

Town of Delmar

Winter Newsletter

2023-2024





Special Message from the Deck of Municipal Clerk Layton

DELMAR UTILITY COMMISSION

Did you know that you can make weekly, bi-weekly and monthly payments on your account!!

Many residents have found that paying on their utility bill in this manner has really assisted in the ability to satisfying their quarterly billing by the due date. Consequently, no interest or late fees being accrued. Just review your last few billings to obtain an average bill and split it out accordingly to fit your budget. If you need assistance in calculating your average just give us a call or go online to our website and review your billing history. You can submit payment through your bank account or through our website at your leisure, drop it off in our drive-up drop box, or come in and visit us during our open hours. Our website address is townofdelmar.us.



Reminder

Delinquent utility bills accumulate an **interest of 1%** per month beginning the day after the due date. The due date is listed on the all-utility bills and is generally one month after the billing date. Other penalties for late payments include a **\$10 administrative fee** on the seventh day after the due date.

- Disconnection for non-payment can occur as early as sixteen days after the due date. A **\$40 Disconnection fee** is added as of **8 A.M. of day of scheduled disconnection**.
- If you are making an online payment, please allow 24 hours for payment to be notated on account.
- If bill is not satisfied and disconnected; before water service will be restored the entire amount of the bill and a **\$10 reconnection fee** must be collected during regular business hours (8 a.m. – 4:30 p.m.).
- Services can be restored **after hours up to 6 p.m. and the reconnection fee is \$30**. Payment must be rendered to Town Hall by 9 a.m. the following business morning or the evening of restoration. Payments can be deposited in our drop box located behind Town Hall.

TAXES

Gentle reminder that all taxes are due by September of each year. The bills are typically sent in the month of July or very beginning of August. If your mortgage company satisfies your taxes you may go on our website to check if there were satisfied; www.townofdelmar.us. Just enter address or name and select your residence. If you are unable to satisfy an outstanding balance due, please be aware that we do accept partial payments.

Garbage Collection

Collection for the Town of Delmar is outsourced. *Chesapeake Waste* collects garbage for **Delmar, Delaware** on **Tuesday** and **Delmar, Maryland** on **Thursday** unless the normal collection day falls on a legal holiday.

Chesapeake Waste is responsible for the removal of a reasonable accumulation of household garbage. For bulk collection and the **removal of yard waste, contact Public Works** at 302-846-3696.

Garbage is to be placed at **curbside** the **evening prior** to collection **no earlier than sunset**. It is very important that the garbage is placed visibly at the curb outside of any structures, such as fences, that may impair visibility or could lead to an injury during collection. **Residents should have no more than four (35) gallon cans per household weighing no more than 50 pounds when filled.** Between the days of collection, containers, including any structure designed to store them, shall be located on the back half of the house out of the line of sight from the street upon which the property fronts. Thank you for your cooperation in helping keep our Town free of debris.



**A Special Message from the Desk of Waste Water Treatment Plant Director,
Frank Daniels:**

Wastewater Department



Wastewater Treatment Plant

It has been a busy year at the WWTP. We are two months away from meeting our Chesapeake Bay Enhanced Nutrient Goals for Nitrogen and Phosphorus for the third year in a row. Here is a list of the accomplishments we have made this year.

- 1) We met all MDE permit compliance requirements for 2023 as of this report.
- 2) We kept plant within permit during a couple of 4 inch rain events during the year.
- 3) We replaced all inside building lights, outside building lights, and tank lights with LED lighting for safety, security, and energy reduction purposes.
- 4) We rehabilitated the breakroom and office area in the Control Building.
- 5) We are currently repairing the Control Building Caustic and Water room area from foundation and block failures with piles under foundation and new block walls in the area.
- 6) We removed and replaced the polymer feed system for the Sludge Press and relocated it in a better area for easier access to maintain.
- 7) The Potable Water System was repaired with new pump and vfd system to take place of failed bladder tank system.
- 8) We had the West Secondary Clarifier Gearbox removed and replaced.
- 9) We had a YSI Ammonia probe installed on the West Aeration Tank.
- 10) We had a new A/C unit installed in the MCC room of Control Building.
- 11.) The WWTP Driveway all the way to Connelly Mill Road was repaved.
 - 12.) We had all the copper water piping in the pump building replaced with PVC.
 - 13.) We had all 4 drying bed floors asphalt removed and replaced with concrete.
 - 14.) We had one compressor for ENR filter removed and replaced.

As you can see there were quite a few major accomplishments and repairs this year, as well as many smaller repairs that are two numerous to list here. We thank you for the opportunity to service all your wastewater needs this past year and into the future.

A message from the Desk of Water Treatment Plant Superintendent, Sophia Oberton:



Winter Water Wisdom

As the temperatures drop, your Water Treatment Department offers quick tips to save water and protect your pipes:

Insulate Pipes: Wrap exposed pipes in insulation to prevent freezing and save energy.

Leak Checks: Regularly inspect your home for any leaks to prevent water wastage.

Water Heater Temperature: Set your heater to a moderate 120°F to conserve energy and water.

Shower Briefly: Shorten your showers to save up to 150 gallons per month. Consider a low-flow showerhead for extra savings.

Seasonal Watering: Reduce the frequency of outdoor watering in response to natural rainfall and cooler weather.

Full Loads Only: Run dishwashers and washing machines with full loads for optimal water efficiency.

Toilet Leak Test: Check for toilet leaks with food coloring in the tank—if color seeps into the bowl, it's time for a repair.

Faucet Covers: Use insulated covers on outdoor faucets to prevent freezing and leaks.

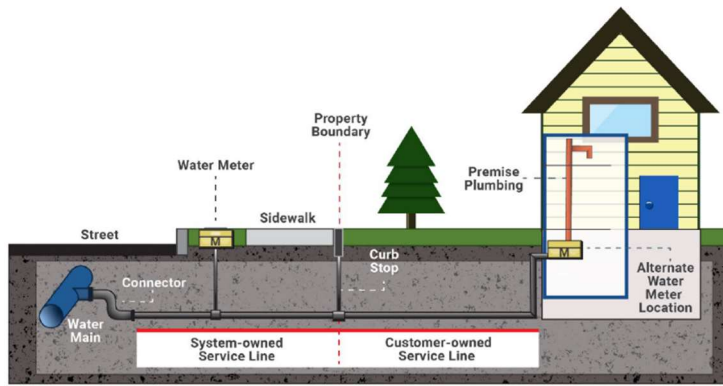
Embrace these small changes for a significant impact on water conservation this winter season!



Quick Action for Burst Pipes

Winter's chill can lead to burst pipes. Be prepared to act fast with these steps:

- 1. Cut the Water:** Immediately shut off the main water valve to stop the flow.
- 2. Drain the Pipes:** Open all faucets to clear remaining water and relieve pressure.
- 3. Turn Off Heating:** For safety, switch off your water heater.
- 4. Heat Frozen Pipes:** If pipes are frozen, gently warm them with a hair dryer.
- 5. Call a Plumber:** Get professional help promptly to repair the damage.
- 6. Document Everything:** Take photos for insurance purposes.



Knowing these steps can limit damage and save water.

Community Call: Assisting with Lead and Copper Inventory coming due 2024

The Lead and Copper Rule Revision (LCRR) requires an inventory of lead service lines across our town to ensure safe drinking water for all. Here's how you can play a crucial role:

Identify Your Service Line Material: Help us by identifying the material of your service line. You can do this by inspecting the exposed pipes at the point where water enters your home or by using a simple scratch test. Report your findings to the Water Treatment Department.

Benefits of Your Assistance:

- **Health Advantages:** By identifying lead service lines, you contribute to their timely replacement, reducing the risk of lead contamination in our water and safeguarding our community's health.
- **Financial Incentives:** Participating in the inventory could potentially qualify you for financial assistance programs aimed at pipe replacement, minimizing, or even eliminating the cost of replacing hazardous pipes.
- **Efficiency and Transparency:** Your involvement speeds up the inventory process, leading to quicker remediation efforts and increased transparency about water quality.

How to Report: Send findings and pictures to townhall@townofdelmar.us

Your proactive participation is invaluable in creating a comprehensive inventory. Together, we can ensure the health of our residents and the integrity of our water system.



From Aquifer to Faucet: Understanding Water's Journey

Ever wondered how the water from our natural resources reaches your tap crystal clear? Here's a snapshot of this remarkable journey:

- 1. Sourcing Water:** It all begins with groundwater, collected from aquifers – natural underground reservoirs.
- 2. Treatment Process:** This water then undergoes a rigorous treatment process at our facilities. First, we screen out large debris, followed by sedimentation that allows smaller particles to settle. The water is then filtered through layers of sand, gravel, and charcoal to remove even microscopic contaminants.
- 3. Disinfection:** To ensure it's safe, the water is disinfected to eliminate any bacteria or viruses.
- 4. Quality Checks:** Our lab conducts continuous testing to meet stringent safety standards.

5. Distribution: Once deemed safe, water travels through a network of pipes, often over many miles, to reach your home.

A message from the Desk of Delmar Police Department:



Got a few extra bucks and want to keep them?

Internet scams are on the rise, here are a few tips to help save you a lot of aggravation.

14 Top Scams to Watch Out for in 2023

1. Cryptocurrency-romance scam

Crooks combine [crypto scams](#) with old-fashioned [romance scams](#), posing as internet love interests so they can cajole their targets into downloading an app and investing in fake crypto accounts. “They claim that they’re even putting some of their own money into your fund,” explains former Federal Trade Commission official Steve Baker, who publishes the Baker Fraud Report. While the app displays data that seems to show your wealth growing, criminals are just taking your money.

How to stay safe: Carefully scrutinize any investment opportunity, even if you think you’re a sophisticated investor. “People think it’s not going to happen to them, but it is happening to many, which is why you have to keep your guard up,”

2. Payday loan scam

Criminals exploit the inflation squeezing workers by offering fake [payday loans](#) that they claim will help people settle their bills, according to Nofziger. Loan applicants are told they’ll need to prepay a fee. The money goes into the crooks’ pockets, and the applicant gets nothing.

How to stay safe: Be wary of anyone who asks you to pay any sort of loan fee with a gift card or some other nontraceable form of payment.

3. One-time password (OTP) bot scam

Credit reporting company Experian warns that scammers utilize bots — automated programs — to deceive people into sharing the two-factor authentication codes sent to them via text or email from financial institutions (or from companies such as Amazon). The bot will make a robocall or send a text that appears to come from a bank, asking you to authorize a charge, then it asks you to enter the authentication code you’ve just been sent if the transaction isn’t yours. It’s actually the bot that’s trying to log into your bank account, and it wants the code that the bank sent to you as a precaution, so it can get in.

How to stay safe: Never share authentication codes, or provide other information, in response to an unsolicited phone call or text.

4. Student loan forgiveness scam

The Biden administration’s plan to forgive student loans faces an uncertain future after being tied up in the courts, but that hasn’t stopped scammers from trying to take advantage of people who may not have heard it’s on hold. They’ve built phony application sites aimed at stealing applicants’ Social Security numbers and bank information, and sometimes they contact targets by phone, pressuring them into applying and charging a fee for their help. The [scam](#) still has legs, “because there’s so much debt that people are carrying and they’re looking for a way to get rid of it,” explains Michael Bruemmer, vice president of the data breach group and consumer protection at Experian.

How to stay safe: Go to the [Department of Education’s student aid website](#) to keep track of the proposed forgiveness program’s status.

5. Puppy purchase scam

Scammers try to exploit dog lovers by offering cute puppies for sale on the web. In one instance documented by the BBB, a woman paid \$850 for a Dalmatian puppy, only to receive additional requests for money — first \$725 for travel insurance for the dog, then \$615 for a special crate. In the end, the buyer lost \$2,200 and never got the puppy — [which didn't actually exist](#).

How to stay safe: Go to an animal shelter and check out the dogs available there, before you search online. If you spot a puppy you like on a website, do a reverse image search to make sure it's not a photo stolen from some other site. Insist on seeing the pet in person before paying any money.

6. Check washing scam

Though other payment modes are replacing them, checks are still used often enough for scammers to exploit. One trick is “check washing,” in which crooks [steal checks](#) from mailboxes and bathe them in household chemicals to erase the original name and dollar amount, leaving blank spaces they can fill in. It's possible to convert a \$25 check to one for thousands of dollars.

How to stay safe: The U.S. Postal Inspection Service recommends depositing your outgoing mail in blue collection boxes before the day's last pickup, so it doesn't sit for as long. At home, avoid leaving mail in your own mailbox overnight, and have your mail held by the post office or picked up by a friend or neighbor if you're going to be away.

7. Free-gift QR code scam

This is a variation on a basic [QR code scam](#) that the FBI warned about: Scammers put fake codes over real ones to exploit the convenience of the barcodes people scan into their phones to see

restaurant menus or make payments. Experian’s Bruemmer says scammers may call and say they’re going to send a QR code to your phone, so you can receive a free \$100 gift card. In reality, the QR code may take you to a malicious website.

How to stay safe: If you receive a QR code out of the blue, contact the person or company that supposedly sent it, to make sure it is for real. Use a phone number you know is authentic.

8. ‘Oops, wrong number!’ texts

Seemingly misdirected messages are increasingly the start of a scammer’s ploy. A [text message](#) addressed to someone else pops up on your phone. It seems urgent — a rescheduled business meeting, or maybe a romantic get-together. You text back, “Sorry, wrong number!” The scammer keeps up the friendly texts, and may eventually invite you to join an adult website to see revealing pictures so you hand over credit card info and money, or try to convince you to make a cryptocurrency investment (and take your money).

How to stay safe: Don’t respond to texts from numbers you don’t recognize. Don’t click on links in them or respond with “STOP” if the messages say you can do this to avoid future messages. Block the phone numbers they come from.

9. Fake barcodes on gift cards

Law enforcement agencies warn that nimble-fingered crooks affix fake barcode stickers over the real ones on the back of [gift cards](#) in stores. When you purchase the card, the cashier scans the fake barcode at checkout — directing your money into the scammer’s gift card account.

How to stay safe: With some gift cards, you can make sure the number of the barcode matches the number on the packaging. Or feel or gently scratch the barcode on a gift card before

buying. Don't purchase if the barcode is on a sticker, or if the package is ripped, wrinkled, bent or looks tampered with.

10. Crypto refund swindles

Beware if you've lost money in a cryptocurrency scam: Criminals set up fake "get your crypto cash back" websites, including one that looks like it's from the U.S. Department of State. After luring targets, they contact those who respond by phone, email or social media and ask for personal ID information, including account numbers and passwords, plus an advance fee for their services payable by gift card, cryptocurrency or wire transfer. You get nothing, warns the FTC.

How to stay safe: Crypto investments aren't insured by the government the way bank accounts are. For the most part, funds lost to crypto scammers are gone. Don't trust anyone who contacts you saying they can get your money back, says Frank McKenna, chief fraud specialist for the fraud detection company Point Predictive.

11. Bank impersonator racket

Let's say you've set up your bank or credit card online accounts so you can access them only with a live code sent from the institution. And let's say a criminal has your bank or credit card username and password login and wants to steal from you. What would he or she do? In this increasingly common fraud, they call you, claiming to be from your bank and warning about a problem with your account. The caller tells you they're emailing or texting you a "onetime passcode" for logging in and asks you to read it back to them for verification. In reality, the scammer's login attempt triggered your bank to send you the passcode. Handing it over gives [criminals full access to your account](#).

How to stay safe: Never give your onetime passcode to anyone who calls you. Hang up, find your institution's phone number on a bank statement or on your credit card, and call. Ask if there really is a problem and report the con to the bank's fraud department, McKenna recommends.

12. LinkedIn relationship fakes

A criminal might send you a message on LinkedIn, claiming to be just starting out in the same industry you're in, seeking advice from a more experienced colleague. It's flattering and fun to be a mentor, so you agree. You get to know each other, and eventually they ask to move your conversation onto a personal device, then lure you into a scam.

How to stay safe: A request to continue your chat on a more private channel is a warning. So is talking up crypto. LinkedIn may flag requests to go off-platform as it tries to remove fake accounts. But you should end the conversation and block the scammer.

13. 'I've got your package, where's your house?' hoax

New [package delivery scams](#) include texts and phone calls purportedly from a professional-sounding delivery driver who can't find your house. Didn't order anything? They may try to convince you someone's sent a gift. Or you may receive an email about rescheduling a drop-off or a fake "package delivery attempt" sticker on your front door. Their goal? To get you to provide personal information or simply click on a link they provide. That link then downloads malware that will harvest passwords and account info from your computer.

How to stay safe: Contact the seller or delivery service using a verified phone number, the FCC recommends. Don't use numbers or links provided by potential scammers.

14. Out-of-stock item scam

Scammers often place fake ads on social media sites for products at too-good-to-be-true prices, take your order and payment info, then tell you the item's not available right now. Your refund is on the way, they promise, but it never arrives. And you can't reach anyone at the company about it.

How to stay safe: Research businesses online before you buy, and only shop on secure websites with a lock symbol in the browser bar and an internet address that begins with "https." And pay by credit card, the FTC recommends. That way, you can withhold payment pending an investigation.

There are way too many scams to cover in this post so, BE SMART!

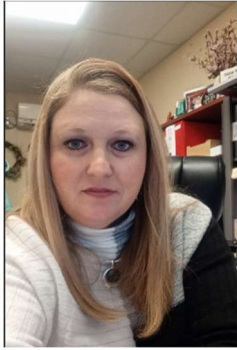
Never give personal information over the phone, online, or by text unless you're absolutely sure who you're giving it to.

If you are the victim of a scam, law enforcement can document the incident and provide advice on your next course of action.

Keep in mind that in most cases the chance of recovering your money is slim.

Thanks to AARP for these helpful hints.

Spotlights On Your Departments



Heather Chandler, Chief Financial Officer

I started my career with the Town of Delmar in October 2008 as Assistant Municipal Clerk. In July 2012 I transitioned into the role of Supervisor of Finances and in 2022 I was promoted to Chief Financial Officer. Over the past 11 years I have been responsible for accounts payable including setup of vendors, issuance of purchase orders, and processing invoices for payment as well as issuance of 1099s at year end. Another aspect of my position is working with our auditors during our annual audit to ensure all information requested is supplied to them in a timely fashion. The Town of Delmar adopts a new budget annually, which consists of a total of three budgets; Maryland, Delaware, and Utility. I work with the Town Manager and the Joint Council to develop and implement a balanced budget that provides departments with necessary operating components while creating a minimal financial impact to our residents.

I pride myself on streamlining day to day procedures and finding more efficient ways to complete tasks at hand. I have learned to use our accounting software to its full potential to assist elected officials and department heads with tracking of spending and projects. I consider myself an organized individual and enjoy finding ways to make things user friendly.

While I have little interaction with our residents, I still consider myself a public servant and take great pride in my role here. I plan to stay with the town until retirement as my colleagues have become my second family and I greatly enjoy working alongside of them each day.



Starr Conaway
Administrative Assistant
Human Resources

I began my career at the Town of Delmar in 2000 as Clerk of Council and was promoted to Administrative Assistant in 2002. This position was created primarily to assist the Town Manager and manage benefits administration. Over the years, the position has grown to include personnel, payroll management, benefits administration, employee advocate and human resources.

My routine duties are payroll; various reports, pension management, random drug and alcohol testing; etc. Annually, I work on benefit renewals, W-2's, contracts with Mosquito Control (DE & MD), etc. Throughout the year, I am the employee advocate for the Town's employees, assisting them with benefit issues, payroll concerns, personnel concerns, etc.

We have progressed to maintain and improve our benefits for our employees and continued to pay 100% of employee premiums, even during the leanest years, and now the Town has begun to contribute a large portion towards dependent benefits. Our general pension doubled from 4% to 8%; we have moved to direct deposit for payroll; and now electronic paystubs moving us closer to paper-free. We now monitor employees motor vehicle records, ensuring safe drivers for the Town of Delmar. We have moved random drug and alcohol testing from an outside facility to in-house at a great cost savings to the Town.

The most rewarding part of my job is being the advocate for the Town's employees, whether it is an issue with a coworker or supervisor, a problem with their health benefits, sometimes just a listening ear when needed or any other situation that is causing stress or dissatisfaction. The part of my job that I do not enjoy, but is necessary and I will handle, is disciplinary action, garnishments, etc.

My goal is to continue to improve our benefit package & contributions, continue to increase salaries, continue to grow the number of employees to keep up with the growing needs of the Town, recognize & reward employees for attendance and performance, update outdated portions of our policies and personnel manual, etc.



CODE ENFORCEMENT OFFICER, LIZ PEEK

Before joining the Town of Delmar in 2018, I worked in Property Maintenance for several years in Ocean City's vacation rental industry before Graduating from Salisbury University in with a Degree in Geography with a focus on Urban and Regional Planning as well as GIS. My time working in Property Maintenance communicating regularly with property owners, vacationers, and maintenance techs helped me develop a foundation in problem-solving and conflict-resolution while working directly with the public that I continue to use while serving the Town of Delmar.

I can often be seen riding around Town in the Grey Ford Taurus while on my way to a property inspection, responding to a residents' concerns, or making sure that permitted work is being completed to code. Year-round, I enforce a range of ordinances that ensure the grass and trees are kept trimmed for the safety and enjoyment of residents, as well as that sidewalks and yards are free of debris and abandoned vehicles. I also conduct bi-yearly inspection on all of the Town's rental properties to make sure that they are being maintained so that they meet Town, State, and National requirements for safety. One of the duties that I enjoy most is helping guide building permit applicants through the process from start-to-finish when it comes to residential renovations and accessory structures such as swimming pools, decks, and patios. I also assisting the Planning and Zoning Director with plan review for projects brought before the Town's Planning and Zoning Commission.

The number one thing that I can encourage our residents to do is to not be afraid to communicate. I often serve as residents' first point of contact for code, permit, or rental licensing inquiries. In my role, I have enjoyed getting to know residents and address their concerns. Never be afraid to reach out. A simple truth is that no one likes to receive a code violation notice, however, once a resident calls or emails me, I use this as an opportunity to actively listen to their case and work with them with their individual situation in mind. The notice may seem intimidating, but there is in fact a human on the other end!

I especially encourage residents to contact me if they have any questions before starting work on a project that might require a permit, as this helps avoid situations in which a project has to be stopped and money or time lost. It is also important to know that all code enforcement complaints can be made anonymously and that your identity will remain confidential if requested.

The Town's ordinances and regulations define certain parameters, but a common misconception is that they are enforced as a one-size-fits-all solution. I hope to convey that the ordinances exist as a tool so that we can work together to arrive at a solution with the goal of safety of the entire community in mind.

In this role, I've enjoyed the opportunity to get to know residents individually and gain their trust while sharing knowledge of the Town's regulations. Working for a Town the size of Delmar has allowed me to see the visible impact that Code Enforcement can bring. I am also proud to be able to serve the community by advocating for the safety of rental property tenants through enforcing the town's rental registration requirements.

When I was hired in 2018 many of my department's records were kept on paper. In my time with the Town, I've helped transition much of this information to digital formats. A future goal for the department is making even more of this information digitally accessible, as this makes processes more efficient, transparent, and secure. The Town's ordinances are currently in the process of being revised and updated, with the goal of making this information available on the Town's website as soon as this process is complete.



PLANNING AND ZONING DIRECTOR, TWAIN EVANSON

As a graduate of Pratt Institute's 5-year architecture program, I come from a background of teamwork, commitment and problem solving. These are precisely the skills that allowed me to be successful in my previous work experiences as project architect and will continue to be my foundation moving forward. While working in the architectural and engineering world, I traveled to a variety of states and countries and worked on various stages of projects from planning beginning stages with diverse colleagues and clientele. This previous work experience as a project architect paired with having been educated in a multi-cultural institution, ensures that I am well equipped to interact productively with clients and staff from a variety of backgrounds, with various goals.

In my new endeavors as the Town's Director of Planning and Zoning, my department provides site plan reviews, rezoning requests and review requests for Maryland board of zoning appeals Delaware Board of adjustments. We also review and approve new and renewal for town business license application for issuance, perform required on-site construction inspections for final approval and issuance of a certificate of occupancy. Assist with Code Enforcement compliance and issuance of violation citations when required. Conduct foundation inspection, framing inspection, insulation inspection and final inspection.

Typical day-to-day functions involve checking emails and voice messages, responding to all messages, completing appointed inspections, review plans, meet with walk-ins, and continue to work to get an understanding of the physical landscape of our diverse town, listening, and engaging with the citizens of our community.

In my few months here, I have implemented the process in which building permits are generated to look more professional, removal of redundant copies, and embrace digitization to improve productivity.

The most rewarding aspect of my job is meeting with the public to solve their issues to the best of my ability. I also enjoy being involved in shaping the growth and future of Delmar by facilitating in the guidance of land use, infrastructure and protection of natural resources. The one aspect of my job that is least enjoyable is having to inform someone of information they have no control over.

The biggest misconception people have about my department is the understanding that codes and ordinances are put in place to assist and help with improvements. Another misconception is the perceived loss of control because most people think if they own a piece of land, they should be able to do whatever they want with that land.

My plan is that in 10 years, the department of planning and zoning will continue to grow with access to more resources, continue to improve existing workable neighborhoods and maintain a strong sense of community.



Chief of Police

Ivan E. Barkley Sr.

About me:

Born June 1960, married to wife Sandi for 38 years with 5 sons.

I am from the shore with most of my family originating in Somerset County MD. I spent my childhood in Philadelphia PA. and Dayton OH.

Formerly Salisbury Police Department

Retired at the rank of Colonel/ Deputy Chief after 30 years of service.

Employed with the Town of Delmar since August 10, 2015

Current Staffing

18 Officers:

3 Admin. (Chief and 2 Lieutenant)

15 Patrol Officers

2 SRO

1 DEA Task Force

2 New Recruits (began academy January 3, 2024)

7 non-sworn employees:

2 full time P.C.O.s

2 part time P.C.O.s

2 part time P.C.O. vacancies

1 part time Crossing Guard

1 part time Crossing Guard vacancy

The Delmar Police Department provides:

24-hour police protection

Traffic Enforcement

Criminal Investigations

Property Checks

Educational support via. The SRO assigned to Delmar Middle/ High school.

Special events support i.e... parades, festivals, other events as required.

What can you do to assist the Delmar Police Department?

If you witness a crime or are the victim of a crime, call immediately.

This gives us the opportunity to gather evidence, identify those involved and resolve problems quickly.

Don't leave valuables in your unlocked vehicles, criminals look for easy targets.

Talk to your neighbors. Small issues turn into big problems when we don't communicate.

The most rewarding aspect of our job is knowing we were able to help make someone, when there were having a really bad day.

The most common misconception:

We are not open 24 hrs. a day. Our business offices are open from 8 a.m. until 4 p.m. Mon-Fri.

Patrol Officers are always here to respond to your call, 24 hours a day-7 days a week.

Accomplishments:

Getting the police department staffed and equipped to a level where we can adequately serve the Delmar community.



PUBLIC WORKS DIRECTOR, BOB BUCK

My name is Bob Buck and I'm the PW Director for the Town of Delmar. I started my employment with the Town in 2018 as a Public Works employee and have been in the role of PW Director for a year now. My previous experience prior to starting with the Town consisted of owning a landscaping business in which I took pride in my work and interactions with the general public.

The Town's Public Works crew consists of 5 full-time employees and 1 part-time employee, not counting myself. Each employee is cross-trained and has areas in which they specialize in ranging from Miss Utilities Locates to Meters and meter troubleshooting/ Repairs, to just name a few.

The Public Works Department provides many services to the residents in town such as:

- * Water leak repairs from the Meter out to the road
- * Sewer Back up services
- * Paid Pickups of Bulk items
- * Free pickup of yard Debris (Any day of the week Mon – Fri.)
- * Weed Spraying of the town's streets/ sidewalks
- * Keeping all Parks cut for the enjoyment of the Town's Citizens
- * Locating Water and Sewer lines present on residents' property
- * Patching potholes located on Town Streets, and Much More.

You will find the Town of Delmar Trucks out and about during our Normal Business Hours which are 7am to 3:30pm. The PW department offers after hours services 24/7 for any emergency that may arise for our residents. Every Morning the Crew hits the Park within town to clean up trash and clean the restrooms.

DID YOU KNOW THAT WE HAVE 4 PARKS TO ENJOY:

Mason Dixon Park/ Sports Complex

Gordy Park

State Street Park with a Tot-lot for younger children and

West Tot Lot

In my tenure with the Town, I've personally experienced a lot of changes. The growth of the town has led me to train employees making them very knowledgeable in almost all aspects of the town. This allows the town's response time to residents who are experiencing issues/ needing assistance to become a lot quicker.

One thing that would significantly help The PW department as a whole is while cutting your lawn, please be courteous and do not blow your grass clippings onto the streets. Also, if you have branches from your yard, please do not set them in the road by the curbing. The town will pick the limbs up for free if they are bundled.

Being in the role of PW Director for the Town of Delmar most certainly has its challenges, but by far the most rewarding part of my job is the interactions with the residents and contractors. Building relationships and meeting all walks of life intrigues me. Another rewarding aspect of the role is watching my employees grow and learn the job, then take that knowledge and apply it to their daily operations.

I want to grow my department with more entry-level positions as well as skilled positions to keep up with the growth and provide quality service to each and every one of The Town's residents. My vision also consists of acquiring more equipment to make the jobs easier and safer for the workers and the general public.



MUNICIPAL CLERK, KIMBERLY LAYTON

I have been blessed to have been working for the Town for twenty-five years. Prior to working for the Town of Delmar I worked many years for The Martin Co. The biggest value that I have been taught is to treat others as you wish to be treated.

The day I was hired at Delmar I didn't think I would be here for 5 years but I fell in love Delmar and its residents. This Town has literally watched me and my family grow up. I love working for the residents and trying to help them to the best of my abilities.

I have two lovely clerks and have just employed another clerk whom start in July 2023. As the Town has grown are staffing has increased to ensure that all residents will still receive great care. Our department consist of many moving parts and tasks. We are the HUB! We greet all visitors and answer all calls for the Town. Our work days consist of process payments received and assisting all visitors from assisting with obtaining Business Licenses, Building Permits and Park Reservations to name a few. We also take and forward all concerns to all our numerous departments to ensure they receive proper assistance. Assist attorneys' offices when property changes ownership and assist mortgage companies to ensure tax information is correct. Our department creates and distributes all the tax and utility billing for the Town and process all the payments for those bills. We always have the best plan of action for the day but we never know what type of issue will be coming our way when we answer the phone; from broken water lines, street light out, trash service issues, park reservations and special event requests. Also, attend and manage all aspects of the Town's Council & Commission meetings. We retain all records from deed transfers, billing, accounts receivable, ordinance, resolutions, minutes and historical items. Unlike other government agencies we have an election every single year. If Delaware doesn't have an election one year, we are holding one for the Maryland side.

I believe the biggest change I have seen in my tenure is growth. We have embraced all the "new" residents and developments with open arms. When the new developments began to sell their new home builds, I implemented a "Welcome to Delmar" packet.

The best part of our jobs is being here for our residents. Our department is the first point of contact and we do our best to assist them to the best of our abilities. We listen, take the time and help. There are no automated machines and there is no question we haven't heard. If so, it goes down in the "books". We don't make the rules or rates but we are here to implement them. I believe that is the "hardest pill to swallow" for residents to understand.

The biggest change that we would like to implement in the future is moving towards monthly billing for utility bills instead of quarterly. We know that it would be easier to remember as well everyone's budget.

We have much pride working at the Town of Delmar and its community.



WATER TREATMENT PLANT SUPERINTENDENT, SOPHIA OBERTON

Sophia Oberton is the Water Superintendent for the Town of Delmar, holding Class 4 water licenses

in both Maryland and Delaware. She manages a water 4 iron removal plant, responsible for providing clean and safe drinking water to the community.

Over the course of twelve years with the Town of Delmar, four years in the town hall office as a clerk, eight years in the water department and two years in the role as the Water Superintendent, Sophia has successfully upgraded the water plant, utilizing approved budgets to enhance its performance. Through necessary maintenance and the replacement of major operating components, she has significantly improved the plant's efficiency, ensuring the delivery of high-quality drinking water. Sophia also implemented a SCADA system, allowing real-time data analysis for critical and time-sensitive events within the water treatment process.

Beyond her day-to-day responsibilities, Sophia has fostered excellent relationships with important regulatory bodies such as ODW-Delaware, MDE, and the EPA. Her expertise and commitment have led to opportunities to share her knowledge and experience. She has taught the water/wastewater operator pre-apprenticeship program at the local high school, inspiring young minds to pursue careers in this field. Furthermore, Sophia has spoken on Cyber Security for Rural Water Systems in the United States Senate and contributed to training videos and classes for the National Rural Water Association.

As a Water Superintendent, the department under Sophia's guidance is responsible for providing essential water services to the community. These services encompass the treatment and distribution of clean and safe drinking water, with a strong emphasis on quality control and compliance with regulatory standards.

In her day-to-day functions, Sophia oversees various aspects of the water plant's operation, including monitoring treatment processes, managing maintenance schedules, analyzing data, and collaborating with regulatory agencies. She also engages in training and educational initiatives to promote industry best practices and encourage new talent to join the field.

Throughout her tenure, Sophia has successfully implemented significant changes to enhance the department's operations and overall efficiency. These include plant upgrades, improved maintenance practices, and the implementation of a SCADA system. Looking ahead, Sophia envisions further advancements and innovations, such as energy-efficient equipment with upgrading to energy-efficient pumps, motors, and equipment can significantly reduce energy

consumption and operating costs. Enhanced Data Analytics and Predictive Maintenance which helps in leveraging advanced data analytics, machine learning, and predictive maintenance algorithms can optimize maintenance schedules, detect equipment failures in advance, and minimize downtime. This proactive approach helps improve reliability, extend equipment life, and reduce maintenance costs.

Implementing these advancements and innovations can enhance the efficiency, sustainability, and resilience of water treatment plant operations, ultimately improving the quality of drinking water and reducing environmental impact.

To make the interaction with the department as smooth as possible for citizens, Sophia recommends practice water conservation, educate yourself through reading the information given in the CCR (Consumer Confidence Report) annually, practice proper disposal of hazardous substances, chemicals, pharmaceuticals, and other pollutants properly. Avoid flushing or pouring these substances down drains or toilets, as they can negatively impact water quality and strain the treatment process. Take steps to protect local water sources, such as lakes, rivers, and groundwater reserves. Avoid littering, properly maintain septic systems, and participate in community clean-up efforts to prevent pollution and maintain the integrity of these vital water sources. By following these suggestions, citizens can help streamline processes, report issues promptly, and contribute to the overall efficiency of the department's operations.

The most rewarding aspect of Sophia's job is knowing that she plays a vital role in providing clean and safe drinking water to the community. Ensuring the well-being and health of the residents brings fulfillment and a sense of purpose to her work.

A common misconception people may have about the water department is that the water treatment process alone guarantees perfect water quality throughout the entire distribution system. However, it's important for people to understand that maintaining water quality is a shared responsibility between the water treatment department, distribution and the consumers. However, it's important to understand that distribution system challenges: After the water is treated, it travels through an extensive network of pipes and infrastructure to reach consumers' taps. This distribution system Can introduce factors that may affect water quality, such as aging pipes, cross-connections, or biofilm formation. The water department takes measures to minimize these issues, but they require cooperation from consumers as well. The quality of water within individual homes can be influenced by factors such as aging plumbing, internal contaminants, or improper installation of water treatment systems. Consumers should understand the importance of regularly maintaining their plumbing and following best practices for household water management. The water department conducts regular testing and monitoring at various points within the distribution system to ensure compliance with quality standards. However, it's important for consumers to be aware that occasional fluctuations in water quality can occur due to factors beyond the department's control. Timely reporting of any concerns can help address issues promptly. Consumers play a vital role in maintaining water quality by practicing proper water usage and storage techniques. For example, avoiding backflow incidents, not using pesticides or chemicals near water sources, and following instructions for using and maintaining water treatment devices are essential for safeguarding water quality. By

understanding these points, people can appreciate the joint effort required to maintain water quality throughout the distribution system. Collaboration between the water department, distribution and consumers is crucial to ensure safe and clean drinking water at every tap.

Furthermore, the job of a water treatment plant operator can be mentally demanding as well. It involves closely monitoring and analyzing data, ensuring compliance with regulatory standards, and making critical decisions to maintain water quality. The responsibility of providing clean and safe drinking water to the community can create pressure and stress.

Despite these challenges, the commitment and dedication of water treatment plant operators are essential in ensuring the health and well-being of the community they serve. The work is vital for public health, and the satisfaction of providing safe drinking water often outweighs the less enjoyable aspects of the job.

Looking ahead to the next 10 years, Sophia envisions her department becoming a leading example of excellence in water management.



**WASTEWATER TREATMENT PLANT DIRECTOR,
FRANK DANIELS**

Frank Daniels served in the Air Force until 1988. Upon leaving the Air Force, Frank quickly found work in the Water and Wastewater industry with Maryland Environmental Service and worked there for 5 years, getting his Wastewater 5A and Water 3 license during his time as an operator with MES. Frank was also a Superintendent of Water and Wastewater for 10 years with the Town of Snow Hill acquiring a Class 4 license. Frank then spent 2 more years as an Environmental Service Superintendent at Eastern Correctional Institute area with MES. Frank acquired a 5 license in Water for the Reverse Osmosis Water treatment system there and an industrial 5 wastewater license for the wastewater systems to be superintendent of the numerous water and wastewater plants operated by MES in the area. Frank then took a job to help the town, he had residence in Pocomoke City. In Pocomoke he was Superintendent of water and wastewater for the town. Frank, after 2 years in Pocomoke found a home at the Delmar Wastewater Treatment Plant as superintendent of the class 5A Enhanced Nutrient Removal treatment plant, where he puts his 30 years of environmental experience and knowledge to work for the Town of Delmar.

The Delmar WWTP has a staff of 3 people. They are pretty much a jack of all trades. Our day starts with the daily testing that is required by MDE twice a day for 365 days a year. All preventative and emergency maintenance on the many varied pieces of equipment involved in a state-of-the-art Enhanced Nutrient Removal plant. Sludge removal from the system to drying beds for eventual transport to the landfill. We also maintain the property appearance by clean up and grass cutting during the warm weather months. All this is done so the Wastewater Plant can take the sewage from the residents of the Town of Delmar and treat it to a standard that allows the removal of waste and the discharge of the clean water to Wood Creek which eventually makes its way to the Chesapeake Bay.

Typical day to day functions for the Superintendent is to check the test results by operators and make daily adjustments to the plant operations for proper plant operation. I also do all ordering and stocking of parts for the plant. I help with maintenance on equipment as needed. We perform all the reporting requirements that MDE requires monthly, daily and yearly. I check and supervise the 2 employees' daily duties and make sure they are done properly.

This was due to lack of maintenance and daily checks on the equipment. I quickly got the parts and the contractors in to assist me with getting the systems up and running. I then changed some of the daily test forms and checklist to include a daily check of the equipment around the plant. I changed some of the levels and inputs on the computer system that runs the plant and gives alarms so that we could keep a closer eye on the equipment and get better treatment throughout the plant.

My goal is to see my operators get their license and get trained to do the superintendent reporting functions to MDE such as the Net- DMR and other reports so one of them can become superintendent when I retire.

To the citizens whom we at the WWTP do not have much interaction with I would like to say to just make sure you dispose of your waste in a responsible manner. If it goes in the trash, then put it there and not down the sewer system. This will make the treatment at the plant go smoother. Things like rags, towels, disposable wipes, grease, cans, bottles, etc., do not play well with pumps and equipment at the lift stations and the Wastewater plant.

TOWN OF DELMAR HOLIDAY **CLOSINGS:**

- **President's Day** – Monday, February 19, 2024
- **Good Friday** – Friday, March 29, 2024
- **Memorial Day** – Monday, May 27, 2024
- **Juneteenth** – Wednesday, June 19, 2024
- **Independence Day** – Thursday, July 4, 2024
- **Labor Day** – Monday, September 2, 2024
- **Veteran's Day** – Monday, November 11, 2024
- **Thanksgiving** – Thursday & Friday, November 28th and 29th
- **Christmas** – Tuesday & Wednesday, December 24th and 25th

