City of Dover, Delaware

Department of Planning, Inspections & Community Development



2020 Annual Report

Planning, Inspections & Community Development 2020 Annual Report



Introduction

2020 was a year few will forget. Dominated by a year-long pandemic and its effects on the way people live, work, shop and recreate, local economies were disrupted, businesses closed, and jobs were lost. Severe weather in late summer caused significant damage throughout the City to both commercial and residential properties. But not all news was bad. Some sectors saw growth, new businesses replaced some that closed, and many owners found creative ways to adapt.

In Dover, over \$30 million of new construction took place, major office and manufacturing projects were initiated, and residential construction activity showed promise. Especially encouraging was a constant number of applications for permits for renovations and tenant fit-outs. Among the larger development and construction projects underway during the year were Lidl Grocery, State Police offices, safety and training facilities at Chesapeake Utilities, the opening of Hobby Lobby, new facilities at Blue Hen Corporate Center for Social Security and Veterans Affairs, and a new U.S. Post Office. New businesses included C&C Drywall and being development at year end of Avalon Products in the former Dover Post Building and a state of the art corrugated box manufacturing plant on POW/MIA Parkway. New businesses also opened adjacent to Dover's border at the former PPG plant bringing new jobs to the area.

Some business loss did occur with notables being closure of ACMoore, Pier I, Save-a-Lot, Rite Aid, and others – some though were replaced by new ventures, especially in the food and beverage sector. In retail, adaptations such as extended hours, enhanced delivery, curbside pickup, online ordering, and outdoor dining changed how many goods and services were provided.

Overall, however, most indicators were down for the year. Business License numbers and revenues were down 3% from 2019 but by 10% compared to 2018, reflecting the slowing overall economy. A change in State law removed 190 real estate practitioners from local Business License requirements. Declines in licenses for contracting services (handymen, plumbers and mechanical trades, carpenters, general contractors and related services) were noted along a loss of businesses in retail, food and personal services. Although showing some signs of improvement at year end, residential construction was slow with some months having no new permits and most averaging about 4 units each month.

The outlook for 2021 is encouraging as residential development shows improvement, new offices (both tenant specific and speculative) are planned or being built, inquiries and interest in manufacturing and warehousing/distribution is strong, and new businesses are locating Downtown and throughout the City. Our challenges include developing the capacity to be responsive to business opportunities, maintaining efficient services while meeting COVID safeguards, marketing the City, working with other Departments and the community to address various social issues, eliminating blight, and finding new models and designs for use of older buildings as the economy continues to change and adapt.

Our Mission remains:

- Guide and direct future development;
- Provide timely, friendly, helpful and efficient services;
 - Protect the public health, safety and welfare; and
- Strive for a vibrant, balanced and sustainable economy.

The Report that follows describes the activities of the Department of Planning, Inspections and Community Development and the dedicated, professional team in Permitting and Licensing, Building & Inspection, Code Enforcement, Life Safety (Fire Marshal), and Planning.

Respectfully submitted,

David S. Hugg III Director of Planning, Inspections & Community Development

Personnel Changes

The continued dedication and professionalism of the staff of the Department of Planning, Inspections and Community Development is a critical element in providing services to the community. These qualities allow Staff to successfully interact with the residents of our City and support continued community improvement. The Department consists of 21 Staff (authorized level is 22 positions). There were a number of staffing changes within the Department during 2020. The change is as follows:

- Taryn Bauer joined the Inspections/Permitting Staff as an Office Assistant on March 2, 2020.
- **Sean Christiansen** joined the Fire Marshal Staff as a Deputy Fire Marshal on February 24, 2020.
- **Jonathan Gibson** joined the Code Enforcement Staff as an Inspector I on February 24, 2020 and due to COVID-19 Stay-at-Home order and related family obligations his last day with the City of Dover was July 2, 2020.
- **Joe Pembroke** joined the Code Enforcement Staff as an Inspector I on October 5, 2020.
- Brittany Alston joined the Code Enforcement Staff as an Inspector I on October 13, 2020
- Julian Swierczek (Planner I) and Samantha Bulkilvish (Planner I) both passed the certification exam in November 2020 to achieve their AICP (American Institute of Certified Planners) certification. This is the professional certification in the field of Planning.

Welcome to the Department of Planning & Inspections team! And Thank You to all Staff for their continued dedication to DOVER!











Changes in 2020 – COVID-19 and More

March 2020 brought interior improvements (carpet and paint) to the west wing of City Hall were Department Offices are located. As part of this process, the Department reconfigured office locations of various divisions. Each division of the Department consisting of the Fire Marshal's Office, Code Enforcement, Building Inspections, and the Planning Office as a result have specific office areas. The City Hall entry lobby was also reconfigured to include a limited access entry (to the rest of the building), a glass partitioned service counter, and other security updates.

In 2020, the COVID-19 Pandemic altered many of the Department's operations. In response to the Pandemic and the compliance with the Governor's Declaration of a State of Emergency for Delaware, the Dover City Hall Building was closed to the public beginning March 16, 2020 and then a Rotating Staff/Work-from-Home Scenario began March 23, 2020. A Continuity of Government Plan was developed and implemented by each Department Division. Planning & Inspections Staff continued plan and permit responsibilities including accepting submissions by appointment only and electronically, selective inspections, virtual meetings, and on-going communication efforts.

This rotation of Staff in the Office for select hours and a Work-from-Home Scenario continued thru the Spring. The last week of May (May 26, 2020) marked a return to Staff in the Office on a daily basis for a regular work day. Then the Dover City Hall Building began a slow reopening to the public in June. Through the Summer and Fall 2020, operations and access were governed by occupancy limitations and requirements for social distancing, mask wearing, and increased cleaning and sanitizing efforts.

Beginning November 5, 2020, the City of Dover Buildings (including City Hall) were again closed to the public and Department Staff reverted back to working remotely, staggered shifts, and limited staffing in Office daily as part of the City's Continuity of Government response. The Department's operations and services continued to be provided often with a greater reliance on electronic submissions and communications. Throughout 2020 many meetings, trainings, and workshops utilized a Virtual format allowing Staff and others to participate from their computers/desks at home or in the Office. This is a trend we see continuing due to realized efficiencies. The closure of the City of Dover Buildings (including City Hall) to the public continued in through December 2020 (and into 2021) with Staff continuing to work remotely (where possible), staggered shifts, and limited staffing in Office daily.

Building Inspections

Staff: Greg Akers, Chief Building Inspector /Plans Examiner, Mike McGregor, Building Inspector II; and Chris Scott, Licensed Plumbing / HVAC Inspector II.



New Construction, Renovations, Additions and Tenant Fit Outs: Mr. Akers supervises construction inspectors, reviews construction documents and permits, meets with design professionals regarding construction projects and Dover's permit process. Mr. McGregor reviews plans and permits, performs inspections of commercial, residential and manufactured buildings. Mr. Scott's responsibilities include plans review and performance of plumbing and HVAC inspections for commercial and residential buildings under construction. The combined efforts of all staff resulted in the performance of 3,710 building inspections, 2,931 plumbing/mechanical inspections, and 73 Certificates of Occupancy inspections this year. A total of 1,416 Permits were applied for in 2020 of all Permit Types (Building, Plumbing, Mechanical, Fire Protection, Demolition, and Sign Permits).

Additional Duties: The Building & Inspections Staff assists in revitalizing existing structures through the plans and permits process, responds to inquiries related to construction, assists in property damage assessment after significant damage causing events occur, and enforces licensing of contractors and design professionals. The team provides guidance, support and proper enforcement of the codes for construction and or repairs regulated by the Building and Life Safety Codes.

Summary Description: Building and Life Safety Codes address occupancy, structural strength, means of egress, sanitation, adequate lighting and ventilation, accessibility, energy conservation, and life safety in regard to new and existing buildings, facilities and systems. These issues are specific to structures and adjacent structures as they may relate. Staff continues to look forward to Dover adopting the International Code Council's latest codes of 2018 to replace previous versions.

Qualifications: Dover's Building Inspectors are qualified via a combination of certifications and licenses. Our inspectors are required to achieve or exceed 45 hours of training within 3 year time periods in order to maintain their certifications. These qualifications combined with years of experience in both private and public sectors places them among the best in the industry. Greg has 20 years of private sector experience, this combined with 18 years of City service brings 38 years of industry experience to the team. Greg holds certifications in Building, Commercial, Residential and Housing. Mike is ICC certified in Building, Commercial Building, Residential and is licensed through the State in Manufactured Home Compliance. Chris over the years has achieved 10 ICC certifications in several disciplines and is also licensed through the State of Delaware as both a Plumber and HVAC Mechanic. In addition, Chris has taught the Plumbing trade at Poly-Tech night school for over 11 years.

Fire Marshal's Office

Staff:

Jason Osika, Fire Marshal/Inspector III Matthew Brown, Deputy Fire Marshal / Inspector II Sean Christiansen, Deputy Fire Marshal / Inspector I Phillip Lewis, Deputy Fire Marshal / Inspector I

The Fire Marshal's Office has a staffing level of 4 full time employees. The breakdown is the Fire Marshal/Inspector III and three Deputy Fire Marshals which can hold the position of Inspector I or II. Currently, the office has one Inspector II and two Inspector I's. We added the additional Inspector I to the office in 2020.

The Fire Marshal's Office is responsible for conducting Annual Inspections in various public occupancies to include auditoriums, churches, club houses, theaters, restaurants that serve alcohol or are 10,000 square feet or greater, bars, schools, mercantile that is 10,000 square feet or greater, public office buildings, hospitals, nursing homes, group homes, lodging and rooming facilities, industrial, apartments, hotel and motels, and daycares. The Fire Marshal's Office handles a variety of fire related complaints such as over-crowding, blocked means of egress, fire lanes, and impaired fire protection. Due to COVID-19, we handled a large amount of occupant load calculations so businesses could follow the Governors orders. New fire suppression systems (sprinklers), fire alarm systems, hood suppression systems, and other forms of fire protection are accepted into service by the Fire Marshal's Office. The Fire Marshal's Office is also part of the Certificate of Occupancy approval process.

In addition to the inspection related responsibilities, the Fire Marshal's Office is responsible for the investigation of origin and cause of fires and explosions within the City of Dover. All employees of the office are on an on-call rotation for any after-hours fire or life safety complaints received, structural complaints, and buildings/residences needing condemnation. All employees also work special events such as race weekends, Firefly and July 4th activities. These events were canceled this year due to COVID-19. All events are planned for 2021.



Fire Type	Number	Value of Loss
Accidental	24	\$5,478,000
Incendiary	5	\$2,750
Undetermined	13	\$466,751
TOTAL	50	\$5,947,501

For the Calendar Year 2020, the following is a breakdown of activity for the Fire Marshal's Office:

- Annual Fire/Life Safety Inspections: 226 with 821 deficiencies
- Certificates of Occupancy Inspections /Fire Protection Acceptances Tests: 84
- Administrative Walk-through Inspections & Meetings: 117
- Fire/Life Safety Complaints: 303
- Plan Review: 116
- Fire Permits: Issued 76 with an income of \$18,826

Total of 42 Fire Investigations with a Total Fire Loss of \$5,947,501:

- Accidental: 24 with a total amount of \$5,478,000 in damage.
- Incendiary: 5 with a total amount of \$2,750 in damage. Arrest in conjunction with Dover Police Department Total: 1
- Undetermined: 13 with a total amount of \$466,751 in damage.
- Subject Injured/Burned Investigations: Total of 2
- Investigation Time: 124 hours
- Fire System Saves: 9

Code Enforcement & Property Maintenance

Staff: Ronald Coburn, Inspector II/Vacant Building Enforcement; Velvet Bowen, Inspector II; Edward Kopp, Inspector II; Joe Pembroke, Inspector I; and Brittney Alston, Inspector I. The Supervisor position is currently vacant.

The year 2020 was certainly a challenge with both the COVID-19 pandemic as well as staffing levels. In August, we had a hurricane come through Dover that spawned a tornado causing damage to several homes in Sherwood, Lincoln Park, North Dover Heights, The Hamlet, Cedar Chase Apartments as well as to William Henry Middle School. The Division saw two Inspectors to include the Supervisor resign their positions. Phil Lewis transferred to the Fire Marshal's office on June 4, 2020. The Office also had two Inspectors out on medical leave at different times during the year. Joe Pembroke was hired on October 5, 2020. Brittney Alston was hired on October 13, 2020.

Despite the challenges presented by COVID-19 and staffing levels, the Division still opened a total of 3,112 cases with regards to violations of the *Dover Code of Ordinances* and *Zoning Ordinance*. More than 75 percent of the cases are initiated by City Staff. Approximately forty seven percent of the violations are corrected





Types of Inspections/Cases Enter	ed
Annual Rental Housing Inspections	106
Property Maintenance Exterior/Interior	649
Tall Grass and Weeds	775
No Valid Business License	153
No Valid Rental Permit	228
Dover City Ordinances (Violations) Total	669 2,580
Causes for Inspections	
Citizen/Tenant complaint	504
Other Agency Referral	260
Staff Initiated	2,348
TOTAL	3,112

after the initial violation notice, with eighty four percent corrected after the second inspection.

VACANT BUILDING REGISTRATIONS:

The Code Enforcement Officers registered a total of 48 new Vacant Buildings within the City limits of Dover and collected \$106,406.18 dollars in registration fees from those registrations. Collection of the fees occurs at Planning & Inspections, Customer Service and on the Tax Bill. Currently, Staff estimates that there are approximately 160 of these structures still vacant.

TRAINING AND CERTIFICATIONS:

Eddie Kopp and Phil Lewis both passed the International Code Council Exam to become certified Housing and Property Maintenance Inspectors.

Licensing and Permitting

Staff: Kristen Mullaney, Licensing & Permitting Supervisor; Nichole Arnold, Office Assistant II; and Taryn Bauer, Office Assistant II.



The Permit and Licensing Staff is the first con-

tact most customers have with the Department of Planning, Inspections and Community Development with the City of Dover.

This Staff is responsible for the receipt and processing of all Permits, Business Licenses, Occupancy Permits, and Rental Dwelling Permits. These Staff schedule all inspections performed by the Department, assist customers, and answer inquires. They respond directly to questions regarding all of the above and scheduled appointments and meetings as required. The charts included in this Report are examples of just some of the important work done by this Staff. Their contributions to customer service are immeasurable. While much of their work cannot be directly quantified, without their efforts, the Department could not function. They present a high standard of prompt and courteous service.









Planning Office

Staff: Dave Hugg, Director of Planning, Inspections & Community Development;
Dawn Melson-Williams AICP, Principal Planner;
Tracey Harvey, Planner I;
Julian Swierczek AICP, Planner I;
Samantha Bulkilvish AICP, Planner I;
Maretta Savage-Purnell, Secretary II

The Planning Office is focused on both current and long-range planning activities including zoning and land use administration, support of three Boards and Commissions, and administration of various programs. The Planning Office is part of the review process for



certain types of construction activity permits (Building Permits, Sign Permits, etc.) and Certificate of Occupancy permits. The review and inspection efforts of the Planning Staff resulted in a 2020 calendar year total of 762 Permits and Certificates of Occupancy. Additionally, Staff reviews new applications for Business Licenses and Rental Dwelling Permits. The Planning Office coordinates the review and approval of all development applications including the associated support of the Planning Commission, Board of Adjustment, and Historic District Commission as they review applications. In 2020, the Planning Office processed 42 new applications and continued review of applications from previous years. See the Application Tables at the end of the Report. After postponing meetings for two months due to the COVID-19 Pandemic, we then moved all our Board and Commission meetings from May to December into a Virtual Meeting format and Staff learned to use the audio/video conferencing system WebEx for the meetings.

Learning activities for Planning Staff included numerous virtual workshops and seminars during the year including offerings by the Delaware APA Chapter, the Institute for Public Administration at the University of Delaware, HUD, and the American Planning Association's national conference as the *NPC20@Home* as many moved to virtual platforms. Many programs during the year focused on COVID-19 response and recovery. These are training opportunities for all Staff but especially for the three AICP Planners with continuing education (Certification Maintenance for AICP) requirements.

Julian Swierczek (Planner I) and Samantha Bulkilvish (Planner I) both passed the certification exam in November 2020 to achieve their AICP (American Institute of Certified Planners) certification. With this professional certification in the field of Planning, they join Dawn Melson-Williams, AICP (Principal Planner) for a total of three AICP Planners in the City's Planning Office.

In addition to plan and permit review of development applications and ordinance development, we celebrated the adoption and certification of the 2019 Comprehensive Plan on January 13, 2020. And then Staff begin focusing on the series of Implementation items of the Plan including the Comprehensive Rezoning 2021 Project (see topic section for description).

Community Development

The Community Development Block Grant Program (CDBG) expands opportunities and housing choices for low and moderate income persons living in Dover and protects the public health and welfare of Dover citizens. The program is managed by Planning Staff member Tracey Harvey. It performs the following tasks:

- Provides CDBG grants to sub-recipients that provide services to low/moderate income persons.
- Provides rehabilitation assistance to sub-recipients who service low/moderate income persons.
- Provides housing assistance to emergency shelters for the homeless.
- Provides homeownership assistance to first-time homebuyers that purchase affordable housing in the City of Dover.

The following projects were completed during the program year:

- <u>Homeownership Assistance Program</u>—Throughout the year, ten (10) families received a grant from the City of Dover's Homeownership Assistance Program and purchased affordable housing in the City.
- <u>Dover Interfaith Mission to the Homeless</u>—CDBG funds were utilized to cover the operations costs for the homeless shelter. A total of 200 homeless men were serviced throughout the program year.
- <u>Milford Housing Homeowner Rehabilitation Program</u>— CDBG funds were provided to fully renovate and improve one (1) owner-occupied home.
- <u>Milford Housing Emergency Repair Program</u>—CDBG funds were provided to complete emergency home repairs for twelve (12) owner occupied homes eliminating health and safety hazards.
- <u>Central Delaware Housing Collaborative</u>—CDBG funds were used to provide operations cost for a 16 bed women's homeless shelter.
- <u>NCALL Research Inc.</u>—CDBG funds were used to demolish an existing building in the Restoring Central Dover Area and construct affordable housing on the vacant lot.
- <u>CARES Act Funding</u>—The City of Dover was awarded \$163,211 in a special allocation to the Community Development Block Grant to be used to prevent, prepare for, and respond to COVID-19. The City partnered with the Department of Health and Social Services to administer the grant that was used to provide motel vouchers and rental subsidies that serviced homeless persons or those at risk of becoming homeless. Over 70 families and individuals were serviced throughout the program year.

Downtown Development District/Restoring Central Dover

On January 11, 2015 Dover received designation as a Downtown Development District. Governor Markell formally announced that the cities of Dover, Seaford and Wilmington were selected as the first Districts in Delaware with visits to each community. The City of Dover Planning Office continues to dedicate staff to the administration of the Downtown Development District Program to help ensure the continued success of the incentives program to attract new businesses and homeowners to the downtown area. To accomplish these goals in the Downtown Development District, we have carried on our programs of Building Permit Fees and Impact Fee waivers for new business and housing, and Business License Fee waivers for businesses locating in the Downtown area.

Over the course of 2020, the City authorized \$17,042 in Permit Fee waivers for 13 properties for the purpose of new housing or business. This includes eleven new homes which have been built within the Downtown Development District, including four on South Queen Street (14, 20, 117, and 133 South Queen Street), four on North New Street (15, 23, 26, and 35 North New Street), one on North Kirkwood Street (120 North Kirkwood Street), one on South Bradford Street (38 South Bradford Street), and one on Fulton Street (534 Fulton Street).

The City also waived Business License Fees in the amount of \$188.00 in the aim of incentivizing business growth in the Downtown District. Business License Fee Waivers may be utilized by an applicant for a period of no more than three years. Dover has seen several Businesses License Fee Waivers expire for 2019, and again for 2020, as said businesses had been established for a period of over three years.

Both incentive types are part of the City's compliment to the State of Delaware's incentives through the Downtown Development District Program. Together, we are seeing increasing evidence of the renaissance being brought to the City of Dover, particularly housing areas near the Downtown.

With Dover being one of the designated Downtown Development Districts in the State of Delaware, eligible investors may qualify for rebates on a portion of their investment if located within the City of Dover's DDD. Through the end of December 2020, the



State has issued \$1,040,183 in rebates towards \$8,081,760 in seven Large Scale Projects (over \$250,000), and \$708,696 in rebates to thirty-four Small Projects (\$25,000-\$250,000) since the start of the program in 2015. Staff notes that the Large Projects threshold has been changed by the Delaware State Housing Authority (DSHA) from \$250,000 to \$350,000 in 2020. However, no Large Projects have been active in Dover in 2020.

2019 Comprehensive Plan

The FINAL DRAFT (12.3.2019) 2019 Comprehensive Plan was reviewed by the Planning Commission and a Public Hearing conducted on the at their meeting on Monday, December 16, 2019. Planning Commission unanimously voted to recommend to City Council the Approval for Adoption of the FINAL DRAFT of the 2019 Comprehensive Plan along with the specific recommendations for Requests #1-6.

- Request #1: 5.0-acre parcel on north side of Route 8/Forrest Avenue
- Request #2: 1436 New Burton Road
- Request #3: 1.81-acre parcel on north side of White Oak Road
- Request #4: Various properties owned by Mt. Zion AME Church in Downtown Dover
- Request #5: Lands of Dover Motorsports, Inc./Dover International Speedway
- Request #6: Designation of Employment Center in vicinity of Kent County AeroPark

City Council held a Public Hearing on the Comprehensive Plan and Approved Ordinance #2019-21 to adopt 2019 Comprehensive Plan on January 13, 2020. In early February of 2020, Planning Staff completed the final publication of the Plan as adopted and submitted it for Certification by the Governor. The Governor Certified the City of Dover 2019 Comprehensive Plan by letter of March 10, 2020.

Comprehensive Plan Implementation Activities

After the certification of the Comprehensive Plan the Planning Office began the implementation phase of the Comprehensive Plan by developing ordinances and carrying out other activities.

Comprehensive Plan Amendments – There were no Comprehensive Plan Amendments in 2020. In accordance with the approved procedure for annual amendments to the Comprehensive Plan, the Planning Office received in December of 2020 three requests to amend the Land Development Plan Map which will be processed as Comprehensive Plan Amendments in 2021 (MI-21-01).

Comprehensive Rezoning – As part of the implementation of the Comprehensive Plan Staff are tasked with ensuring that the Zoning Map aligns with the approved Land Development Plan Map. Each land use designated across the City permits certain zoning districts. Using Geographic Information Systems (GIS) staff has begun to identify where the discrepancies lie between the Zoning Map and the Land Development Plan Map by pulling out parcels that require rezoning. This project will continue into 2021 by contacting the parcel owners and holding a Public Hearing in front of the Planning Commission and City Council to approve the proposed zoning Staff have identified is appropriate for the current land use and underlying Land Development Plan Map designation.

Special Studies & Projects:

Wireless Communications Facilities Ordinance – On November 9, 2020 Dover City Council adopted Ordinance #2020-13 adding provisions for Wireless Communications Facilities (WCF) as Article 5, Section 23 – Wireless Communications Facilities to the *Zoning Ordinance* and other amendments to the *Dover Code of Ordinances*. Planning Staff served as significant authors/editors of these new Wireless Communications Facilities provisions. This was the result of a multi-year effort by the Planning Office, the City Manager's Office with specialized legal counsel, the Electric Department, and the Public Works Department. Implementation of the new provisions will include a new Wireless Communications Facilities Building Permit application form and review process and the *Small Wireless Communications Facility (Small WCF) Design Manual*.

Enterprise Resource Planning Project – Various Department Staff continue to participate in the phased implementation of the Enterprise Resource Planning (ERP) system by Tyler Technologies. Staff utilizes the Tyler MUNIS financial system (implemented in December 2018) for invoice & payment processing, grant project management, and Budget entry. Later ERP Project phases will include implementation of our application, permits, inspections, and case management processes to replace our current system (Naviline and HTE).

Floodplain Management - The City of Dover is a participating community of the NFIP – National Flood Insurance Program. Staff regularly field questions on the Floodplains from property owners citywide. The Floodplain Management webpage at https://www.cityofdover.com/floodplain-management assists in information distribution on this topic. Planning Staff continued to attend Floodplain training workshops over the year to assist in knowledge of FEMA and/or local floodplain ordinances, understanding their communities flood risk, and for overall floodplain management. In 2020, two Planners attended the four-day training session *FEMA L-0273 Managing Floodplain Development through the NFIP* (National Flood Insurance Program). This training was offered locally with FEMA Region III Staff under sponsorship by DNREC.

Municode Meetings System – In 2020 the City Clerk's Office initiated a move to a new meetings management software system. Planning Staff in Summer 2020 began training activities to learn the Municode Meetings software system. This system for Meeting Agendas and Packet preparation is utilized by this Office for the three Boards & Commissions we support.

Delaware Population Consortium

Planning Staff attends the Delaware Population Consortium's meetings to participate in the review of data sets of statewide and municipal population and demographic projections. Planner Samantha Bulkilvish served as Chair of the Delaware Population Consortium during 2020 and was part of the reorganization of the entity per new provisions in *Delaware Code*. In December, Delaware Population Consortium adopted its Annual Population Projections. The Delaware Population Consortium estimated the City of Dover total population at 38,412 people (as of October 31, 2020).

See DPC webpage for more information: https://stateplanning.delaware.gov/demography/dpc.shtml



Ordinance Amendments: Research and Development

Three text amendments to the *Zoning Ordinance* occurred in 2020. The process of text amendment and ordinance development and adoption involves research by the Planning Staff, consultation with stakeholders on specific topics, review by City Council Committees, and then formal review and public hearings by the Planning Commission (for recommendation) and City Council (final action). The development of the Wireless Communications Facilities Ordinance was a multi-year effort by Planning Staff, the City Manager's Office, Electric Department, and Department of Public Works in conjunction with special legal counsel. The Text Amendment MI-20-01 was an applicant request. See Summary Table as follows for 2020 activity of Ordinance amendments.

	Ordinance Amendments	2020	
File Number & Ordinance	Topic	Text Amendment	Action Date
MI-20-01	Text Amendment: General Residence and Office Zone (RG-O)	Zoning Ordinance, Article 3, Section 9	Adopted: February 10, 2020
Ordinance			
#2019-19	Allow for Allow for barbershops to be included as a preferred use permitted subject to conditional use review within City's H (Historic District Zone) in the RG-O zone.		
MI-20-04	Text Amendment: Short Term Rental Use	Dover Code of Ordi- nances and Zoning	Adopted: January 11, 2021
Ordinance #2020 -05	Establishment of regulations for Short Term Rental Use.	Ordinance, Article 12	(CC Reaffirms CC Decision of Decem- ber 14, 2020 after
	And revises definition of "family"		Mayor Veto)
MI-20-06	Text Amendment: Wireless Communications Facilities	Zoning Ordinance, Article 5, Section 2;	Adopted: Novem- ber 9, 2020
Ordinance #2020	Establishes provisions for Wireless Commu-	Article 12; Article 3	,
-13	nications facilities related to location, place-	Section 20B; Article 5	
	ment (in Right-of-Way and on Property),	Section 21; and Do-	
	construction and standards. Types include	ver Code of Ordi-	
	Small WCF, Non-Tower Based WCF and Tow- er-Based WCF. Also includes <i>Small WCF De-</i>	nances, Chapter 98, Section 98-11, Ap-	
	sign Manual.	pendix F	

Boards and Commissions

Historic District Commission

The City of Dover, Delaware Historic District Commission consists of five members. The members during 2020 include Eric Czerwinski, Ann Baker Horsey, Joe McDaniel (until end of term in June), Jonathan Street, and Mary Terry Mason. The Commission receives staff support from the Planning Office. During 2020 Joe McDaniel served as Chairman (thru June) and Ann Horsey served as Vice-Chairman then Acting Chair. At the Commission's Annual Meeting in November 2020, Eric Czerwinski was elected Chair and Ann Horsey was elected Vice Chair. The fifth member of the Historic District Commission has yet to be appointed (to fill the seat vacated by Mr. McDaniel).

The Historic District Commission held five meetings in 2020. The Historic District Commission reviewed two (2) items for consultation on Architectural Review Certificates or as informational items in 2020. This included the referral of a Demolition Permit for the demolition of a vacant Commercial/Vehicle Service Building at 229 S. Governors Avenue (HI-20-01) which was authorized. During the year, the Commission heard a number of project updates on topics such as the adoption and implementation of the 2019 Comprehensive Plan and the adopted Ordinance for Wireless Communications Facilities. The Commission also participated in a training session on the aspects of the Historic District Zone (H) including the provisions and procedures for Architectural Review Certification and its differences from the National Register of Historic Places.

Of the thirty-four (34) permits in the Historic District in 2020, a total of twenty-nine (29) required Architectural Review Certification for exterior work activities. The significant majority of the Permits were eligible for Staff Review during the Building Permit process due to their scope of work. For example, exterior renovations and restoration/repair of exterior finishes for a several buildings on or near The Green and in the Capitol Complex were completed. Several other buildings underwent roof repair and replacement projects. Sign Permits were issued for new businesses adding signage including retail and office locations.

Certified Local Government Program

The City of Dover was designated a Certified Local Government in 2015. As part of the Certified Local Government Program, grant funding was received in the FFY2019 CLG Grant Application (HI-19-02) to seek consultant assistance to develop an Addendum to the *Design Standards & Guidelines for the City of Dover Historic District Zone* document focusing on Modern Materials & Technologies. Originally planned to begin in Summer 2019, this grant project was delayed due to Planning Staff's focus on the *2019 Comprehensive Plan* Project and then further delayed due to implications of the State of Emergency for the COVID-19 Pandemic. The timeframe to utilize this FFY2019 CLG Grant has been extended into 2021; Staff will be revising the scope of work to initiate the project.

Planning Commission

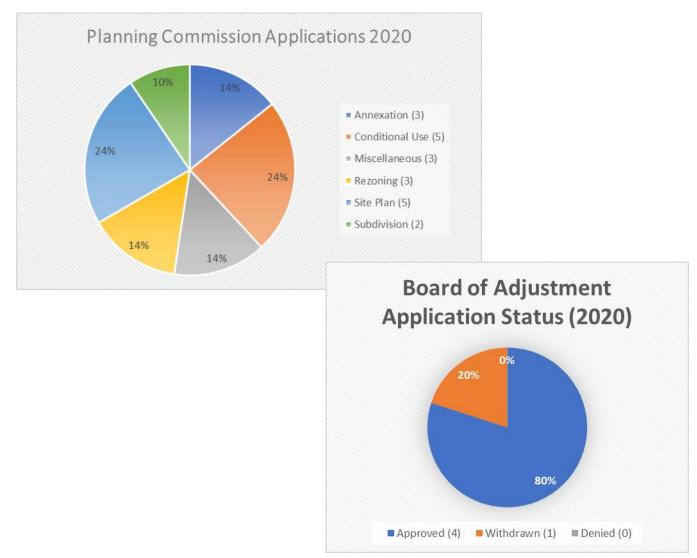
In 2020, the Planning Commission consisted of nine members with Dr. Bobby Jones as Chair. The position of Vice-Chair had been held by Ms. Andrea Maucher who took up the role of Interim Chair when Dr. Jones stepped down as Chair in May 2020. At their Annual Meeting in July 2020, Ms. Andrea Maucher was elected Chair of the Planning Commission and Mr. Nick Adams was elected Vice Chair at a subsequent meeting. There was also changes in Planning Commission Membership. In July 2020, Ms. Deborah Edwards term expired and she did not wish to seek reappointment. In June 2020, Mr. Fred Tolbert passed away after more than 16 years of service on the Planning Commission. Two new members were appointed to the Planning Commission: Ms. Holly Malone in July and Mrs. Kelli Lord in September.

The Planning Commission met eight months in 2020 and reviewed a total of 21 applications. The year got off to a rocky start with the introduction of COVID-19, but the Planning Commission adapted quickly and took their meeting online using WebEx where they could still receive public comments while keeping everyone safe. The Site Plans reviewed by the Planning Commission included a Master Plan for the new Dover Middle Schools on Pat Lynn Drive and a large manufacturing facility off of the POW-MIA Parkway. The Conditional Use applications included a new warehouse on Rosemary Road and new two new Day Cares. There were two

different Conditional Use Applications for Apartment projects on Bay Road that did not receive approval from the Planning Commission. The Planning Commission made recommendations to City Council on three Rezoning applications including applications related to a possible new location for the Dover Interfaith Mission for Housing on West Division Street and the rezoning of two parcels on N New Street for housing projects spearheaded by NCALL. There were two application for Subdivision in 2020 for the site of Eden Hill Medical Center and for five residential properties off of College Road. There were three applications for Annexation of property varying in scale including a single-family residence on N Little Creek Road, a large mixed-use parcel on McKee Road, and a two-acre parcel with existing business looking to expand on Horsepond Road. A total of 14 applications were submitted to the Planning Office for Administrative Review including nine Administrative Site Plans, four Minor Lot Line Adjustment Plans, and one informational study.

Board of Adjustment

The Planning Office received five (5) applications to the Board of Adjustment in 2020. All five of the applications were for area variances and none were for a use variance. Of the five applications for area variances received, four were approved, and one was withdrawn. One application was to allow an increase the maximum allowable height of a fence in the front yard of a residential property and in an area designated for corner visibility. The first request pertaining to maximum height of a fence in a residential front yard was granted and the applicant withdrew the second request related to the corner visibility area. Other variance requests dealt with signage and setback requirements. The one Area Variance which was withdrawn by the Applicant so that they could revise their site design to address code requirements.



	ANNEXATIONS 2020										
File #	Applicant	Applicant Location		City Zoning	Acreage	Action	Date				
IAX-20-01	Lands of Holly L. Mayer	1448 N Little Creek Road	RMH	R-8	0.22	PC Recommended Approval CC Approval	5/18/2020 6/8/2020				
IAX-/U-U/	Lands of MEB Proper- ties LLC	1385 McKee Road	RS1	RG-2/C- 2A	78.6	PC Recommended Approval CC Approval	5/18/2020 6/8/2020				
AX-20-03	Lands of JACJIM LLC	679 Horsepond Road	BG	C-3	2	PC Recommended Approval CC Approval	5/18/2020 6/8/2020				

		(CONDITIONAL US	ES 2020			
File#	Plan Name	n Name Location Type Bldg Sq Ft (new) DU Action		Action	Date		
C-20-01	Rosemary Road Warehouses	131 Rosemary Road	Warehouses	30,955	-	PC Conditional Approval	5/18/2020
	Landing Square Apartments, Bay Road Commer- cial Revision	600 Bay Road	Apartments and Office Building	52,000		Conditional Use De- nied and Site Plan Deferred	7/20/2020
C-20-03	Love Drives, LLC	151 Greenhill Avenue	Large Family Daycare	existing	ı	PC Conditional Approval	8/17/2020
C-20-04	Kid Clouds Child- care	113 N West Street	Large Daycare	existing	-	PC Conditional Approval	12/21/2020
C-20-05	Bay Pointe Apartments	1080 & 1106 Bay Road	2 Apartment Buildings	70,614	54	Conditional Use De- nied	12/21/2020

	MISCELLANEOUS 2020									
File #	Plan Name	Location/Topic	Туре	Ordi- nance	Action	Date				
MI-20-01	Text Amend- ment: General Residence and Office Zone (RG- O)	Zoning Ordi- nance, Article 3, Section 9	Allow for Allow for barbershops to be included as a preferred use permitted subject to conditional use review within City's H (Historic District Zone) in the RG-O zone.	2019- 19	CC First Reading PC Recommend Approval CC Approval	12/9/2019 1/21/2020 2/10/2020				
MI-20-02	Fulton Street Lot Consolidation	528 and 534 Fulton Street	Lot Consolidation Plan	-	Administrative Review (filed) Final Approval	1/28/2020 3/13/2020				
	MLLA Plan: 133, 137, & 145 South Bradford Street Parcel Consolidation	113, 137, and 145 South Brad- ford Street	Minor Lot Line Adjustment Plan	-	Administrative Re- view (filed) Final Approval	4/20/2020 5/12/2020				
MI-20-04	Text Amend- ment: Short Term Rental	Dover Code of Ordinances and Zoning Ordi- nance	Establishment of regulations for Short Term Rentals	2020- 05	Proposal to CCOW Legislative, Finance, and Administration Committee CC First Reading PC Recommended Approval CC Approval Mayor Vetoes CC Decision CC Reaffirms CC Decision	9/15/2020 10/12/2020 11/16/2020 12/14/2020 12/21/2020 1/11/2021				
MI-20-05	Lands of NCALL	14, 18, and 20 South Queen Street	Minor Lot Line Adjustment Plan	-	Administrative Review (filed) Final Approval	6/8/2020 7/22/2020				
MI-20-06	Text Amend- ment: Wireless Communications Facilities	Dover Code of Ordinances and Zoning Ordi- nance	Establishment of regulations for Wireless Communications Facilities	2020- 13	Proposal to CCOW Utility Committee CC First Reading PC Recommended Approval CC Approval	9/15/2020 9/28/2020 10/19/2020 11/9/2020				
MI-20-07	Street Names Dover Interna- tional Speedway	Dover Interna- tional Speedway		-	Informational File	10/2/2020				
MI-20-08	Lands of Monar- cas Inc.	1235 Bay Road	Minor Lot Line Adjustment Plan	-	Administrative Re- view (filed)	10/26/2020				

		F	REZONING	2020			
File #	Applicant	Location	From To		Acres	Action	Date
Z-20-01	Lands of William Ardito	4 Lakeview Drive	R-7	RG-1	0.00	CC First Reading PC Recommended Approval CC Motion Failed	12/9/2019 1/21/2020 2/10/2020
Z-20-02	Lands of NCALL	35 and 39 N New Street	RG-3	RG-1		CC First Reading PC Recommended Approval CC Approval	10/26/2020 11/16/2020 12/14/2020
Z-20-03	Lands of Tolano Anderson	630 W Division Street	C-3	Ю	1 00	CC First Reading PC Recommended Approval CC Motion Failed	10/26/2020 11/16/2020 12/14/2020

	SUBDIVISIONS 2020										
File#	Plan Name	Location	Туре	Lots	Acreage	Action	Date				
ISB-20-01	Lands of Steven D. Heiges		Minor Subdi- vision	5	1.79	PC Conditional Approval Record Plan Ap- proval	1/21/2020 3/27/2020				
	Lands of Dover Medical Proper- ties, LLC	200 Banning Street	Minor Subdi- vision	4	14.12	PC Conditional Approval Record Plan Ap- proval	9/21/2020 1/14/21				

	UNIFIED SIGNS 2020								
File #	File # Applicant Location Type Action Date								
	No applications received.								

			SITE PLA	NS 2020				
File #	Plan Name	Location	Description	Review Type	Bldg Sq Ft (new)	DU	Action	Date
S-20-01	Garrison Ener- gy Center	450 Garrison Oak Drive	Administration Building Expan- sion	Administra- tive Review	4,416	-	Administrative Review (filed) Final Approval	1/21/2020 5/12/2020
S-20-02	Capital School District - New Middle School	1 Pat Lynn Drive	Site Develop- ment Master Plan	PC Review	238,500	-	PC Conditional Approval	5/18/2020
S-20-03	DelDOT Cen- tral District New Garage	930 Public Safety Blvd	New Garage	Administra- tive Review	6,300	-	Administrative Review (filed) Final Approval	4/30/2020 7/30/2020
S-20-04	Proposed Re- model and Change of Use	484 N Dupont Highway	Restaurant	Administra- tive Review	-	-	Administrative Review (filed) Final Approval	5/21/2020 10/15/2020
S-20-05	Loockerman's Flea Market	346 W Loockerman Street	Flea Market	Administra- tive Review	-	-	Administrative Review (filed)	7/30/2020
S-20-06	Serendra Apartments	762 and 764 S State Street	Apartments (Renovations)	Administra- tive Review	-	-	Administrative Review (filed)	7/28/2020
S-20-07	New Dover Middle School Phase 1 and 2	1 Pat Lynn Drive	School	Administra- tive Review	-	-	Administrative Review (filed)	8/24/2020
S-20-08	US Corrugated	1436 New Burton Road NKA 1601 POW Park- way	New Manufac- turing Facility	PC Review	457,500	-	PC Conditional Approval Final Approval	10/19/2020 2/1/2021
S-20-09	Union Whole- sale Dover Facility	679 Horse- pond Road	Wholesale Warehouse	PC Review	9,000	-	PC Conditional Approval	10/19/2020
S-20-10	KGH Develop- ment Corpo- ration/ Bayhealth Medical Cen- ter Inc. Park- ing Lot Expan- sion	605 and 625 S State Street	Parking Lot Expansion Mas- ter Plan	PC Review	-	-	Applicant Request to Postpone Application PC Deferred Consideration	10/16/2020 10/19/2020
S-20-11	The Little Peo- ple's Daycare	118 Roose- velt Avenue	Large Family Daycare	Administra- tive Review	-	-	Administrative Review (filed) Final Approval	9/10/2020
S-20-12	Walker Pavil- ion	101 Mont Blanc Blvd	Two-story Office Building	PC Review	24,657	-	PC Conditional Approval	11/16/2020

	SITE PLANS 2020 CONTINUED									
File #	Plan Name	Location	Description	Review Type	Bldg Sq Ft (new)	DU	Action	Date		
S-20-13	VOID	-	-	-	-	1	-	-		
S-20-14	II)()V Kettlehell		Telecommuni- cations Tower	Administrative Review	-	-	Administrative Review (filed)	11/6/2020		
S-20-15	Robbin Hose Fire Company No. 1 - Station No. 2		Building Addition	Administrative Review	3,218	-	Administrative Review (filed)	12/3/2020		

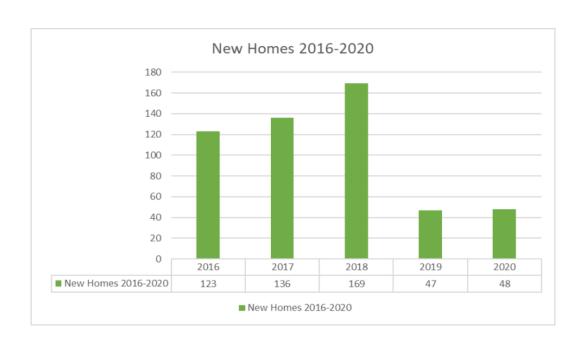
	BOARD OF ADJUSTMENT 2020								
File#	Plan Name	Location	Description	Туре	Action	Date			
V-20-01	Holy Cross Cemetery	414-422 N New Street	A variance to permit a 12- foot 9-inch tall archway sign on the grounds of Holy Cross Cemetery.		Approved	1/15/2020			
V-20-02	Lands of National Cup	245 McKee Road	A variance to permit an 8- foot tall and 42.5 SF monument sign in an area adjacent to a residential district.	Area Variance	Tabled Approved	5/20/2020 6/17/2020			
V-20-03	Lands of Liborio Watergate, LLC	8 Bent Stick Way	Reduction of a rear yard setback from 30-feet to 25 feet.	Area Variance	Withdrawn	3/18/2020			
V-20-04	Lands of G. Derrick Hodge	5 Pine Street	Five-foot privacy fence around the perimeter of the property using right angles at every corner. Later amended to take into consideration that the applicant was willing to relocate fence at the corner of Pine and State Streets to allow for sight triangle.	Area Variance	Approved	6/17/2020			
V-20-05	Cellco Partnership d/b/a Verizon Wireless - DOV Kettlebell	800 and 801 Otis Drive	Height variance for a proposed telecommunications tower.	Area Variance	Approved	10/21/2020			

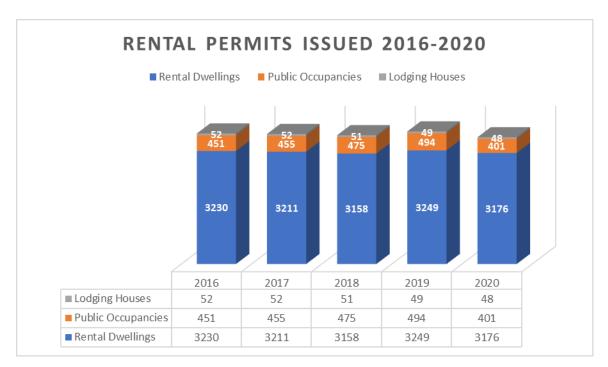
HISTORIC DISTRICT COMMISSION 2020						
File#	Plan Name	Location	Туре	Action	Date	
HI-20-01	Referral of Permit #20-47	229 S Governors Avenue	Vacant Building	Approval of Demolition Permit	2/20/2020	
IHI- /(I-() /	CLG Grant Application for FFY2020	Historic District and Citywide	Information File	Received Notice of Eligibility for Grant; Considering potential projects in order to apply for Grant	10/2/2020	

2020: Dover by the Numbers

Certificates of Occupancy, Building, Plumbing and HVAC Inspections

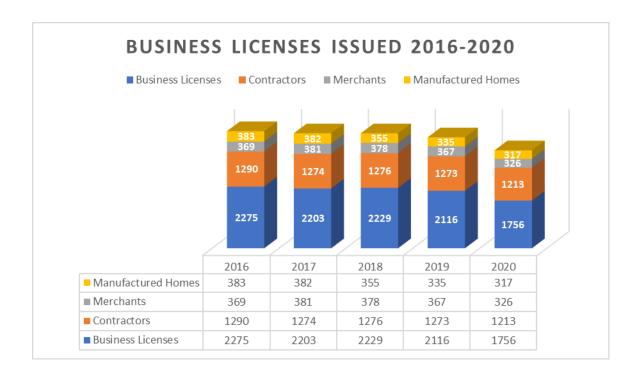
Calendar Year Inspections	2016	2017	2018	2019	2020
Plumbing / HVAC Inspections	3,149	4,336	6,070	7,402	2,931
Building Inspections	3,529	4,243	4,837	5,726	3,710
C/O Inspections	160	181	203	329	73
Total Inspections	6,838	8,760	11,110	13,457	6,714





Rental Licenses	2016	2017	2018	2019	2020
Rental Dwellings	3,230	3,211	3,158	3,249	3,176
Public Occupancies	451	455	475	494	401
Lodging Houses	52	52	51	49	48
Totals	3,733	3,718	3,684	3,792	3,625

Business Licenses Issued (2016-2020)



Business Licenses	2016	2017	2018	2019	2020
Business Licenses	2,275	2,203	2,229	2,116	1,756
Contractors	1,290	1,274	1,276	1,273	1,213
Merchants	369	381	378	367	326
Manufactured Homes	383	382	355	335	317
Totals	4,317	4,240	4,238	4,091	3,612

Major Projects and Construction Activity

Residential Construction Activity

The build-out of residential subdivisions continued citywide in 2020 with forty-eight (48) Permits issued for a mix of one-family detached dwellings and townhomes. There was residential construction activity in Clearview Meadows PND, Patriot Village, Village of Cannon Mill Pond PND, Seskinore, Oak Shadows, Nottingham Meadows, and Lexington Glen. A series of permits for one-family dwelling infill projects were issued throughout the year including within the area of the Downtown Development District and other scattered lots citywide. Approximately thirty-four (34) new dwelling units were completed and received Certificates of Occupancy in the year. 2020 also saw a significant number of Fence, Shed, and Deck Permits as people made improvements at their residences. Construction activity for multi-family units only included the start of reconstruction of the Baytree Apartment Building (previously destroyed by fire in April).

Non-Residential & Commercial Construction Activity

Commercial and other construction activity continued in 2020 with a variety of new projects starting, renovation activities establishing new tenants, and projects being completed even in the midst of the COVID-19 Pandemic.

New Permits Issued & Projects Underway in 2020:

New Permits were issued in 2020 for a variety of renovation projects and new building construction projects. The following list consists of projects that were started in 2020 and may not be fully complete as of yet.

- Renovation projects and tenant fit-out activities in **Greentree Shopping Center**, the **Blue Hen Corporate Center**, Enterprise Business Park, on Silver Lake Boulevard, and State of Delaware buildings
- Renovations at **C&C Drywall Contractors** at 730 Horsepond Road.
- New building construction for **Parks & Recreation Administration Building** next to the Pitts Center in Schutte Park (S-19-09)
- Interior renovations at Food Lion in Gateway West Shopping Center
- New building construction for **Delaware State Police Administration Building** in the **Bay Road Commercial** project (also known as Landing Square) at 600 Bay Road (S-19-20)
- Exterior renovations at the **Delaware State Housing Authority Offices** at 16-26 The Green
- Kitchen addition to **Blank's Kitchen** in Spences Bazaar (S-18-06)
- Renovations of Office for **House of Pride** at 45 S. New Street (C-17-04)
- New building construction of **Administration Building Addition at the Garrison Energy Center** (S-20 -01)
- Various renovation projects at **Bayhealth Medical Center** (Hospital)
- Renovations for restaurant at 25 W. Loockerman Street
- Renovation for the **Sugar Factory Restaurant** at Dover Downs Hotel & Casino
- Grotto Pizza Dough Production Facility on Rosemary Road (C-19-08)
- Tenant fit-out for a Restaurant at 1040 S State Street
- Renovations at University Village building at **Delaware State University**
- New garage building at **DelDOT- Central District Garage** (S-20-03)
- Entrance Lobby renovations at Luther Towers
- Renovations for multiple tenants in the Old Dover Post Building on South Little Creek Road
- Room renovations at Holiday Inn
- Renovations at **Arby's** on Forrest Avenue

- Sidewalk and access improvements at the J.P. Court facility
- Renovations of offices at the DTC-Delaware Transit Corporation facility
- Renovations at **Hardee's** on Forrest Avenue
- Site Work for the **Manufacturing Facility (US Corrugated)** at 1601 POW/MIA Parkway (S-20-08)
- Other small commercial renovations/tenant fit-outs

Completed Projects for Renovation Activities

Building Permits were issued for building rehabilitation/renovation projects and tenant space fit-outs citywide in 2020. The following are a sample of the Renovations Activities completed from the year.

- Renovations for **Crab DuJour Restaurant** at 889 N. DuPont Highway (Old Shuckers location)
- Tenant fit-out for **Dollar Tree Store** in Bay Court Plaza (Portion of Value City space)
- Renovations for Brandywine Valley SPCA facility at 1757 Horsepond Road
- Multiple renovation projects at Bayhealth Medical Center facilities
- Renovations creating a **Women's Shelter** at 801 W. Division Street
- Tenant fit-out for **Delicious Fusion Restaurant** at **Capital Station** (S-17-12)
- Hobby Lobby at the North Dover Shopping Center on DuPont Highway (Old Acme location)
- Tenant fit-out for **Department of Veterans Affairs** at the Blue Hen Corporate Center
- Tenant fit-out for **426 Caribbean Cuisine** at 1040 S. State Street.
- Tenant fit-out at 24 Maggies Way
- Renovations for Offices at 611 S. DuPont Highway; offices at 107 Mont Blanc Boulevard; Offices at 6
 W. Loockerman Street; Offices at 555 E. Loockerman Street; Office at 81 Greentree Drive; Insurance Office at 65 N. DuPont Highway; Eye Care Office in Creekstone on S. Governors Avenue
- Renovations at **J.P. Court** at 480 Bank Lane
- Renovations at the City's Water Treatment Plant
- Tenant fit-out for a **Pirit's Market** in the Olde Oak Shopping Center
- Exterior ADA accessibility improvement project at PNC Bank

Completed Projects for New Building Construction

The following projects involved the development of properties resulting in construction of New Buildings. They were completed in 2020 and note the associated Site Plan Applications.

- **Red Robin Restaurant** in Capital Station at 40 N. Dupont Highway
- Lidl Grocery Store at 150 North DuPont Highway (S-18-11)
- Addition to Shell's Early Learning Center at 868 South State Street (Day Care Center: C-17-02)
- Mini-storage building at **Secure Storage** at 640 Lafferty Lane (S-17-06)
- Expansion of commercial building at 1160 White Oak Road (Jolly Joe's Building Addition S-17-24)
- **Dunkin Donuts** at 1128 Forrest Avenue (S-16-13)
- Shed/House Buildings (Mock Residences) at the **Safety Town/Leak City Training Facility at the Chesapeake Utilities Dover Campus** (S-19-16)



















276 Troon Road Fox Hall



Patriot Village - 5 Town House Units - 211 Tea Party Trail, 213 Tea Party Trail , 215 Tea Party Trail , 217 Tea Party Trail and 219 Tea Party Trail.





Habitat for Humanity-22 N. New Street