

## 2009 RESIDENT SURVEY OVERALL COMMENT SAMPLE

### District 1

- We do worry that violent crime is on the rise. Spend more time on this than balancing the budget with speed traps, stop sign traps, etc.
- It's all good. Thanks.
- Too many waivers granted for parking spaces. These extra cars have to park elsewhere! Apartments need to provide parking for their tenants.
- Encourage community gardens to bring people together – could use parts of parking lots (make raised beds). City parks, shared medians – tie in with extension services – discount/fee for our poorest residents.
- Every representative in the City of Newark offices is very well mannered and helpful. Cindy is very compassionate when working out payment arrangements. Both trash individuals are easy to work with. Non-emergency police questions are handled professionally. Love everything about Main Street except the meters. I would go more often if I had a parking permit that I could pay monthly on or yearly on every six months. Free bulk trash is a definite perk. We'd love a skateboard park. The potholes are back again on Elkton Road.
- Just about everyone in the neighborhood has dogs. Dogs barking. Dogs barking in the morning. Dogs barking at night. Just about everyone in the neighborhood has dogs. Just a small few are rude with dogs barking past 11:00 p.m. and before 5:00 a.m. Animal control does nothing.
- Grass cutting on public median strips looks ugly. People in my neighborhood keep grass cut nicely – but when I go out onto certain roads, I see tall grass in between the median strips on the roads. If you need help in getting things done call me (302) XXX-XXXX.
- I really like the institution of the new recycling program! Way to go!
- I love the new walking plan – in the Parks and Rec. I have always loved the Parks and Rec classes – they have been great. Newark is a great place to live and raise a family.
- The City seems to have NO regard to retired citizens' income when you raise taxes. You alone with others, County, City, State, seem to have no regard to one's income. Seniors do not, and have not, received monetary raises as the working class has.
- I am very nervous that taxes will rise, utility costs will be further increased. We spend millions on this reservoir so we would have abundant cheap water. Now you increase the

water rates. Typical government greed. Next taxes will go up. I am expecting services to be cut very shortly as well.

- Just want to comment on the wonderful service Jim gives to the elderly (garbage man).
- 1) Traffic light allowance time for traffic traveling on Apple Road and W. Park Place intersection is too short, especially considering cars on W. P. R have very long allowances. 2) Pot hole on Wilson Road in front of 308 needs to be filled before it gets deeper. Service road work is scheduled for Briar Road. A shovel or two of asphalt would fix the problem. 3) More consideration needs to be given to toward R A R traffic on Delaware Avenue and Main Street. Probably a DOT problem but very maddening when students just amble along when crossing protected crosswalks.
- Need more Police presence on Main Street. Trash service is too inconsistent on pick up times. \*\*Set up an online payment service. Redo Winterfest activities – if not for the Reindeer Run, no one would come out. Happy to be a City resident and we are lucky to have the festivities that we have in this economy.
- The creek behind my house needs to be dredged. Trees are always falling into the creek because of erosion.
- Thanks for “large item pickup!” and your support of Newark Band.
- Two crossing lanes on Delaware Avenue are too close to each other. I sat through two green lights and could not cross 896, because students on Delaware Avenue walked one and one and one across. How about a button for crossing lights? Also, Main Street.
- Regarding businesses would like most to see in Newark: Newark is not particularly far from most businesses which are within a 15 mile drive. Regarding biggest challenges: (Traffic) need a bypass, perhaps in conjunction with Newark Country Club development – Newark is an okay place to live. Like Delaware in general, there is nothing particularly good about it and nothing particularly bad. I have lived in Newark, New Castle County, El Pero, New York City, Long Island, and several places in Europe – Germany (three years), England (one year). I have traveled most of the U.S.A. over the last 50 years. Newark is okay!
- It should tighten its belt like we have to. We are not getting any raises or pay increases.
- Why does a police car have to be at construction sites? Can the reservoir be made more accessible to older residents? Use of railroad ties as steps.
- Types of businesses wanted: You want me to say a Braunsteins and Pilnick’s shoes, but I won’t. Businesses will live and die by their own volition – I’d like any business that adds to our tax base and does not rely on alcohol as its main source of revenue – Years ago NPD officers had to give a written report each Sunday evening detailing malfunctions with street lights. The report would be compiled and sent off to Public Works. It would

appear that this practice has been terminated. Street lighting should not “flicker” for months at a time. Over the years, I noticed you no longer pit one City department against another in the questionnaire. And other than the Police, you no longer include other emergency services. Regarding property maintenance code enforcement (3 dissatisfied): Undocumented rental property still exists. The City needs a way to enter suspect properties and shut down illegal rental properties.

- I think the traffic patterns could be improved to accommodate the seasonal volume.
- Services are excellent!
- Drinking/partying/noise from student dorms on Hillside gets noticeably worse each year – we resent the students and the sense of carelessness in student apartments – noise plus beer cans plus police do not stop it – things are bad and no one seems to care!!
- We appreciate the commitment to recycling.
- Very disappointed that the City did not find a way to keep Newark Country Club as open space. There is a lack of quality architecture/aesthetic standards to Main Street and new things on Elkton Road. Need a mid-grade department store. Took far too long to pave Elkton Road – it was an embarrassment. Thank you for the opportunity to comment. Overall good job!!
- I love this city. I will have to pass away here.
- 1) Traffic control seems to be left to the contractors when repairs are being done, resulting in inexperienced people! 2) Right turn express ramps too short or nonexistent even if space is available. Example: right turn lane off Christiana Parkway onto Elkton Road. 3) Deferring (sp?) of public and private property.
- Regarding obtaining community information: I like the City phone messages regarding trash changes due to the holidays.
- Our thanks to all of the City of Newark employees for excellent service. Our trash collection has always been exceptional. Anytime we have had to call the City, response has been very helpful.
- Officials from Mayor to heads of departments to the workers are very friendly and helpful.
- Water pressure is really unacceptable for a city.
- Areas to improve: over development, too much traffic, often several major roads are being resurfaced at same time making driving to one side to the other even worse, some lights could be timed better or changed during off-peak hours. I am against the UD

purchase of the Chrysler site. And it would be good to have a junior high back in the City limits.

- At our age, we have limited needs.
- Over all, Newark is a pleasant place to live. Lack of coordination of traffic light timing is most frustrating and wasteful.
- In most cases City services are prompt and done well.
- Property code enforcement is lax. People fail to clear ice/snow. Park boats/business trucks in yards. Renters let property degrade.
- We are very much looking forward to (and happy about) the curbside recycling program scheduled to start this month.
- 1) We are so happy that Newark will finally offer curbside recycling!!! Good work!  
2) We would love to see better/more bike lanes and more public transportation to get all those cars off the roads. 3) We are really disappointed that Newark did not buy the Country Club. How can you let those developers put 300 more homes here? Shame on us.
- I like the curbside recycling. I think Newark needs to work closely with UD and DART to provide better transit service and choices. Unicity is not very useful for most residents. I like that Main Street is evolving into a mixed use street with more housing and shopping.
- 2) Regarding businesses would like to see in Newark: Besides the Department store, I have most of what I need here. I would rather travel to a department store than see one open up and bring more traffic to the area. 2) Things like least about living in Newark: Pedestrian safety – needs more enforcement on both sides. Jaywalking and cars not yielding to foot traffic. 3) Looking forward to single stream curbside recycling.
- Schools: This may not be City services per se, but I have concerns about the education of our children here in Newark. The charities are doing well; the public schools are a sorry mess. We need to have the gangs and drugs out of Newark schools and hammer down on teaching our children. Discipline and good solid teaching!!
- City Services: I hardly even see any police. We need more “visible” police. Police that can be seen everywhere in Newark. On the streets as well as on the roads. Why not put reflectors on medians so seniors can see the median at night especially when turning left and trying to avoid them.
- 1) Regarding traffic control: Need to synchronize lights in City. Students cross walk too close together on Delaware Avenue. 25mph speed limits coming into Newark are ridiculously slow causing drivers to continuously break all the way into Newark. Need to

be 30 mph until light by reservoir. And 35 until Newark Country Club. Overdone with speed traps. It should not be a revenue enhancer. 2) Newark Trolley: Is it overlapped with bus? Are we funding both? Why? 3a) No housing development should be allowed at Country Club site until one way underpass on Casho Mill Road is enlarged to two-way traffic. 3b) Three-way stops in neighborhoods waste gas at a time when we should be energy efficient. One road should have right-of-way. 3c) The traffic problems: (Over abundance of student crosswalks – unsynchronized lights – 25 mph speed limit) all cause us to avoid going into downtown Newark. It is a shame that we don't feel comfortable patronizing the businesses downtown. 4) Why did we get increased water rates when we just approved an increase to build the reservoir? 5) A city needs accountability among professionals serving Newark. Reservoir fiasco reflected gross incompetence.

- I live on a dead-end street with a K-turn in front of my house. Although it would be relatively easy for the snow plow drivers to clear the arms of the K when it snows, they never do it! As a result, when it snows it is very difficult for cars and trucks to turn around on this street.
- Friendliness and helpfulness of the employees at the Municipal Building has been outstanding!!
- Negative – we have had frequent power outages since living here. Positive - love the college atmosphere, Main Street restaurants. Negative – would really like to see a discount department store in area – K-Mart/College Square is not safe to shop in.

## 2009 RESIDENT SURVEY OVERALL COMMENT SAMPLE

### District 2

- My street/specific house has zero residential guest passes. Zero. Makes it very difficult to have friends over. The only choices are to pay and walk from garage or risk a ticket. Not fair since other units on block receive guest passes. Made my grandma walk with family just for a visit. Unreasonable. Primary services/Municipal Building had Zero info, said it wasn't their fault/to take it up with City Council. Not rental friendly whatsoever. My old rental on Kells had guest passes.
- Well marked emergency routes in case of a natural disaster. Bus from the Towers (senior citizens to Newark Senior Center). A night or two of gospel or contemporary music in the park.
- Sorry I could not complete the information as needed. I have not lived here long enough on use of facilities.
- Please respond to vandalism call, it is too slow, need better street lighting and neighborhood water quality is terrible. Secondary, around UD needs traffic calming for child safety.
- I volunteered at U don't need it – what a great program and service to U of D/Newark residents. Hats off to Carol and David. Can't get my yard waste picked up. I called and was told they would be picked up. A week later they are still in front of my house.
- I think billing should be online for convenience to check balances, and so that payment is easier (also better for environment). More recycling on Main Street. Very nice place to live! More cops!
- I moved to Newark in 1984 at this same address. I have always loved the Newark area. I am from the Edgemoore and Belfont area for most of my life.
- Would like less truck traffic on Delaware Avenue. More speed and noise control.
- Would be much happier with Newark if I could get to shop along Main Street and enjoy the restaurants. Why can't persons with a handicap tag not be allowed to use the Newark Shopping Center to also shop along Main Street? I do use stores in the Shopping Center but upon leaving have to take my car off of the lot.
- Our water supply is much better, since we have our new water supply. The water is very good to drink and very clean for laundry. Newark is a very nice city to live.

- Anytime there has been a problem – example, power outages, emergency situation where I needed the Police or a question about large items for trash collection – I have spoken to courteous, efficient individuals who have solved the problem in a timely manner. Thank you!
- We received a violation notice of our electrical meter and cable. When we called and left two messages to question what we thought were unnecessary repairs, we never received a return call. Reluctantly we went ahead and had the service replaced by a contractor at a great expense to us. We feel that residents that are retired on fixed incomes should receive financial consideration for, or at least the courtesy, of a returned phone call.
- Great place to live, but the whole retail space with apartments overheard really killed any soul that Main Street may have had. Too much concrete and asphalt. Better green planters -- less developers. Look to California for ideas on pedestrian and better green space.
- 1) Get rid of speed bumps. 2) Parking on Main Street – too expensive. Residents should get a discount. 3) Do something with College Square Shopping Center. (a) Add restaurants in Middle to draw retail businesses.
- Televising Municipal meetings on Channel 22, otherwise, get rid of it. Stop DelDOT from driving on side streets of White Chapel – they are tearing up our streets.
- I would like to know more about the Trolley service, such as times and pickup places. Parking in Newark is atrocious! That is the main reason I don't go downtown and I detest having to pay to shop. I also want to say that the employees of the City of Newark are very pleasant and helpful whenever I have had to call there. They should be commended for that in a day when customer service is close to nonexistent.
- Summary: *Things we like:* Services the City provides especially trash pickup, curbside recycling free bulk pickup, and electric. Family orientation to the City, communication with the newsletter and Channel 22. Police (the Chief is very responsive). Activities such as the programs in the newsletter. Lots of parks that are well maintained. They are close to the Newark Charter School. *Things we don't like:* Lack of sufficient trail infrastructure for walkers and bicyclists. City allowing historic buildings to fall into disrepair and then be demolished and replaced with uninteresting brick structures. No sense of intent with regard to decisions about land use and building architecture. Allowing a development on a site of the Newark Country Club is an example of poor decision-making. Trading open space for housing is bad policy. Snow removal while done in a timely manner is not done very well. Criticizing the City for the decisions made during the multi-million dollar law suit it lost.
- No complaint about services. Everything seems to be very well.
- I wish the City would take care of our two streets – snow removal maintenance, street lights, direct access to assisted living building at end of our village. Their big delivery

trucks use our streets and wear them out! Also, their visitors speed on our streets going to and from work.

- The City of Newark needs to have more accessible and affordable parking facilities. The Police also need to spend more time ensuring safety and less time waiting in parking lots for speeders.
- Please revise the billing system for electric, water and sewer bills to allow for online payment without the local bank (Wilmington Trust) having to mail to the collections agency to Philadelphia. This often results in the payee getting an unnecessary late charge.
- I am so glad that we finally have a free recycling program!!!
- Poor job controlling businesses next to private property. Laws are available but not enforced. City people doing trash pickup doing other maintenance are very friendly and helpful. It is pleasant to associate with them.
- We would (like) to express our appreciation to City of Newark and the Police Department because whenever there is a problem they get on it right away. God Bless all of you for your hard work.
- We had a burglary in 2006. Police arrived promptly and did investigation for two to three days. However, we never again heard from them as to any outcome/results of their work, or the evidence taken. We tried to inquire several times.
- Very good! Love living in Newark!
- All City services are very good. Dissatisfied with parking downtown.
- Large need for parking.
- Thank God curbside is starting – thought I was going to lose my mind hauling all that stuff to be recycled in my car every week. And, thank God for the Newark Employment Center – although panhandling and homelessness still an issue.
- Regarding community information - current method seems fine, just haven't used much. Does not reflect any assessment of the service. Regarding things liked least about living in Newark – none. 44 years should say it all. It has been a great town to raise our children and grow old in.
- For the most part we are very pleased with City services. Policemen and City employees have always went the “extra mile” for us. Appreciate “Newark life”!! Thanks.
- 1) Utilities, water prices are outrageous. 2) City of Newark should pay for and repair neighborhood sidewalks. 3) Police should not stop drivers for minor violations just to give expensive tickets – five to ten miles over speed limit, just forget it. Newark Police

should fill in huge gap left by University Police. Concentrate on that. 4) Employment services for residents – help residents find jobs. 5) Free and accessible parking on Main Street.

- I am a widow living in an over 55 community and at 81 years of age, I don't use many of the things you are asking about. I do like having a senior center close by.
- 1) Litter and park area of Woodlawn Avenue is a continuing problem (and others). 2) Pot holes in City streets not repaired quickly enough. 3) Continue attempting to educate college students about being better citizens.
- Snow removal on the sidewalk over the train bridge on Marrows Road is nonexistent and very much needed – as well as the sidewalk on Wyoming by the Tech Park.
- I am pleased with City's effort to expand bicycle paths and bicycle lanes along streets; also pleased with its efforts to encourage expansion of commuter railroad services and connect the bus lines to them.
- Better lighting is necessary in areas around UD (i.e. Prospect Street, N. College, Cleveland Avenue, Wyoming Road). Apartment complexes should be forced to recycle (School Lane has no recycling bins!).
- Codes needed to be updated on handicap ramps and more handicap parking in 55 and over areas. Also, more lighting for large parking areas.
- Small town quality – lots to do – Senior Center important – programs – Newark – events – pleasant employees and Councilmen.
- Newark is a great place to live.
- I think the electric service needs to read meters more often. When it snowed last year I cleaned off my sidewalk as soon as it stopped snowing. Then plows covered by sidewalk while I was at work. Then I got a notice put on my door talking about fining me for not cleaning off my sidewalks. I work for a living and I can't wait for them to come by then shovel.
- There should be a break for senior (over 65) for sewer charges. New Castle County offers a reduced sewage charge for seniors, so should Newark.
- Trash service is good and the office calls to keep residents informed of changes to pickup schedule. Everyone I have spoken to in City offices since I moved to Newark four years ago have been very pleasant and helpful.
- Any of the City services that I have had contact with have been friendly and helpful. They have addressed my needs in a very timely fashion.

- I love living in Newark; it is the best place I have lived. The Newark Police are absolutely wonderful – respectful, good.
- Water sucks. Water taste and odor is terrible!!
- When I retired, we were going to move south, but after comparing we found nowhere better than Newark, all things considered. The City employees are super people!!
- I enjoy living in a University town (am very impressed with the way UD stadium traffic is handled as I live close to Bob Carpenter Center and stadium). Traffic flow through other parts of the City (ag. Route 72 below Cleveland Avenue and Route 4) is daily problem in early a.m. and late (after school is out and work day ends) afternoon. I like the City community – related programs – though I participate in only a few. I like access to City/UD arts and cultural events. As a college town, we have a lot of eateries, but these include several good and diverse choices. I feel safe living in Newark – feel crime control/prevention is good!
- Ticketing the meters until 2 a.m. is crazy!! Even Wilmington and Phila stop at 5 or 6 p.m.!! Only giving 12 minutes for 25 cents at the parking meters is ridiculous. So, rent needs to be lowered, or something, to make people want to bring their businesses to the Newark Shopping Center and other vacant buildings on Main Street. The City has so much wasted potential. The City needs to update their liquor laws a little and allow more restaurants to have alcohol/full service bars that will rid the town of some vacant buildings and bring in more revenue along with more jobs.
- Doubt if trash or snow removal are City services, but if so, are poor, also, cleanliness of building (inside) is not a City service, but is poor.
- Marked dissatisfied for property maintenance code enforcement since I (heard) fines are imposed if violation is not corrected within 24 hours. As a State public health official worked with all local governments, even the most serious offenses were given a reasonable amount of time for compliance. Unfair!
- Arts/murals – Route 2/Cleveland Avenue: Railroad I wish a more traditional view of Newark was reflected. I don't know any “purple people” in Newark or elsewhere! Thank you for conducting survey.
- Thank you – Newark – has been, well, very good for and to me for many years. A superior living in many good ways.
- We have two young children and are extremely unhappy with the neighborhood due to having a sex offender next door and drug activity across the street. Not the kind of people you want around young impressionable children.

## 2009 RESIDENT SURVEY OVERALL COMMENT SAMPLE

### District 3

- Bigger fines for speeders in our neighborhood. Also, fines to college students who throw their beer cans and bottles on the sidewalks and streets.
- 1) The current parking permit system wastes paper allowing one more permanent permits equal to the number of people the apartment is zoned for would cut down on the turnover of the paper permits. 2) Construction/street repair work really shouldn't start until 8:00 a.m. or later, in my opinion. Noisy work has started before 8:00 a.m. multiple times in the last few months in my neighborhood.
- Like to see bike trail completion to connect White Clay. Improve bike trail along Christiana. Any chance of reducing train noise/horns in off hours?
- City services in general are very good.
- I like the telephone reminders of routine changes.
- Helping UD clean up Chrysler? Seriously? Young and old should be partners in this community!
- The traffic is horrible! Everything caters to the U of D! Restaurants, stores, etc.!!
- Despite the many recycling centers in Newark, very few apartment residents recycle. I would like to see a recycling bin installed next to the dumpsters in apartment complexes.
  1. I think there should be an ordinance requiring the City and new developments to landscape with native plants.
  2. U Don't Need It is a great program.
- I realize that benches (need to be nailed down) have been destroyed, but I wish we could have more than just four areas to sit during walks in Rittenhouse, such as using tree stumps like the one close to end of trail. Please keep park open in spite of vandalism.
- All City services have been stellar. Whenever we have had a problem City has (gone) above and beyond to satisfy our needs. Kudos to City of Newark workers – makes us feel like there is a wonderful sense of community and we are grateful for that. Would like to see more attention to City rental – many are in need of being cleaned up.
- The refuse department has always been courteous to deal with in large bulk pickup and regular trash pickup.

- By in large the City has continued to meet the needs of residents – curbside recycling long overdue. New construction encroaching on sidewalk and streets. Too many apartments going up. City seems to be bending over backwards to (increase) tax base from businesses that are questionable. Example: Home Depot.
- Please don't have City permit department recommend contractors that don't do a good job.
- The City streets are dirty – when I go to church on Sundays at St. Johns, bad couple of blocks.
- My only concern is cars use our streets as a cut through from 896 to W. Chestnut Hill Road and they speed through our neighborhood full of young children. I've asked for speed bumps and have been told they cannot be put in a neighborhood. (I've been in neighborhoods with speed bumps). There is also the option of making Minquil a one way street from W. Chestnut Hill Road/to 896.
- Traffic Control: Elkton Road is becoming more dangerous with more businesses and pedestrians. Need lower speed limit – 25 until at least City Hall.
  1. While we need street lights, we don't need ones in residences powerful enough for parking lots.
  2. We need more affordable housing for residents – not only for students.
  3. We need places to park bikes on/by Main Street. Also, a bike lane would be great!
  4. Please don't even think of casinos.
  5. How about a teen center on the first floor of the old CVS. (They are planning to make it a two-story building)? Thank you for asking for my input.
- All City services seem to be adequate. Living in a court is a problem with snow removal. All snow gets pushed up to my mailbox. I do enjoy living in Newark and look forward to many more happy years here.
- Living in Arbour Park, I happen to have the steepest driveway up to the street. I cannot pull or shove the trashcan to the curb when it has any trash in it. I can barely pull it up empty. I would gladly pay someone a modest fee to take the can plus trash to the curb, and return the can empty. Or, I would like to have permission to leave the can on top in my yard.
- Whenever I call any City department, I have been treated with courtesy and professionalism. I have always received answers to my questions (and services) and helped when requested in a very prompt manner.
- I believe you all are doing a fine job. Thank you all.

- Code enforcement is important and I am glad the City of Newark has high standards, but sometimes I hesitate to ask them about anything because I might be cited. Also, I see them around all the time and hear about violations that are cited out of the blue. (No one made a complaint). It feels a little bit like Big Brother sometimes. If there is a push to bring a particular item up to Code (i.e. the exterior electrical connections) maybe you could let us know ahead of time so we don't feel like we are being surveilled all the time – the gate at Rittenhouse Park is very nice.
  - The recycling program is so convenient and we really appreciate the service.
  - The yard waste Wednesday is very nice, too.
  - Claude (Mac Ponzio) is our trash/recycle collector. He does a great job, he is very personably. We think he is the best.
  - We are very happy with the Newark Library (not sure if this is a City service). Now that I think about it, it's not.
  - City of Newark Police Department – good public relations. CPL Bryda is very helpful and proactive.
- I am real excited about the recycling program. For the most part I think the City does an excellent job. I do have concerns about the U of D seemingly dictating our services and the community taking up their slack.
- 1) Being in the City limits we should have some snow removal. 2) Garbage collectors need to be careful when emptying the dumpsters and cleaning up spills. 3) City should clean the retaining pond.
- The City has the most efficient and helpful people I have dealt with over the phone. No matter what department, they have helped me with question in a friendly manner. Keep up the good work! And thank you!
- Please cut the grass at Elkton Road! The City looks dirty when the grass is too high.
- 1) Thanks for providing this input! 2) Although, not a City service per se, you need to let the residents know that Athena ambulance service is volunteer no paid! Glad to do it on that basis!
- They are very quick to point at problem with sidewalks we are responsible for repairing – but the curbs that are discentigrading are left unrepaired.
- Neighborhood characteristics: As student rental properties increase, properties are not kept up and noise occasionally gets out of hand. Comment Section: I am very impressed with our community activities like Newark Nite, concerts, parades, etc. Makes for good spirit. I hope the builders on Main, Delaware, and Elkton Roads can be encouraged to use architecturally interesting designs. A city of three story brick faced uninspired buildings will not do much to improve our city long-term.
- Keep up the good work.

- I really think the City of Newark needs to update its website. I can't imagine how much money you could save by having this survey online. My electric bill is the only bill I need to still pay by mail with a check. I think that is really behind the times.
- I would like to see the local train to DC stop here. I have to go to Maryland to catch it now.
- Too many apartments being added to Main Street and too many downtown residents (houses) being bought by University causing a change to structure and utility costs.
- I really enjoy living in Newark but I drive through potholes going and coming home every day.
- Mayor and all other City staff are wonderful, helpful people. Need a more timely newsletter and website – hard to find info on events such as U Don't Need It. This is a great place to raise a family. By-the-way, consult statisticians or social researchers the next time. Your variables are not correctly ordered. Should make 3 the neutral – don't know.
- 1) Need mosquito control in neighborhoods adjacent to areas where mesquites breed (Silverbrook-Rittenhouse Park). 2) Enforce grass cutting height ordinance/weed/sloppy yard ordinance. 3) Eliminate University student party trash. 4) Provide incentive for businesses on S. College Avenue to clean up their act. S. College is the gateway to our city!!! Delaware Tire and Liquor Store at Chrysler plant should be ashamed of themselves.
- Speeding and loud base booming car radios on W. Chestnut Hill Road. Great refuse/recycling service!
- City offices and services are outstanding.
- I'd love to see an online bill paying option for City of Newark electric bills. Let's get with the times.
- The only thing close to a complaint I have is that certain neighborhood streets are not maintained as well as others. In my case, when I called to complain about a street in front of my house crumbling, it was fixed immediately. Unfortunately, it seems that each individual house has had to call on its own to repair that part of that street in front of their house. Why not just pave the whole thing instead of making a patchwork quilt?
- I have always been impressed with the City's refuse pickup. Also, been impressed with the City's personnel. Parks and Rec personnel are great.

- 1) Electric service is good. 2) Steve Wilson, Code Officer, is an excellent courteous employee. 3) City Hall personnel are courteous and helpful. 4) Police should catch more people running red lights.
- Would like to see more historical buildings being saved. Would like to see better traffic control by Bob Carpenter Center/U of D Field house. More police presence in neighborhoods. Better water pressure/taste.
- I wish I could move out of the City.
- City needs to offer equal benefits and rights on sexual orientation. We are, and have been, for many months eagerly awaiting our recycling bins.
- I live alone/City services are superb/no complaints. Safe.
- I like that we know our trash collection person by name (Mac) – the leaf and grass collection program. Police service is prompt and helpful.
- I have been very pleased with the City services and my interactions with City staff.
- I think that overall City services are very good. I would like more traffic control “speeding” on the West Chestnut Hill Road, and more night surveillance around houses that border woods.
- The median in front of Christina Mill Apartments needs to be moved more regularly to prevent an accident when turning into the complex from the opposite side of the road.
- Would like to know when the recyclable program will start. Have more red light cameras at intersections. More police patrol on Elkton Road and South College Avenue. The cameras for red lights should be on and working at all times for more speed limits watching and getting tickets for speeding.
- I feel the website could be much better utilized by showcasing great neighborhood schools and communities activities. There seems to be a rise in crime within city limits (drug related) and many families are concerned. The perception isn’t changed, is likely to force families away from the city limits.
- Have enjoyed living here with our young family. Wish the schools (public) were better. We are considering relocation due to the perception that our local schools are failing the community. Wish the City have the ability to fix the district – but at last, it does not. Love the parks. Love the newsletter! The maiden folks at the parks are very nice and professional and we absolutely adore our trash collector! The Police Department Personnel has always been prompt and courteous without being intimidating – very professional and kind. Only Chris isn’t found with camps/children activities is that I’d like to see mature adults running all programs. We have had experiences with young

adults who weren't really able to handle rambunctious 3 and 4 year olds. Oh where you offer superb programs – thanks.

- As a 74 year old senior, I am ok with lots of the services. Thank you.
- We still have very inadequate enforcement of 25 mph on Chrysler Avenue. For a brief time, there was enforcement for the 4 way stop at Apple and Dallas. This is not sufficient! A large proportion of drivers on Chrysler exceed 25 mph in a posted “deaf child” zone. Please do something about this!
- We will be moving out the state. We will miss Newark, the dog park at Iron Hill, the pool, the curb club and Arbour Park. Most of the City services are good.
- The last survey I completed resulted in the placement of a street light on Pennwood Street. - kudos and thanks. City trash on the corner of my street is never emptied and trash over flows and blows into everyone's yard.
- I don't like that the Police wait on the bottom of hills to get speeders as they go down the hill. I don't like to go to downtown Newark anymore because of the rowdy, drunken UD students. On multiple occasions drunken kids have wandered out into the street (not in the crosswalk) in front of cars. I don't like that cars don't stop or pedestrians crosswalks. I called the Police once because there was a once a group of men urinating on the cars in the parking lot. The dispatcher was very rude to me and the Police didn't come out for 45 minutes. I now don't feel comfortable to call and report things like this because the dispatcher was rude. I don't like when trucks drive down Main Street. Last year, for example, I saw a Macy's semi drive downtown Main Street. That truck clearly was not making a delivery on Main Street. Trucks like this drive through town all the time. I like how friendly at the Days of Knights and Ali Baba. I like the train station and the septic station and the septic service. I would like to see more train service to that station. I would like to coffee shops and gift shops on Main Street and wish there were even more. I like the Delaware Express Shuttle service to the Philly and Baltimore Airports, but I wish it were cheaper.
- Make all facts with this year's issues what goes on at the City Council meetings known through the News Journal. I say this because there was an issue going on at City Hall that was only made known through the Newark Post. I read the Newark Post but nowhere near the amount I read the News Journal. Your issue which was put in the Newark Post was not read by the Newark residents whom this concerned. I feel City Hall knew this would be the case, best no debate, the vote went through. This was very sneaky. Your vote made front page of the News Journal the next day.
- In view of some problems with a student rental on a parallel street – does the City have implementation on the homes used as rental such as age of the roof on the house? I called the City about a fire in a yard in the 400 block of Beverly Road. Where the flames were higher than the one story house and near many old trees full of dead wood. Police man who took the call seems to me asking me why I had called. I told him I believed it was

illegal to have such a fire in the City limits he then said he send someone to check it and I saw an officer at the house (after the fire had died down) this happened at an earlier time also and I and a neighbor called 911 and we see fire department. I find that the old time residents are supposed to be tolerant of student's behavior, especially tolerant of their intolerance. I find that intolerance as the University brings these students here and then leaves the responsibility for their action to everyone else. I also called about 3 weeks ago when a party was held and I heard fire crackers. It turned out that 2 of my neighbors also called that one of them had seen bottle rockets being set off – not fire crackers. After we all called the Police responded.

- Too many renters in neighborhoods. Need to control the number of homes that can benefit one street and within neighborhoods.
- Recently retired real estate after 21 years and worked a lot in the Newark area. Absolutely love the improvements especially the reservoir mess being resolved. Vance Funk is a great mayor! I did more real estate closings with Vance.
- Call me if you need more of my opinions.
- Patrol with Police on Cleveland, Chapel, Casho Mill, Town and Court, and Madison to keep crime down. More street lights!
- Snow removal is worse in City than any adjacent areas. Trains blowing whistles constantly during the night and for prolong times and Newark and University of Delaware relationships need to be constantly nurtured.
- Over all the services are good but I wish the rentals would be monitored more closely. The kids park cars on grass in front yards and many times and many times the snow is not shoveled or grass cut. In one house close by there were would be makings of a small bon fire! on the grass.
- I love Newark especially in the summer when the UD students are on summer session. During the school year it is horrible for us townies. I know we need them but I feel the City sells us out to the UD I use to love Main Street in the 70's and 80's (I was young then) now I avoid it at all cost. There is little there (except Grass Roots, Caffé Gelato, Camera Shop). There is nothing for young children. Definitely not a family place – just a student environment – I'm also afraid to go there after dark – I'm not an old lady – I work full time – own my own home and am modern. I just wish that I felt Main Street was home again.
- We are very happy with the services that we have any involvement with.

## 2009 RESIDENT SURVEY OVERALL COMMENT SAMPLE

### District 4

- I'm happy that free trips side recycling program is finally starting!
- I have always been satisfied with City services occasionally Code Enforcement is lacking (trash cans, parking, noise).
- The sandy area on the water at Rittenhouse Park was disgusting this spring. Why?
- We don't need Lowes or Home Depot here in Newark. Synchronized traffic lights on South College; Main Street; Library; Elkton Road; Kirkwood Highway. Redesign intersection at Hillside and West Main. Keep big trucks out of residential area and downtown and resurrect Casho Mill bypass.
- Newark faces the same problems as any other city in these difficult economic times. Not all wanted City services are needed services. Like families, the City of Newark must draw the line between needs and want with appropriate discipline.
- Get some place to stop electrical rates.
- I brag to relatives in California and elsewhere what an outstanding place Newark is. I love it! 3 of my children have moved back to the City and consequently I have 9 grandchildren in my zip code; we take advantage of very many activities offered by the City (park, UD, parades, shopping, restaurants, beer, festivals, community days, the list goes on!) This is a great place to live.
- People at City building very pleasant. I live on Winslow. I would like a parking permit for some occasions – so I didn't need to call Police each time. I think the City is managing their relations with college students well. I think U of D needs to see the City as a partner.
- Great place to live. Only wish neighbors would do more maintenance on property and landscaping. All sorts of trash, leaves, special refuse pick up very convenient, entrance to town to South College Avenue could be more attractive like other small town. We love living here. Great no parking on more streets.
- We would like to see the lighting improve.

- I would like to see the amount of iron in the water reduce. Reducing the pollution in the air and the number of times the air smells.
- Against City Codes. My neighbors leave out trash items for weeks, have dogs in pens without shade, water, food, with feces, never pull in their trash cans, etc. My neighbors are noisy and drunken every weekend – Police have more patrols – perhaps on foot pairs would help officers identify repeat offenders.
- I wish there were affordable gym for people under 50. I wish there were English for a second language courses as International Programs in the community. Ice removal from alleys is poor, lighting is poor.
- Recycling is too confusing – please pass on clear communication on this topic.
- Delivery of permits from the City of Newark’s Building Department does not occur in an efficient or timely manner. Request take up to or more than a month to process because the residents learns the regulations piece meal rather than all at one time; therefore the department inspection process for a single project extends unnecessarily sums to indicate lack of communication and coordination with the department.
- Especially in College Park neighborhood, I am recommending, to have a case or feasibly study how to horticultural therapy and maintain gardening on flowery gardens context to promote neighborly care as everyone gets involved to the program.
- The Chief of Police, before Mr. Conway made a trap on other side of bridge on South College change the speed limit from 35 to 25 and put 4 patrols on other side of bridge we don’t want bad name like Elsmere, Newport for traps but we need radar on street like Kells Avenue cars fly there to get away from the light on South College ask Dave Athey.
- I believe having the ability to pay Water and Electric bills online would be a great service. Very happy that Newark is now recycling more broadly.
- There is a large field on Winslow Road that connects to the apartments on Beverly Road and is a great short cut to get to the Park and Shoppe. There are 3 limbs and vines covering most of the asphalt path that runs down the side of the field so you have to walk through wet and soggy grass.
- Thank you for the free recycling and the picking up of the waste weekly – both very important improvements.
- Poorly property maintenance rentals are ruining old Newark. 4 rental homes on Ridge Lane all dumps. Newark’s charm and character is the price paid for absent landlords.

- Newark has a reputation of being a “town too many rules” I remind the council the Henry David Thoreau: “Any fool can make a rule and any fool can obey it.”
- City services are super – very prompt when called. Police Department is the best. Newark is kept very clean – it is a joy to live here.
- Needs more Police enforcement of litter, dog feces, and licensing, and car noise. More pedestrian benches on Main Street and Elkton Roads. Needs licensing regs and leash laws for cats – too many allowed to go feral when students move out. Allow community gardens in some of the City park lands.
- Help the University and developers build dorms/apartments complexes get young professionals into these houses that get trashed by under grad tenants.
- Electrical outages are far too frequent traffic speed traps and excessive enforcement disparity between University and average citizen for Code Enforcement. University does not pay very share in taxes and fees.
- I’m very satisfied with all of the City’s services. I like the new recycling and yard waste pick up on Wednesday. That is a wonderful service.
- Really wish we were better informed on crime in our neighborhoods such as break-ins so we could be more aware. We don’t find out about crime that occurs a couple houses away unless a neighbor tells us. Police should leave notices on our doors and/or reverse call neighbors immediately.
- Improve good signs. Improve good quality/bicycle lanes, find alternatives against parking over. Approve lighting. Enforce more measures for maintenance of the reservoir park area.
- The City should demand any form of public transportation (bus or commuter) on Sundays! Limited services could be understood. No service is unacceptable! For example, on Saturdays the commuter stops at Wilmington. Is this cost for operation for serving Newark too high to justify exclusion? On Sundays the commuter does not serve the State of Delaware at all and steps within the limits of Pennsylvania. Is there a study that proves full service is costly?
- Have found the trash/garbage collectors and yard waste collectors very helpful and accommodating, the people responsible for City street lights have been contacted numerous times regarding a Main Street light pole and has yet to be corrected. I find this frustrating to say the least.
- Increasing crime – all types – more efficient use of current Police Department. Trash cans – automatic collector saves dollars for City but I frequently find my can placed in

street, not back on curb strip. Too many student rentals in neighborhood this discourages professionals from living in City. Need better enforcement of codes (number of unrelated, trash at curb, etc.) bulk trash pickup very convenient – thank you! Main Streets special events are great!

- We are generally very satisfied with Newark’s services. Police do a splendid job. 911 responses have been more than satisfactory. Trash collection is handled very well. (has my son that is now raising a family in Arizona has often said: “Newark was a wonderful place to grow up!”)
- I think the Elkton developments are great – anything that creates more of a center for Newark is a good idea: the City needs more of a sense of community and gathering spaces to make that possible!
- Newark does a very good job.
- City services are great and people are nice.
- I am happy that the City is taking over the recycling program.
- Over all Newark offers a livable environment. City services are well managed with the possible exception of electricity. Outages of electricity are more common than it should be. Prevention maintenance is needed.
- Keep up the great City.
- Planning Commission has worked consistently to maintain Main Street small town feeling, but there are some store fronts that are in desperate need of updating. Pedestrian traffic not using walkways should be monitored and ticketed if necessary. I almost hit a girl this spring talking on her cell phone and walking on the street – never looking and not using the cross walk.
- Selling for business in industrial parks is tough. Cannot afford some upgrades due to zoning. Some laws are stupid. Cat leash law -get serious. Penalty if trash can is out at wrong time etc.
- City services with benefits by ending estimating utility bills and doing more to help the environment, energy conservation, and water quality protection. Most of the City makes its money from natural resources. This is a conflict of interest and should stop.
- Don’t check close enough on landlord’s property clean up, the leaves outside my apartment have been there since last time I cleaned them up 3yrs ago. New landlord has never cleaned up. Claimed ain’t got money.

- In 50yrs I have lived in my house, the quality of life has gone down. Student rentals are poorly contained by the owners. Property values have gone down lenders consider the area a declining area. Buyers can't get loans, so the single family homes don't sell for a reasonable price and the area sinks lower – The City of Newark needs the University cooperation because my taxes are going towards student behavior in check, keeping mental houses in reasonable condition, traffic around the University from being grid lock at certain times of the day – I use to feel that the University provided intellectual benefits. Now I can't walk to the University at night. I have to keep my doors locked during the day time period. My daughter is discouraged that her street and loads into Newark have declined since she went to school here, Park Place, Central and Newark High – I like many students. We greet each other when I walk the dog. The Police are doing a great job with the personnel and the area they cover – I'm not a grouch but I feel that the main objective of the University is to grow – but they are doing it at the expense at the town's people of Newark.
- A big thank you to the Newark Police Department. This is one citizen who thanks you for putting your lives on the line to keep us safe.
- Would like a beefed up animal service. I'm very pro animals.
- Very happy we are finally getting recycling! Happy to see City Council pass Companion Rights – very brave Ezra Temko and courageous of Council to be supportive. Overall I feel the City provides a high level of City services. Thanks for all you do.
- We are concerned about the traffic on South College Avenue. People drive way too fast. There are far too many large trucks driving too fast. It gets really loud!
- Traffic Control: Too many cars go to fast over the speed limit – some are cops! (on bridge and railroad station) In general, a good job is being done. I apologize for spilling coffee on your sheets of paper.
- Very good. I wish that they would make people clean up their properties. So it doesn't look trashy, and I wish that Christmas in Newark would be old fashioned and better park laws.
- Husband and wife answered the question on this form. However, I own property on 72 in Newark but live in Oaklands. The questions answered were based on Oaklands.
- Please do something about aggressive drivers. There are many crosswalks where drivers DO NOT STOP for walkers these peoples need to be cited and fined. Also, some areas (i.e. Library Road, Elkton Road) are very difficult for pedestrians to cross. More crosswalks and lower speed limits equal safer. Thank you ☺
- For the most part I am satisfied with all City services.

## 2009 RESIDENT SURVEY OVERALL COMMENT SAMPLE

### DISTRICT 5

- I bristle when I see the TV station (Channel 22) it is not an unnecessary expenditure. I hope my tax dollars are not being spent there.
- Snow/Ice removal is slow/late or nonexistent in neighborhoods and side streets anymore. More traffic planning needs to happen building more student housing.
- We're generally very satisfied with all City services and quality life in Newark. There seems to be a rise in petty crime. While I think the Police are doing the best they can to control this, we, as seniors are a bit reluctant to go downtown at night. We realize that these problems are faced by most municipalities.
- Excellent Police response!
- For the most part the City does a great job with services. I am concerned about all the buildings being replaced with boring apartment/rental buildings downtown – character of Newark is being lost. Also that the businesses on Main Streets seems all for the UD students and not the residents.
- Water pressure (25psi) is horrible no help from City. I probably could not sell with HTO pressure as low (I had to install a booster pump).
- Hard to know what to do with clippings – dead wood etc from yard. Police were a bit excessive with a family member on Country Club Drive. Didn't come to a complete stop and charged a \$50 fine. I've seen them pounce on others there. It should be a yield sign. I wrote to the Police Department and told them with all the drugs, rapes, etc. maybe they should they should be spending more time with that then than trying to catch decent law abiding citizens.
- Doing great job overall.
- Leaves pickup in the fall does not follow printed schedules. Piled leaves then blow all over and get into drainage system. The Unicity Bus is an essential.
- Please weekend Unicity bus service – that would be a big help to people without transportation and the elderly.
- Stop collecting trash and cleaning streets on major routes before 9am – e.g. Cleveland Avenue. More signs on streets to clean up dog poo, more stop lights, time to traffic flow. Limit developments that increase traffic, noise, trash. Enforce parking and yard maintenance to many constructions and other large vehicles in neighborhoods. Keep vehicles off sidewalks trips.

- The City employees are courteous and competent. I love the Parks and Rec offerings and the Refuse collections.
- Public Works/Sanitation crews have been very helpful and friendly especially “Smitty” and “Mac” they are an asset to your team.
- I have been a resident of the City of Newark for 46 yrs – have always considered our City services a huge bargain. I especially appreciate and enjoy Newark’s beautification projects. Our landscaped roads are lovely.
- I’m very concerned about the traffic situation on Rose Street. Rose Street is much too narrow to be 2 ways. When waiting at an intersection at Cleveland Avenue a car cannot turn onto Rose Street without a car on Rose Street backing up to let the Cleveland Avenue cars skim by. During peak hours I find it very dangerous to make a left turn onto Cleveland Avenue. From Rose Street having to cross two lanes of oncoming traffic and not being able to see traffic coming from the opposite direction, due to you being blocked by the 2 lanes of cars waiting at the traffic light. I feel this is an accident waiting to happen.
- I love the City of Newark but the Electric, Water and Sewer bills are too expensive.
- Enthusiastically endorse single stream recycling.
- The University of Delaware and City buses that frequent the Main Street and North College areas are a danger to pedestrians and cyclists. I was hit and run over by a University bus and plan to petition for a change of route and highly pedestrian traveled areas. The City should take pedestrians and cyclists into more consideration and change bus routes, build over passes, and perhaps underpasses as well.
- Traffic would be a reason that I would consider moving. Inadequate use of Police for traffic control during major events (graduation at Bob Carpenter, sobriety checks). Not enough parking for City resident’s downtown. St. Patrick’s Day is a joke with area bars opened for breakfast of alcohol on Main Street all day. Not enough effort to read Electric/Water meters routinely, quick to continue to “estimate” usage.
- We do the corner of 166 West Main and Highland they fucked up the last time now my house shakes from trucks this is the 3<sup>rd</sup> time thank you. Someone will ever hear.
- Excellence Refuse Collection. Fine Police Department, informative newsletter. Courageous, friendly, City Hall Personnel.
- Do everything you can to preserve the open space where the Country Club is located – workers is very nice and helpful – reservoir is wonderful! Thank you!
- This is a very livable City and most cases except traffic. Cannot keep building housing and not improve road or keeping certain streets one way streets. Thanks for asking!

- Overall very happy. I would really like to see Newark finalize the Recycling Program. I also think the Electric charges at 13.5 kwh are way too high.
- I'm not happy about Newark Country Club being turned into housing (more traffic). I don't know if this is a concession businesses or to the golfaholics. I think things have improved in Newark, in general the last several years. Good work!
- Not services related, but the City should consider making Main Street a walking \_\_\_\_\_ my advice is to look at Charlottesville, VA.
- It is dispose of tree limbs and other yard trash.
- Need a bus depot North of City (not super fresh parking lot) speeding and aggressive driving laws not enforced at all.
- Impossible to get anywhere in Newark while UD in session, especially Main Street with all of the pedestrian crossings. I avoid downtown at all costs. Too many Police devoted to unnecessary traffic and not enough Police devoted to public safety (i.e. on students). City's unwillingness to get State to improve congested intersections. City's refusal to control trucks loading on Cleveland Avenue and Main Street.
- The office that supervises rental properties is poorly operated and managed. They didn't follow up talk or consensus. City Council saves money by firing they don't know how to fertion and effective unit.
- We use Parks & Recs services a lot, mostly for kids' activities. Filling out current paper for us is so antiquated, and inconvenient, and takes away too much time. I should be able to do this all on line. Also, I hope the City is seriously considering the addition for a dog park within the City limits, perhaps utilizing a small portion of White Clay Creek system. We love Main Street - please keep up the safe, clean, local feeling of our great community!
- Traffic on 896 is awful – U of D new dorms, towers, and apartments on 896 makes the light at 896 and Cleveland Avenue impossible.
- In this day and age we should be able to pay Electric bill online – City Refuse, snow removal is wonderful, traffic light at intersection on 896 and Cleveland Avenue and along Cleveland Avenue, needs to be adjusted. So many times main route light turns red and no one on side streets.
- I love living in City of Newark. I love everything about it. With one exception, the speed on 896 – (cars coming from PA) is getting more and more dangerous. I'm sorry but a patrol car every now and then is just not enough. Please, think of our children - 25 to Stay Alive! The water smells and taste terrible awful. When the UD students are here there are too many cars and too much traffic everything else is great.

- I'm originally from Ecuador (South America). I went to UD and fell in love with Newark. I have lived here for 23yrs. Please keep Newark safe and lively. Thanks.
- I've heard that the City and state economic development agencies use making a series air and not exploring, the sale of the Chrysler plant to another auto company (several home license explorers facilities in the US within the past year) sale to the UD only takes property off the tax roles and there's little or nothing to create new jobs to replace those lost by the plants closing.
- I like the new recycling curb side program. I love living in Newark.
- 18 wheeler traffic on New London Road need to be monitored. This problem may diminish somewhat with the Chrysler plant shutdown. Make consistency in marking and enforcing walkers— students need to they must give driver opportunity to stop or go through much like a yellow light. Often students will hit the crosswalks at full stride regardless of how close or how far the driver is to the same crosswalk. Also the on and off Cleveland Avenue at Herman's - 11 seldom honored by drivers. That is an accident waiting to happen. Maybe it should not be there then students would not have a false security when crossing.
- Our experience with security services has always been good!
- We neighbors have tried to have prosperity and McCann (fixed, repaired, etc.) after it was condemned. The owner, who did not have clear title, has repeatedly been fined and convicted over this time and the house still sits vacant and is an eye sore. The Building Department has not addressed this issue in a timely manner!
- In general, City's services are very good as far as Water goes. There is a pink precipitation in all drains (shower, etc) and comberce and bathrooms quite disturbing.
- Our family loves living in Newark. It is a safe, connected community. I hope that as we grow we will continue to be environmentally responsible and maintain the small community atmosphere. The City services have been most satisfactory in our experience.
- Newark is not environmentally friendly. I live in an apartment complex that does not recycle. We take our recycling to Laird Campus. The residents in the neighborhood do not recycle. The University does not recycle. It's easy to throw away your trash but it's not easy to recycle. It should be the opposite. Curb side recycling should be mandatory. There should also be curb side recycling and there should also be composting or yard waste. Traffic congestion should be easy if more people would bike and walk. There are bike lanes on many roads! There need to be more. Walkers should have sidewalks and paths. Walkers need to be separated. I can't tell you the number of times I've almost been run down in a crosswalk. Police, please enforce the drivers need to yield to pedestrians in crosswalk! Bikers need to follow traffic rules. This is particularly bad around the University. The bus system needs to be improved. I felt guilty for not taking

the bus but the times were never convenient. I did use the University shuttle bus. Every time I did see a bus (which was infrequent), it was almost empty. People need to get out of their cars. Newark is not a big City. People can get around by biking, walking, and taking the bus, but you have to make it easy to do that.

- Enforce parking and littering laws. Issue tickets to those who throw trash & cigarette butts into the sidewalks and street. I would like to see a bike rental kiosk at the res-maybe for special weekends.
- Enforcing noise level, animal control is not as good as it could be. My neighbor has well over the limit of dogs allowed and they bark very much. I have called the Police repeatedly and never have gotten this resolved. I wonder what kind of fine would be imposed if a radio was played at all the same level for example during a party. My sense is that enforcement would be swift.
- Building has run wild. Downtown is geared to students.
- Love the reservoir! Would like to sacred bike paths between West Newark and Downtown.
- Waiting for recycling once week. Traffic at 896 and Cleveland Avenue – City needs to upgrade Main Street similar to Rehoboth. Cost of Electric for homes at heat with electric.
- Traffic control – conjunction of East Delaware Avenue and 896 – a grievous situation where Delaware Avenue turning left to 896 and pedestrians crossing 896 both have signals to precede. Particularly frightful & dangerous at students break times. Its particular harmful and could be linked to a cattle stampede when signals are often ignored.
- Great to have recyclables picked up!
- Keep streets cleaner. Develop more stores for non students. Enforce strict rental housing rules – reduce rental housing and encourage home purchase and renovation. Permit 3 hour parking at meters. Reduce meter rates! Reduce traffic noise – loud radio, mufflers. Re-route tractor trailer traffic away from New London Road.
- I would like to see speed bumps in our neighborhood. – Christiansted. There are lots of small children playing and motorists drive too fast. I don't want to see anyone's kids get hurt (especially mine) or anyone life get ruined by injuries or worse (a child). Please consider this request and more live music.
- We enjoy living in this great town. The City services are excellent. A few added conveniences (Target, Bagel & Deli, in Fairfield Shopping Center) would be the cherry on top. Crime proliferating from Madison and Kimberton areas is always a concern.

## 2009 RESIDENT SURVEY OVERALL COMMENT SAMPLE

### DISTRICT 6

- Improving recycling program – universal everyone gets a big bin – incentive recycling (recycle bank model); bike lanes and parks – cut down traffic on Main by getting people out of their cars, make it easier to bike than drive short distances in town.
- Not enough room for parking. Trash cans, and if you do not recycle, there is only one pickup now.
- 1). People are suffering cruelly and are weary of tax increases and public debt. 2). Less is more . . . the City must decrease its budget and services. 3). Tax incentives must be communicated to encourage growth and manufacturing companies to relocate here. 4). Make Newark visitor friendly again. . . some view traffic traps as potential punitive tools (Paper Mill and Kirkwood at Windy Hills). 5). (Parking scarcity and increased fees have stopped many from shopping or enjoying in town restaurants. (Maybe parking lot trolleys?) Beyond Survey Scope: 1). Past communications and interactions with County responsibilities have caused expensive rework and overturning of decisions (reservoir development). 2). Some training regarding each other’s roles and responsibilities were overlapping. Accountability may exist. Could streamline activities or even eliminate the need for either a City or County involvement. (RACI) diagram. Fiscal responsibility training for newly elected public servants could help the quality and speed of decision making. Next Business Cycle: 1). During “good” fiscal times, please increase allocation to “rainy day savings” say 5% to 8% to spend on large job creating projects (library, street widening, etc., when the economy is on a downturn). This past up cycle found some government projects competing with private endeavors both increasing costs and timetables for all. While now (in downtown) the neighborhood could use a large government sponsored project or two.
- We personally do not require trash twice a week. You could save money there. However, we love special pickups to collect large items, do not stop that. We tolerate auto trash collection. We don’t love it. The murals in town are just graffiti to us.
- Definitely need more parking downtown. Also, we have tried to pay our electric bill online several times, but the payment is never processed on time – sometimes three weeks later, we are just frustrated to get an overdue notice. When we call, then we are told that they did get the payment, to disregard notice. Inconsistent spelling on signs for the shops at Louviers should be fixed. More promotion of local businesses. Better enforcement of underage drinking and public drunkenness.
- So far living in the City of Newark has been pleasant. My only complaint is how bad the water is.

- It would be helpful to know in advance the days scheduled for leaf collection. Great job maintaining parks and trails. Great variety and number of community events – due to the number of people attending Newark Nite, it would be nice to start it earlier in the day, maybe make it an all day street festival. Just today, a street sweeper came by to pick up the leaves and debris from the recent thunderstorm. That was a nice surprise! ☺ Thank you! (Hunt at Louviers)
- I have no complaints except for noisy students who drink and party.
- We moved to Newark one year ago. We have lived in a number of other towns and cities. We really love Newark because of all it offers. We enjoy the City run activities and parks especially. We feel that the City really works hard to improve things for its citizens and businesses. Great job!!
- Main Street has lots of potential but is still far from charming. Newark Shopping Center is an eyesore and the theater is so run down! I think the theater and film festival could have a great following if more comfortable! All-in-all, area has much improved since I moved here eight years ago.
- Wish there was another park with lights at night so that we could still walk in the winter months. Overall, very satisfied with parks and services.
- The recent high winds/rain left debris in the streets here. City Street sweepers were here next day – good job! We like the recorded messages regarding holiday pickups, etc.
- Glad I moved here.
- Utility bills should upgrade to allow for online banking services and budget billing (like Delmarva offers).
- Police traffic enforcement is focused on maximizing ticket revenues rather than safety. Major crimes go unsolved. I've never lived any place with these bizarre priorities.
- Too many cars allowed on campus. Clean up Paper Mill site.
- The “U-Don’t Need It” should provide trucks that can pick up donated furniture. Still lots of furniture ends up in dumpsters because people don’t own trucks!!!
- Keep up the good work. Thanks!
- Would like to see more places downtown accessible to a pushed wheel chair and also more places to walk pushing a wheelchair.

- I would like to create a non-credit adult education center with courses of interest at reasonable cost to residents. More topics (diverse) than community offered through City programs and held in the same location.
- I have attended outlined my concerns inside. . Lack of interaction with the community government agencies and police. It appears since I have been a resident of Newark that the University is becoming the primary resident who receives most of the attention, who has the greatest footprint and pays no taxes.
- Don't waste money on the Curtis Mill smoke stack. It has no value. It's a liability.
- Note: My response envelope does not have a geographic code on it as stated in the letter, but I would still like the survey counted.
- We're a little frustrated with the redistricting of the feeder pattern for the schools. We live one mile to Maclary Elementary and our development has moved to Downes located on the other side of Newark, very inconvenient for us.
- I think the City services are great. We love living in Newark. Our son has grown up in the Parks and Rec sporting events. Newark has a great sense of community and family.
- 1). More family activities; 2). Create a downtown arts venue in a public/private joint development venture. Water smells like dirt.
- The large pile of dirt, mountain, next to Hunt at Louviers is a three-year old eyesore with its chain link fence and graffiti – why does the clown who put it there get to keep it an eyesore.
- The trash and litter that gets out of land downtown is usually around rental units. Enforcement needs to be acted on to either make students keep their yards and streets clean or the landlords need to pick it up. Makes the whole town look trashy.
- Would like to see the development of Curtis Paper Mill to a park/community center or dog park. Would like to see the sidewalk from Newark reservoir into the neighborhood extended so kids/adults don't have to walk in street when grass is soggy. Create a hill for sledding (property across road from reservoir).
- Need speed bumps on Old Paper Mill Road – no one does 25mph on this road!! Need sidewalks from reservoir to Nonantum Mills – very dangerous to walk along street. Please repair the sidewalks on Main Street – potential hazard!
- We had a lot more frequent water discoloration issues this past year. The Water Department had very little sympathy for the problem it caused and never gave us reasons for why it occurred and when it should be better. The new crosswalks and signage on

Delaware Avenue are confusing – do we have to stop or just if people are in the process of crossing? Everyone seems to have a different opinion and it is amazing that there haven't been more accidents.

- I really hate the fire station siren. I don't know why they use it with the technology available. At least turn it off from 8:00 p.m. to 8:00 a.m. Prefer not to hear it at all.
- Street sign over pedestrian crossing on Cleveland and Paper Mill not obeyed, should be closer – people always beep and never stop when pedestrians are crossing.
- 1). Every day the water in my shower suddenly gets very hot and I have to jump out. It is very painful, and I do not know how anyone with children will feel safe allowing them to use the shower. 2). Should be able to pay bills online instead of wasting a check and a stamp each month to pay electric bill. 3). Should require Pine Brook to cut back the trees drastically. The trees produce sap that drips onto cars and is nearly impossible to remove. It ruins paint and they do not care! There are minimal parking spots available away from the trees. 4). Large imports “18-wheeler trucks” should not be able to drive on the narrow streets. I have witnessed an accident and several dangerous situations related to this.
- Pleased to see recycling will now be available.
- 1). Like idea of putting wires in downtown underground. 2). Mural at underpass by McDonalds is a disgrace to our community and should be painted over by somebody with talent. 3). Continue the landscaping projects around the City. 4). Activities like the Taste of Newark are signature events of a progressive City – keep it up. 5). Increase street cleaning.
- Newark is a very well run city.
- I have really enjoyed the City parks. Also, Newark's train station has been of use. I love Main Street – but it needs a little more (bookstore, target, southeast Asian restaurant). At night the City can get a little scary – I have had people looking for money knocking on my door. The City should mandate that apartment complexes have controlled access. All-in-all, our time in Newark has been good.
- Over all, B+. I like it here . . .
- Wharton Drive and Paper Mill Road intersection needs traffic light – we have almost been hit making lefts onto that Road many times.
- 1). The Billing Department is courteous and efficient. 2). The City permit fee for landlords is too high. 3). Trash pickup has improved due to new containers. Areas look better and more sanitary.

- I have lived in Brookside (Newark Zip Code) for 19 years. Now Jenny's Run for 18 years. I think Newark is much more progressive than the rest of the State. Recycling should be mandatory. Use of City of Newark trashcans should be mandatory! Thank you.
- Residents should be part of City planning before City Planner/City Council meetings. Developers and businesses appear to have ongoing input – residents only standing in front of meetings on specific issues.
- Water is brown at times and smells. It is very hard and we have had to replace items due to hardness of the water, even after buying a softener for the house.
- Please try to increase police presence in neighborhoods.
- Unicity bus and trolley – more publicity and easy access to schedules and information. Reroute thorough – traffic off Main Street. Address “bottle neck” on Chapel Street between Main and Cleveland Avenue. The rush hour timing of the traffic lights at Cleveland Avenue could be better adjusted during rush hours.