

We completed a bi-weekly preventative maintenance inspection at the Wilson Center.

The crew assisted garage personnel install a new salt box on truck 1430.

The crew completed several general maintenance work orders.

We watered plantings on the Elkton Road traffic medians.

### Recreation Services

Paula reviewed her winter/spring program data prior to it being entered in the new Max Galaxy registration system.

Paula delivered supplies for the start of youth basketball games to the area schools.

Paula interviewed three applicants to fill counselor positions for the Before and After Care programs at Downes and West Park Schools. She will be losing counselors due to graduation, internships, student teaching and schedule availability.

Paula conducted a meeting with the youth basketball referees for the upcoming season.

Sharon and Debbie wrapped up items associated with the Turkey Trot.

- Met with Wayne from Races2Run (race timing and results tabulation) and Joe.
- Sent volunteer thank you letters.
- Liz and Andee have been entering day of race registrations.

Sharon is working on final preparations for Winterfest, scheduled on Friday, December 7 from 6-8 pm.

- Sharon purchased the supplies for some of the Winterfest decorations.
- Confirmed performers, ice carver and sound company.
- We're hoping the rains hold off!! There is a rain date of Saturday, December 7.

Sharon reviewed the winter/spring newsletter and made corrections.

Sharon and Debbie are completing final plans for Saturday's Morning Snack with Santa and Santa's Secret Shop.

Sharon also made centerpieces for the Thanksgiving Day Breakfast.

Tyler prepared for and conducted the 27<sup>th</sup> Annual Thanksgiving Day Breakfast at the George Wilson Center. We had a great event with about 30 volunteers helping to serve breakfast to approximately 125 community members. More than 115 food items were collected for the Food Bank of Delaware at the event.

Tyler proofed the 2014 Winter/Spring Activities Newsletter and is finalizing programs with instructors.

The Turkey Time School's Out program was held at the George Wilson Center on Monday and Tuesday.

Joe conducted a recreation supervisors' staff meeting.

Joe, Andee and Liz participated in an online training session for our new registration software system (Max Galaxy).

Joe edited the winter/spring E-Newsletter that will go out on January 6.

## **Finance**

### **Customer Service**

In November, the Customer Service group processed 8,314 payments and handled 2,250 phone calls. The average wait time was 3:06 while the average call length was 2:17. 43% of the calls were answered within two minutes, although our longest wait time was 31:28. The group handled 136 move-ins, 108 move-outs, 64 electric disconnections and 45 water disconnections.

### **Accounting**

The City Manager, Deputy City Manager and I prepared a budget supplement document in an effort to document our responses/all inquiries related to the budget received on or after the November 11, 2013 meeting and communicate the responses to Council. The binders were distributed on Thursday, December 5, 2013 to your home address.

The following constitutes a repeat from the previous week's report in an effort to keep important budget information at your fingertips:

The public hearing and budget presentation were conducted on November 11, 2013. If approved on December 9, 2013, certain recommendations in the budget document are targeted to go into effect in January 2014. Those recommendations require ordinance changes, so various ordinances were introduced on November 11, 2013 in an effort align the timing of the passage with the last meeting of the year. The schedule below outlines the budget-related actions:

- Monday, December 9, 2013
- ▶ Council Vote on Budget at Regular Meeting
  - ▶ Second reading on the following ordinances
    - Stormwater utility creation
    - Water rate increase
    - Court security fee
    - Management salary increase
    - Council salary increase
  - ▶ First reading on the following ordinances
    - Credit Card fee
- Monday, January 13, 2014
- ▶ Second reading on the following ordinances
    - Credit Card fee

As discussed on the floor at the November 11, 2013 meeting, the budget may be adopted (with or without revisions) on December 9, 2013 before the second readings/public hearing part of the business meeting. Then, any changes to the ordinances may be captured by budget amendments at future meetings.

CSH/mp