



SNOW CENTRAL

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Snow Plow & Emergency Route—In order to make the most effective and efficient use of our personnel and equipment during snow events, our Snow Plan divides roadways into two priority levels. The maps, found [here](#), show roads of each designation, as well as “Snow Emergency Routes,” where parking is not allowed during declared snow emergencies to make way for plowing and treatment operations. Please note that some streets are part of several priority levels due to necessary truck routing.

Sidewalk Snow Removal—Please be a good neighbor (and comply with City Code) by clearing your sidewalk of snow and ice (sidewalks must be cleared three feet in width) within 24 hours of the end of a snowfall. Snow should be piled on your property not left in the roadways. For specific details, see [Sec 26-3 of the Code](#).

Parking and Snow Emergency Routes—During a declared snow emergency, (check newarkde.gov/snow), homes or businesses on snow emergency roads must remove all vehicles to avoid being towed. Arrangements are typically made with the University of Delaware to allow those impacted by a snow emergency to park their vehicles at the Trabant garage at the end of Main Street (across from the Deer Park). The duration of this availability will depend on the duration of the storm.

Snow Plows Hard at Work—During a snow event, the primary focus of our plow crews is to ensure the safe passage of emergency vehicles. The plow crews work hard to keep roads clear, focusing attention on main roads first, before addressing secondary and tertiary roads. To help them perform their jobs more efficiently, please utilize off-street parking during a storm, if possible. In cases of extreme snowfall, plows are limited in where they can put snow removed from the streets. Our crews do their best to not plow driveways in, but it’s often an unavoidable consequence of snow removal. Please refer to the graphic [here](#) to see where to pile the shoveled snow. We appreciate your patience and understanding as they clear the roadways.

DFIT SAFETY COMMITTEE SNOWPLOW ROAD-E-O

The 2022 DFIT Snowplow ROAD-E-O was held on November 9, 2022. City of Newark employees, Phil Zebley, Brian Donahue, and Jared Kranz performed well earning honors in both the CDL Division and the Non-CDL Division. The following results were announced on December 20, 2022:

CDL Division

- 2nd- Brian Donahue (Newark)
- 3rd- Phil Zebley (Newark)

Non-CDL Division

- 1st- Phil Zebley (Newark)
- 2nd- Brian Donahue (Newark)
- 3rd- Jared Kranz (Newark)

Congratulations to our City of Newark men!



Jared Kranz (far left), Phil Zebley (second from the left) and Brian Donahue (far right).

Newark's IT Applications Team Wins Outstanding Customer Service Award

At the Harris Customer Training Conference (HCTC) in Las Vegas, Daina Montgomery and Latrice Nichols from the IT Applications team earned the coveted Outstanding Customer Service Award. Participant submissions displayed innovative approaches for improving customer service using Harris software with shared tips on robotic process automation, payment kiosks, and the automation platform. Newark was chosen as the winner by other Harris users during a special session of the conference. The winning nomination submitted by the City of Newark team focused on the automation of manual tasks performed by the customer service representatives in the Payments and Utility Billing (PUB) group as well as the Accounting team. By automating multiple functions and improving internal processes, the employees became more efficient and were able to deliver better customer service to Newark utility account holders.



"City staff continually looks for ways to deliver customer service excellence to residents and customers. It's the forward-thinking mindset of our team that makes accomplishments like this possible," said David Del Grande, Finance Director for the City of Newark. "The automation platform is a great example of teamwork and successful implementation. We're fortunate to have such talented staff and appreciate our Harris peers for recognizing our hard work."

NEWARK EMPLOYMENT & VOLUNTEER FAIR

The City of Newark Parks and Recreation Department and the Newark Free Library will host a FREE Employment and Volunteer Fair on Saturday, January 21 from 10 a.m. - 1 p.m. Prospective employees ages 16 and over and/or volunteers ages 14 and older can come out to the Newark Free Library to learn about employment and volunteer opportunities offered in Newark. This is a great opportunity for individuals to speak directly with City of Newark staff and Newark Community volunteer organizations for more information, fill out applications (employment or volunteer) and sign up to volunteer for upcoming events and more. The City of Newark will also highlight the 2022 outstanding volunteers for their devotion of volunteer hours to the City of Newark. Your help and dedication to the community are greatly appreciated!

WINTER & SPRING ACTIVITY GUIDE

Our Winter/Spring 2023 activity guide is now live! Join Newark Parks & Recreation in keeping kids active and outdoors during the cold winter months and gear up for spring! In this issue, we offer a summer camp preview, as well as programs for all ages, abilities and interest level including sports, theater, dance and more! View our Winter/Spring 2023 activity guide at www.newarkde.gov/play. Registration begins January 3 for residents and January 6 for non-residents.

Welcome to the City!

The City of Newark is welcoming new faces to our workforce. The new employees include:

Albert King, Temp P/T Carpenter, Administration,
12/05/2022

Melonie Rangel-Wanros, Customer Service Rep I, Finance,
12/19/2022

CHRISTMAS TREE PICKUP

Christmas trees placed at the curb will be collected beginning **Tuesday, December 27, 2022** and continue through **Friday, January 27, 2023**. Crews will sweep the entire City once per week during this time. Please make sure trees are out for collection each week by Monday at 7 a.m. **Trees will not be collected after January 27, 2023.**

MARTIN LUTHER KING DAY REFUSE CHANGES

Due to the Martin Luther King Day holiday, refuse normally collected on Monday, January 16 will be collected on Tuesday, January 17. Refuse normally collected on Tuesday, January 17 will be collected on Wednesday, January 18.

Please call Public Works at (302) 366-7000 with any questions.

AskNewarkDE APP FOR RESIDENTS & VISITORS

Divisions in the Newark Municipal Office, Police Department, and Alderman's Court have collaborated to design and develop a brand-new app for Newark residents and visitors. AskNewarkDE is a resourceful, user-friendly, and free app available for download in the [App Store](#) and [Google Play](#). AskNewarkDE highlights information on Government, Public Safety, Parks & Recreation, City Services, and City News; app users will find it easier than ever to stay connected. The app is full of features allowing citizens to find the latest news, information on events, pay utility and other bills, and view live meetings with the touch of a button. Download AskNewarkDE today!

