

DEPARTMENTAL WEEKLY REPORTS

April 11, 2014

City Manager's Office

Personnel

- Worked with Lt. Hargrove, Barbara Wilkers, Josh Brechbuehl and Marvin Howard on the software application for parking enforcement (Cardinal). Operations of this software include the Police and Court, and the team is looking at new versions with the current model well beyond its end of life 14 years after its initial purchase.
- Worked with the auditors from Clifton Larson on the 2013 Audit; specifically with OPEB and Workers Compensation matters.
- On Thursday and Friday of last week I had the opportunity to be in Princeton, NJ to attend the Northeast Regional ICMA Summit. Over 50 municipal managers among 10 states and Canada spent two days discussing current municipal challenges, with opportunities to share ideas and suggestions.
- Held a meeting with the CWA Union regarding side-matters agreed to negotiate outside of final contract ratification.

Community Affairs

Wine and Dine Downtown was on Saturday and was a success. We had beautiful weather. The restaurants I spoke with seemed to appreciate the extended event hours and were happy with the flow of business throughout the event. The streets were busy with people walking and enjoying the weather and the event.

This week press releases were sent out about the following: Nefosky Police Memorial 5K, the annual Egg Hunt, the USAF American Heritage Concert Band Free Concert, the election results, and Prescription Drug Take Back Day.

I have spent some time working on the editorial and layout for the summer 2014 Municipal Newsletter.

I worked with Lt. Mark Farrall of the Newark Police Department to make sure that we were signed up for the DEA's Prescription Drug Take Back Day on April 26 and that we secured a location to collect the medication.

I have begun planning the Administrative Professionals Day luncheon on Wednesday, April 23.

Facebook

Likes of Page	Likes of Posts	Comments	Shares	Post Clicks
20	6	4	22	227

Twitter

New Followers	Unique Interactions	Link Clicks
37	69	109

IT Weekly Status Report		
Total Tickets Currently Open - 118		
Total Tickets Opened Last Week - 54		
ArcGIS	Started – On Track	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: Software has arrived. Deployed 2 clients. Waiting to schedule Implementation with Esri		
Create, share, and manage geographic data, maps, and analytical models using desktop and server applications. Deploy GIS across your organization and on the web.		
Use ArcGIS maps to compile geographic data, perform spatial analysis, and share your geographic information online.		
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.		
Office 365, Microsoft EA and Desktop Standardization	On Track	Expected Completion Spring 2014
Moving City Email to Cloud, Upgrading all PC's to Windows 7		
Latest Update: Computers being deployed – 95% completed		
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.		
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.		
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.		
Microsoft Lync Enterprise Voice (Phone System)	Started – Adjusted	Expected Completion Fall 2014
Moving the City away from standard Copper phone system to new Voice over IP (VOIP) Phone System		
Latest Update: Initiated project – investigating vendors capabilities (no update)		
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.		
Wide Area Network and Internal WiFi Projects	Behind – Adjusted	Expected Completion Spring 2014
This is separate from the City Mesh for the Honeywell Project		
Latest Update: GWC, Water Plant and Parking Division completed. Preparing for City Yard. (Equipment spec'd)		
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.		
Honeywell Smart Meter Project	On Track	Expected Completion Spring 2014
Creating Citywide wireless network mesh to allow Electric Meter and Water Meter communication to Municipal Building Data Center		
Latest Update: Currently in "Harris Phase". Customer Connect in progress		
Replaces need for Meter Readers and offers the ability for some remote disconnects and reconnects.		
Data Center Virtualization Project	Completed	Expected Completion Winter 2014
Due to antiquated server hardware and inefficient use of resources a new shared storage and virtualization environment will be implemented		
Latest Update: Implementation complete		

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.		
Harris iNOVA Module Integration	Hold	Expected Completion Summer 2014
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.		
PC Refresh	On Track	Expected Completion Summer 2014
Upgrade or Replace existing PC's to align with computing standards of current software.		
Latest Update: 95% completed		
Physical hardware upgrade or refresh will affect every user within the city to improve computer performance and software compatibility.		

Planning & Development

Planning

On Wednesday evening, I accompanied Carol Houck to the GNEDP's tour of the STAR Campus and Reception.

Considerable time was spent this week researching definitions of accessory use and neighborhood used in other municipal zoning codes for a report to Council.

Some time was spent his week developing a definition of no impact home businesses for the Planning Commission to consider at an upcoming meeting.

This week one parking waiver and two minor subdivision applications were submitted for June Planning Commission review. Specifically, a 3-space parking waiver for 72 E. Main Street, adding 4 apartments to the existing Pomeroy Station development at 218 E. Main Street, and the creation of 3 new building lots off a private drive at 305 Capitol Trail were submitted. These projects were distributed to operating departments for comments.

Some time was spent organizing information for two major subdivisions also submitted for June Planning Commission – one at Kershaw Commons and another at 162 South Main Street.

On Tuesday, Development Supervisor Mike Fortner attended the Conservation Advisory Commission meeting to discuss environmental quality issues addressed in the Comprehensive Development Plan draft.

On Tuesday, Mike assisted with the Newark Bicycle Committee and DeIDOT's Bicycle Safety Checkpoint on UD's North Campus which supplied free bicycle lights, helmets, and bicycle safety information to bicycle commuters on campus.

On Wednesday, Code Enforcement Supervisor Steve Wilson and Mike attended the ASDP Inspection for the Newark Train Station site. Amtrak is evaluating the site for ADA compliance.

This morning I joined Carol in a meeting with representatives of the New Castle County Chamber of Commerce to discuss road improvements.

This week Mike circulated to Department Directors for view and comment a draft of the Newark Resident Survey to be conducted this year.

Considerable time was spent reviewing land use maps of each planning section created for the Newark Comprehensive Development Plan.

Economic Development

DNP Administrator/Planner Ricky Nietubicz hosted and I attended the Downtown Merchants' Open Forum/Meet and Greet with Mayor Sierer and City Manager Carol Houck on Thursday from 5-7 p.m. upstairs at the Deer Park. The goal of the forum was to provide information about the Partnership and the services we provide to businesses and to hear from them about issues or concerns or ideas that they have about how to make downtown even more successful than it already is. We were happy with the attendance at the event and the fact that a number of businesses not historically active with the DNP were represented. Two businesses signed up for the Downtown Gift Card Program after learning more about it at the event. We also gathered several suggestions on how the DNP can better serve the business community.

Downtown Newark's Wine & Dine event was held Saturday, April 5th. We were very pleased with the outcome of the event and how well attended it was – one business who has been participating since the inception of the event reported that this year was their best year ever for Wine & Dine sales. We were also able to sell DNP gift cards at the information table of the event, which is the first time we've ever been able to do that and is something that has long been requested by our business community. Gift Card sales will now be a staple of our downtown events because even more valuable than the day of event sales is the increased awareness among event attendees about the DNP gift card.

On Monday, Ricky attended training conducted by Delaware Economic Development Office (DEDO) and the National Trust for Historic Preservation's National Main Street Center on Economic Restructuring and Design.

This morning Ricky is meeting with representatives from other towns throughout Delaware, Maryland and the Eastern Shore of Virginia about an art tourism initiative in which Newark may participate.

Parking

Considerable time was spent this week reviewing documents and discussing options for the Lot #1 Parking Garage project.

This week staff met with representatives of IPS to discuss the smart parking meter pilot program and our experiences with their product.

This week the windows on the booth at the new entrance/exit in Lot #3 were tinted to address heat issues.

Code Enforcement

This week part-time clerk typists Linda Sprintz and Nancy Wright decided to retire as of May 2, 2014. Considerable time was spent reviewing workloads and duties assigned to each position to develop a strategy for efficient replacement and continued operations in light of the short timeframe involved. We wish Linda and Nancy the best and thank them for their faithful service to the City of Newark – between them they have 45 years of service with the City and will be dearly missed.

This week a building permit has been issued for the Newark Senior Center kitchen renovations and the new addition to the building.

All fire alarm permits have been issued for The Retreat at Suburban Plaza.

248/250 King William Street are having sprinkler systems installed due to a fire in 250 King William Street.

The upper floors of 1 South Main Street are having concrete poured this week.

Public Works & Water Resources

Streets

- Spring leaf collection has ended, although we continue to receive a few calls for leaf piles which we are responding to.
- Critically deteriorated catch basins are being rebuilt. This week we have rebuilt two collapsed basins.
- Casho Mill Road sidewalk repair near Leroy Hill Ball Field is complete.
- Several blacktop patches have been completed with our first hot mix pickup of the year. Several potholes will also be filled with the excess blacktop for a more permanent fix.

Water and Wastewater

- The street sweeper has moved beyond the downtown area and should cover the entire city over the next 2 weeks.
- Used our vacuum excavator to locate utilities in the Cherry Hill Manor alleys to assist in planning for the upcoming repaving project planned for later this year.
- Silverbrook Pump Station repairs are now complete.
- Replaced broken curb stop on 360 Manuel Street.
- Replaced fire hydrant at 305 Capital Trail that cracked over the winter.
- Asplundh removed a partially fallen tree adjacent the raceway at the NWTP which was threatening to fall on the power lines for Wells 20 and 23.

Management

- Silverbrook Pump Station Underground Storage Tank removal work should begin within the next 2 weeks.

- Held a project meeting to begin the process for final closure/demolition of Transfer Station as required by our agreement with DNREC.
- Exploring disposal of old meters and water parts through Municibid.
- Met with two Council members to discuss upcoming projects and items pertinent to their districts.
- Met with our engineering consultant for the Cleveland Avenue landfill on McKees Lane to discuss the underslab vapor barrier design required for the proposed utility building associated with the solar installation.

Stormwater

- Investigated and conducted follow up visits for two illicit discharge complaints.
- Worked with the IT Division to develop a list of business categories which could possibly require an industrial stormwater permit. This inventory list was requested in DNREC's December 2013 MS4 Inspection Findings report, and will be sent down when our response letter is drafted.
- Reviewed the EPA Final Rule 40 CFR 450, "Effluent Limitation Guidelines and Standards for the Construction and Development Point Source Category", with an eye for potential impacts to the City. The biggest change is the formal withdrawal of the numeric turbidity effluent limitation and monitoring requirements found in a previous version of the rule.
- Attended another meeting to further integrate the University of Delaware stormwater information into our NPDES annual report for 2013. The focus of this meeting was to work toward completing Appendix C (MS4 Report Form for Phase I and II).

Electric

The line crews installed terminations on the 12kV underground cables at the Cottages at the Plaza, changed a danger pole on Bellevue Road identified by the pole testing contractor a few weeks ago, and continued to repair grounds stolen off of utility poles.

The electricians worked on receptacles on Main Street, assisted engineering in changing relay programs for a SCADA update, and installed a recording meter on a substation breaker motor to analyze if a hydraulic leak has been fixed.

Engineering analyzed two power quality issues and found that an underground house service needed replacing on one and that the other was internal to the customer.

Engineering tracked down high voltage bushings to be used on a substation transformer whose bushings are failing. Engineering also met with all of the smart meter personnel to go over the issues left and lining up a completion plan.

Parks & Recreation

Administration & Planning

Tom, Rich and I met to discuss work schedules and project status.

The Community Garden survey period ended last week. We will spend time reviewing and evaluating the replies and plan a course of action.

The Curtis Mill Park contractor completed opening the mill race and removing concrete and other old structural debris. Backfilling operations should begin soon.

I prepared an article for the summer newsletter and forwarded it to Dana.

Cenise and I committed time dealing with matters relating to the recently awarded mowing contract.

I committed time reviewing and providing comments on the 58 Main Street Construction Improvement Plans.

We reviewed and provided comments on DNREC's Upper Christina Stream Restoration plan.

I committed time working on items relating to the 2015-2019 Capital Improvement Program.

Tom did park inspections and wrote up work orders as needed. He also continued organizing for this Saturday's Christina River Clean Up. The event is planned for 8 a.m. -12 noon.

Tom met with Special Projects Coordinator and a fencing contractor at the Stafford Park street hockey court concerning planned renovation.

Tom is working on a design and cost estimate for making improvements in the area adjacent to the Handloff Park Skate Spot. The area has become barren due to heavy foot traffic.

Rich committed time coordinating for the Elkton Road landscaping project. Landscape improvements will be made to the traffic median extending from Casho Mill Road to the Christiana Parkway. The work is scheduled to occur on Tuesday and Wednesday of next week. In that we will need to shut down a lane of traffic we were required to get a DelDOT permit to complete the project. Partial funding for the project was provided by Home Depot and has been sitting in escrow for a few years.

Parks Maintenance

We installed cabinetry in the garage and relocated one metal shelving unit for increased storage capacity.

The crew completed several general work orders.

We converted our Kubota mowers from "snow" mode to grass cutting mode this week. Boy does it feel good to do this!!

The crew committed time preparing baseball/softball fields for play.

We did some tree work along the Pomeroy Trail.

The crew began working on the installation of a replacement play unit at Wilson Park.

We committed a large amount of time with “spring cleanup” efforts in many park areas and landscape sites.

We painted the City Manager’s conference room.

The crew applied pre-emergence weed control in landscaped areas.

Recreation Services

Paula continued to confirm the number of summer adult softball and volleyball teams and started work on the game schedules.

Paula sent out email blasts to previous participants regarding upcoming spring break camps and summer camps. She also emailed previous participants in fitness classes reminding them of new sessions starting.

Paula started interviewing camp counselor candidates. She hopes to have staff selection completed by April 25.

Paula continues to work on trip ideas for the Rittenhouse Rocks Camp.

Sharon and other staff members reviewed and ranked musical groups who wish to perform at this year’s event. She selected groups for the 2014 Spring Concert Series and is awaiting responses.

Sharon has been preparing for the Egg Hunt and working on getting donation items for the Egg Hunt from local businesses. This year’s event will take place this Saturday beginning at 10 a.m. at the White Clay Creek State Park.

Sharon prepared for and attended a Memorial Day Parade committee meeting.

Sharon and Joe met with UD personnel regarding their planned re-seeding of the Academy Building lawn and the impact that it may have on the Spring Concert Series.

Sharon has been preparing for the annual Nefosky Walk & 5K Run which will take place this Friday evening at the Reservoir.

Sharon has been monitoring the #HealthyNewarkDE initiative on social media and has been updating the Tip of the Day in the lobby.

Joe, Paula, Sharon, and Tyler worked on cleaning out our lower level supply room.

Debbie has been making arrangements for volunteers to come in to stuff eggs for the Egg Hunt and has been actively recruiting volunteers to work the Nefosky Walk & 5K Run and the Egg Hunt.

Debbie has been confirming event information on Volunteer Way website and committed time entering upcoming event information on our website.

Tyler worked on updating programs for the summer newsletter and proofed the summer newsletter.

Tyler prepared the bid request for pool chemicals in preparation for the summer pool season. The outdoor pools are scheduled to open on June 10.

Joe worked on gathering information on the Newark Train Station for the Application for Delaware Historic Marker that we hope to place at that location.

Joe is organizing the Summer Activity Guide which will be emailed to our mailing list on April 28.

Joe worked on several budget items for the Finance audit.

Joe has been working on updating the Seasonal Recreation Personnel Manual in preparation for summer staff orientation.

Finance

Customer Service

The Customer Service group continues to work on various upgrades and implementation work related to the smart meter project. The smart meter working group held a progress meeting to address the mCare (mobile work order platform) implementation and MeterSense user acceptance testing, among other items, on April 9, 2014. MeterSense is expected to go live as early as next week.

Notices will begin appearing on water and sewer utility bills to provide customers with 90 days' notice that the City will be transitioning from quarterly water and sewer bills to monthly billings in association with our smart meter project.

Accounting

Year-end work is wrapping up in the department. The audit is nearly complete, and the financial statements are several immaterial adjustments away from completion. The financial statements have undergone audit review and testing. The Deputy Finance Director and I have had several discussions with the auditors this week about adjusting entries related to minor changes in the way we account for certain expenses, such as end-of-year payroll accruals and self-insurance reserves. We anticipate producing and distributing the Comprehensive Annual Financial Report (CAFR) ahead of schedule this year.

Alderman's Court

This past week we held 3 court sessions (March 31, April 2 and April 4). We processed a total of 80 trials, 46 arraignments, 8 case reviews, and 16 capias returns.

Police

Newark Police are investigating a fatal collision which occurred on April 4th, 2014 at approximately 10:15 p.m. on Library Avenue (Route 72) just north of Farm Lane. A preliminary investigation has determined that a 2010 Hyundai Accent, operated by a 75-year-old female was travelling southbound on Library Avenue when, for an unknown reason, it crossed the center line and ran head-on into a northbound 2000 Honda Civic, operated by a 24-year-old female. The driver and sole occupant of the 2010 Hyundai Accent has been identified as Dorothy Hershman of Newark. She was treated at the scene by rescue personnel and transported to Christiana Hospital where she was later pronounced deceased. The 24-year-old female driver and 25-year-old female passenger of the 2000 Honda Civic were also treated at the scene and transported to Christiana Hospital. Both sustained serious, but non-life threatening injuries. Route 72 was closed from Wyoming Road to Route 4 for approximately three hours while traffic investigators were on scene. No charges have been filed at this time and no further information on the collision is available at this time.

Susan Alfree and NPD officers are attending the Tribute and Candlelight Vigil taking place on April 9th, 2014 at Delaware State University as part of National Crime Victims' Rights Week. Susan Alfree is the Chair of the Planning Committee of the Delaware Victims' Rights Task Force and was instrumental in coordinating the ceremony.

CSH/mp