

## Part Five: Comment Section

Below please write any comment you might have pertaining to the quality of services that the City of Newark provides:

### Verbatim Comments

#### District 1

- The running of government buses in the area is just poor. Only Bus 16 and it comes at odd times. If something can be done to improve the transport system that would be good.
- Keep up the good work. Great trash collection for years. Seems like inner-city realtors are at peace, favor high density development of downtown.
- Constant increase in taxes, utilities and fees with no improvement in service. No one seems to be accountable for cost of these items and for excessive salaries of some employees. University is buying more and more property, which increases our taxes, while they take advantage of services. How many bars and pizza parlors do we need?
- As President of Briarcreek Homeowner Association, I have frequent contacts with various City of Newark departments and in all cases have found staff responsive, empathetic and dedicated to answering my questions and resolving issues.
- The development and expansion of rentals is out of control and destroying the social fabric of the town and needs to stop. We need more homes for middle class. The Charter School is dividing people in this town and forcing good people who don't get in to consider leaving for better schooling opportunities.
- Love the bike paths and walking paths. Love liquor license to small restaurant and being able to have a glass of wine and beer at dinner. Love how Newark is trying to be more green – garbage cans on Main Street so far, parking spaces, renewable energy, etc. Partnering with UD and Main Street businesses to make Newark a WIFI hot spot with solar charging stations and get city bikes.
- The City of Newark is a nice place to live. I wish my neighborhood would keep up with their own policy about leaving trash cans out and lawn care. It would make a much better appearance for our neighborhood. When contacted, they told me to contact the City of Newark. Why?
- Remove phone/electric poles on Main Street. Fix website user-friendliness. Make UD remove Rodney and Dickinson. Fix odor of water. Haines Street to Panera parking. Drive across traffic light timing, Claymont Steaks, Suburban Plaza, and Main Street. Student/pedestrian aloofness. Endless stream of walking students.
- Traffic and condition of roads are both horrible. We have ruined tires and vehicle alignment more than once. The traffic is due to all the new apartments. The new complex

that replaced the bowling alley is ugly and will draw in even more traffic. Left turn arrows have poor timing and the turn from Route 2 heading into Newark at Cleveland Avenue should be no-turn-on-red. It is very dangerous since it was modified.

- The Data Center/Power Plant would have helped tremendously with employment in the City of Newark.
- Could do a much better job managing the exterior appearance and maintenance of rental permitted properties.
- The City has to address school funding and support in a real way if it wants to attract large employers. It is a huge problem for this area, for the State in general. As someone who has lived in several states, the fact that the school district has to fight to pass a referendum to cover basic education expenses seems completely bizarre. That's the main issue that will lead us to relocate eventually.
- If sold, don't let Newark Country Club be developed!!! Outreach to community not as good as it was even 8-10 years ago. Water lines flushed, Park and Rec camps, resurfaced neighborhood roads 5-7 years ago, and then tore up curbs and corners in last year. Poor planning leads to disruption. Don't feel as connected to the City. Elkton/Newark Road looking good. Newark facelift projects looking good. Growing weary of rate increases for utilities due to infrastructure. Manage budget so utilities don't bear the weight of this.
- Police Department could use Inform Me system more often/effectively for immediate or traffic info. They use Facebook but I, and many of my friends, do not. Leaf pick up dates were poorly communicated this spring. Website estimate plus actual dates out of sync.
- Cleveland Avenue to Kirkwood Highway is worse. Horrible traffic pattern and did not fix. Should have widened to fix. Too much renters to UD without consideration to residents. Too many apartments. Too much traffic. Not as much about family anymore.
- Main Street is turning into restaurant row with smaller places like Mid Atlantic Ballet being forced out. I understand the City can't control who rents spaces but zoning could be more specific to encourage entertainment. High schoolers can currently eat and visit a few shops to go to the escape room place. No show, movies, bowling and karaoke without bars. Adults who enjoy going out have eating plus drinking as the main entertainment options on Main Street. Overall, we love living here and being within walking distance of Main Street and UD. It would simply be perfect to have more entertainment options as well.
- Have had only fair water pressure for 28 years.
- Traffic is biggest hassle in Newark. Unibus counter-clockwise route kept my wife from using it to get to work. She is retired now so no longer an issue.

- I would like to get the Parks and Rec flyer sent to me via mail. I think the Parks and Rec Department and activities does not get used as much as it did when we sent them out via mail.
- Overall doing a good job with general services. Always get prompt response with any special requests.
- I would prefer if the City used its funds for keeping streets well-surfaced instead of spending tax money on fancy brick sidewalks or pet projects. I enjoy the government services we have but I would like to keep the size of government small. Roads are a major responsibility for the government. Some areas are dangerous for motorcycles. The holes and bumps are bad, and have been for some time.
- City services are excellent. Would like to see roadwork scheduled better. Start after 9, or times when there is less traffic. Lane closures in Newark cause worse gridlock than roadwork on I-95 at the height of rush hour.
- I would love to see some sort of perk to parking downtown as a resident in the City limits. I would also love to see more parking. It is getting hard to find. I would also like to see more parks and less buildings being squeezed into locations.
- Newark Parks and Rec is a great service, thanks to the Police Department.
- Services are good. Challenges – balancing growth and change. Change is good but natural areas need to be preserved. Traffic has always been an issue. Still no answer in sight.
- Thank you for maintaining train service via City. Skate parks are great for kids.
- Front of Country Hills landscaping is not timely.
- Bus services do not extend into residential areas. There is too much housing dedicated to students of UD and not enough housing for families of all income levels and young, single people. There is a low diversity of retail shopping and service providers. Transportation by bike or car can be difficult on major thoroughfares which bisect the City. Existing parks are good but could use improvements. Recreational opportunities and events are good but could use improvements.
- My wife and I love the Inform Me notification system. It is so helpful and makes us feel very in the loop. Thanks.
- We have been impressed with the friendliness and helpfulness of City employees. Everyone from Parks and Rec to Police to Utility Billing and Building Inspection.
- There should have been more of a police presence at the holiday parade last year. People in the audience were asked by people in the parade to back up for safety but didn't listen. The helicopters over our City are very loud. Can anything be done about this? Our school

district is very inefficient with money. We are ranked 11<sup>th</sup> for spending and 40<sup>th</sup> for results. We should try to model ourselves with a better ratio such as North Carolina.

- The City is planning too much luxurious student housing. I'd love to retire here but saw the new construction appearing everywhere for students but it is monogamous and not welcoming to us old folks.
- Like having Newark Inform Me services. Concerned about how many homes are actually vacant on Old Oak Road. Parents are no longer living there, dead or in nursing homes, and children or next of kin are making an effort but nobody is actually living in the houses. Houses are not well kept.
- It would be nice if leaf collection can start later in the fall and finish around mid- to late-December. We appreciate the regular yard waste and recyclable collection, plus removal of unwanted household items like furniture.
- Very much enjoy living in Newark. Sometimes we lose focus on priorities and more important things and instead place more employees on less important items for the general population, etc., parking, bike lanes versus traffic control, and in general don't lose focus on the right for all to be heard, even if you don't agree with the position of the far Christian right or far Socialist left.
- The City needs to cater a little less to UD and listen to citizens who love and live in the City year-round. I enjoy living in a college town but the college shouldn't be the only priority. Also, can we please stop the destruction of charming older buildings and the raising of brick box canyons down on Main Street? Ugly. The City is losing its former charm. Updates, yes. Ugly buildings, no.
- Please don't waste my tax dollars on setting up a broadband network. There is no way the City can run it cheaper than Verizon or Comcast. If you tear down UD dorms, please try to keep as many mature trees as you can instead of clearing all the land.
- Kells Field could be better.
- There is much too much expansion of student houses, townhouses, etc. There should be more law enforcement visible during big university holidays such as Halloween and St. Patrick's Day. . However we love Newark. Main Street is wonderful and restaurants and small business are accessible and enjoyable.
- Overall, good services. Some suggested improvements: new phone system, easier to navigate and have ability to leave a message, allow user to specify bill payment date on the website when paying bill, not just today. Is it still necessary for Rodney and Dickenson dorms to still be IPR (???)
- City calendar should be updated with all Newark events, city or otherwise. Thanks.

- I appreciate email and phone notifications. With regards to recommending to others, I would but would tell them to check out water, sewer and electric fees. Fix roads. City of Newark's Main Street is a disaster. Keep Academy Street a public road. Make Country Club open to public for walking/biking.
- Would like City to encourage communities to decrease grass in open spaces and replace with native plants for pollenating birds and beauty. Encourage more sustainable practices for water management, etc.
- Never heard the outcome of the trash/recycling outsourcing debate. I use one can for both trash and recycling, plus yard waste when applicable. Whenever my regular collector is off, I get a note that I am not using the correct can for trash. Utility billing is a pain for me. I pay my bills once a month and I never have my utility bill, nor is it available on the website. I always have to guess how much my bill would be. Please allow people to change the billing cycle of their account. Everyone I have ever spoken to who works for the City has been very pleasant and knowledgeable. More downtown parking. It seems like students take up all the spots. Traffic on Cleveland Avenue is a nightmare.
- We need signals at crosswalks. These kids just walk out in the street without looking, staring down at their phones. Cleveland and side streets are always a mess. Need more law enforcement in these areas. Traffic lights need to be timed better. It shouldn't take 15 minutes to go less than two miles through town.
- My personal issue is with the Billing Department of the Utility Department. I have been sent erroneous bills and after paying bills was told I had credit coming. I am constantly called at work about non-payment, at which point I call and am told all is okay, then get a bill a week later stating I am late again. I mean I have been late but after paying I still get calls at work. Just happened last week. Got called one day after paying bill by phone.
- I hate the new phone system. Love the proximity to White Clay Creek State Park. With the storm drain we're cleared of debris before major storms. Wished the City's snow plows wouldn't plow in my driveway after I've just shoveled it out. Downtown is great. I live the balance of local businesses with national chains. Hate the national chains. Wish Abbott's Shoe Repair weren't closing. Hope we get a new movie theater in the shopping center.
- Kells Park soccer field is in poor shape. Barksdale Park grass needs to be mulched more often. I enjoy the Hall walking trail. I enjoy living in Newark.
- I moved here five months ago and love it. Beautiful parks and hiking/walking/biking trails/pathways. Love downtown too and I'm always glad to see non-chain restaurants thrive there, as well.
- Wish water did not have a strong chlorine odor and taste. Traffic is terrible.

- Newark is a very pleasant college town, greatly helped by the proximity to large cities. My three children went through Christiana School District. Challenged but not impossible. Many [illegible] need more diverse amusement and restaurants. [illegible.]
- Repair of potholes is awful. Tell DeIDOT. Unavoidable, I realize, but in this survey there are no questions here on the impact of the UD and UD students on daily life. I avoid Main Street for most of the year because of crowds. Since free parking on Sunday was abolished, I never shop/dine/frequent Main Street, which is a shame.
- Educate students to look before crossing the street and to be courteous to drivers. Allow more camping and parks.
- We have enjoyed raising our family here for a long time and now the convenience of drug stores and grocery stores are close by. We enjoy not having to travel far. The only problem is new families coming in with children but I would like quiet. So, for that matter, we might be moving in the next few years.
- People riding bicycles on Main Street shouldn't be allowed. They ride in the wrong direction, come up Main on the center lines between cars or ride in the middle of lanes, slowing traffic. If you're going to allow it, take out one side of parking and put in a bike lane. Also, Council is so obsessed with allowing building of apartments, they don't see reason. The apartments in the parking lot of Iron Hill? Really, where is the logic in that?
- My biggest concern is that parking variances are granted with each project and now parking in the business district is a nightmare. Developers seem to own the City. The Newark Shopping Center and adjacent apartment complex will soon be gridlocked once the apartments are rented. It always amazes me how we can get so legally challenged by big projects. The reservoir, the data center, the attempted rezoning of the county club. Any of these could have bankrupted the City. We need to be more thoughtful on our long-term plans.
- There is nothing in the current shopping in Newark of interest to me. City of Newark service is excellent. The City is now simply the university area. After the university completely consumes Newark, services will be starved.
- Overall very good but I grew up in New England and I must strongly say that the snow plowing removal is very poor on our street, Rahway Drive. The plows make a one lane path down the middle of the street at best. Even when we move our cars off the street before a snowfall, they just clear a single path down the middle. This make two way traffic impossible and is lazy on the part of snow removal. The snow should be pushed back to the edge of the sidewalk like every other road in the northeast in winter weather. This is a very real problem for us. I hope to make an issue of this at the next town meeting.
- Kudos to the City and the City workers. Thanks. I would like to add a suggestion with the problem of speeding in residential neighborhoods, Oaklands as an example. Would it be possible to add speed enforcement cameras? Sypherd Drive, Cheltenham Road and Dallam

Road routinely see speeders trying to avoid the bottleneck at West Main and Cleveland/Hillside. The only time the speed limit of 25 miles per hour is obeyed is if a squad car is in our area.

- I would like more variety of building types. Too much commercial below and expensive apartment above. It is hard to downsize and stay in Newark. No apartments are affordable for families, young or old.
- Newark has allowed UD to completely take over center city. There are too many new and large apartments. Traffic is horrible. Students cross whenever they want. Bikes ignore traffic laws. There is nothing to do for teenagers. No movie, no bowling alley, etc. Schools are horrible except for Newark Charter.
- Provide better schools and you will attract more tax base. Lower the crime rate.
- We have always enjoyed living in Newark.
- Overall the City gets a 10. Great place. However Cleveland Avenue is very slow, especially at the light at Kirkwood Highway. Should never have changed that traffic pattern.
- Casho Mill Road still has drivers that exceed the 30 mile per hour speed limit outside school crossing hour. This often leads to running stop signs at Church Road and Barksdale Road by drivers at all hours. Even when crossing in marked crosswalks, drivers do not stop for me despite bright athletic clothing and light/reflective vests on Casho Mill Road when I am running. Many drivers are safe and courteous but not all. So some enforcement attention might help. Thank you very much.
- Please see #16. I know many residents have voiced their concerns over parking in downtown Newark so I'm pretty much wasting my breath. My family truly enjoys shopping and eating in downtown but after my recent violation, it will be a long time before I return. While enjoying dinner I ran out of the fee at the meter twice. Five minutes after my last expiration I was ticketed while waiting for my to-go order for my husband. At least put in smart meters so someone can reload from our phone, so we can pay without having to race out of the restaurant in a panic to watch our meter.
- School is not good. Please work harder on that. I don't recommend Newark to my friends because of the poor school system.
- Very concerned with student drinking on Main Street and near campus. Very concerned with awful Rodney/Dickinson site and its future use. Very concerned with oversupply of luxurious student housing. Very concerned with underused College Square.
- The public roads have potholes that have damaged my car and are frightening to drive on. Elkton Road, in particular, is very bad and needs real repairs.

- Utility prices are too high. The City does not try to contain costs and spends too much money on salaries and studies.
- Neighborhood designated single family residential being downgraded by home sales from owners into rentals where more than four unrelated people live and where garages do not accommodate [illegible] so that streets are crowded with cars. Snow removal 2015/2016 a critical problem. City inspection of house rentals should be effective, limiting the number of unrelated occupants. Fourteen single family homes, grocery store numbers too few.
- City administration rarely follows up on questions brought from City Council, not planning for the future. Budgets are poorly done and poorly administered. The Planning Department too cozy with a few developers. Despite all the wonderful meaningless awards the City covets, the City is going downhill. The City is afraid to deal with an oppressive university.
- The City should proceed quickly to acquire Rodney dorm complex and develop as a park. Fencing and abandoned building are an eyesore and it is scary walking through tunnel to campus downtown.
- I believe the City benefits from the university population from an economic as well as stability standpoint. It is concerning that crime escalates when students are out and the perpetrators are usually from Wilmington, New Castle or Elkton. Are we monitoring vehicular traffic in any way?
- Love the services. Other problems are over-building of apartments and retail spaces that is not need-based and empty spaces that remain. A bike lane taking one lane of Main Street doesn't help anyone. No enforcement of jay-walking, students [illegible] nor crosswalks. Keep me out of downtown until students leave. Too much bending to pressure of UD at City residents' expense.
- City needs to take the initiative to get more tax paying businesses and now allow the non-tax paying UD to take up so much of the City for its own purposes, using our City services without having to pay into the tax base. Need jobs that do not involve UD.
- UD should be paying City taxes. Students should be ticketed for jay-walking, bike riders, skateboarders against traffic and on sidewalks. Newark needs a bypass loop.
- I really like living in a community that supports its own services. I was very pleased that the decision to outsource garbage removal was cancelled. I want this to be a community that has room for many income levels and diverse groups of people. I live here because I do not want someone anonymous suburb. It is more important than the extra tax dollars.
- Too many administrators, too much redundancy in major departments. Website needs better graphics, plus clear basic info outdated. Employees/City workers in the field outstanding. Fire department outstanding. All involved in community. Over-development of business and student housing/hotels. Too many bars allow too many services. Too

many fundraisers involving bars and drinking wine and beer. We call it drink and drivers. Not good example for college kids plus youth. Constant tax increase for service most of us do not use. Might add some ethnic and cultural smaller festivals in the parks with volunteers. Sadly we will be moving downstate after almost 25 years.

- When there is a large amount of snow, such as the snowstorm this winter, there should be alternative side of the street parking so that street clean-up can be expected.
- Continue to purchase open lots and make into parks. Consider lot on Barksdale Road across from day school. Continue to expand safe lane for bikers. Consider how bikers/walkers can cross Cleveland Avenue at Paper Mill Road.
- Despite repeated complaints by myself and neighbors, nothing has been done about the weekly violation of traffic laws at Barksdale Road and Rahway Drive. Every Sunday attendees of the church park their cars on both sides of Rahway Drive all the way up to the stop sign. This is a dangerous situation and a hazard to the local residents. I have been involved and witness to numerous near-accidents and the church is not able to provide adequate parking. It is reasonable to speculate that they violate the fire code as well. Why does the City lack the will and resolution to act on behalf of its residents? Reckless behavior leads to lawsuits.
- I am extremely concerned about the apartment development and townhouses. The university topped at growth this year and last year. What will happen to all these poorly and quickly constructed properties? The character of the City will quickly be eroded. I live in Oaklands, which has been around for 60 years. Student housing is creeping in today. I drive by three house parties with drunken students spilling out of the door. The yard that used to be beautiful is horrible brown dirt or mud. Please, please stop the destruction of the neighborhood.
- Electrical system is very reliable. Good water service. Snow plowing very good.
- I'd love to see the noise ordinance that was enacted a few years ago be expanded to include trucks, SUVs and loud mufflers. .
- Good response to problems like electrical, water and sewer. Great permit inspection done for residential properties. Need something more done to address derelict abandoned houses in neighborhoods. Need more parking on Main Street. What happened with inspection regarding the appalling fiasco at Washington House?
- I feel working for the State, we do all from side-to-side in snow. Controlling 95 to 495 corridor, we ensure the public's safety. Newark makes more work for residents by how they plow the streets. . You do not need better operators. Not saying they do a good, not great, job, but they could go to class on how to do their job right.
- Traffic on Route 273 from Maryland is terrible. So is traffic on Cleveland Avenue and West Delaware Avenue.

- I wasn't aware I had to pay for an access road paving. I am on a very limited income and could not pay.
- We feel that the City is a welcoming community with adequate services and lovely personnel and residents. We are very happy that we chose to make Newark home.

## District 2

- Two things that really bother me about Newark. The constant building of large, multi-unit apartment buildings. How much more can you cram into the section around 273/Main Street and Kirkwood? The traffic jams get worse every day. Is anyone doing any traffic studies? There is nowhere to widen roads. The congestion is getting worse all the time. The wonderful shopping center we have right across from campus, College Square, should be a thriving shopping center and sits mostly empty. Thank goodness Acme came in to save our grocery store there. That shopping center needs to be revived and spruced up. Right now it's pretty much a waste of shame but bravo to the renewed and redone Newark Shopping Center. It's perfect. Great job done there. Also, I am very concerned about the Delaware City oil tanker trains. They are way too long and dangerous. They can tie up traffic very badly.
- The hotel that was allowed to be built on the corner of 896 and Welsh Tract Road is ludicrous. It is an eyesore. There is not enough parking for it. No forethought went into approval for it. Whatever member is or was on the Zoning Committee that approved it should be fired.
- The litter on the weekend in the grass, bushes and sidewalks has become a very big problem over the last few years I have been here. Recycling efforts are sub-par and member community members are uneducated on the issue. Traffic light timers are too long, especially during rush hour, and many potholes remain unfixed.
- Retired to Newark from New England to be close to kids who moved here. So impressed so far. Dealing with City has been very easy and smooth. I am new to the area (3 months) so there is a lot I had to mark as "I don't know." I am hoping I can soon put down put down "good" or "better." One thing I would like to do is ride my bike. Since I moved and I was told by a co-worker that I live in a bad area for crime, so this has me concerned although I do see a lot of police presence. I get home at midnight or later and park in a dark parking lot. I also was told don't travel by bike or foot from Senior Center at Marrows Road.
- Should not have allowed bowling alley to be torn down. Too many new apartment complexes and not enough support for businesses like movie theater and Saigon. Better bike lanes, especially for Main Street travel. Too many potholes, bad road conditions.

- We own a copy of Newarkopoly from 1987. I think this fundraising idea should be explored again. I think it would be a very successful game to raise lots of money for investing in the community.
- We need at least three parking garages. Decriminalize the noise ordinance immediately. We need activities for the kids in the parks, like festivals instead of on Main Street. Stop students from having the right to stop traffic at any time to cross street. Recognize stout members that do excellent work in a public forum.
- I am feeling the financial crunch of too many increases at one time and too high of a percentage at once. I would prefer a more gradual increase of taxes, electricity, sewer, water, etc. Now we have a big Christiana School District increase, which is not the City's fault, but another increase which will probably force me to move out of the City and the district. My expenses have increased far too much this year in Newark and my pay has not. This is very sad and moving is my last resort.
- Nothing about quality of service however I can't imagine that there will really be a demand for the number of new apartments that have been built in the last couple of years.
- I am pleased with the service that the City of Newark provides.
- Our electric goes out more than a couple of times a year. I have a fish tank and my filter is damaged by the power outages. Otherwise, Newark is a nice place to live and I enjoy the senior citizens that now live close to my home. Thanks for the hard work.
- We are appreciative of the updates to the trail and Newark Shopping Center. We are also happy with the new solar powered recycling bins. We have concerns about the increase in chains on Main Street, especially lower cost/quality foods and the loss of local businesses due to increased rent prices for Main Street business owners. In addition, we are concerned about the number of apartment buildings that now exist and the impact that will have on the community.
- Poplar Avenue/Woodlawn Avenue, no one stops at that stop sign. Fast drivers, so dangerous. Newark Police Department used to monitor but haven't seen any in a long time. Please provide trash cans year-round at the park. Thank you.
- Roads on some of the downtown and Route 4/273 area are in need of repair.
- I pay City taxes but the roads in the Fountainview area are not plowed by the City. Recycle bins are too small. Why aren't they replaced with larger ones? We have not received new water meters. You've told us we have to pay for it when residents in other areas do not. Most people who live in Fountainview are on fixed incomes.
- Overall, crime in the City has become a problem. You may say it has declined but that is relative to what people consider a safe family environment.

- Traffic control, lights take too long to change. No need to hold a green light 30 seconds after traffic when one side has already cleared up. At some lights if you do not stop early enough, you'll get skipped and have to wait another round of lights. I don't mind stopping before a light is supposed to change, but even 10 seconds or more prior to the change.
- Overall as a student, I really enjoy living in Newark however at times I don't feel safe all the time.
- More communication about local activities.
- Work on restoring the infrastructure and not worry about the feel-good items. The reason the City of Newark is going in the direction down is due to employment of large employers and spending money on social issues that have no return in costs and services.
- I have a concern with the City's allowing UD to take too much advantage of us, buying up properties or expanding since they are tax-exempt. This means the City's tax base falls on increasingly fewer properties and citizens to become more of a burden for citizens. I also think that the City favors businesses over families and that is a problem. The whole fiasco recently with the power plant is another example of [illegible]. Thank you for doing this survey and asking for input from citizens.
- Leaf collection poor.
- I often make deliveries, pick things up at UD buildings. I have to put up to \$5 in meter every time while I run in and out. Designated delivery drop-off zones would be good or lower meter rates. Police doing a better job being a part of the community. To continue to improve, especially with students, police should not focus on petty, minor crimes but focus on preventing major crimes and serious injury. Along those lines, jay-walking laws are unnecessary and inconvenient on most streets except Main and Delaware. The underage entry law is unnecessary so long as they are not purchasing.
- Newark is awesome except for traffic. Not resident friendly. Not good. Talk to UD about putting up fence all around open fields. There is no flow coming through Newark with traffic lights don't seem coordinated in a practical way. I know every light and how they work and unless it is at night or Sunday, they are not synched. They are synchronized to stop you and slow you down. Very frustrating. Every new intersection has a left turn arrow light instead of letting you yield and go. It is a waste of time and gas. It is polluting. I know it is about safety. It is very frustrating to have to wait. It's right outside City limits also. Starting in Newark, going north up Kirkwood Highway, you hardly ever get two green lights in a row.
- Satisfied with most services with the exception of snow removal. The plows constantly push mounds of snow into cleared driveways and entrances during heavy storms. Very frustrating, especially for senior citizens.

- The traffic patterns are insufficient. There are too many potholes. The City bus system could improve. Bus to mall that isn't DART, for example. Too many drunk college kids in the street. More murals would be nice. Love the Parks and Rec Department. Most issues are university-related.
- Too much development has led to almost constant gridlock on the very poorly maintained streets. I would like to see the permit office be more knowledgeable. They never seem to tell you the same rules twice. It would appear to depend on whom you talk to that day what the rules are. I find some of the fees a bit much for what they actually do when having them come to approve work/constructions/additions.
- Too many Newark police. See them hiding, trying to harass local drivers every day, not just this new program to bring accidents down, but 24/7, year-round. Example, your lane and entrance with left and right turn lane need no signal. But make right from right turn lane, Newark gives me a \$77 fine.
- I would strongly encourage additional measures of sustainability including an emphasis on bikes and foot traffic. Few reductions of carbon, air pollution, noise pollution, etc. I would also strongly encourage the institution of a home composting endeavor to keep food waste out of a lot of the landfills. We could use it for creating soil for parks. In addition, focus on using natural plants for the landscaping needs of our City. Thanks.
- Please fix the City telephone access system for ease of reporting electric outages.
- Lights at 273 plus 242 and Cleveland Avenue and 72 are still awful. Too many condo apartments going in. Lambert Park is always full of litter. Stafford Park needs tall shrubs along train tracks to block flying debris and unsightly factory view. Halloween parade was a mess with people walking around the street. More security to keep people on sidewalk needed.
- Would like to see more police presence late night, 11pm-2am, especially during semester on Thursday, Friday, and Saturday nights. Better diversity of shops on Main Street. Encourage small business. Help business owners with high rent. Improve housing downtown to include more non-student population. Stop developers who continue to put up the same types of buildings over and over. This would also help better diversity of shops on Main Street.
- If you want to attract more shoppers to Main Street not living in the center of Newark, then more free parking would help.
- Really need parking additions to Main Street, especially Trader's Alley. Too many retail properties and not enough small homes for sale. Should really not allow semi-trucks on Main Street.
- Too many apartments without enough parking. Should be 1.5 spaces per student. Invite friends. Did you use low bid to pave Main Street? Is that why it fell apart? Stop relying

on electricity as a tax. More people go green/solar/LEDs/etc. New hotel across from post office will be a disaster. Traffic at that intersection is already a mess. Need more blue collar job, low income housing.

- Love Green Wednesday and bulk pickup. Recycling program at curb in snow. Like facelift on Newark Shopping Center but do not like parking lot. Too small, not enough spaces.
- Recently I've noticed tremendous amounts of trash along the sides of roads. It is extremely dirty. I do not know if it's because of winter, but trash is everywhere. Good job on changing and updating the street lightbulbs.
- Snow removal from streets and sidewalks is quite poor. Train whistles, especially for freight trains, have increased 500% in the four years we have lived off of White Chapel Road. The conductors lean on the horns, blasting to wake the dead. We are retiring in under a year and leaving. Trash service, household recycling, yard trash is excellent. Post office, over which you have no contact, is the worst we've ever encountered.
- The Newark police are no good. I call them out because my ex-boyfriend beats me up. They will not do anything. They are very nasty.
- The snow removal efforts seem to not be equitable on many sides of streets I live on. On the side that doesn't get much sun, yet the snow seems to be pushed more on my side. The water discoloration is bothersome.
- It would be really nice if there was a way to split the utility bill online. For example, if you could set up auto pay with multiple credit card accounts.

### District 3

- Whenever there is a holiday in the week, yard waste collection is removed. Well, yard waste rots the same as garbage and should be collected every week. Also the leaf collection service is, and has been for the past 8 years, insufficient. Nothing has been done. The electric lights are also insufficient. You can barely see at night. Police are very apathetic. I'm glad that, at least, you are willing to hear our comments and I hope you act on what we comment.
- Overall, pretty good except for parking. Always room for improvement. But as third generation Newarkers, can't think of a better place to rear children.
- The City of Newark is a nice place to live.
- There were two 24-hour diners and caterers on Elkton Road and Main Street and now there are none. Strange for a college town.

- I truly appreciate the police patrols on Madison Drive. I have noticed the patrols throughout the day. Response to calls and complaints is fast and complete. Love living here.
- Overall, great job.
- I absolutely love my city. I hope to see it maintain some unique retail and perspective, even as so much has changed recently. Thanks for all that is considered and done. I appreciate Parks and Rec's passion for building community, the waste removal team's commitment to service that I've seen and go above and beyond to help elderly neighbors. I am happy to live here and contribute to the community.
- I can't understand why my development is the only one that has to pay for repairs for our pump in rain system. Why are the Amtrak trains allowed to race fast past our development, blowing the horns loud? Why can't we have some sound barriers placed by the train tracks on Chapel Road on the bridge?
- Too much financial burden placed on taxpayers for improper development planning of the past decades that lacked proper storm sewer grading/drain inlets/street lamps for maintenance of home values. Snow plowing of neighborhoods should be more precise so residents aren't left with six foot mounds to remove and there should be a clean-up crew to follow the plows to remove mounds of snow at open gutter, clear parking, and safe passage. Should not be our responsibility to do that as it is before the sidewalk of the standard for sewer on repairs. It should apply to storm clearing, so should the 24 hour rule. The tradition of partying off-campus students' area should be planned better through the years.
- We felt Newark was an excellent place to raise a family. We now live full time in Sussex County. This decision was mainly due to issues with the house, not any problem with the City. In fact, refuse to rate much as "excellent" because that creates no incentive for effort. We still own our home in Newark and an adult son lives here full time and we are able to maintain our contact up north by staying at our house.
- Last major snowstorm, the plow came by and only one street was left for a long time. Only half cleaned from snow. Only cleared once and melted. Electric rates are way too high in Newark, the main reason I don't recommend people living here, and with sewer rates.
- It is very expensive to live in Newark, especially as a renter. There is a large discrepancy in the quality of housing aimed at students that more likely should be occupied by non-students or older students/graduate students. It is difficult to find affordable, sufficient, decent housing. Always place largely populated by under-graduate students.
- I love the City of Newark college town life. The streets are often embarrassingly dirty. The City needs to be friendlier to citizens. Residents should get more perks. ID card would spur local businesses to create some. Traffic calming a la Europe is needed in certain areas. Need more 55 and over affordable option downtown. I want to retire here and downsize

but there is no option in walkable parts of town. The City needs to fine landlords who allow trash to accumulate. More diversity of downtown needed. Consider pedestrian overhead cross-over at the hot spots on Main Street, Delaware Avenue and Cleveland Avenue. South Main Street should end at Casho Mill Road.

- We love living within the City of Newark. I was UD student in the 1970s and the quality of city life has drastically improved. Love city services, especially trash, snow and leaf removal. Everyone is kind, responsive and enjoyable to deal with. The only gripe is the traffic. It is impossible to get through the city, say, up Paper Mill Road, almost anything in traffic on Route 72 toward College Square is a disaster. Otherwise, love Newark. Keep up the good work.
- Pedestrians should be given citations for jay-walking and disobeying “don’t walk” signals, etc.
- Overall very good. Sometimes leaf collection gets erratic in the fall but I like the convenience of recycling collection, yard waste collection and bulk pick up. Also, I’d like to add that the yard waste collection site at Polly Drummond Road is excellent. Thank you for keeping it up.
- When the computer system changed over, we lost the text and phone alerts. I tried to sign up for them again but it hasn’t worked.
- I’ve had a few issues navigating your electric utility pay on your website. It could be more user friendly for payments. We love living here and Newark is great.
- Need enforcement of improper solicitation of money and services on Main Street and in neighborhoods.
- The general population of Newark residents seems to be pushed further out of the city with each passing year of UD growth. Landlords are very aware of the gross rent and that the students will pay and therefore make it nearly impossible for the working class to afford to live within the City.
- Snow removal in our neighborhood is only one lane, causing all of us to have to shovel very far onto the street in deep snow. There has been frequent work to patch holes in the road on Newark and Elkton Road and Route 4, causing traffic issues, but the road is not fully fixed. It seems like a never-ending patch job without a clear result. We’ve lost three tires because of it.
- We choose to send our children out of the district 30 minutes away because of the poor school district in our area. We love Newark but it’s not an attractive place to live anymore because of the public schools. We were recently informed that we can only put out one City-issued yard waste can each week. This is absurd. In our neighborhood we could easily fill several cans each week.

- I enjoy Newark. Raised a family and am now retired. I plan to live here forever. I attend City Council meetings and I am up-to-date with what is happening in our City. I think that overall the City does a good job. While I don't agree with everything, I do believe the best effort are demonstrated by City officials. Growth is an issue because of traffic congestion. Unfortunately, the CSX railroad crossing and under-crossing are constraints to the traffic flow, while the increase in cars and trucks adds to the problem. Newark needs a bypass but is that even possible now?
- Traffic flow is a major issue. There is always a lot of congestion and the main thing is lighting on Winslow Road between Apple and Beverly Road. Not well lit at night and potholes on this road.
- Rental properties out of control in Newark. Overbuilding of huge apartments and student housing is obscene. For homeowners, Newark is no longer a community and neighborhood. Newark is a gigantic dorm.
- Good senior citizen center. Would appreciate if the green places weren't developed and remained green.
- Safe alert phone and email notifications are good. Trash collection is not consistent. Most of the time it's good but having collection only once a week is a bit of a challenge, especially if one is missed. There have also been occasions where we've rushed to get the trash to the curb because we heard the truck coming. We had the bin to the sidewalk when the truck was within site and it drove right past us. I wish a recycling bin was provided like the refuse and yard waste bin are provided at no additional charge.
- Water service is bad. We do not consume Newark water.
- I think the pick-up of garbage/trash, recycling and yard waste is very good.
- Code Enforcement in remodeling was difficult to work with. Inflexible and expensive. Refuse collection and recycling pick-ups are awesomely good. Great service. Law enforcement should offer warnings for minor moving violations, stop signs, speeding tickets, instead of expensive tickets. Thanks for asking.
- As a Newark native I love my town and the decades of memories I have here. What I dislike is that so much residential housing is becoming student housing. It gives the feel that my town is being taken over by a bunch of bratty, spoiled kids. I also really dislike City-sized buildings like the monstrosity that just took the place of the bowling alley being built in my small town. Buildings to population are disproportionate to the size of the town. The elementary schools are okay but Newark High has really gone downhill.
- I wish there were better options for Mexican food and pizza.
- Newark provides excellent value.

- Newark provides mortgage assistance. This program needs to be promoted and expanded. Newark is a wonderful family community and many first-time homebuyers would benefit from the mortgage assistance. The City needs to find a way to keep investors out of the residential areas and encourage owner-occupied buyers.
- With all the modern buildings on Main Street, the character of the street is gone.
- We lived in 19702 for 10 years before moving into the City limits of Newark. Within one day we experienced a visit from the street cleaner. We can see a big difference in how our neighborhood was being taken care of. Newark just keeps getting better and better. We have seen many changes and improvements since we moved here. We think Newark is lovely.
- Please adopt municipal broadband. I would gladly pay more taxes for the option. Great job overall.
- Some sections of Newark's roads are a hazard to our cars. Needs patch-up or real repair. Traffic lights in some directions are too short and only allow 2-3 cars through in peak times.
- Growth in residential construction has been explosive in recent years and appears to be approved without regard to traffic congestion or existing surrounding residences. I feel Newark, which appeared to me as a charming college town when I arrived, is becoming too much like Wilmington with its crime and congestion issues.
- Snow removal this year was the worst I have seen in six years. Neighborhood roads were only cleared one lane were never cleared completely.
- Some trails need to be better marked and modified to address residential, commercial and industrial expansion.
- Focus on making the City more pedestrian-friendly. Traffic signal timing should give preference to pedestrians. That is how you have the City pedestrian-friendly. Build separate bicycle lanes. It is unsafe to ride bikes on the road. Try it one day. Encourage recycling by pick up trash only once in two weeks but recycling every week. Traffic calming on West Park Place.
- Still need sound barriers on I-95 before tollbooth. Sound has been horrendous since toll plaza and road was widened. Terrible noise. Thanks for letting me vent and more surveys are always welcome. It makes me feel like I have a voice. Thanks.
- Thank you for your concern regarding the resident impressions of Newark. I love the inter-city bus route in Newark Senior Center. Lifetime member.
- There is very little police patrol on West Chestnut Hill Road and the surrounding neighborhoods other than giving speeding tickets at the bottom of the hills. A trash can in

Rittenhouse Park by the picnic area is surely needed. I am tired of picking up trash. Ticketing fisherman in Rittenhouse Park that leave tons of trash during fishing season.

- My biggest complaint, which probably seems insignificant, is I can't let my cat be outside on his own. It is ridiculous to think that cat owners will keep their cats on a leash. For one, my cat gets out, we don't put him out. I often hate that I have to fear he will get scooped up by authorities when he is just being a cat. Other complaints is the eyesore that is the Park N Shop Center. I know it has been renovated now but the parking building needs to be dealt with.
- Section 2 Public Works: Major streets, Elkton Road and others going out of the city, are atrocities. Section 2 Public Works: Storm drainage, we have had several flooding due to underground sewage pipes overflow back-up into streets, coming out of manholes, etc. Section 2 Utilities: Approximately 1/3 of residents in Devon have had sewage back up into their homes. Not a coincidence. Sewage lines need maintenance. Section 2 Traffic: Police/law enforcement need to stop going after low-hanging fruit, stop sign, minor infractions, etc., and go after serious offenses. Section 6 Parking: Public parking spots have disappeared except meter and pay lots. Section 6 Traffic Flow: Keep working on this like traffic during semester. Section 3 Support of Local Businesses: Too many small business-owners go out of business in the name of development and apartments. Section 8 Employment Opportunity: Bring real business, not just retail and restaurants.
- Police need improvement except for animal control. She is great.
- Electric fees are high. Water/sewer costs are extreme. Public Works, great service. City approval to overturn plan to privatize trash, best for all citizens. Never outsource.
- I have always considered myself fortunate to live in a community with an active arts community such as Newark, Delaware. In recent years I have also noticed an increase in the number of household vegetable gardens. Given this growing interest in horticulture in proximity to the university, I believe the City could really benefit from encouraging the development of a community garden as a draw to long-term residents.
- Snow removal plow drivers need a training course in how to not pile snow at corners, to adjust speed and not throw snow on already plowed walks and drives. Traffic enforcement minor infractions causing no significant damage should receive warnings. This would go far in developing respect for officers. Building permit approval time needs to be improved, as well as costs. Public not adequately informed about permits. Many discrepancies in permits. Large companies don't bother for roofs and water, I have witnessed first-hand. City newsletter? Thanks for the opportunity to be heard.
- Love refuse/recycling program. Like Fourth of July fireworks. Could use more upscale shopping options and more parking. Love Iron Hill and Del Pez. Website not mobile-enabled. Love what's happening with the Newark Shopping Center. Love reservoir walking. Traffic on Main Street is awful.

- Low water pressure only issue that is negative. Apparently on the wrong side of the water tower at the minimum required PSI for water.
- In general, I am satisfied with the City and its services. I do wish there were better Code Enforcement in residential neighborhoods, particularly with rentals. There has also been an uptick in driver speeding on residential streets. Traffic congestion is a related issue and possibly the biggest problem in the City but overall the City has done a great job.
- The biggest problem here is students versus residents. The students always win. Rental properties allow parties, huge gatherings, and flash mobs of students in the streets on good weather nights. I could go on and on. Shopping is all geared for students. I never shop on Main Street. Nothing there for me to pay to buy. Overall I am very pleased with the quality of services that the City of Newark provides however for some reason my street has slipped through the cracks. It is beginning to look like a slum. Trash, unkempt rental properties are just part of the problem. I had a UPS delivery of medication stolen within moments of its delivery. I am very happy with not privatizing trash collection. The Newark employees are great, courteous and knowledgeable.
- The City can become a leader of sustainable transportation by incorporating specialized bike lanes on major roads. Specifically, small dividers or curbs to prevent vehicles from entering the bike lane. Enforcement of speed limits in neighborhoods. It lessens our feeling of safety when people speed through our neighborhood. Or install stop signs.
- I am very happy with police, trash and Public Works Department. The only problem is sewer. When my street floods, it is horrible. I get three feet of water on my street and yet not a word to us about what is being done. Being disabled, I am unable to attend the meetings. Some sort of notice should be sent out. Or better yet, fix our street.
- My biggest complaint is the tap water tastes horrible.
- Keep up the good work.
- Storm drainage – the culverts running under the Amtrak rail lines need to be enlarged to alleviate flooding in our area. Noise – as someone who works from home, I am deeply concerned about the ever increasing noise level of neighborhood lawn contractor equipment. It's deafening and unpredictable.
- By allowing so many students luxury apartments, affordable housing for families is becoming scarce.
- Please, please update the children's playground at Rittenhouse Park. We use it frequently but it is very outdated.
- Need more diverse retail options. Example, different grocery stores like Trader Joe's and hardware ACE versus Home Depot. And theaters. REI, yes. Container Store, yes.

- I've always loved living in Newark. It was a great place to grow up in the 60s and 70s. It makes me sad that young people don't want to move here because our schools have become horrible. In the 80s I was on a committee for schools in Newark district and the State of Delaware Education sold the district rights down the tube, in my opinion only.
- Additional pedestrian overpass roadways to enhance traffic flow. Maintain Main Street and Delaware Avenue at The Green.
- Here are our problems. Poor public schools, undistinguished land, restaurants, scant cultural events, no department store shopping, only one operating book store that is a chain store, and an over-reliance on the university to fill in these gaps.
- Fix roads properly instead of patchwork fixes.
- Responsiveness to questions/requests is great. Services are wonderful. From trash and leaf pick-up to electricity, always very responsive when there are outages and storms. Only the outsiders trying to navigate from one side of town to the other, traffic is a bear. Love the parks.
- Garbage needs to take all the trash and more frequently. Safety and security.
- We love living here. Our main concern, both us being retired, is the cost of services. They are going up annually, forcing us to re-think being able to live here. In terms of safety, having a halfway house open on our street without any community input or vote, obviously no one cared about our safety to request input.
- The employee that works with reading the water meter is not easy to communicate with and rude when interacting with customers that have questions about service.
- Not overly impressed with street and road repairs.
- The City did a great job plowing Country Place after the last big snow. Carl was the guy who plowed our neighborhood. He is the best.
- We need a speed monitor on Park Drive. People coming off Route 896 are going way too fast up Park Drive. There are more kids living in the area that play in the area of Park Drive and Brook Drive. A couple of speed bumps on Park Drive would fix problem.
- K-5 is great for education. Both of my kids were choiced out of the district when they reached middle school. The City of Newark charges entirely too much for electric service. It is way too high. Too many cars parked on the street when people have garages and driveways. Very frustrating during winter. However, Newark is a great place to live and commute from.
- The speed limit on Country Club Drive needs to be enforced better. Cars, trucks and buses drive too fast.

- Road condition is very bad. There are many damaged roads everywhere that people drive, unfortunately. So please limit or forbid trucks in the downtown City. That helps prevent damaging the streets.
- The amount of crime has increased largely since I moved to Newark 15 years ago. Read the news headlines for Newark, see all the violent drug activity. I have reported such crimes to the police only to be let down with a “we will looking into it.” I no longer feel safe in Newark and am making plans to move over the line to PA.
- Better schools, more parking, more pools, more pet-friendly areas, better walking flow of students. I avoid downtown Newark because of the students.
- Love Newark and would go downtown more to shop, eat and spend time and money but traffic is too bad and hard to find parking. You are all doing a good job.

#### District 4

- It would be a very good idea if the City provides high speed internet as a utility in attracting new businesses, especially in the tech area other than UD. Newark doesn't have infrastructure for attracting new businesses. This is unfortunately since the presence of UD should spawn a lot of high tech start-ups
- Mostly I like the City but I live near too many students to be happy. My fiancé and I left town for St. Patrick's Day week so we wouldn't have to deal with drunks peeing or vomiting in our yard. Homecoming was bad enough. We should probably move but financially can't yet. My favorite City service is the parks.
- There is trash everywhere in the area I live. Streets are cleaned once a year. Trash in the back alleys, old mattresses, heaps of trash. Nobody enforces cleanliness. Nobody cares. Nobody gets cited. My development is very dirty. I don't host any guests. Embarrassing. After Elkton Road was repaired, they removed the turn from Elkton Road to Madison Drive, which was extremely inconsiderate to the residents. After several complaints, I gave up. Clearly nothing will get done. Too many sex offenders on the street where I live. I have a little one so I am moving very soon.
- We have a beautiful City and great police force.
- The fact that I get trash/recycling/yard waste pick-up, police protection, gorgeous parks, reliable electric, water and sewer service, and a well-governed City for less than the cost of trash service alone in New Castle County makes me a very satisfied citizen who is happy to live and work here.
- Have everyone know when the special leaf pick-up is in March instead of sending me to three different people with the last person saying that the person who knows is out that day.

When a street recycling is missed and I go to City Hall don't provide the pick-ups then never show up until the next week.

- Water taste is most terrible. Taxes and utilities constantly going up. All the new buildings look the same.
- Newark has many assets for families. Oddly it is not supportive of public education which is a huge attraction for families. I admire and support the Christiana schools but generally the local community is hostile to them. If there was a way to change that anti-district culture, Newark could be more attractive to families and maybe the problem is not with the schools, themselves.
- Disappointed by Christiana School District. Newark does a decent job of running the City. Would benefit by enforcing vagrancy laws to alleviate homeless people on Main Street problem. It is a problem.
- I have been very pleased with the services received through the City.
- Newark is a pretty cool place to live. I'm only here for college but I like how there is a city feel of Main Street but I can also go to White Clay and be away from it. I don't know much about the city service because my landlord does most of that. We just pay them. But the roads are horrible here. I have messed up my alignment twice because of all the potholes around campus and when I drive to the grocery store. Please fix them.
- The section of road where Christiana Parkway merges with Elkton Road to make a right turn is in definite need of repair. It appears that small amounts of asphalt were dropped there the last time it was worked on and left to dry. There must be about 8-10 bumps that rock my car every time I make that turn. Please fix it along with the rest of the repairs currently being done in that area. Thank you.
- The City provides outstanding services for its residents. The administration and employees are responsive to the needs of its residents and business community. One of the major challenges is managing the budget in a growing diverse community.
- Great place to raise my children. They think so too.
- The City of Newark seems to be a college town. I think we cater to the college students.
- I'm fairly computer savvy but I find the City of Newark website difficult to navigate. I have trouble finding phone numbers that I need, etc.
- Enforce the ordinances you have on the books. If you cannot or will not, then strike them off the books. Replace the malaise that exists within the City departments and personnel. Actually, it provides the City with information about their job description and enthusiasm to perform. Never use the phrase "just call the City when you have a problem" because

nothing happens when we do. Therefore, unless the City is going to actually respond to change the situation in question, this phrase is meaningless.

- Taxes and other charges continue to increase without improvement in quality or service provided. Downtown Newark becoming UD-ville with all business/restaurants having been geared to university students, not permanent residents. Police unresponsive to noise complaints. Very not in control of underage drinking. No approach to homeless population, panhandling. Speeding, jay-walking rampant. Very disappointing.
- Garbage collection and street cleaning is absurd. I'm a student. I spend late nights studying. It is horrible being woken up by slamming dumpsters and garbage cans at 7:30 a.m. And when it's not garbage, it's a street cleaner and leaf blower on my street, which has no grass or plants whatsoever. These things are disruptive to my way of life.
- Thanks for everything. Great city. I like the fact that when power goes out, we have local folks working on it. Noise has greatly reduced in recent years. Please continue efforts to keep a mix of residents in central Newark. Best for everybody.
- The noise level and littering, lack of respect shown by the university students, has gotten worse over the years. It's the main reason I won't remain a resident of the City of Newark.
- Love the City of Newark. Clean, well-cared for. Please improve trash and recycling collection. Often skipped.
- Please work to lower the taxes and fees in the City. Every time I turn around, the City is trying to raise one tax or another and they have usually been successful. It is maddening.
- Cheaper parking.
- Ryan Straub did a code inspection on this house. Our landlord is awful. The house needs a lot of work. He was thorough, professional and super-nice. His follow-up was great. He definitely deserves recognition for his work ethic and attitude.

#### District 5

- UD autonomy needs to be clearly defined. They are given too much, take too much, and blight our community.
- Traffic is getting worse on Cleveland Avenue, Main Street, New London Road, Elkton Road, which was better years ago. I think this is the only main problem for Newark citizens.
- I don't drink or cook with City water because of the taste and smell. I'd like to stop buying water. Please make it better.

- The City of Newark services are great and City officers have always been nice to talk to and deal with. I miss the City of Newark's day bus trips. I haven't seen them in quite a while. Can you tell me why the City doesn't do them anymore or if they will even do them again?
- The City generally does a great job with services and it shows its value in the citizens' quality of life. Better infrastructure is needed for bicycles and pedestrians however to resume the overall health and well-being of this community, particularly as traffic volume increases.
- Smoke from fires and fireplaces often in Hidden Valley. Consider banning all fires.
- Traffic is a major issue. Controlling the number of cars per student housing unit may help. Some apartments have four or five cars. It is ridiculous. Don't know what genius reconfigured the intersection of Route 2 and Cleveland Avenue but it is an absolute nightmare. Also allowing car carriers in Dominos to block lanes on Cleveland Avenue should be stopped. They have lots. The traffic light timing should be addressed all over Newark. Consider a parking permit, like handicapped hand-tag, for City taxpayers to go downtown without having to pay or getting a ticket. We will not go downtown at all. The St. Patrick's weekend of public drunkenness is inexcusable. Kids dashing in front of cars, egging drivers on. This year was awful. Kids can have fun without being obnoxiously drunk. I enjoy my wine every night but don't walk or drive drunk. Kudos to trash and snow guys. They are fabulous. Newark allows more resident students without real concern for what to do with traffic, both foot and automobile. UD owns most of the land but pays no taxes, so City residents pay taxes and have to deal with too many people in too small of a space.
- The Parks Department has been responsive to requests from members of my ultimate Frisbee group by contributing to supplies for field repairs necessitated from vandalism. Evaluate place to play that is free from all-out hazard. Old Paper Mill Park has served as our home for the past couple years after [illegible] and Dickey. We will continue to be good stewards at the field as long as we are able to use it.
- I would like a report follow-up of this questionnaire, but I would like it assessed honestly and padded with your ideas. I do not agree with busing students from here to the City of Wilmington. The crosswalk on the railroad coming down from 273 by Deer Park is dangerous and many cars have stopped for pedestrian crossing, causing the cars behind them to stop on the tracks. Take away the pedestrian sign there. There is no sign on the opposing side of the track, right next to Deer Park, a restaurant where it is not a dangerous stop. This makes no sense.
- Great value for service provided.
- Quality of services and living is okay, livable, but deteriorating to the point where I may relocate. City department respond but are not effective at solving problems. Unwilling or incapable. City website posts utility payment online, service is terrible. I cannot get it to

work on my computer. Loss of stores and services needed for living within a walkable distance. Downtown is mono-cultured, all restaurants and bars. Walking and driving downtown is scary. I'm amazed that people aren't hit or killed daily. What benefit does the ordinary resident get from the university? Action is needed to address these problems before the town becomes undesirable.

- Amenities, shops, restaurants, bars within walking distance. Nottingham Road is very noisy with motorcycles at night. Cars speed coming down into the town. Workers should respond to voicemail and not simply ignore such requests.
- For the most part, we have been very happy living in Newark. Two areas that need improvement are potholes on Route 4, the bridge and the right turn lane onto Elkton Road. Secondly, there seems to be more and more properties that the yards and homes are overgrown. One in particular on Delrem Drive. There is no code enforcement. Why have the codes if you won't enforce them?
- The Police Department should place a patrolman at the pedestrian crossing on Main Street until that crossing gets a pedestrian light.
- Suggest review of ADA compliance downtown. Panera back entrance awful for a wheelchair.
- We have been very pleased with our experience of living in Newark. Our biggest complaints are traffic and schools. We are also concerned about getting a grocery store in the Fairfield Shopping Center.
- To whom it concerns: I have lived in Newark for almost 30 years and must say it was a great place to live until about five years ago. I'm at the point I leave Newark as I am tired of sitting in traffic. I live in Fairfield and it takes me about 10-15 minutes to get to Kirkwood Highway due to the sheer volume of traffic during peak times and on some Saturdays. In addition, at 6am weekdays, the light at New London and West Cleveland does not change for at least 3-5 minutes with no traffic around. I have #77 on speed-dial and call the State of Delaware for assistance. There are many issues that I believe are the root cause but I believe that City Council is not giving residents like me any consideration with how they continue to approve all the building projects for landlords. The traffic getting around Newark is a mess. It is against the law to idle a car but with the traffic jams, you have hundreds of cars stuck for 15-25 minutes trying to move for two miles. Not very green. When will this stop? Please look into the traffic situation before approving any additional projects. I see there was another approval on Cleveland Avenue. I cannot believe any of the City Council does not think that traffic is a concern in this area. Must have blinders on. With the volume of traffic it would be dangerous for us and the new students as we drive by. These students are trying to cut across to get in the driveway. I believe Council should be held responsible. They approved it knowing the road has traffic issues now, for any issues that arise in the area of Cleveland Avenue. I think that before any additional projects are approved, there needs to be a traffic study performed. I worked in the construction industry for many years and this was a requirement of New Castle

County before a building was approved. I guess the City of Newark does not care about traffic issues and only cares about satisfying the landlords, creating additional tax revenue, etc. I would frequent downtown Newark daily but now I avoid anything downtown due to sitting on Main Street for 20 minutes to get end-to-end. Also, parking is something that needs to be looked into as you can enter a parking lot only to find it's full, then sit in line to exit. Try to find another spot in another City lot. Huge waste of time. I could go on for 10 more pages but I believe the City Council needs to address the traffic issues, parking issues, and stop approving new building until a traffic study is completed. This was a nice place to live. Now all you are doing is chasing long-term residents away to build for student housing and collection additional revenue.

- The traffic is the biggest issue. In particular, the light at New London Road and Cleveland Avenue is horrible, especially when the UD campus is in play. Too much traffic.
- You are doing a great job of developing downtown businesses but you are aging the residency infrastructure for traffic management and parking. Recently you have approved a hotel on the busiest traffic corner in town.
- Concerned with increasing costs of utilities. We are approaching retirement. We feel the streets plus intersections can be cleaned better and plowed. Have sent emails to Newark offices and Section 5 City Council representative. Not happening with the timetables on the response. No change in the subsequent snowstorms.
- I just recently had a conversation with Luke Chapman about most of my concerns. They included putting up that apartment and parking building in Newark Shopping Center. How we cannot even move traffic along Cleveland Avenue now and how are our roads supposed to support all of the extra cars. Why is everyone in Newark Council so afraid to approach the university to pay for services that protect their students, like the \$100,000 City Council to spend on crossing areas? How other people pay no taxes but they're eating up our City and no one in the City is stopping them. It is encroachment. There is more and more student housing go up. What about the City residents?
- Building is out of control. Unattractive and overabundance of student housing, to the hindrance of City residents.
- A trash truck pick up trash container in park once in a while on weekends. Create an ordinance, have trash pick up trash on a normal trash day.
- It is time to enforce the vehicular noise ordinance. Motorcycle noise and some cars are out of control. Everyone suffers with noise pollution.
- I have traveled extensively and lived in many states. Newark ranks at the bottom of those communities I've lived along the east coast I-95 corridor. Communities are generally old, run-down, urban blight, looking poorly managed. When I got here 25 years ago, the Fairfield community was fairly well kept, but today looks run-down and in despair. I will finally put my house for sale this spring and move to northern Virginia for retirement. I

will be happy to leave the City of Newark for a more secure and successful, modern, well-maintained community. If you have never lived elsewhere, you don't know what you're missing.

- Newark's Main Street is unique and wonderful. However with the increase in number of national chain businesses, it is losing its unique appeal. Perhaps chains could be incentivized to locate in more appropriate settings, i.e., College Square, Suburban Plaza not Main Street. Incentivize for local businesses.
- Newark has improved as a city. I appreciate the services – recycling, garden waste, town courts. The university offers many educational opportunities. There are school programs in the summer for children through Parks and Recreation. Reasonable cost, good value.
- Have lived in several cities the size of Newark across the U.S. Newark is best governed and maintained by far.
- Overall, the City of Newark is lovely and a nice place to live. One question. What would prompt towing a car from the Newark Shopping Center on Christmas Eve? A friend was dining at Grain and the car was parked at the shopping center. Do we not want to promote goodwill and encourage people to come to the City?
- The quality of services in the City of Newark is very good. I am concerned that Newark has a nice, but generic, look. Main Street lacks diversity and has chain restaurants and shops. The new buildings also look generic. Main Street is geared to college students and not residents.
- Forty-two decibel limit? You must be kidding me. The roads are of poor quality. The City does not care about its residents, just money.
- Overall, I am satisfied with the quality of life my family and I have in Newark.
- Snow removal – overall, great. But they frequently dump pile in front of my mailbox cul-de-sac and have knocked over mailbox several times. The City newsletter – have stopped signing up for classes and events since you discontinued paper newsletter. Parking – have gotten several tickets downtown when I couldn't get credit cards to work in meters and didn't have enough quarters.
- Traffic light at intersection of 896 and Cleveland Avenue has potholes along major streets. The trash and garbage collection is excellent.
- Would love a weekend train on regional rail to Philadelphia.
- The City phone system is horrible. When you get into a mailbox, it is a foreign language, keeps disconnecting. The City newsletter used to be printed. Too hard to read on the internet. Haven't signed up for anything since it switched over to computers. Snow plowing this year was useless. Cleveland Avenue only partly plowed. Back-up at rush

hour was horrible. Disappearing lane on Elkton Road, right lane clear then not clear further down. Was someone drunk when they plowed? Post office ate the paper before I received it.

- The quality of services from the City is excellent. My concern is the cost of electricity, water and sewer. A recent article in the News Journal lists Newark as the highest rates in the State. The high cost of water and electricity makes it very difficult for retired people to stay in the City. I would prefer to pay higher taxes, which I can deduct from my Federal taxes.
- Taxation without representation. Increased taxes.
- Residents that frequent the restaurants and shops frequently on Main Street should be given parking passes. Paying parking tickets is unfair if you are inside shopping or at a restaurant dining. Need an authentic Italian, red gravy kind of restaurant and dessert and wine bar.
- Utility bills are high. In particular, water and sewer.
- We could use a speed bump on Delrem Drive, right in front of our house. Cars fly in and out of West Branch on Delrem. We're at 123 Delrem Drive.
- As an almost lifetime resident of the City of Newark, I am beyond disappointed in the education system. I attended public school growing up and graduated from Newark High. My husband and I chose to move back to Newark after being in Maryland. As fantastic as everyone claims Newark Charter to be, it is completely devastating our community. I'm sorry, but being lucky is no way to attract people to stay or to join this community. Shame on you, Newark. Our children are in private schools against every grain until we are able to find a place that actually values its residents and education.
- Planning for growth has been terrible. I have lived in Newark my entire life and seen no change for the better. Only more students, more apartments and the traffic that comes with it. Can't wait to retire so I can move away.
- I back onto the Newark Country Club golf course. I prefer the parcel stay open space. If it is ever to be developed, I would hope a large portion of that area be preserved as parkland. We do not need more mansions in this area. Many seniors like me are looking to downsize in a few years.
- While I understand why there is an audio-sound for the blind at the intersection of 896 and Fremont Avenue, it is a disservice to the residents that live close to it. Is there a way not to have the loud beeping carried on through the night? Thank you for your consideration about this matter.
- Enforcing traffic and not enforcing property maintenance and regulating renters are the biggest issues. Too many houses need updating. Too many houses rented without a landlord license.

- My 15 year old son likes to walk to Main Street to eat at the restaurants with his friends. When the college students are away, I am reluctant to let him because of the number of homeless people on Main Street that are intoxicated, drugs and alcohol, and begging for money.
- Mounting concerns regarding the demolition of older homes to make way for more student housing. Tenants need a grocery store in the shopping center. Traffic on Cleveland Avenue is progressively worsening. It can take over 10-15 minutes to get from Old Capital Trail to 896.
- The roads in Newark are terrible. Sending crews to hold up traffic just to patch the holes is a waste of time and taxpayer money. Our taxes keep going up but I'm not quite sure why the roads aren't being taken care of.
- I'm concerned about traffic flow in and around the City, especially at peak times. I'm very concerned about public schools in our district/city. Housing values will go down if people don't want to put their kids in our schools.
- There are homes in Fairfield that are foreclosed that need attention. They are vacant and falling apart. The City should be citing the banks that own them. Trash service is excellent and should not be outsourced outside the City. I would gladly pay more in taxes to help keep that service inside the City.
- Corbit Street should not be a cut-through. Too much traffic, plus speeding. Police only concerned about illegal issues. The City enforcers do not give tickets on our street for trash cans. Do it on Choate. City codes are unfair to homeowners.
- There need to be more areas of free parking, more bike trails and make it safe. Thanks for keeping the golf course.
- Utility services are fine. Personnel are great. The City sold out apartments are everywhere. Parking waivers are given out to everyone. The area surrounding Main Street is overrun with apartments and traffic. The roads cannot handle all the new buildings. It will be a nightmare driving down Main Street once that apartment in Newark Shopping Center is finished and fully occupied. I am very disappointed with City Council.

#### District 6

- Municipal water treatment needs work often. Brownish water and smell is very powerful. We do not drink directly from the faucet other than brushing teeth. Parks and trails are amazing and beautiful.

- Start neighborhood national night out, a campaign to attempt to decrease litter and people throwing cigarette butts out of their car windows, etc. So much trash at college housing. I am concerned with increase of apartments being built and traffic. Very concerned with the pedestrian crossing at Cleveland Avenue. No crosswalk and now the new housing development.
- The vibe in downtown Newark has become unsafe due to the increase of vagrants hanging out on the streets, alleyways and shopping centers. They beg for money, use foul language and generally diminish the feeling of safety and small town America.
- Snow plowing within my community sometimes is pretty good. Sometimes it's not. It seems inappropriate to need to communicate each year that the City will fine you for not shoveling your sidewalk when you don't live in the downtown area and when the plows require you to shovel the road to get out of your own driveway for six feet or more. Some years are better than others. Overall, Newark City employees are very capable and seem friendly, from plowing and trash collection, through utilities on the phone. Thank you.
- We get notified about everything but when the yard waste changed from your own can to City can, we had no idea. Very odd.
- I especially like City of Newark Inform Me notifications. Don't like the back-up delay on 896 at Cleveland Avenue traffic light. Disappointing water pressure makes it difficult to conserve water. Called often about skunk in our neighborhood. No one has done anything. Trash from Shoppes at Louviers litter our neighborhood constantly.
- Water and sewer, along with electric rates, are too high. Real estate taxes are too high. Streets, roads take too long to repair.
- Please improve the water quality. Please call when dates of trash and recycling change. Please improve snow removal so we won't lose our mailboxes. In 2014 we lost it.
- We need more affordable housing for young people who are not college students. It is difficult for our local fully-employed youth to afford even a small apartment. No more student housing until we get more affordable housing for others. Not a City issue but we need better public schools.
- Some longstanding problems are never addressed. Need to fix North Chapel Street and CSX Bridge at Cleveland Avenue intersection are a big problem. In recent decades too sloppy utility wires and power and poles everywhere. Just look at North Chapel Street near CSX Bridge for just one example. Street paving goes unaddressed too long at Academy Street, South Chapel Street and Paper Mill Road. Paper Mill Bridge is dangerous for pedestrians and bikers. City spends disproportionate effort on bike traffic and little on auto traffic which is the economic heart of Newark. Ridiculous pedestrian walk light at Main Street and Academy Street still left over from pre-one-way Main Street. Trying crossing Main on foot at Academy. Excessive revenue generating police speed traps. Put police officers on more appropriate safety and crime duty.

- Main Street, would like to see better parking, especially when UD is on break. Meters are expensive and would attract more business. Fewer permits for destroying old buildings and replacing with extremely expensive condos. Hope varied and high quality shopping and grocery options can be brought to the area. Example, Trader Joe's, etc. Many shopping centers are really run-down looking.
- The City is great. Love living here. Just a couple of small comments. Inform Me – love this but would be great to have maybe two levels of notifications. Meeting changes don't impact me so I would have those at a level 2 or I could subscribe to those notifications only by email. Traffic – new traffic pattern at Cleveland Avenue and Kirkwood Highway is great except when turning right from eastbound Kirkwood onto Cleveland Avenue. It would be great if it was a red arrow when westbound traffic has the right-of-way, and green arrow when traffic on Cleveland Avenue has a green light.
- Excellent snow removal. Never had any concerns about road safety during the winter. Trash bins always full and overflowing in our complex. Not sure if this is due to lack of bins or just not being emptied enough. The road in my apartment complex is used as a road connecting Main Street, Cleveland and Midlands. Outside cars often speed through the complex, which is very dangerous for residents walking through the complex.
- Timing of lights, especially Delaware Avenue and Academy Street, are inconsistent with traffic flow.
- It is difficult to get the trash to do their job. Our trash overflows and they still don't pick it up, therefore leaving our trash overflow. Please help the Trash Department.
- The water smells and tastes disgusting and has caused me and my family stomach and bowel issues. Whenever I leave Newark and come back, we immediately start feeling sick again and using the bathroom more often if we're using the disgusting water in the town. As for parking, it is ridiculous. There is absolutely nowhere to park for free or for a reasonable price without getting towed or ticketed. The amount of towing and ticketing in places in Newark is obscenely pathetic compared to other towns and states. The air quality is also sub-par. You can tell companies and people are dumping chemicals into the water and air. I would never start a family here and continue to live here, especially since I am not fond of getting cancer.
- I have had several issues recently with auto-pay and City bills since you switched to a new system.
- Could not read map, it was not clear enough.
- The only two grievances I have with the City of Newark are downtown traffic flow and police response time.

- Overall, I am happy with the City of Newark but I think street maintenance could be better, electricity could be cheaper and snow plowing could be much better.
- Wish Newark would come up with alternative for volunteer sirens at all hours of day and night. Rail horns at night could be limited.
- There are too many birds and ducks in the Newark reservoir, especially in the summer. That may make water contamination and cause a bad odor and taste of supplied water/piped water.
- Traffic speed on Paper Mill Road needs to be enforced. Perhaps install a traffic speed monitor, solar powered, at City limits where speed limit is 35 miles per hour. It's regrettable that there isn't a grocery store on 896 for residents where Shop Rite and Superfresh was. Only one Acme grocery store in the City. Not everyone can survive on pizza. How will traffic be handled when the 220 unit apartment building opens at the Newark Shopping Center? You can barely get in and out of there as it is. How many more apartment building units will be built in Newark before it is a total rental community? One thousand, five thousand, ten thousand? Alcohol in movie theater opinion – this is just a dumb attempt to increase profits.
- The biggest complaint I have with the City is with parking. Ever since Newark Shopping Center started regularly towing, there is no parking for just spending a day on Main Street without paying a large amount in fees.
- There is no traffic speed limit enforcement on Stafford Avenue. There should be better publication of City business events. Sewer/water is too expensive. Main Street is more family friendly or 55 friendly.
- Development too much without road improvements. Traffic, traffic, traffic.
- Please, please, please stop the fire department siren. So many other modern notification options available and it is embarrassingly disruptive. New co-op location is awesome. New vibrancy to the downtown area. We're moving soon but love Newark and will visit often.
- About three years back we had the 100 year rainstorm of the century which flooded the City. I had just moved here and had heard the horror stories of this on Curtis Mill Lane. Always having to move cars before a big storm. My car was totaled, by the way, in that storm. Good news – since the building of the Curtis Mill Park and recent river cleaning and culvert cleaning, floods have stopped. Note, storms still can load up debris in the culverts and logs and barricades, so occasional inspection and power-washing go a long way.
- Trash collection destroying mailbox. Called to report, no one ever showed up or got back to me. Snow removal, they are always testing the mailboxes. They have no respect for people's personal property. You allow college kids to do what they want, including destroying others' personal property. Rent too high.

- I think overall the City does a good job. Parking is a problem, plus rate high. But, overall, quality of life here is good.
- Better publication and sharing of activities and planned expansions of grids, etc. You have an easy to find City website pages. Also, Main Street is losing its character with all the recent demolition of interesting buildings and now red brick buildings with apartments and student housing above them. Everything is now looking the same as when you drive down Main Street, which is bad.
- The cost of water and sewer is excessive. When will electricity be de-regulated so we can shop around for it? I love the area but because of the poor quality of our public schools, most of the children in our development go to different schools. It killed our community. A once cohesive community and families become disjointed as they went in different directions without kids as a result of school choice. I wouldn't recommend this area for families.
- I applaud the City police initiative to cut down on inattentive driving. I do hope there can be additional efforts to discourage the blatant mob drinking events on Cleveland Avenue, East Main Street, etc.,. Mostly concerned for their safety.
- Biking on Main Street is hard to do. No bike path on most of the downtown major streets.
- The services offered by the City are overall good, however, we believe the sewer rate is very high. We have approached the City about installing a separate water meter for lawn irrigation but have been told this is not possible. Having a sewer rate that is 100% equal to water usage is ridiculous as not all water goes to the sewer. If a homeowner is willing to pay to have a separate meter installed, why is that not possible?
- I'm wondering what consideration was given to the traffic impact of the new apartment complex behind Newark Shopping Center. There is already gridlock on Chapel Street, Main Street, Cleveland Avenue and the impact of 500+ residents cannot be overlooked.
- Too much low-income housing, too much business growth without using already existing structures like all the empty stores in the Pathmark/Acme Library Road shopping center. Great municipal pick-ups. Great parks but there should be a publicly available schedule of White Clay Park reservation for activities to avoid conflict. Thanks. Lastly, public schools need more disciplinary enforcement and mandatory parental involvement. This costs nothing.
- We love living in Newark. It has been our dream to own a home here for quite some time. We salute the efforts of everyone who works to keep Newark a top-quality little town.

- Would like more lighting on Paper Mill Road at night. It is very dark. More street lights plus maybe speed bumps. Otherwise, improving Newark Shopping Center was huge. College Square is next.
- Planning and Zoning – too much development approved with no consideration of traffic impacts.
- Downtown continues to look better and better. Congrats on the reservoir. Need better bicycle and walking path opportunities such as Pomeroy Trail. A Newark bypass to reduce traffic would help.
- Water – how can a taste and odor of Newark be so bad all of the time? Crime – lots of petty crime that decreases the quality of life. Traffic enforcement needs to be better. Lots of students driving recklessly in commercial and residential areas.
- Trash removal service is excellent in Newark. Men are friendly, careful and helpful.
- Light poles are leaning in neighborhood. Light at New London Road and Cleveland Avenue is the worst. Contractors I've called tell me they do not like dealing with the City. Makes it difficult for homeowners. Main Street is all apartments and restaurants. No variety. Went to Council meeting about special use permit hearing. Awful poor excuse for government. I will never go back. I have no confidence in City government.
- The biggest issue with living in Newark is that it is in the Christina School District, which needs significant improvement. Otherwise, Newark is great and I'm happy to live here.