

## **DEPARTMENTAL WEEKLY REPORTS**

**January 10, 2014**

### **Electric**

Monday an automobile damaged a Delmarva pole with City circuits on it. In order to safely replace the pole, City line crews and engineering switched loads so that the lines could be de-energized. Later that night, the City line crews transferred the circuits to the new pole after Delmarva crews finished their work.

Due to the cold spell, a warning came Tuesday from PJM and DEMEC about the possibility of necessary load shedding. The City was asked to be prepared to shed 2MW of load. Engineering quickly involved the university and established a plan for rolling blackouts. Fortunately, the call for load reduction never came.

The line crews continued to work on changing equipment in preparation for voltage upgrades in the center part of the City and the Devon area. The line crews also installed four more radios in an attempt to improve the network coverage as part of the smart meter project.

The electricians worked at the Municipal Building on the heating system and the parking lot lights, while the meter technician has been busy installing smart meters at substations.

Engineering with the help of the police has been working on patching the holes in City wide wireless network and working with the SCADA developers on the implementation of the last two substations.

### **Parks & Recreation**

#### **Administration & Planning**

Tom went through 2013 files discarding materials as needed and continued working on the 2013 annual report.

Tom committed time preparing purchase requisitions for 2014 park and horticulture materials and supplies.

Tom coordinated snow and ice removal operations resulting from last week's storm.

#### **Parks Maintenance**

The crew was very busy late in the week with snow and ice control operations.

The crew completed several building maintenance and general park maintenance work orders during the week.

We removed and stored away the white fencing and trim from around the tree on the Academy Building lawn.

### Recreation Services

Tyler worked on organizing and deleting files on his computer and backing up to the U-Drive.

The recreation staff checked winter/spring program information for accuracy in the new activity registration system.

Tyler worked on 2014 long-term rental contracts for the Wilson Center.

Liz and Andee have been very busy inputting program data into the new registration system.

Joe and Liz had several conversations with the developers of the new registration system Max Galaxy in preparation for Monday's live start.

### Finance

Daina Montgomery's transition into the IT Department began on January 2, 2014. Her role will entail dedicated support of the three critical software packages utilized in the Finance Department: Harris Northstar (Utility Billing), CityView (Permits and Licensing), and Munis (Financial Accounting). Finance Assistant Deb Kupper, our Accounts Payable backup, has transitioned well to Accounts Payable lead and will continue to receive training. The recruitment for a Part-Time Finance Assistant/Secretary I position will close Friday, January 10, 2014.

### Accounting

Year-end processes are underway in the Finance Department. Wilma Garriz is leading the requirements related to the audit and has reassigned key responsibilities in the absence of Daina Montgomery, although Daina will retain several key functions related to the 2013 year-end. We expect to initiate the W-2 generation process at the end of next week.

Thank you for approving the budget on December 9, 2013. The schedule below outlines future budget-related actions:

- |                          |                                                                                                                                                                                                                                                                   |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Monday, January 13, 2014 | ▶ Second reading on the following ordinances <ul style="list-style-type: none"><li>• Credit Card fee</li><li>• Court Security fee</li></ul>                                                                                                                       |
| Monday, January 27, 2014 | ▶ Budget revision proposals <ul style="list-style-type: none"><li>• Impact of tax increase reduction</li><li>• Impact of changes, if any, to credit card fee</li><li>• Impact of changes, if any, to court security fee</li><li>• Implementation of RSA</li></ul> |

## **Alderman's Court**

This past week we were scheduled to hold our first court session of the New Year this past Friday. We had several prisoners to be transported from the various prisons and trials scheduled. Judge Hatfield and Deputy City Solicitor Paul Bilodeau had the foresight to cancel the session on Thursday afternoon before the storm hit. All cases were continued, defendants and attorneys notified Thursday afternoon and everything went very smoothly. We have rescheduled last week into February.

## **Police**

The crime statistics for 2013 have been finalized. After establishing our specialized units and crime suppression plan in 2007, Robbery has declined by 63%, Aggravated Assault decreased by 60%, and Burglary has decreased by 51%.

On Friday, January 3<sup>rd</sup>, an 18-year-old female was arrested for prostitution at a hotel on Route 896 in Newark. The female solicited an undercover Newark Police Officer for a sex act. The suspect was also found to be wanted by Smyrna for Theft of a Motor Vehicle and had several outstanding warrants from other jurisdictions. A 23-year-old male suspect who was hiding in the hotel bathroom was arrested and charged with Promoting Prostitution and Conspiracy. This suspect was wanted by Dover for Unauthorized Use of a Motor Vehicle as well as Violation of Probation.

On Monday, January 6<sup>th</sup>, Newark officers responded to Sandy Court in New Castle County jurisdiction to serve a warrant from a domestic violence incident that occurred in Newark on January 2<sup>nd</sup>. After knocking on the door, the suspect was observed climbing out of the rear second floor window. The suspect leapt to the ground and began running. Newark officers pursued the suspect for a block, when the suspect jumped into a pond. The suspect, who was wearing only shorts and socks, immediately exited the freezing water and surrendered to police. The suspect was arrested on the original warrant and also charged with resisting arrest. A second person in the apartment was also arrested for two active capiases.

On Monday January 6<sup>th</sup>, Chief Tiernan, Captain Williams, Lt. Farrall, and Lt Feeney attended training at DEMA for the Code Red emergency notification system. During the training, many issues that need to be corrected by the vendor were identified.

On Wednesday, January 8<sup>th</sup>, members of the police staff attended the FOIA training held by the City Secretary's office.

## **City Manager's Office**

### **Personnel**

- Continue to work on various reports or documents for end of year/start of year benefits.
- Working with Tom Coleman and Renee Bensley on their respective recruitment positions.

- Two (2) new positions will be posted this coming week:
  - Research Aide (split among Planning & Development/City Manager’s Office)
  - Part-Time Parking Enforcement Officer
- Establishing 2014 training opportunities, starting with Defensive Drive Training in February/March.
- Lou and I continue to work with City actuary Milliman on evaluations regarding FOP negotiations.
- Provided an overall summary of the CWA negotiations for Mayor and Council in advance of the January 13 Council meeting, and pending consideration for contract ratification.
- With several extreme weather events, Marta and I have met with union representatives trying to address the application of the existing policy. All three (3) unions have brought the topic to the table for negotiations; the weather events have served as practical application analysis of the varying proposed languages by the unions. This matter needs further attention and refinement.
- Attended a FOIA training opportunity provided by Max Walton and coordinated by City Secretary Renee Bensley.

Community Affairs

I completed the Municipal Newsletter and it was e-mailed to subscribers on January 6 and hard copies were mailed to residents requesting so at that time as well.

I have spent a considerable amount of time on Restaurant Week contacting straggling restaurants for their menus. Event flags that were designed for the restaurants to display as participating locations have arrived and are being delivered this week.

I have scheduled the Wine and Dine planning meeting for Tuesday, January 14 at 2:30 p.m. in the City Manager’s conference room. I have begun to gather quotes for services for the meeting, so the committee may make decisions regarding advertising and products used.

I attended a meeting regarding the Stormwater Infrastructure Fund community meetings to be held next month. I left with a healthy list of “to do” items and have already begun to build a dedicated webpage on the city’s website where customers may view meeting dates and locations as well as all the information from the meetings. The page will go live when I have confirmed dates and locations of the meetings.

I attended the Governor’s “31 Days to a Healthier You” Campaign Kickoff at Fusion Fitness.

<b>City of Newark - Weekly Status Report</b>		
<b>Total Tickets Currently Open - 87</b>		
<b>Total Tickets Opened Last Week - 87</b>		
ArcGIS	Holding for Project Start	Expected Completion Spring 2014
Public Works and Planning Departments will be imputing paper kept data into digital form for greater control, efficiency and sharing		
Latest Update: Tom Coleman has reached out to JMT for updated pricing so that we may compare apples to apples with another vendor.		

<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>Started</b>	<b>Expected Completion Spring 2014</b>
<p>Moving City Email to Cloud, Upgrading all PC's to Windows 7</p> <p>Latest Update: Starting Deployment to Pilot Group</p> <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>Hold for Project Start</b>	<b>Expected Completion Summer 2014</b>
<p>Moving The City away from standard Copper phone system to new Voice over IP (VOIP) Phone System</p> <p>Latest Update: Preliminary review and discussions for required system upgrades and potential vendors to implement</p> <p>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.</p>		
<b>Wide Area Network and Internal WiFi Projects</b>	<b>Started</b>	<b>Expected Completion Winter 2014</b>
<p>This is separate from the City Mesh for the Honeywell Project</p> <p>Latest Update: GPO's have been pushed for security policies for all municipal computers. Quotes received for SonicWALL firewalls. Initiated work to receive competing quotes for ISP (Comcast and Verizon)</p> <p>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.</p>		
<b>Honeywell Smart Meter Project</b>	<b>On Track</b>	<b>Expected Completion Spring 2014</b>
<p>Creating Citywide wireless network mesh to allow Electric Meter and Water Meter communication to Municipal Building Data Center</p> <p>Latest Update: Residual gap coverage repairs</p> <p>Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects.</p>		
<b>Data Center Virtualization Project</b>	<b>Started</b>	<b>Expected Completion Winter 2014</b>
<p>Due to antiquated server hardware and inefficient use of resources a new shared storage and virtualization environment will be implemented</p> <p>Latest Update: Finalizing pricing</p> <p>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.</p>		
<b>Harris iNOVA Module Integration</b>	<b>Holding for Project Start</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>Started</b>	<b>Expected Completion Summer 2014</b>
Upgrade or Replace existing PC's to align with computing standards of current software.		
Latest Update: Working with Dell for final quotes		
Physical hardware upgrade or refresh will affect every user within the city to improve computer performance and software compatibility.		

## Planning & Development

### Planning

Considerable time was spent this week organizing departmental comments and information for the February Planning Commission meeting. Tentatively scheduled for review are:

- The rezoning, major subdivision and special use permit for 201 E. Delaware Avenue;
- A parking waiver and special use permit for 168 E. Main Street for a restaurant with alcohol service; and,
- The rezoning of 101 Dallam Road.

This week the Department received an application for a minor subdivision at 75 Ray Street and 0 Rose Street; and a special use permit application for indoor commercial recreation at 200 Interchange Blvd. Materials for both applications were distributed to operating departments for review and comment.

This week Development Supervisor Mike Fortner spent considerable time on the revision of the Comprehensive Development Plan.

At last night's Planning Commission meeting, the Commission recommended approval of an annexation and minor subdivision at 428 Paper Mill Road; and recommended the approval of the rezoning, special use permit and major subdivision of the old Cleveland Heights development at Cleveland Avenue and McKees Lane. Also at the meeting, Mike presented an update of the Comprehensive Development Plan.

This week all management employees in the department were evaluated. Considerable time was spent preparing the evaluations and meeting with staff to review them.

Considerable time was also spent reviewing materials for potential development projects, including the Data Center.

### Economic Development

On Tuesday morning, DNP Administrator Ricky Nietubicz staffed and Code Enforcement Supervisor Steve Wilson attended the DNP Design Committee. The Committee reviewed 168 E. Main renovation plans.

This morning, Ricky staffed the Merchants' Committee. The Committee discussed the Holiday Storefront Decorating Contest; overall the membership was happy with the level of participation and the amount of decoration, although more is hoped for next year as awareness of the contest improves. New Night Downtown was discussed, and a few merchants volunteered to go door-to-door to other merchants with Ricky to build excitement and gather merchant signups for the event. A DNP mixer to announce the event and encourage participation is also planned for the near future.

### Community Development

This week Ricky began the assessment/application process for a CDBG Home Improvement Program loan for an owner-occupied unit; the inspection of the roof by Code Enforcement this coming Friday will determine scope of work and bid solicitation will immediately follow.

### Parking

This week the Parking Division spent considerable time making sure the municipal lots were safe and as many parking spaces as possible were available after the Friday snow storm.

Considerable time was spent this week on the Lot #1 garage land assemblage issues.

On Monday, Parking Administrator Marvin Howard met with a property owner to discuss consolidation of dumpsters in Lot #3.

This morning, Marvin and Ricky staffed the Parking Committee meeting.

### Code Enforcement

Framing has started on some of the buildings at the Cottages at Suburban Plaza.

Due to the extreme cold Code Enforcement has responded to several buildings with frozen pipes. Hardest hit complexes are as follows:

- Twin Lakes townhouses and condo buildings frozen sprinkler piping. Repairs are being made.
- Christina Mill Apartments - all buildings, the attic sprinkler system piping was frozen. Repairs have started and should be completed by Friday.
- Southgate condominium building 1000, one unit's sprinkler pipe froze and broke. Damage to the unit was substantial as well as two other units. Two residents were displaced and are staying with relatives.

## **Public Works & Water Resources**

We began working with a new intern this week. Matt is a senior at UD interested in domestic and international public policy. Matt is helping us with various aspects of the department including the Stormwater Utility presentation and the retro reflectivity sign inventory that we need to complete as part of the requirements of the Manual on Uniform Traffic Control Devices (MUTCD).

The cold weather of the last week provided numerous opportunities for the department to demonstrate their capabilities. The Street Division performed superbly responding to the winter weather. Because deicing materials available for road use are ineffective below 20 degrees we are limited to removing the snow as best we can with plows. On the water side of things we experienced four (4) water main breaks. Needless to say, the crews were faced with wet, muddy, and icy conditions. In the midst of all this, the refuse crew collected recycling on Friday like it was any other day. Not to be left out, the vehicle mechanics were heavily involved in all of these operations keeping the equipment on the road and pitching in to help the Water and Street Divisions with their individual activities.

We were able between the snow, rain, and cold weather to begin correcting the sidewalk damage along Casho Mill Road in the vicinity of Julie Lane. We were able to set up the forms and make preparations for concrete delivery early next week. We had planned to place the concrete this week but the batch plant advised that the small quantity of concrete that we ordered would freeze before it arrived.

Public Works and Water Resources staff met this week to review the comments received during the recent National Pollution Discharge Elimination System (NPDES) Municipal Separate Storm Sewer System (MS4) inspection that was conducted by DNREC. We have identified several strategies to address the concerns that were raised in the inspection and that we see coming down the road when we eventually receive our NPDES MS4 permit. We will continue to work with the university, state, and local governmental agencies as we develop our program. Implementation of the Stormwater Utility will help by providing a mechanism to fund the activities associated with permit compliance.

We have been attending smart meter training this week to learn how to install and trouble shoot the system. Multiple people in the department have been attending so that we can maintain an adequate knowledge base.

CSH/mp