



**City Council**

**December 15, 2025**

**6pm**

**Newberg Public Safety Building 401 E. Third Street**

**Denise Bacon Community Room**

**Online: <https://us06web.zoom.us/j/89536547180>**

**[Public Comment Registration](#)**

**[View Slides](#)**

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- 1. Call to Order**
  - 2. Roll Call**
  - 3. Pledge of Allegiance**
  - 4. [City Manager Report](#)**
    - 4.1. [October Statistical Report and Storm Water Master Plan Introduction](#)**
      - a. [Attachment 1: Storm Water Master Plan Phase II Scope of Work](#)
  - 5. Public Comments**
    - 5.1. [Written Comment #1](#)**
  - 6. Consent Calendar**
    - 6.1. [457 Plan Contact Updates](#)**
  - 7. Continued Business**
    - 7.1. [Departmental Customer Service Standards](#)**
      - a. [Exhibit A: Customer Service Guide](#)
      - b. [Exhibit B: Customer Service Standards](#)
  - 8. New Business**
    - 8.1. [Newberg Cultural District Intergovernmental Agreement](#)**
      - a. [Attachment 1: City Council Cultural District Presentation](#)
      - b. [Attachment 2: Cultural District IGA](#)
    - 8.2. [Library Lavatory Remodel](#)**
  - 9. Council Business**
    - 9.1. [Board, Committee, and Commission Appointments](#)**
      - a. [Attachment 1: Applications](#)
      - b. [Presentation](#)

**Adjournment**

**ADA Statement:** Contact the City Recorder's Office for physical or language accommodation at least 2 business days before the meeting. Call (503) 537-1283 or email [cityrecorder@newbergoregon.gov](mailto:cityrecorder@newbergoregon.gov). For TTY services please dial 711.

\*Indicates supplementary item

# REQUEST FOR COUNCIL ACTION



**Date Action Requested: (December 15, 2025)**

Order <input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution <input type="checkbox"/> Motion <input type="checkbox"/> Information <input checked="" type="checkbox"/> Proclamation <input type="checkbox"/>	
Subject: CM statistics for December 15 <sup>th</sup> 2025	Staff: Will Worthey CM Department: Administration
Work Session <input type="checkbox"/> Business Session <input checked="" type="checkbox"/>	Order On Agenda: CM report

**Is this item state mandated?** Yes ☐ No ☒

**If yes, please cite the state house bill or order that necessitated this action:** NA

**Recommendation:** NA

**Executive Summary:** The summary of events conducted by city departments in October of 2025. The presentation also re-introduced the Storm Water Master Plan (SWMP), with a summary of costs and benefits. See attachment #1 Keller Engineering SWMP memo and scope of work.

**Fiscal Impact:** All were conventionally budgeted items.

## **Council Goals:**

**Goal 4: Create and maintain a high level of transparency with our residents in order to build trust.**

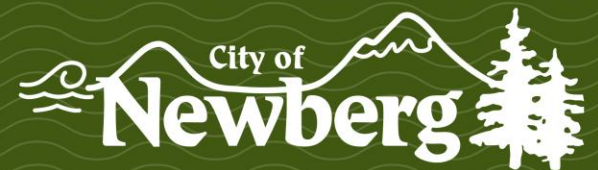
O1: Expand communication outreach in regard to regular city events and additional involvement with city businesses by the end of 2026.

The SWMP will return several more times to council in the next few months.



# Newberg CM report

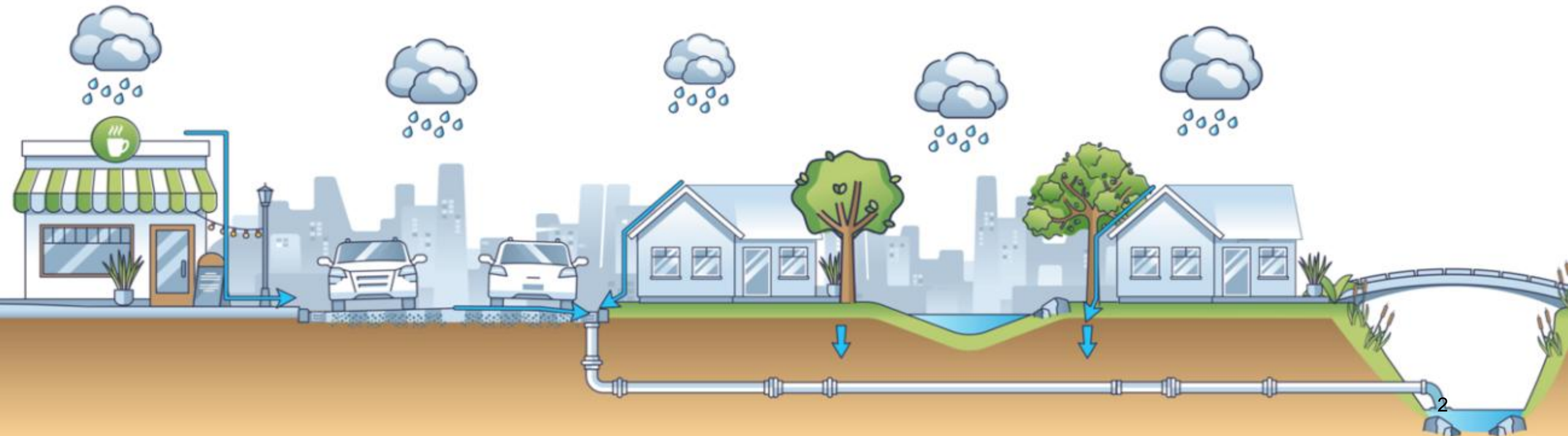
Monthly Statistics to the end of October 2025  
& a reintroduction to the upcoming  
Storm Water Master Plan Project





Before we pivot to covering the October Statistics, I want to re-introduce the ***Storm Water Master Planning*** effort (SWMP).

- This was last covered with council in the BY 2025 – 2027 Capital Improvement Project review.
- It is also part of the current approved budget and was covered in the budget building process for the BY.





The SWMP will appear in the next council session with a request for funding authorization of \$237,000.

Notably this is \$80,000 less than initial estimate in part due to the flow monitor placement, data collection and analysis done by our new (and former Intel employee) Danette.

See attachment #1 Keller Engineering Scope of work.

On the next few slides, I will cover what we will get out of this process. Critically and most significantly this is a search for data, hard data that can be used to make follow on design and construction decisions in future CIP cycles.

The city will only need to do this once a decade.

The SWMP will (among other tasks):

- Review Relevant Municipal Code (Chapters 12, 13, and 15) Planning and Zoning, Streets, Sidewalks and public Places, and Utilities Code
- Recommendations will be added to Municipal code to update the recommended recurrence of a SWMP update from every 5 years to 10 years, we feel this is appropriate and it will save money
- Conduct a limited topographic survey of the city (the relevant infrastructure)
- Update existing conditions model hydrology based on basin geometry, time of concentration calculations, design storm events, land use and soil runoff characteristics
- Utilize NOAA data and City input to define design storm events.
- Up to five design storms (i.e. 2-year, 10-year, 25-year, 50-year, and 100-year storm) will be considered



The SWMP will produce these deliverable products:

- Estimates of future staffing requirements for maintenance
- Future maintenance cost estimate report (this will feed into the CIP cycle)
- Provide a final report to council and the community
- Identify current and future problem area for dealing with stormwater and stormwater surge
- Develop alternatives for future CIP tasks to manage stormwater
- Develop project fact sheets for CIPs
- Fact sheets will include a brief description, project name/identification, project purpose and description, budget breakdown, and a graphic

When the SWMP work is complete the data will be presented in these ways:

- Capital improvement table and location figure, in pdf format.
- Estimate of SDC eligibility for each capital improvement.
- Fact sheet for each capital improvement, in pdf format.
- Draft master plan document section, summary tables, and figures, in Microsoft Word and PDF

## **Public Meetings**

Prepare meeting materials and attend meetings (the Keller expert on the topic RYAN RETZLAFF P.E. will present). This will include:

- Two (2) Planning Commission
- Two (2) City Council hearing (one may be reserved for the NMC shift)

... and now on with the monthly statistics!

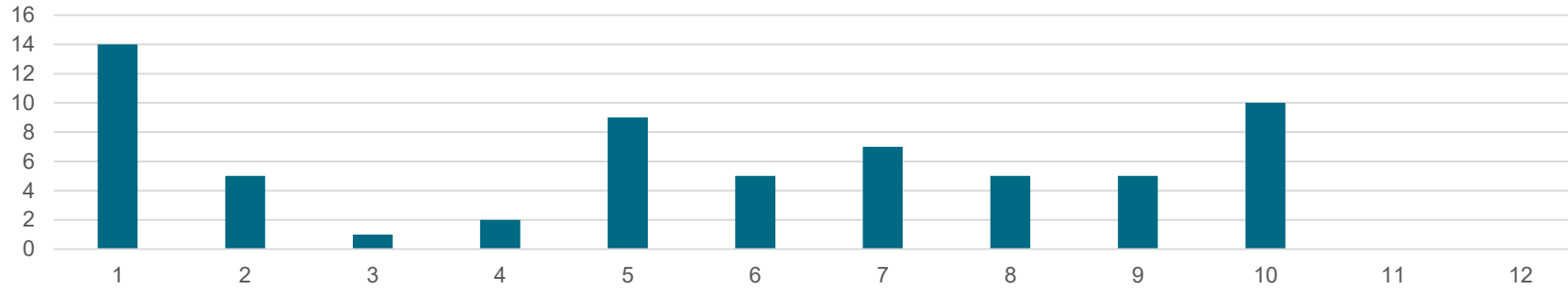


## Planning: combined planning decisions of all sorts\*: 10

**Average  
2022**

**11.67**

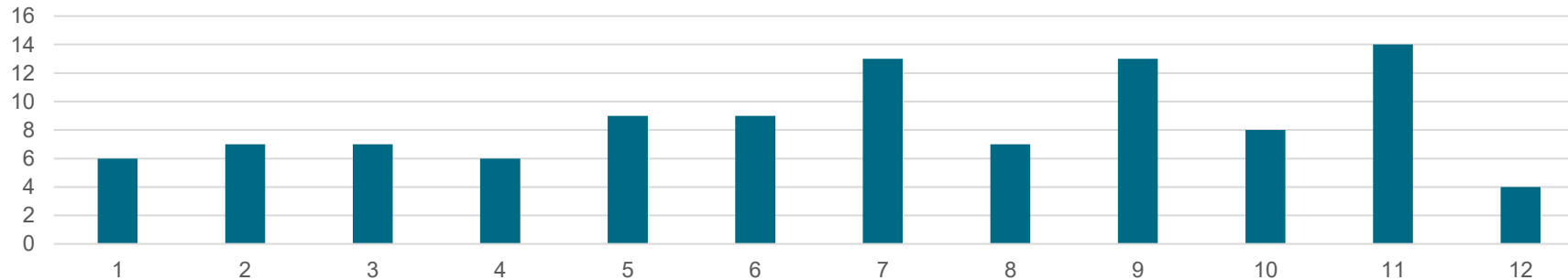
Planning Decisions



**Average  
2023**

**11.75**

**2024 - Planning Decisions – 8.58**



\* Combined from the Director, Planning Commission and Council

## Planning: building permits for housing units: 5

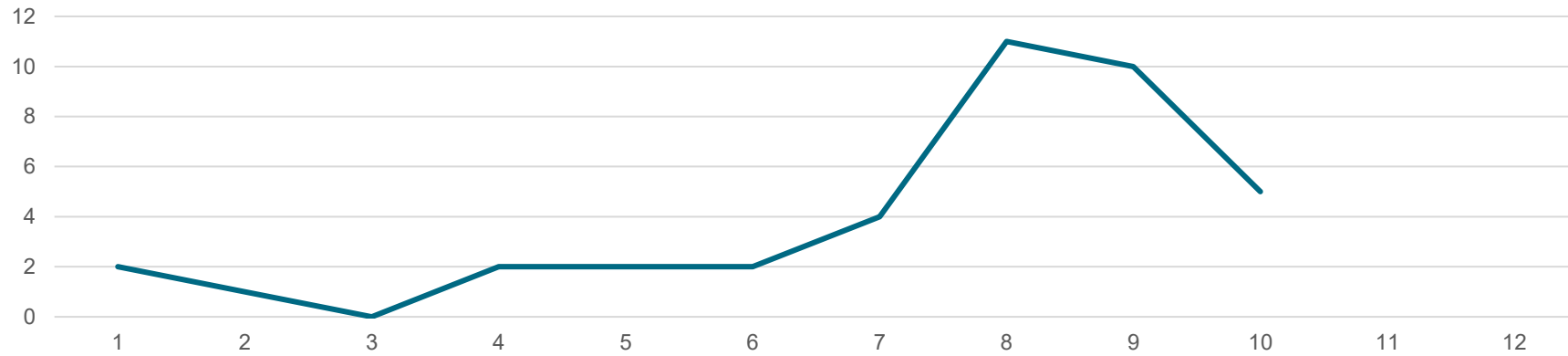
**Average  
2022**

**15**

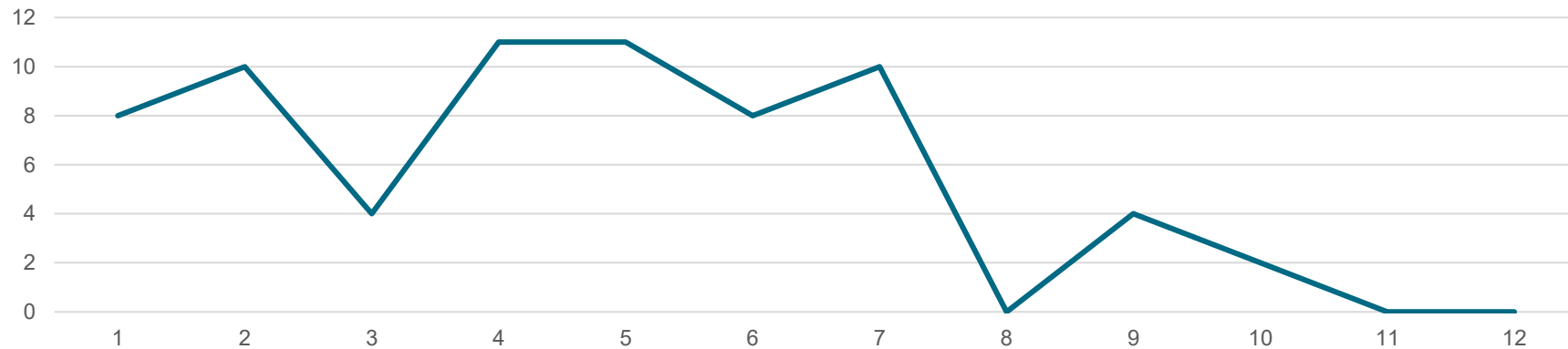
**Average  
2023**

**7.75**

Permits for units



**2024 - Permits for units – 5.67**



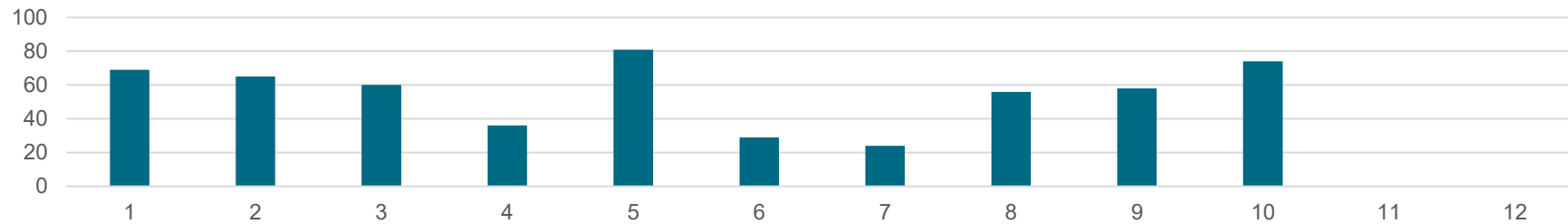


## Planning: building permits other types: 74

**Average  
2022**

**122**

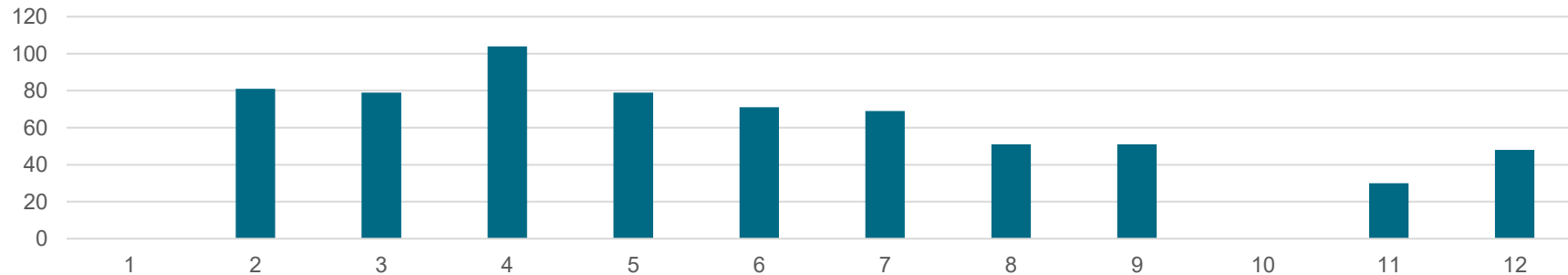
Other Building Permits



**Average  
2023**

**101**

**2024 - Other Building Permits – 55.25**

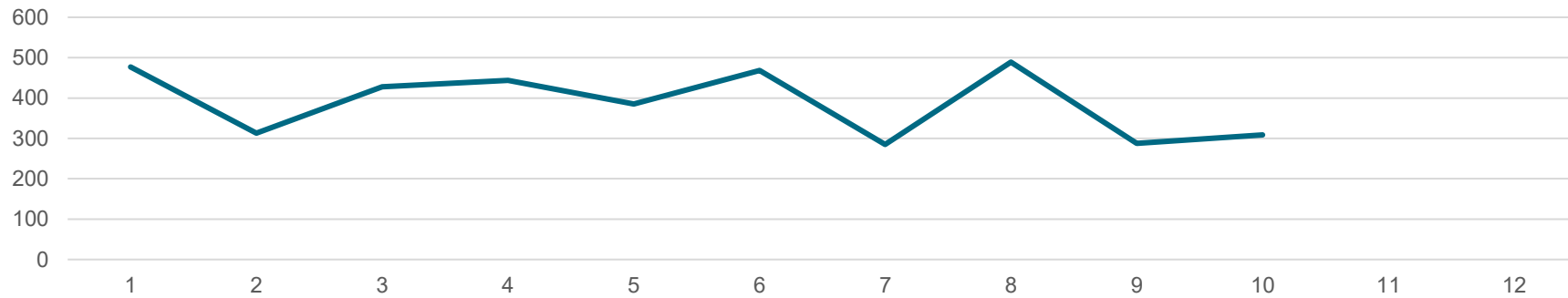


## Planning: building inspections: 309

**Average  
2022**

**691**

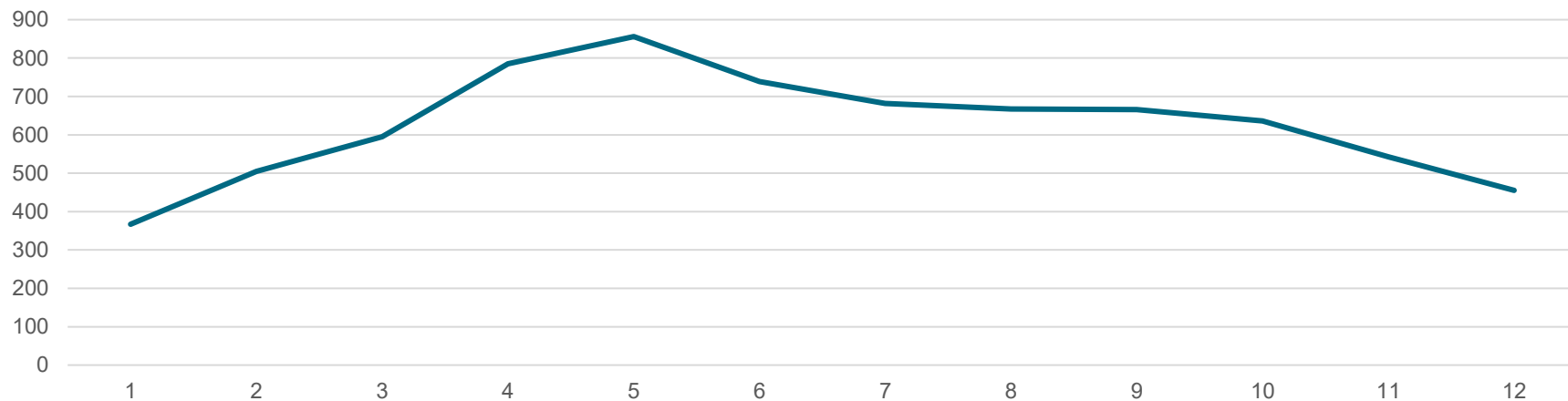
Building Inspections



**Average  
2023**

**728**

**2024 - Building Inspections – 624.67**



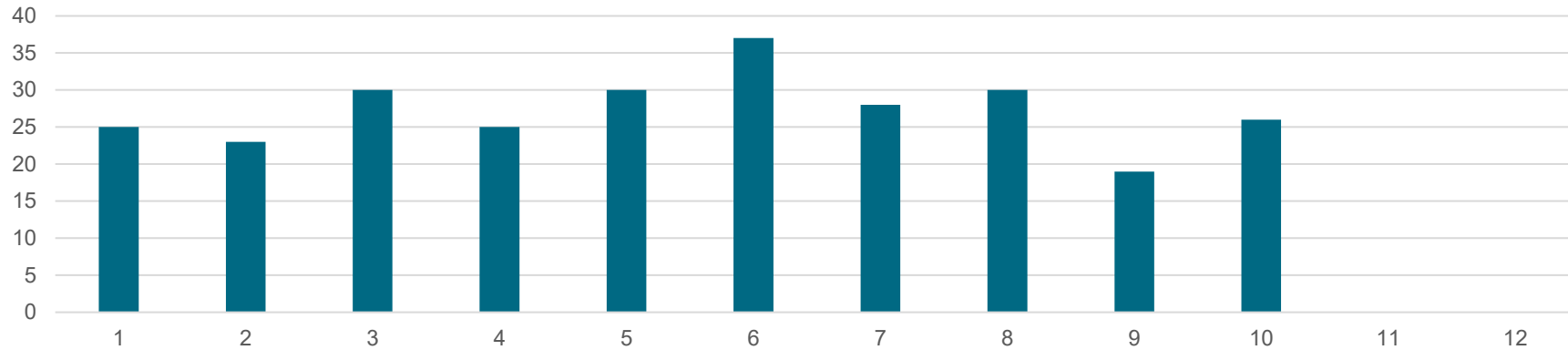


## Community Engagement: submission forms through website: 26

**Average  
2022**

**23**

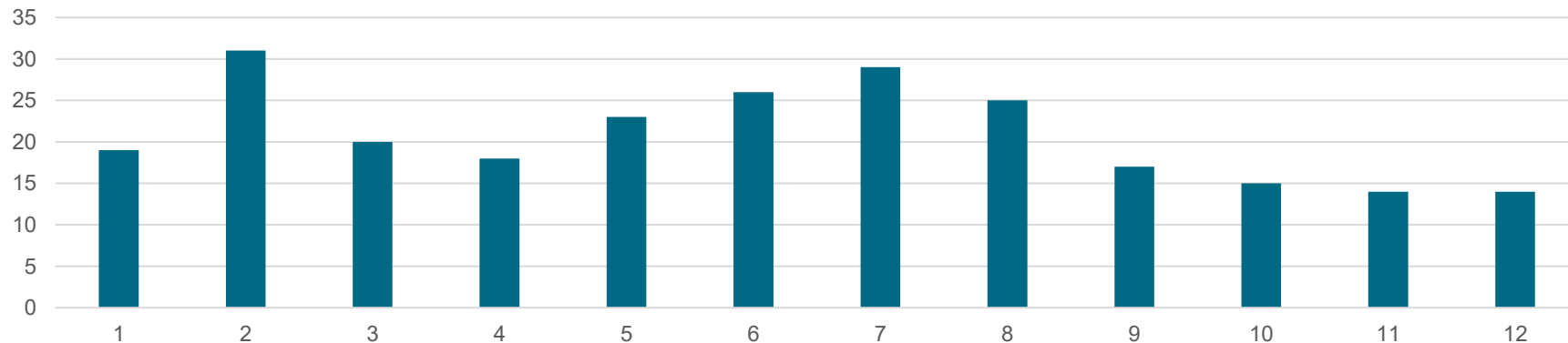
Web site postings we responded to



**Average  
2023**

**24.58**

**2024 - Web site postings we responded to – 20.92**



## Community Engagement: social media engagement: 22,073

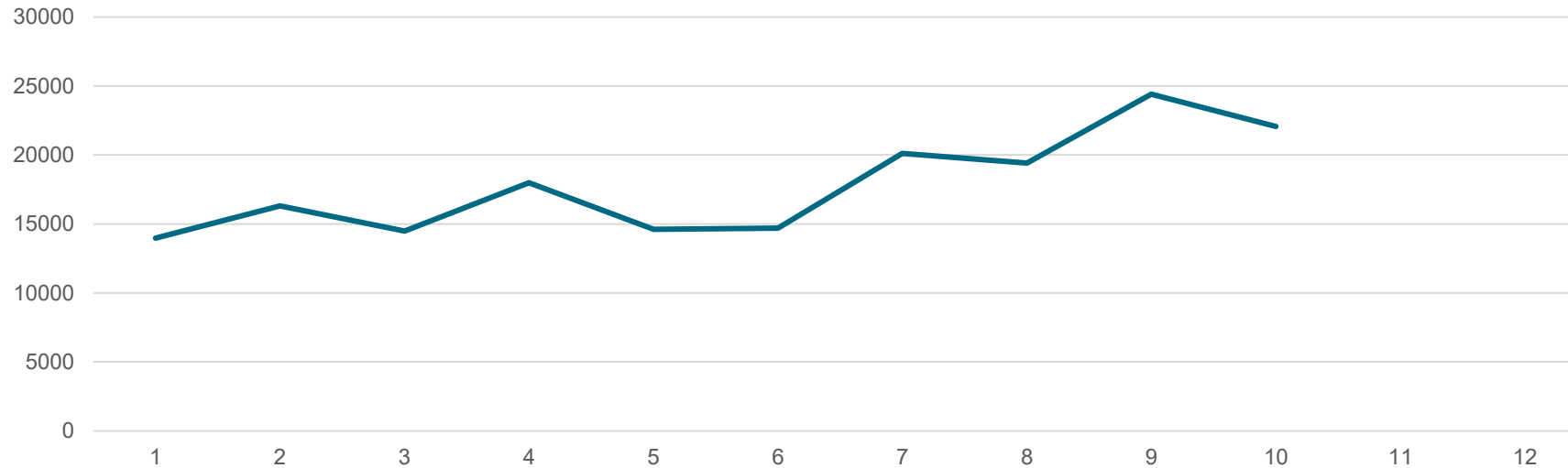
**Average  
2022**

**7942.5**

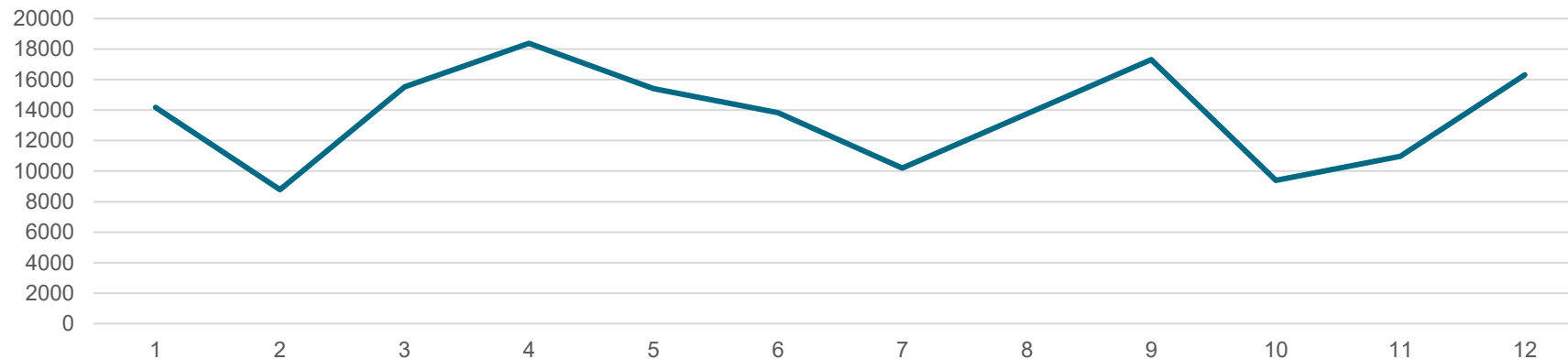
**Average  
2023**

**7560.8**

Social Media Engagement



2024 - Social Media Engagement – 13672.92



# City Recorder: Public Records Requests: 13

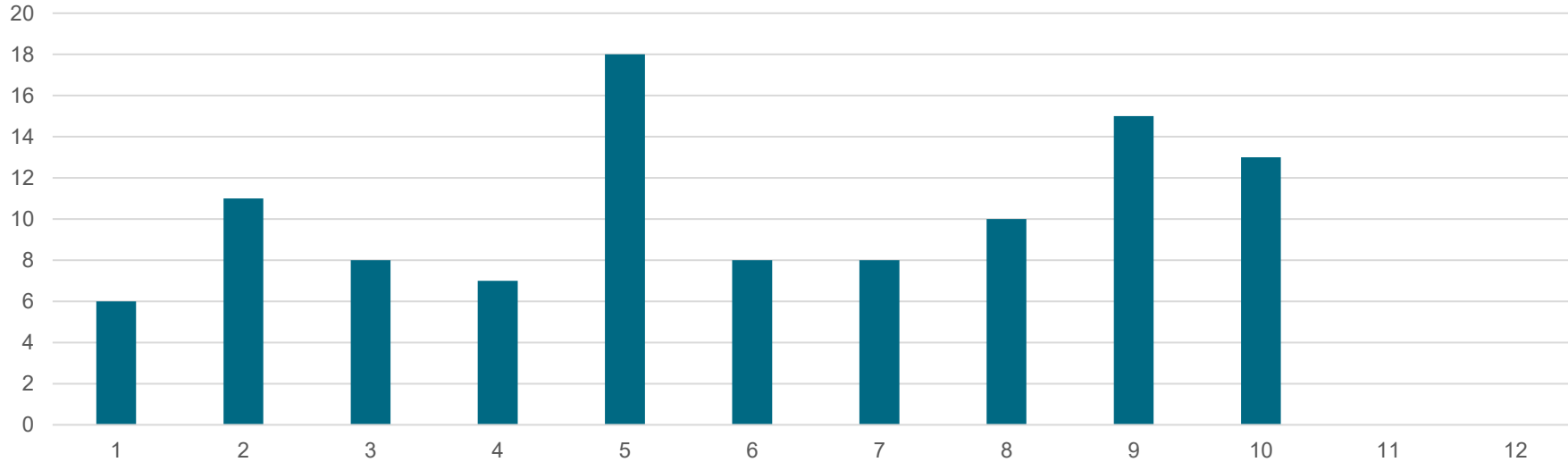
**Average  
2022**

**4.5**

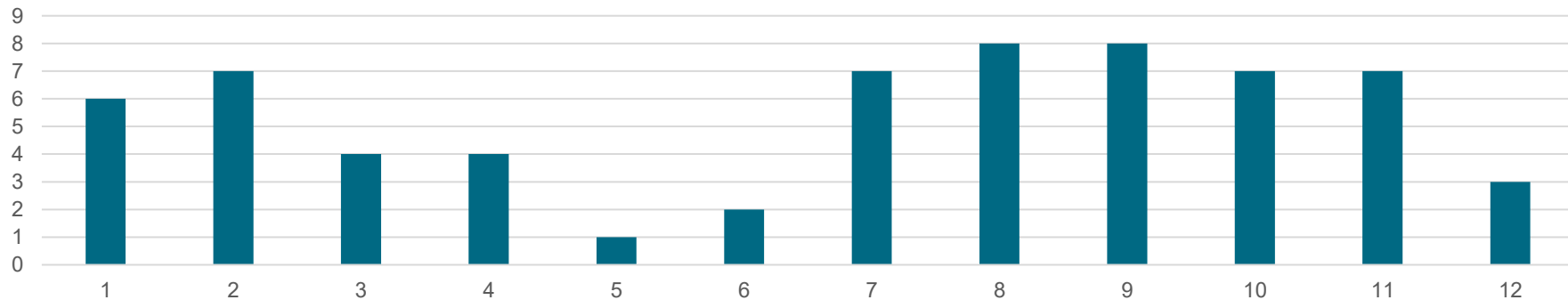
**Average  
2023**

**5.5**

Public Information Requests



2024 - Public Information Requests – 5.33

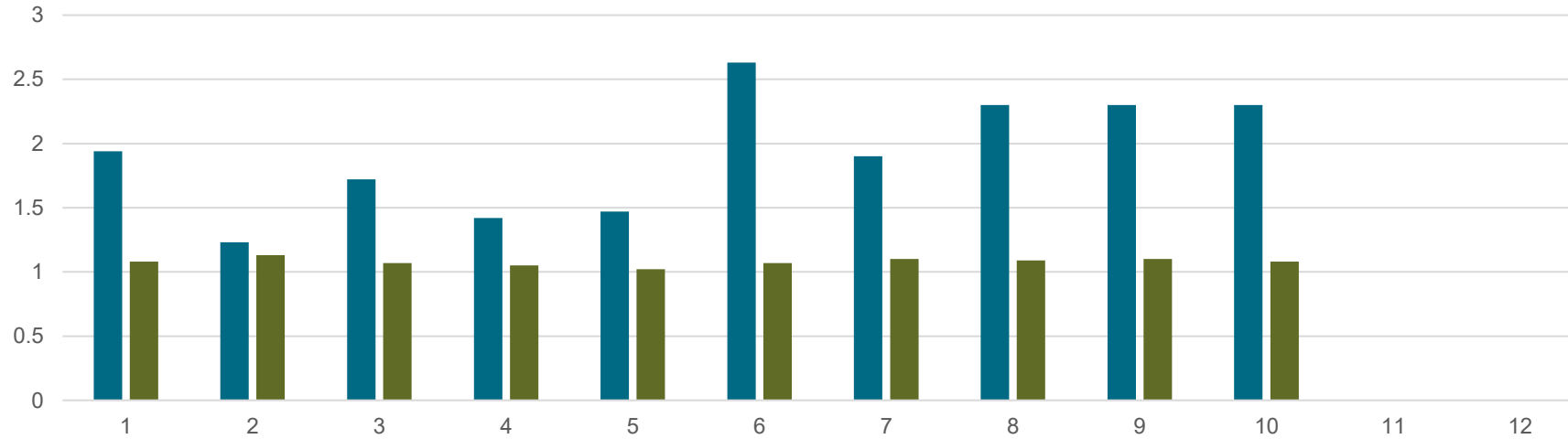


# Finance: \$2.3 M of payments to accounts payable & \$1.08 M of payroll

Accounts Payable \$ and Payroll \$

**Average  
2022**

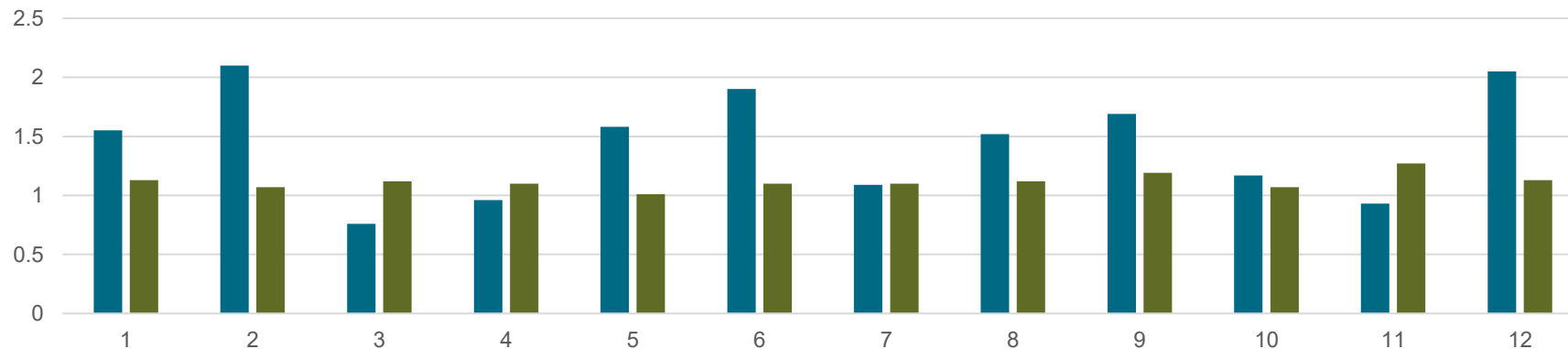
**AP**  
**\$1.75 M**  
**Payroll**  
**\$0.93 M**



**Average  
2023**

**AP**  
**\$2.56 M**  
**Payroll**  
**\$1.01 M**

**2024 - Accounts Payable \$1.44 and Payroll \$1.12**





**Average  
2022**

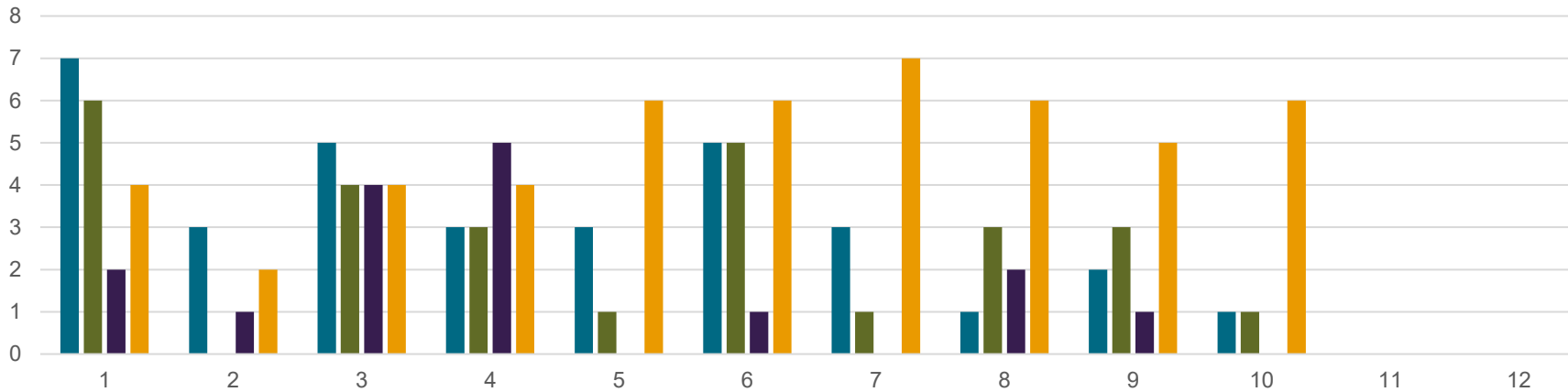
**Recruitments**  
**5.6**  
**Hires**  
**1.9**  
**Separations**  
**1.6**  
**Claims**  
**2.6**

**Average  
2023**

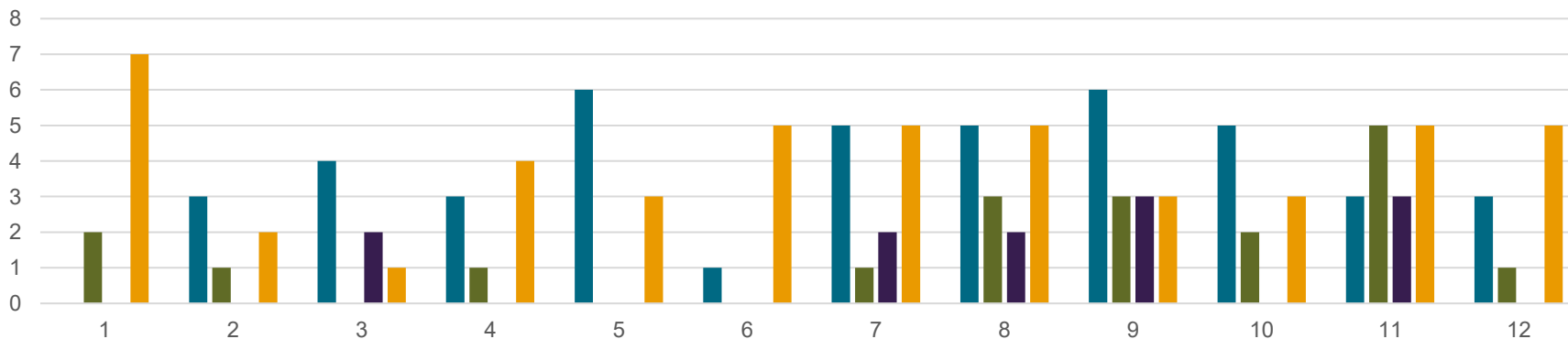
**Recruitments**  
**4.17**  
**Hires**  
**1.92**  
**Separations**  
**1.08**  
**Claims**  
**3.33**

**HR: Recruitments advertised - 1 Hires: 1 Separations: 0,  
FMLA / ADA / OFLA / workers comp claims: 6**

Recruitments, Hires, Separations, Claims



**2024 – Recruitments 3.67, Hires 1.58, Separations 1.00, Claims 4.00**

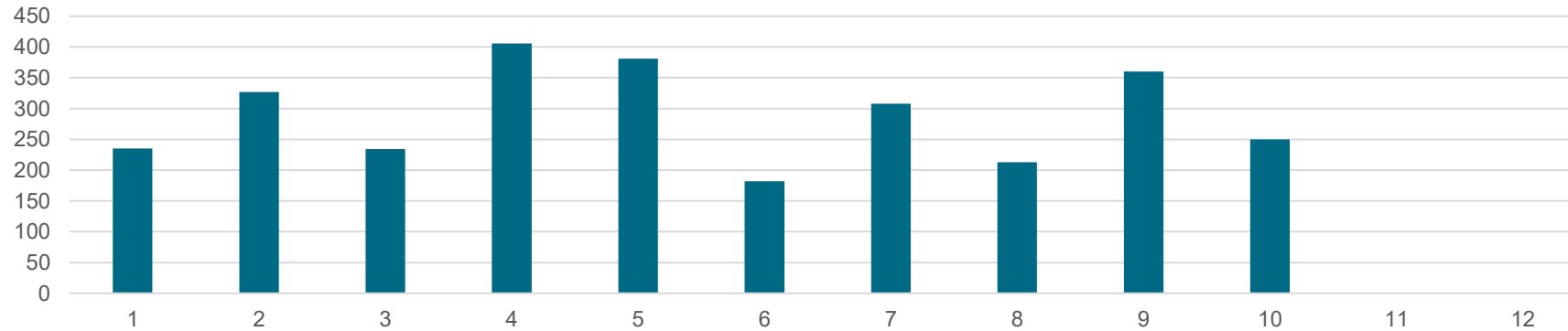


IT resolved 250 service tickets for the city.

**Average  
2022**

**203.4**

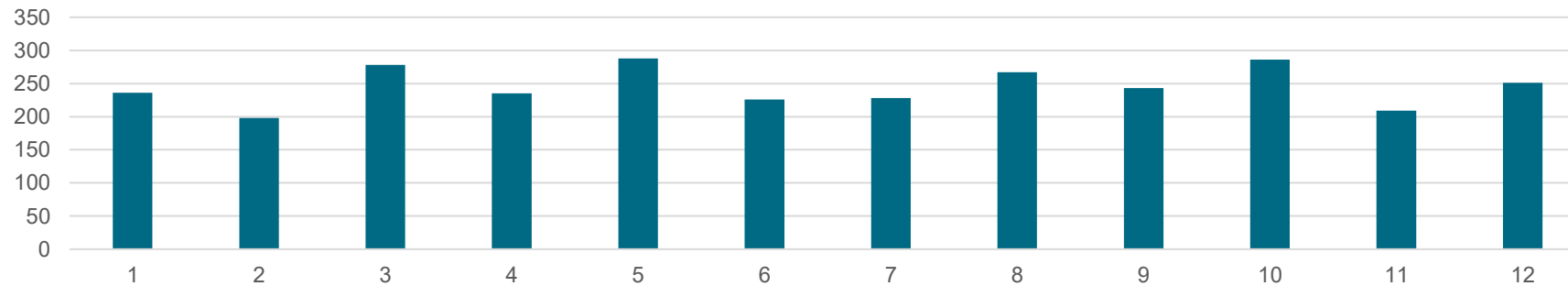
Service Tickets



**Average  
2023**

**232.3**

**2024 - Service Tickets – 245.42**

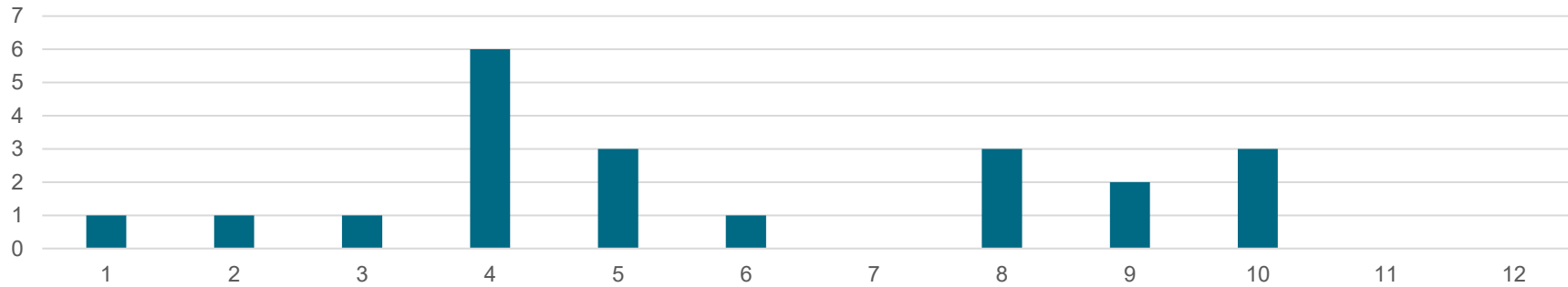


IT responded to 3 after hours on-call events.

**Average  
2022**

**3.6**

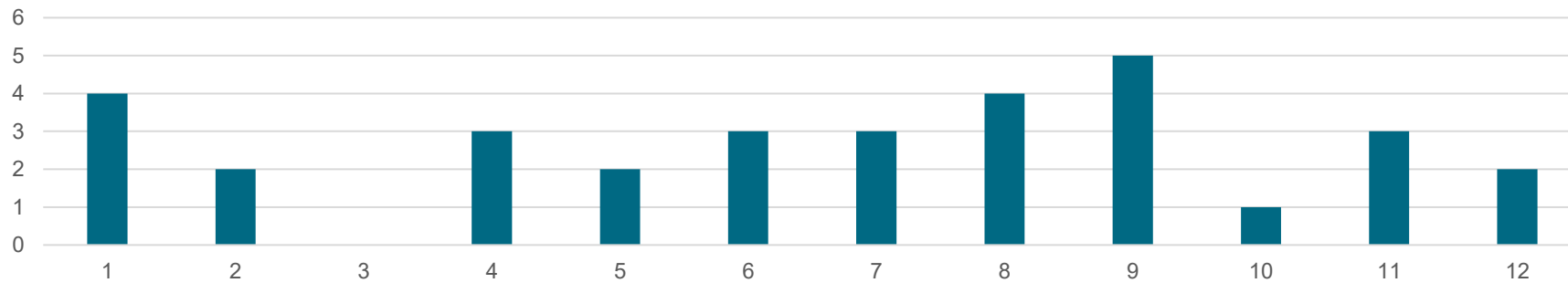
After hours events



**Average  
2023**

**2.58**

2024 - After hours events – 2.67

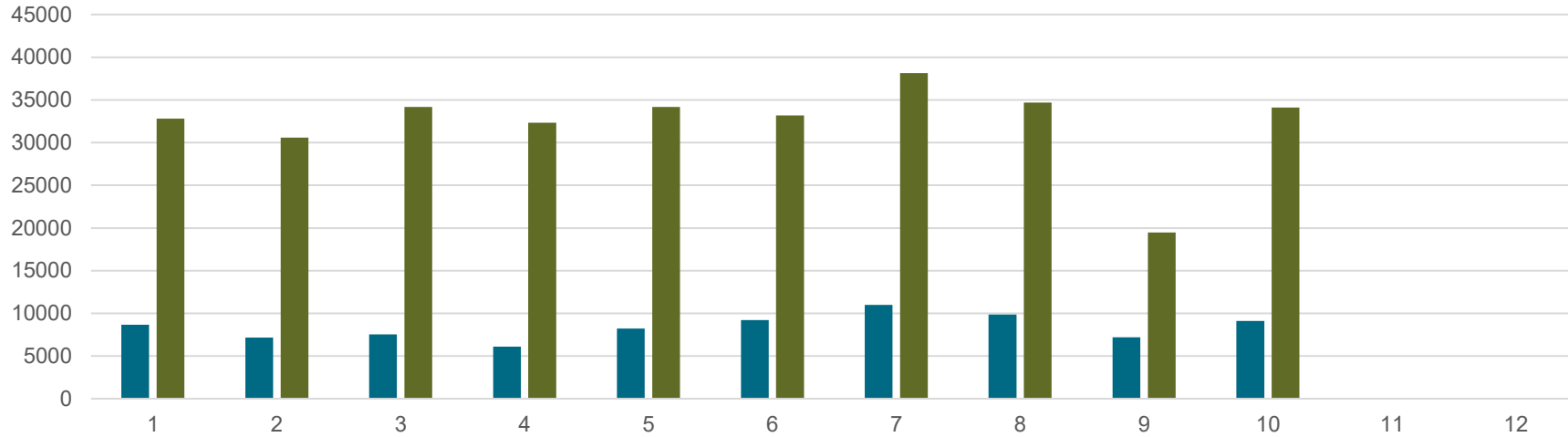


# Library Activity: Door count 9,100, Circulation events 34,109

**Average  
2022**

**Door Count  
7108**  
**Circulation  
Events  
23,418**

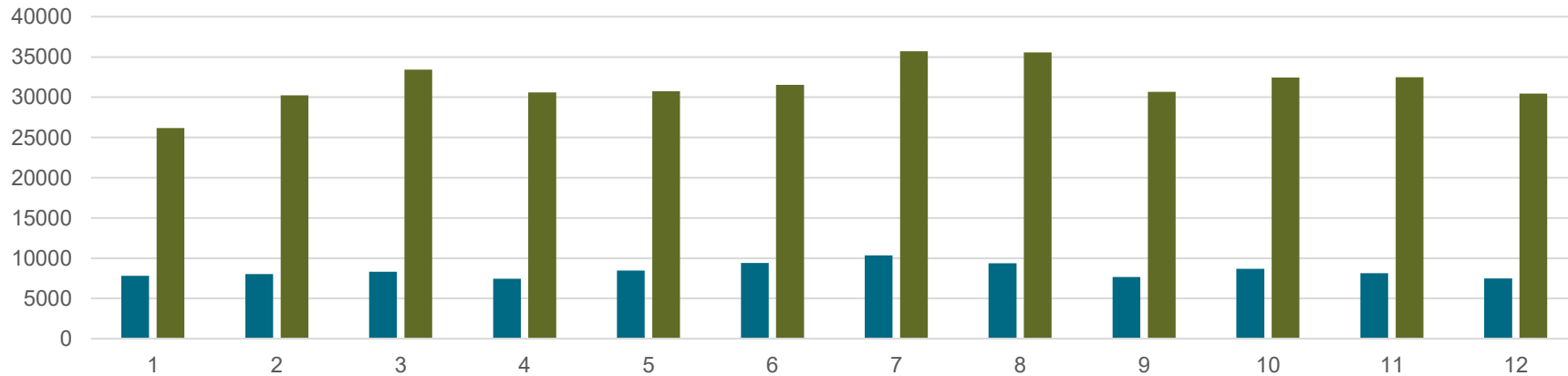
Door Count, Circulation Events



**Average  
2023**

**Door Count  
8372**  
**Circulation  
Events  
25,889**

**2024 - Door Count 8426.17, Circulation Events 31668.58**

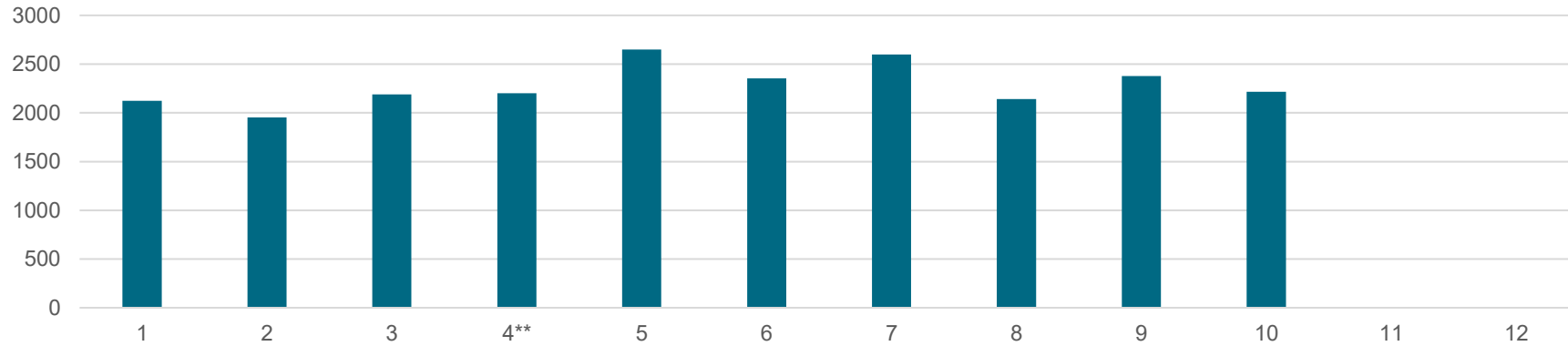


## Public Safety: 2219 – calls for service

**Average  
2022**

**2065**

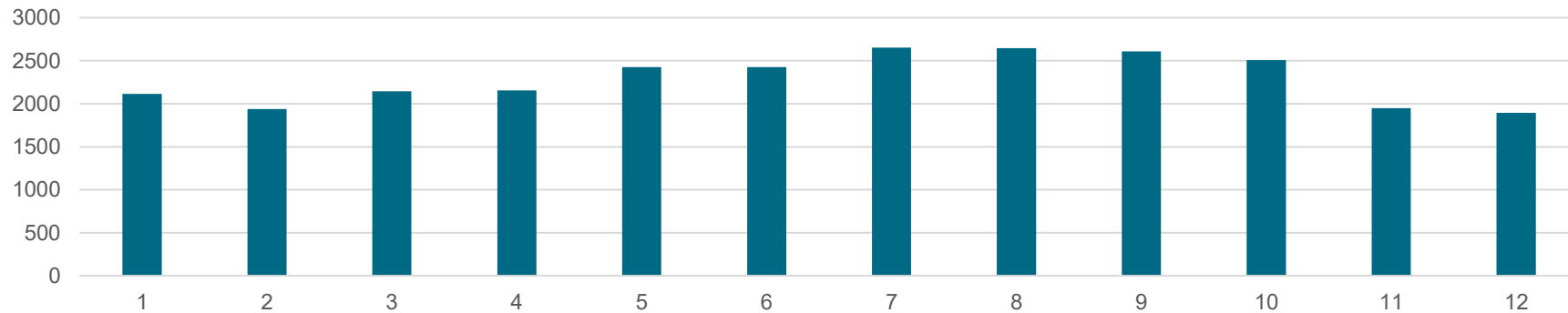
Calls for service



**Average  
2023**

**2206**

**2024 - Calls for service – 2288.58**



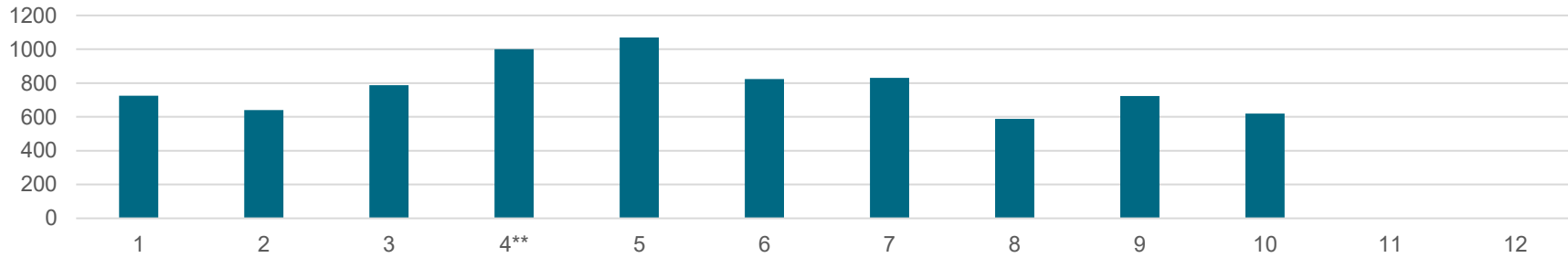


## Public Safety: 620 – traffic stops

**Average  
2022**

**561**

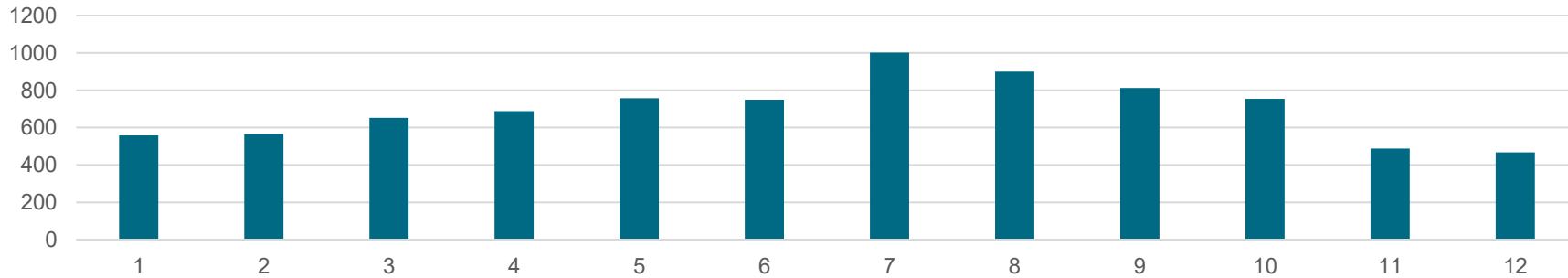
Traffic Stops



**Average  
2023**

**557**

**2024 - Traffic Stops – 699.42**

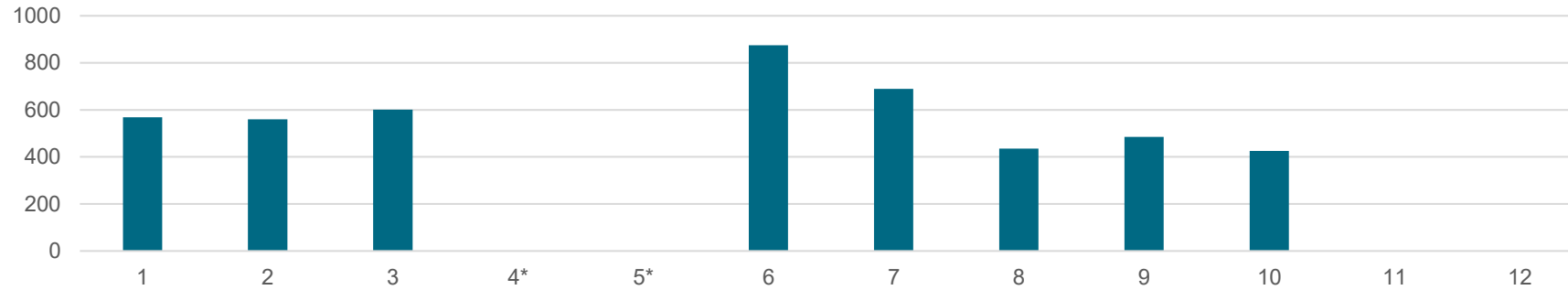


## Public Safety: 425 – citations & warnings

**Average  
2022**

**428**

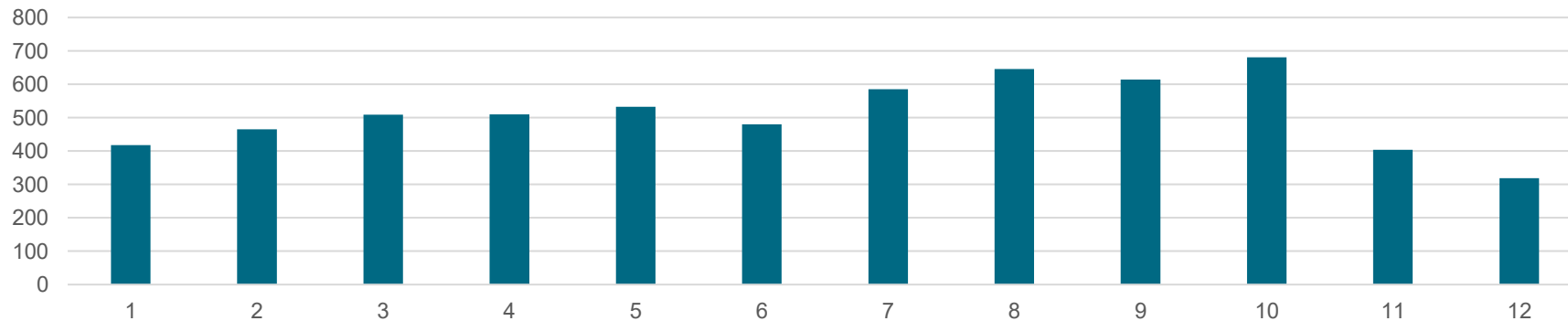
Citations and Warnings



**Average  
2023**

**433**

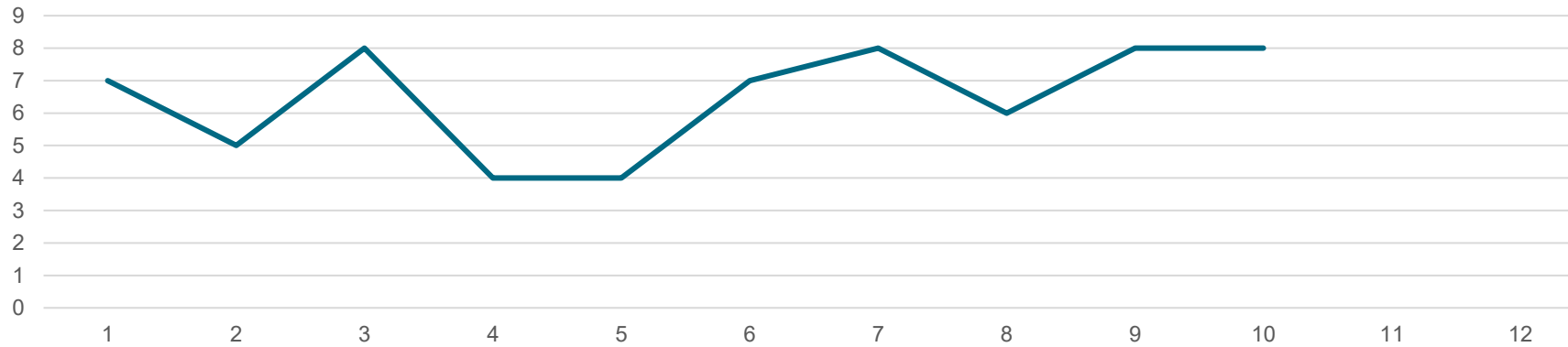
**2024 - Citations and Warnings – 513.67**



\* Months when the system was being upgraded.

## Public Safety: 8 – DUII's

DUIIs



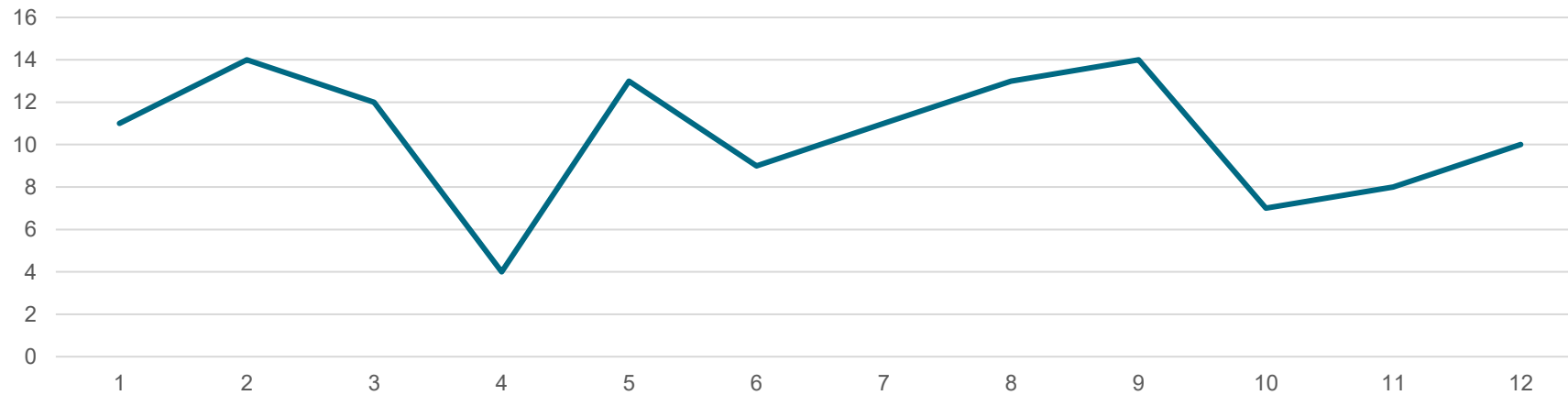
**Average  
2022**

**12.1**

**Average  
2023**

**9.83**

**2024 – DUIIs – 10.50**



# Dispatch: 820 “911” calls & 3,140 non-emergency calls

Average  
2022

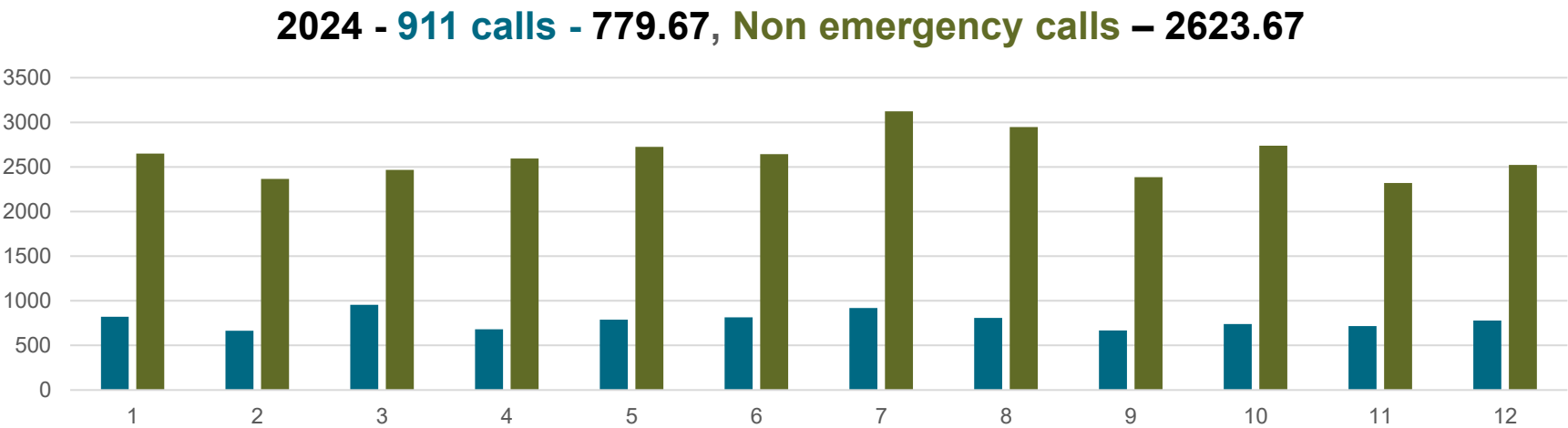
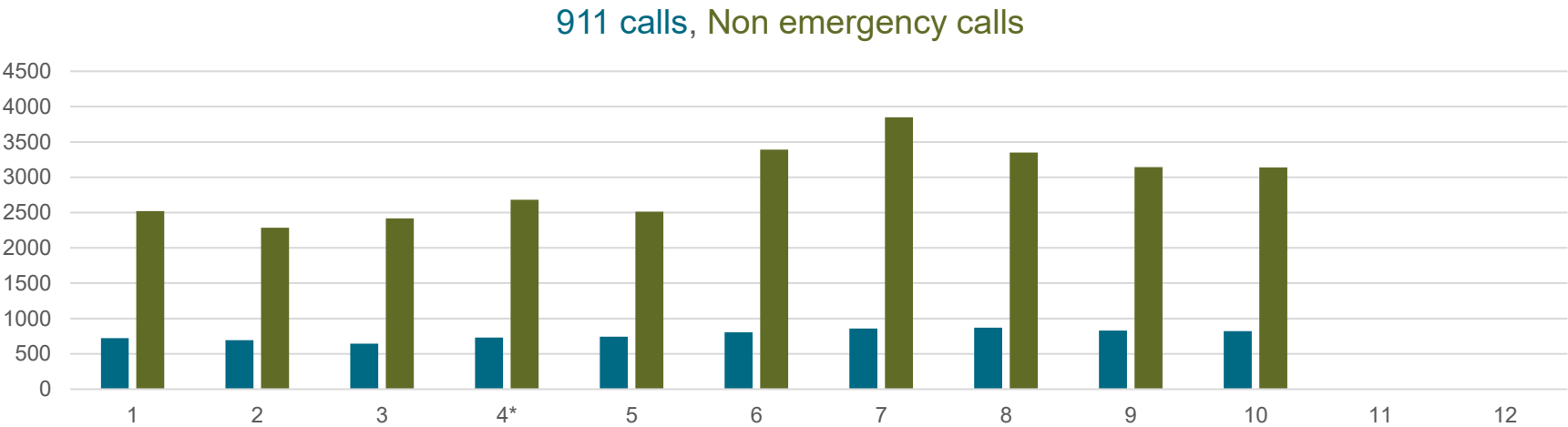
911 Calls  
817

Non-  
Emergency  
Calls  
3436

Average  
2023

911 Calls  
892

Non-  
Emergency  
Calls  
3214



**Public Works:** water production was 57.27 million gallons,  
& 72.73 million gallons (MG) were treated

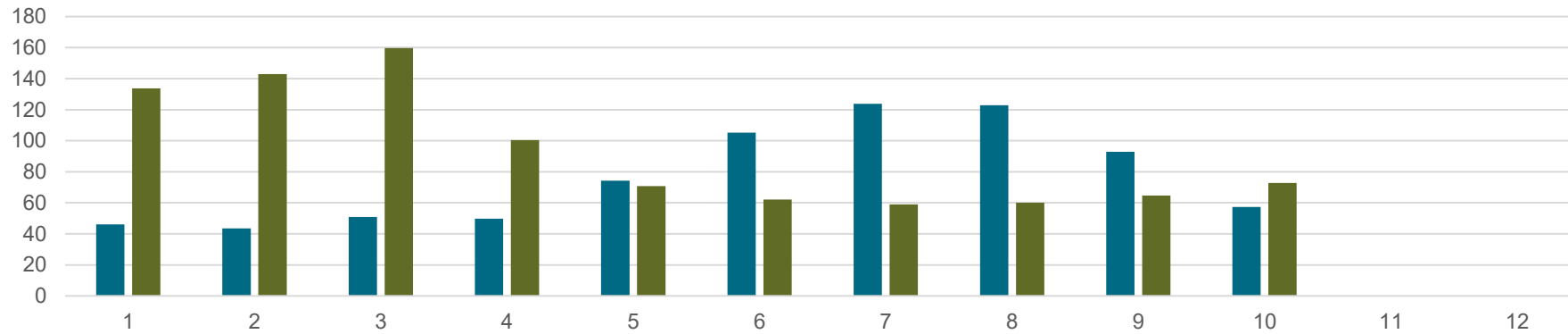
**Average  
2022**

**Clean Water  
69.45 MG  
Waste Water  
105.46 MG**

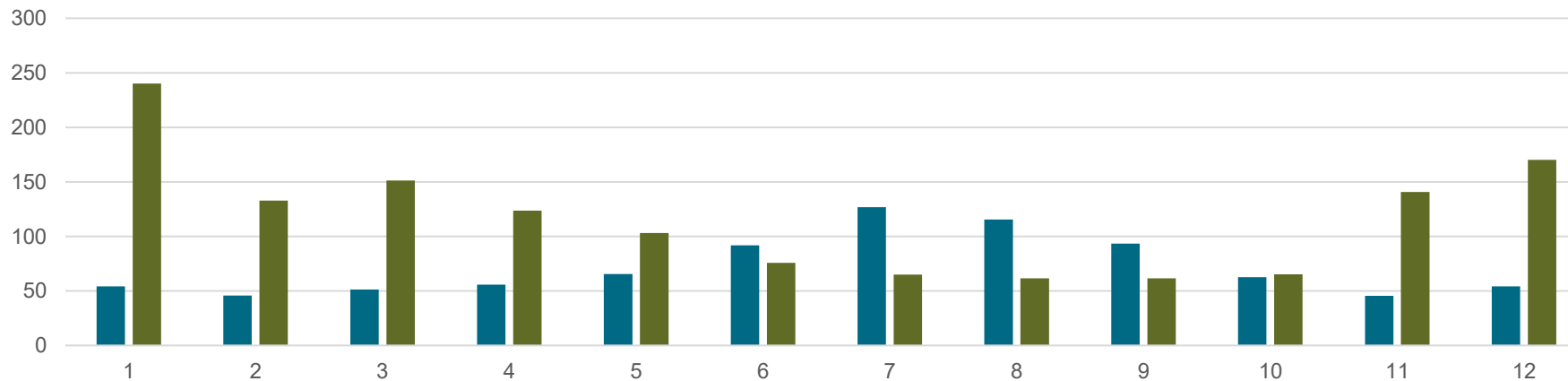
**Average  
2023**

**Clean Water  
73.33 MG  
Waste Water  
108.20 MG**

Clean water, Waste Water



**2024 - Clean water – 71.89, Waste Water – 115.92**



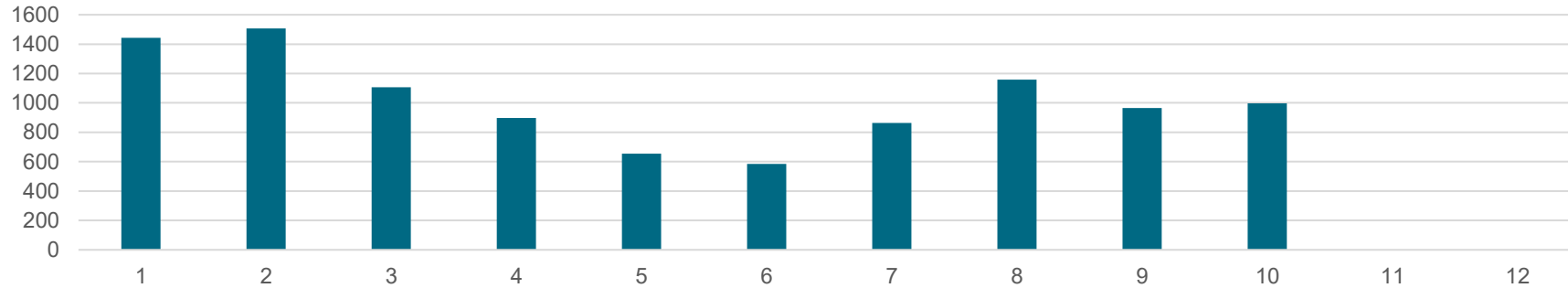


## Public Works: 997 work orders completed

**Average  
2022**

**1452.6**

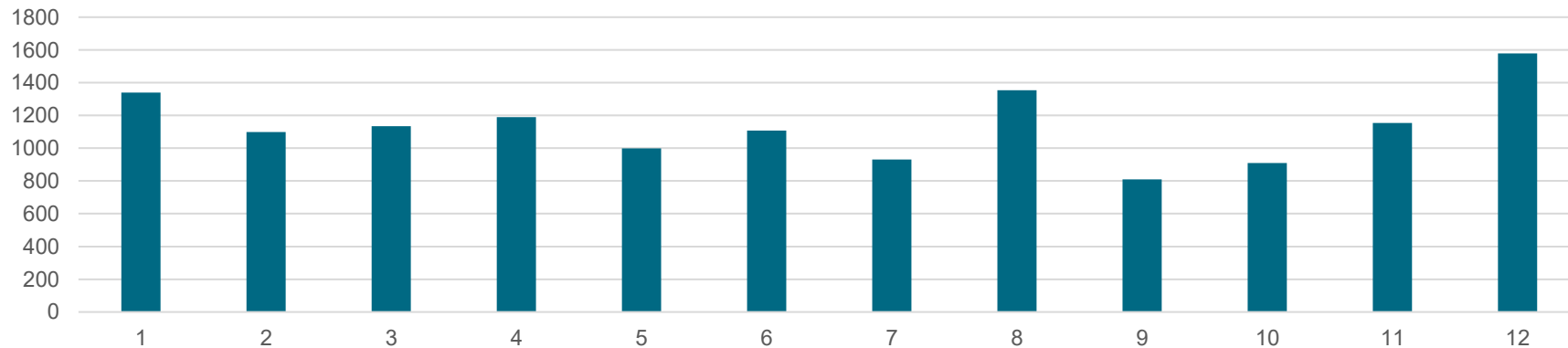
Work orders completed



**Average  
2023**

**1677**

**2024 - Work orders completed – 1133.42**



So that's the totals to the end of October  
2025, with a brief overview of the  
SWMP effort

Without Data we cannot make smart decisions!

Questions?

Date: December 4, 2025

Project Number: KA# 224060-006

Project Name: City of Newberg – Stormwater Master Plan Update, Phase II

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## **BACKGROUND**

The City of Newberg (City) desires to complete a master plan update for their stormwater system. This follows the Newberg Municipal Code requirement, NMC 13.20.030 Drainage Master Plan, to update the plan every 5-years. The previous master plan was completed in 2021 and 2014 prior to that. Stormwater runoff is collected from approximately 5.81 square miles or 3,718 acres of land in the Willamette River watersheds. Three primary watersheds drain Newberg which include Spring Brook, Hess Creek and Chehalem Creek. The population of Newberg is 25,138 as of the 2020 census. The collection system is comprised of approximately 73 miles of pipe, 18 miles of open channels, and 3,650 structures, including manholes, catch basins, ditch inlets, and outfalls. Planning objectives include, identifying existing deficiencies, evaluating improvement alternatives, developing a master plan, capital improvement plan for the 20-year planning period, and evaluating the storm water utility rate, system development charges (SDCs), and fee-in-leu charge. The planning effort will be paid for with City funds.

The stormwater master plan update project has been split into two phases. Phase 1 will be complete in June of 2025 and included data evaluation and data gap evaluation of the current GIS database, recommended data collection, flow monitoring for model calibration, and problem area identification.

Phase II will include the remaining tasks to complete a master plan update as defined in this scope of work with the completion of Phase I. This scope includes survey, model update and evaluation, staffing evaluation, maintenance evaluation and recommendations, development of a capital improvement plan, a final document, and public meetings.

The following engineering services will be provided by Keller Associates, Inc. (Consultant):

### **SCOPE OF WORK: PHASE 1**

#### **TASK 1: PROJECT MANAGEMENT & MEETINGS**

*There is no change to this Task, except that an additional level of effort will be added to address the Phase II schedule.*

#### **TASK 2: DATA EVALUATION / REVIEW / RECOMMENDATIONS**

##### *Consultant Responsibilities*

- 2.1 Assemble Existing GIS Data. No change to this subtask - complete
- 2.2 Request for Information. No change to this subtask – ongoing information exchange for the duration of the project is anticipated.
- 2.3 Problem Area Identification, GIS Database and Hydraulic Model Evaluation and Comparison. No change to this subtask - complete

- 2.4 GIS Data Analysis – Survey Data Collection Recommendations. No change to this subtask - complete

### **TASK 3: FLOW MONITORING**

- 3.1 Flow Monitoring. No change to this subtask - complete
- 3.2 Scoping. No change to this subtask - complete

### **TASK 4: PLANNING CRITERIA DEVELOPMENT (ENGINEERING STANDARDS, CODE AND COMPREHENSIVE PLAN REVIEW)**

#### *Consultant Responsibilities*

- 4.1 Review Relevant Municipal Code (Chapters 12, 13, and 15) Planning and Zoning, Streets, Sidewalks and public Places, and Utilities Code. Recommendations will be added to Municipal code to update the recommended recurrence of a SWMP update from every 5 years to 10 years.
- 4.2 Review Engineering Design Standards. No change to this subtask - complete
- 4.3 Regulatory and Planning Criteria Summary. Additional language may be provided to include TMDL and Phase II guidance and recommendations for the next 10-year planning horizon. Guidance and recommendations may also be provided as part of the CIP in Task 9.
- 4.4 Establish Level of Service. No change to this subtask - complete
- 4.5 Documentation. No change to this subtask - complete

### **TASK 5: LIMITED TOPOGRAPHIC SURVEY**

- 5.1 Survey. Utilizing Identified field survey needs from Phase I and coordination with City staff, consultant will coordinate data collection based on an updated survey needs figure. Utilizing the services of a subconsultant, provide field surveying services. For budgeting purposes, a \$20,000 budget has been set aside for field survey data collection services. Should additional field work be required, these services will be provided as an additional service.

#### *City Responsibilities*

- Provide feedback on Phase I survey needs figure.
- Facilitate site access and right of entry where needed to collect survey.

#### *Assumptions*

- Survey will be limited to stormwater infrastructure necessary to update model.
- Subconsultant will be used to collect survey.

### **TASK 6: MODEL UPDATE AND TECHNICAL ANALYSIS**

#### *Consultant Responsibilities*

- 6.1 Hydrology Update. Update existing conditions model hydrology based on basin geometry, time of concentration calculations, design storm events, land use and soil runoff characteristics. Utilize available contour and GIS data to delineate sub-basins within the study area. Utilize available NRCS soils data to develop hydrologic parameters. Review available land use data and aerial imagery to identify runoff characteristics.

Future condition hydrology will be developed based on updated existing hydrology by incorporating future growth and full buildout of the city following city zoning, land use and anticipated development. Developable lands inventory figure will be utilized for this task.

- 6.2 Existing Conditions Assessment. Complete an existing conditions assessment of the collection system. This is anticipated to utilize available pipe material, age, and condition information from observations, CCTV summary reports, and City staff interviews. Based on this information, summarize general system conditions and identify recommended improvements.
- 6.3 Develop Hydraulic Model. Use existing GIS mapping, model, and field survey data (completed as part of Task 5), to update the collection system model. Model lines will be limited to trunklines primarily larger than 12 inches in diameter as well as system components for known problem areas identified by City staff.
- 6.4 Model Calibration. Compare existing model results to collected flow data, Task 3, and adjust model parameters such that model results more closely reflect observed peak flow conditions. Model calibration will be completed for up to two storm events.
- 6.5 Existing System Evaluation and Establish Design Storm Events. Exercise computer model to evaluate the existing system hydraulic capacity. Evaluate system for remaining capacity, pipeline surcharging, and ponding based on the hydraulic capacity of the pipelines and open channel conveyance. Utilize NOAA data and City input to define design storm events. For budgeting purposes, up to five design storms (i.e. 2-year, 10-year, 25-year, 50-year, and 100-year storm) will be considered.

The open channel creek systems will not be evaluated due to previous evaluation to assess hydromodification in 2014. The recommendations for mitigation will be reviewed and evaluated for implementation over the last ten years. Action items may be recommended as part of the CIP and Program recommendations to further address hydromodification.

- 6.6 Future System Evaluation. Exercise computer model with future hydrology to evaluate conveyance infrastructure for anticipated future flows. It is assumed that development policies for onsite detention/retention will be such that future peak flows will not exceed existing peak flows and so no additional future modeling scenarios will be developed. Develop basin delineation and trunk lines for future expansion areas such as the River Front. Where basins shift for the future expansion areas, the model will be updated to reflect these adjustments.
- 6.7 Model Result Tables. Prepare tables and corresponding figures for model results of existing and future conditions, if evaluated. Tables will present basic model input with peak flows and conveyance infrastructure capacity. Corresponding maps will be prepared to locate infrastructure.
- 6.8 Documentation. Prepare draft document section, summary tables, and figures to be incorporated into final master plan document following city review.

#### *City Responsibilities*

- Provide input and review planning criteria on Consultant provided materials.

#### *Assumptions*

- No environmental work covered under this scope, including field work such as wetland delineations, biological assessments, and cultural resource surveys.
- CCTV reports will be reviewed if available. No CCTV video will be reviewed.



- The study area includes approximately 3,700 acres within the city and includes those areas draining into the Urban Growth Boundary (hydrological evaluation only) and discharging to one of the larger waterways.
- Hydraulic analysis will assume typical pipeline roughness and no pipeline obstructions. Also, assume free outfalls for outfalls to be modeled. Typical open channel sections will be used as needed to maintain continuity of a collection system when channel geometry is not available.
- No geologic site reconnaissance of the proposed pipeline trunk routes is included in this scope and budget.
- More detailed explorations or analyses performed during predesign or final design phases could result in new information which impacts the geotechnical assumptions made based solely on the geologic and hazard maps developed by others.
- Rain gage data at WWTP or similar will be available for documenting storms through the 2024-2025 winter. If a rain gage with 15-minute data in close proximity to the city is not available, the Consultant can provide a weather station.
- Hydraulic model will evaluate conveyance pipe and open ditches but not natural water ways such as Hess Creek.

#### *Deliverables*

- Draft plan section, including draft base maps.
- Existing and future conditions models in EPA SWMM format.
- Model result tables with corresponding figure

### **TASK 7: STORMWATER SYSTEM MAINTENANCE**

#### *Consultant responsibilities:*

- 7.1 Stormwater System Maintenance Plan. For each major system component (i.e., ditches/swales, pipelines, catch basins, and detention facilities) identified in the GIS, develop an estimated annual cost to maintain the Capital Improvement Plan (CIP) projects, identified in TASK 9: , and existing infrastructure in consultation with City staff. Provide a description of the estimating methodology, assumed unit costs, and basis of the unit costs. The City may leverage this effort to contract maintenance services. The maintenance effort identified in this task will be integrated into a comprehensive program outlined in Task 9 to address potential TMDL and NPDES Phase II community requirements.

Consultant will work with City staff to better understand how public vs private facilities are maintained and how the city can enforce private facility maintenance through agreements or other mechanisms. Consultant will review mechanisms from other cities such as Oregon City and City of Portland and provide recommendations.

- 7.2 Documentation. Prepare draft section, summary tables, and figures to be incorporated into the final master plan document following city review.

#### *City Responsibilities*

- Provide input and review recommendations to Consultant-recommended maintenance activities.
- Provide one set of consolidated comments on deliverables.

#### *Assumptions*

- No new data will be collected for this Task.

#### *Deliverables*

- Draft master plan document section, summary tables, and figures, in Microsoft Word.

### **TASK 8: STAFFING LEVEL ANALYSIS**

#### *Consultant responsibilities:*

- 8.1 Interview Staff Materials. Prepare materials and questionnaires to review City staffing levels. These will be provided to operations staff to assist Consultant in understanding the current operational status.
- 8.2 Summarize Existing Staffing Levels. Document existing full-time equivalent staffing levels committed to the City's stormwater system.
- 8.3 Develop Staffing Level Recommendations. Where staffing levels are inadequate to perform recommended activities identified in the CIP and programs, estimate additional staffing efforts in terms of equivalent full-time employees per comparison with regional equivalent Cities. The staffing level analysis will integrate needs to address potential TMDL and NPDES Phase II permit requirements.
- 8.4 Documentation. Prepare draft document section, summary tables, and figures to be incorporated into the final master plan document following city review.

#### *City Responsibilities*

- Provide one set of consolidated comments on deliverables.
- Participate and provide feedback with respect to operations and maintenance time commitments for maintaining city infrastructure.
- Provide comments on draft chapter within 3 weeks of delivery.

#### *Assumptions*

- Recommended staffing will be based on industry-standard staffing, previously documented staffing needs, and professional judgment.

#### *Deliverables*

- Draft master plan document section, summary tables, and figures, in Microsoft Word.

### **TASK 9: CAPITAL IMPROVEMENT PLAN (CIP)**

#### *Consultant responsibilities:*

- 9.1 **Problem Area Prioritization**. Work with the City to review problem areas identified through the planning process and develop a methodology for prioritizing the (15) fifteen most pressing locations. These fifteen locations will then be developed into the CIP through the following tasks in Task 9.

Once the hydrologic and hydraulic model has been updated and calibrated, the project team will prioritize and fast-track the evaluation of Springbrook Road near Middlebrook Drive and Springbrook Way. The system is currently under capacity and causes roadway flooding. Potential alternatives will be evaluated to identify a preferred alternative with city input, based on the modeling results. The work completed by students at George Fox University will be evaluated and considered as part of the effort to fast-track a solution to this known and ongoing problem area.

- 9.2 Evaluate Alternatives. With the updated hydraulic model, evaluate up to two (2) improvement alternatives to develop a preferred alternative to correct the identified problems. These may include parallel / replacement conveyance systems, flow rerouting, and detention basins (structural and non-structural controls). Identify locations for facilities that show potential strategic value as detention, water quality, debris flow catchment, or controlled surcharge flood storage based on geography, ownership, capacity, land use, and development potential. Benefits and drawbacks will be summarized for each alternative. Incorporate recommended improvement alternatives into an overall master plan with associated graphic(s).

Evaluation results will be provided to the City for feedback and input. The City's feedback will be incorporated into the preferred alternative selection for each identified problem area.

- 9.3 Phasing, Planning Level Costs, and SDC Eligibility. Organize recommended improvements by priority and develop an American Association of Cost Engineering (AACE) Class 5 planning level cost estimates. Prioritization will be completed with City input primarily based on infrastructure needs while considering development pressures. A simple schedule will be developed for CIP implementation. Project fact sheets for CIPs will be created. Fact sheets will include a brief description, project name/identification, project purpose and description, budget breakdown, and a graphic. Each sheet will also include information on how each project will address TMDL requirements and potential land acquisition needs required for CIP implementation. For projects intended to benefit new growth, estimate the portion of the project that would be eligible for System Development Charges. All recommended projects will be summarized in a 20-year improvement table that will be divided into four year blocks to align with the City fiscal schedule, referencing the applicable fact sheet and SDC eligibility.

- 9.4 Program Recommendations: Develop program recommendations for repair or replacement, Operations and Maintenance (O&M) activities, water quality, water quality retrofit of existing facilities, CCTV collection, and TMDL regulatory requirements. These recommendations will consider potential changes needed to comply with as a Phase II NPDES MS4. Where improvements are anticipated to increase or decrease the system's O&M activities, estimate the annual operating budget impact of improvements outlined in the CIP and program recommendations.

- 9.5 Draft Plan Section. Prepare draft section writeup. Incorporate the City's comments into the final document.

#### *City Responsibilities*

- Provide one set of consolidated comments on deliverables.
- Provide a review of the alternatives considered, input on selection criteria, and ultimate selection of preferred alternatives.
- Provide comments on draft chapter within 3 weeks of delivery.

#### *Assumptions*

- The Consultant's opinions of probable cost represent the Consultant's judgment as an experienced and qualified design professional. Since the Consultant has no control over the cost of labor, materials, equipment, or services furnished by others, or over the City's and other Consultant's methods of determining prices, or over competitive bidding or market conditions, the Consultant does not guarantee that proposals, bids, or actual construction cost will not vary from opinions of probable cost prepared by the Consultant.

- Up to two (2) alternatives will be evaluated for each of the 15 problem areas identified for fact sheets. Up to 15 fact sheets will be developed.
- Future developments are anticipated to restrict post-development flows equal to or less than predevelopment conditions.
- Program recommendations will include a description of the overall program's need and an estimated budget based on a desktop evaluation of existing information and data.

#### *Deliverables*

- Capital improvement table and location figure, in pdf format.
- Estimate of SDC eligibility for each capital improvement.
- Fact sheet for each capital improvement, in pdf format.
- Draft master plan document section, summary tables, and figures, in Microsoft Word and PDF.

### **TASK 10: FINAL PLAN DOCUMENTATION & PUBLIC MEETINGS**

#### *Consultant responsibilities:*

- 10.1 Draft Final Master Plan. Prepare and combine draft documents into a comprehensive master plan. Add an executive summary and assemble appendix materials. Incorporate revisions and comments into a refined draft master plan for presentation at public meetings. Assist the City in developing staff recommendation reports.
- 10.2 Public Meetings. Prepare meeting materials and attend meetings, one (2) Planning Commission hearing, and one (2) City Council hearing.
- 10.3 Produce Final Master Plan Documents. Provide an executive summary of the master plan and a prioritized list of CIP projects with the draft final master plan. Finalize the master plan based on final comments or changes recommended by the Planning Commission or the City Council.

#### *City Responsibilities*

- City staff will conduct one-on-one meetings with the Technical Advisory Committee, Planning Commissioners, and Councilors to identify potential areas of concern before the meetings.
- City staff will compile written comments from community members during adoption work sessions or hearings (both during comment periods and the hearings themselves).
- Lead interaction with the Technical Advisory Committee, City Council, Staff, Planning Commission, and the public.
- Provide comments on draft chapter within 3 weeks of delivery.

#### *Assumptions*

- Scope excludes preparing, submitting, and responding to regulatory and funding agencies.
- One (1) presentations will be developed for the Planning Commission and associated work session, and the City Council meeting and associated work session near end of the study. A total of four (4) public meetings will be attended by Keller staff.
- The Consultant is not responsible for coordinating, inviting, identifying, or communicating with participants in the public meetings outside of the public meetings.
- The Planning Commission and City Council hearings will last up to two and one half (2.5) hours, excluding travel time and preparation. Travel time for each meeting is assumed to be Two (2) hours round trip.
- Up to two (2) consultant staff will attend each public meeting.
- The City will provide translation services, if necessary.

### *Deliverables*

- One (1) draft and one (1) final hard copy of the final master plan and one (1) searchable PDF copy of the draft and final copy.
- Draft Final Master Plan in Word and pdf format
- Public meeting presentation materials in pdf format.

## **SCHEDULE**

Consultant intends to complete Phase II scope within 14 months of NTP issue date. This schedule assumes timely delivery of requested information and input from the City.

## **COMPENSATION**

As compensation for services to be performed by Consultant, the City will pay Consultant as described in the following table. The total authorized budget amount shall not be exceeded without written authorization from the City.

<b>Task</b>	<b>Type</b>	<b>Amount</b>
Task 1 - Project Management	LS	\$25,000
Task 2 – Data Collection, Review, and Base Map Development	LS	\$6,400
Task 3 – Flow Monitoring	LS	\$0
Task 4 – Planning Criteria Development	LS	\$8,300
Task 5 – Survey	LS	\$26,800
Task 6 – Model Development and Technical Analysis	LS	\$62,900
Task 7 – Stormwater System Maintenance	LS	\$8,900
Task 8 – Staffing Level Analysis	LS	\$10,500
Task 9 – Capital Improvement Plan (CIP)	LS	\$48,900
Task 10 – Final Plan Documentation and Public Meetings	LS	\$39,300
<b>TOTAL CONSULTANT BUDGET</b>	<b>LS</b>	<b>\$237,000</b>

LS = Lump Sum    TM = Time and Materials

## Rachel Thomas

---

**From:** noreply@revize.com  
**Sent:** Monday, December 1, 2025 9:12 AM  
**To:** City Recorder  
**Subject:** New Public Comment

Date = 2025-12-01

Meeting-Body = City Council

Agenda-Item = Accountability on ICE response

Subject-Matter-to-Comment-On = Accountability on ICE response

Name = ERIN JOHNSON

Representing =

Email-Address = ESJOHNSON2001@GEORGEFOX.EDU

Phone Number = 5032770482

Contact-Info-release[] = Yes

Is-this-a-public-hearing[] = Yes

Written-or-Spoken[] = Written

Written-Comment = Members of the Council, thank you for the opportunity to speak. I am here today to urge our city to establish a clear and accountable response to recent ICE activity in Newberg. When immigration enforcement appears in our community, the impact is immediate and deeply felt—especially by our children, adolescents, and young adults. Students cannot focus on learning when they are afraid. Families report that their children are too anxious to attend school, worried about their own safety or the safety of loved ones. This fear undermines their ability to learn, to build relationships, and to thrive.

ICE presence also disrupts families' ability to worship in peace within their church communities—spaces that should be safe, grounding, and spiritually supportive. In addition, many residents avoid attending essential medical and mental health appointments out of fear of being stopped or seen. This hesitancy puts their well-being and long-term health at risk.

I am asking the City of Newberg to implement a transparent policy and communication plan that acknowledges the impact of ICE activity on our students, families, and broader community, and ensures that all residents can learn, worship, and access care without fear. Our city must be accountable in protecting the safety, dignity, and stability of every person who calls Newberg home.

Thank you.

Client IP = 209.170.255.14



# REQUEST FOR COUNCIL ACTION



**Date Action Requested: December 15, 2025**

Order <input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution <input checked="" type="checkbox"/> Motion <input type="checkbox"/> Information <input type="checkbox"/> Proclamation <input type="checkbox"/>	
No. 2025-4004	
Subject: <b>Update City Contacts for all 457 Retirement Plans.</b>	Staff: <b>Kady Strode</b> Department: <b>Finance</b>
Business Session	Order On Agenda:
Hearing Type: Administrative	

**Is this item state mandated?** Yes ☐ No ☒

**If yes, please cite the state house bill or order that necessitated this action:** N/A

**Recommendation:** Adopt Resolution 2025-4004.

**Executive Summary:** The City of Newberg currently offers three separate 457 retirement plans as an option for employees to invest in as a pretax option. The city does not contribute to these funds; they are employee-only contributions and participation is voluntary.

A council resolution is required in order to make changes to any plan administrators or contacts on the city's side for processing these payments through payroll. Many of the contacts listed on these accounts are outdated and need to be updated.

The following shall be designated for all 457 retirement plans:

Authorized Entity Sponsor – City Manager  
Authorized Plan Sponsor – Finance Director  
Additional Authorized Contact – Payroll

**Fiscal Impact:** N/A.

**Council Goals:** This aligns with Council Goal 5 to implement a careful and prudent fiscal policy as it is important to keep all city contacts on retirement plans updated.



# RESOLUTION No. 2025-4004

**A Resolution updating the City contacts for all 457 retirement plans.**

## **Recitals:**

1. WHEREAS, the city's three 457 retirement plan contacts need to be regularly updated.
2. WHEREAS, this resolution will update the main contacts for all 457 plans offered by the city as designated by position.

## **The City of Newberg Resolves as Follows:**

1. The following shall be designated for all 457 retirement plan contacts:
  - a. Authorized Entity Sponsor – City Manager
  - b. Authorized Plan Sponsor – Finance Director
  - c. Additional Authorized Contact – Payroll

**Effective Date** of this resolution is the day after the adoption date, which is: December 16, 2025.

**Adopted** by the City Council of Newberg, Oregon, this 15th day of December 2025.

\_\_\_\_\_  
Rachel Thomas, City Recorder

**Attest** by the Mayor this \_\_\_\_\_ day of \_\_\_\_\_, 2025.

\_\_\_\_\_  
Bill Rosacker, Mayor

# REQUEST FOR COUNCIL ACTION



**Date Action Requested: (December 15, 2025)**

Order <input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution <input checked="" type="checkbox"/> Motion <input type="checkbox"/> Information <input type="checkbox"/> Proclamation <input type="checkbox"/>	
No. 2025-4009	
Subject: Council Approval of the Department Customer Service Standards V2 - Departmental Standards	Staff: Will Worthey CM Department: Administration
Business Session	Order On Agenda: Continuing business
Hearing Type: Administrative	

**Is this item state mandated?** Yes ☐ No ☒

**If yes, please cite the state house bill or order that necessitated this action:**

NA

## **Recommendation:**

Staff recommends that council adopt part 2 of the customer service standards – department standards. A motion could be formed like this:

“I move that we accept part two of the customer service standards”.

## **Executive Summary:**

This item is coming before council as the culmination of many months of work by the departments. Each was challenged in 2023 to raise the bar on customer service and each has different standards based upon its unique operations and missions. By adopting these standards, we will have provided departments (over two years) with their general customer service expectations and now department specific standards. See Exhibit B.

The next step after adoption will be more customer service, refresher reminders and training for all staff to keep our skills sharp. I will be utilizing the Neogov platform for this purpose.

## **Fiscal Impact:**

There is no direct correlation to our finances, but we can assume that good all round customer service will create efficiencies that will save money in the long run.

## **Council Goals:**

This completes Goal 1 Objective 1:

**Goal 1:** Continue to create and maintain a high level of customer service.

**O1:** Create the departmental customer service standard for each department by July 2026 (v2 of the customer service guidebook).



# RESOLUTION No. 2025-4009

## A Resolution Adopting Customer Service Standards Volume Two – Departmental Standards

### Recitals:

1. Without standards staff cannot know what constitutes good customer service.
2. In 2023 in response to the previous Council Goals, the city developed volume one of our customer service standards, Resolution 2024-3918.
3. The new council priorities in 2025 set the objective of developing departmental customer service goals.
4. During the summer and fall of 2025 departments strove to test and develop these standards.

### The City of Newberg Resolves as Follows:

1. To adopt department specific customer service standards tailored to each department's needs.

**Effective Date** of this resolution is the day after the adoption date, which is: December 16, 2025.

**Adopted** by the City Council of Newberg, Oregon, this 15th day of December 2025.

\_\_\_\_\_  
Rachel Thomas, City Recorder

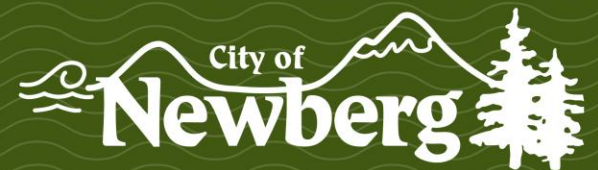
**Attest** by the Mayor this \_\_\_\_\_ day of \_\_\_\_\_, 2025.

\_\_\_\_\_  
Bill Rosacker, Mayor



# Newberg Customer Service Guide V2

Departmental Standards



This is an overview for part II of our customer service guidelines.

The first edition contained city wide standards (for example telephony generalities). This edition:

- Has standards that are specific to public facing teams
- Has standards that are directly applicable to those teams
- Focus on the work done by those teams
- Sought to capture the ethos of the teams



The PDF is a compilation of separate living documents that belong to the nine work groups who were tasked with developing a standard. Their commonality is that they all deal with our public on a daily basis. The departments (or work groups) include:

- Community Development
- City Recorder / Community Engagement
- Finance (3 separate standards for the three work groups)
- HR
- Library
- NDPD
- Public Works



This intent of the files is that they demonstrate to each team what good customer service looks like (within the framework already set by the general customer service guide).

I continue to believe that folks need to know what their good customer service standards are to live them.

These standards were organically created by each work group so that they would have a sense of ownership over these standards and actions!

On the next few slides, I will look over just a few of the standards from different departments to give you a flavor of each.

## CDD the role of the POD – Planner on duty:

Source / Requestor	Input	Process	Output	Customer Outcomes
Contractor	A contractor leaves a voice message or completes an online form for the Planner-On-Duty (POD) asking about “permitting requirements for a small tenant improvement in the downtown. No additional floor area to be added.”	POD takes the call and answers the customer’s questions in real-time; or, if the POD is assisting another customer, the POD voice mail, email, or online form prompts the customer to leave essential information about the project, including its address, existing and proposed uses, proposed TI, any active permits and ongoing work, etc.	POD provides essential information on permitting requirements, City contacts, timelines, and fees. If caller has left a message, POD researches inquiry and calls the customer back with the information. POD offers to email info/resources to customer and provides info on voluntary pre-application conference. Any referrals to other city or agency personnel include a “heads up”.	Customer receives essential information about how to move forward with their project. If regulations do not allow the project, the customer understands why. By maintaining a quick turn-around, and free (or low-cost) consultations, the city is customer friendly and provides a good value. Note that this took only <b>one call</b> because the customer was prompted to provide essential information about the project location and proposal. Customer may use preapp for more detailed dialogue,

## **Finance – Courts (Court Days)**

Court staff is in charge of preparing for many items for court days, such as arranging to have the room setup, having the court docket prepared, defendant files pulled and prepped for the Prosecutor and Judge, as well as taking payments during court.

During court, court staff are available to help defendants pay citations, explain diversion programs, and assist with the general flow of court.

## **Finance Utility Billing – Call Handling (Overflow)**

If someone is unavailable to take phone calls for a longer duration (for reasons such as they are helping another customer at the counter) they are to inform the other member of the team so that they know they are responsible for all incoming calls.

Phone hours are daily Monday through Friday 8:00 – 4:30pm with a 1-hour closure from 1:00 – 2:00pm for lunch.

## **Human Resources – Benefit Handling**

HR oversees two one-month open enrollment periods per year – one for police under the Northwest Firefighters Relief Association and one for all other city staff through CIS.

These occur in June and October respectively. This includes the distribution of annual notices and ensuring that all employees have the opportunity to understand and make choices for their benefits.



## **Library Service (Holds and Reference):**

Handling of materials and reference questions will be efficient, such as:

- Available items placed on hold will be pulled by staff/volunteers for the Hold Shelf within one business day.
- Expired holds will be pulled from the Holds Shelf before opening each day.
- Returned items will be checked in within one business day unless there are extenuating circumstances.
- Phone calls will be answered within three rings unless staff is helping another patron.
- Messages left on a public desk phone will be returned within one business day.
- Reference questions will be answered within one business day unless notified by staff that the question will require more investigation.

## **Police Response Time:**

... The average response time to 911 calls across the nation is roughly 10 minutes.

Benchmarks across the United States indicate a police response time of approximately 5 minutes to 911 emergency calls is considered excellent. In the year 2025, the Newberg-Dundee Police Department's average response time to 911 calls was 4 minutes and 29 seconds.

We ensure officers make every effort to respond to calls for service as soon as possible. Delays in response times are usually due to officers prioritizing the order of emergency calls.



## **Public Works – Storms and Winter Response**

### **Winter Response**

- Respond promptly to snow, ice, and freeze events
- Communicate roadway conditions to supervisors
- Prioritize priority routes

### **Storm Response**

- Remove debris to restore drainage
- Coordinate with Parks and Public Safety
- Update supervisors on hazardous conditions

In summary we are very proud of our customer service standards and benchmarks (and the way we work with the public every day)

We intend to keep these standards and objectives at the top of our priorities now and in the years to come.

Thank you for supporting the staff on its customer service Journey!

Questions?

**City of Newberg Customer Service Guide Volume II**  
**Department Specific Standards**



This customer service guide brings together a compendium of the customers service manuals and guides that are used by our customer-facing departments. They are not a replacement for our general customer service expectations (See Customer Service Plan V1). Instead, these standalone covering department specific operations or situations. Each document retains its own organic pagination or formatting.

For ease of navigation these have been labeled with the following hyperlinks:

A	<a href="#">Community Development</a>	p.2
B	<a href="#">City Recorder / Community Engagement</a>	p.23
C	<a href="#">Finance – Court</a>	p.28
D	<a href="#">Finance – General</a>	p.33
E	<a href="#">Finance – Utility Billing</a>	p.38
F	<a href="#">Human Resources</a>	p.45
G	<a href="#">Library</a>	p.53
H	<a href="#">NDPD</a>	p.58
I	<a href="#">Public Works</a>	p.66

# Community Development Department Customer Service Plan



Approved by City Manager  
July 8, 2024

Presented to City Council  
July 15, 2024

Updated  
December 1, 2025

Outcomes

Metrics

Strategies

Initiatives

## Contents

Introduction .....	3
Background .....	3
Scope of Services .....	3
Customer Service Philosophy.....	4
Workload and Resources .....	5
Staffing and Service Levels .....	5
Customer Service Outcomes .....	7
KAIZEN .....	7
Key Performance Measures.....	8
Overview .....	9
Metrics Overview .....	10
Planning Services Metric 1. Planner-on-Duty .....	10
Planning Services Metric 2. Land Use Applications (Types I, II, and III) .....	11
Planning Services Metric 3. Planning and Engineering Reviews of Building Permits .....	13
Planning Services Metric 4. Planning Inspections .....	14
Planning Services Metric 5. Long-Range Planning Performance .....	14
Building Safety Services Metric 1. Completeness (Ready for Review).....	15
Building Safety Services Metric 2. First Review of Permits .....	15
Building Safety Services Metric 3. Fast-Track for Residential Solar, Decks, Sheds .....	15
Building Safety Services Metric 4. Inspections (Structural, Mechanical, Plumbing) .....	16
Strategies and Initiatives.....	16
Appendices .....	20
1. Metrics Report 2025.....	20

**Community Development Department  
December 2025**

Brooks Bateman, Building Official  
Fe Bates, Administrative Assistant  
Mariah Lemen, Plans Examiner II  
Jeremiah Cromie, Associate Planner  
James Dingwall, AICP, Associate Planner  
Brett Musick, PE, Development Engineer  
Michele Faber, Administrative Assistant  
Byron Pickle, Commercial Plumbing Inspector  
Scot Siegel, FAICP, Community Development Director  
Crystal Breithaupt, Office Assistant I  
Leanne Wagener, Associate Planner

**City Manager**  
Will Worthey

## Introduction

The Community Development Department Customer Service Plan summarizes departmental strategies and initiatives pursuant to the City Council goal to “Create a high level of customer service”. In addition to guiding the department’s work in this area, the report may be used to provide updates to the City’s Customer Service Manual, Volume 2, which is to contain performance measures for city departments.

The strategies and initiatives or actions are not exhaustive or final but instead provide a high-level summary. The draft performance measures or metrics should reflect City Council priorities and must be balanced with available resources. The was developed with input from staff in a strategic plan process.

Outcomes

Metrics

Strategies

Initiatives

## Background

A City Council Goal is to “Create and maintain a high level of customer service.” On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments. The Community Development Department’s mission and work program align closely with these objectives, and over the past two years our team has accomplished significant customer service improvements, as discussed herein.

**Our Misson:** The Community Development Department supports the advancement of a stronger and more resilient Newberg while helping to make the community an even greater place to live, work, play, and visit.

Community Development implements a variety of programs and processes serving the public. Perhaps best known for administering building and planning codes (regulatory programs), the department strives to create and maintain business- and resident-friendly services through process improvements, coordination with other departments such as Capital Engineering, Finance, Public Works, and Police (for code enforcement), economic development services, community outreach and engagement, and technology improvements such as Newberg’s enterprise permitting and licensing software.

## Scope of Services

Community Development delivers value through comprehensive planning, development review, including compliance with land use and engineering requirements, building permit reviews and inspections, economic development services, and maintenance of planning and building codes, among others. While Planning helps development applicants and other customers determine what can be built and where, consistent with zoning and development codes, Development Engineering reviews projects for infrastructure needs, and Building staff administer state building safety codes. Through intergovernmental agreements with neighboring cities, Newberg staff also provide building plan review and inspection services to the cities of Dayton, Dundee, and Lafayette.





The above services involve direct contact between staff and a variety of customers and other stakeholders, including residents, contractors, business owners, community organizations, other service providers, and elected and appointed officials. Customer needs and expectations can vary considerably due to the variety of services provided. For example, building permit applicants are typically contractors and design professionals with expertise in the building trades. By comparison, applicants for land use approvals may include homeowners and contractors with minimal or no background in land use. A homeowner applying for a

land use permit to operate a vacation rental may need a different customer service approach than an engineer or land use attorney applying for a subdivision approval.

Community Development also provides customer service through the City's long-range planning initiatives, and voluntary and incentive-based programs that are different than the permitting decisions usually associated with planning and building departments. These services include voluntary annexations, policy changes requested by community members and initiated by City Council or the Planning Commission, business assistance tax incentives, affordable housing grants, and urban renewal programs. Each of these programs has different customer needs and outcomes.

## Customer Service Philosophy

Community development professionals generally are mission-driven and service-minded. Our staff are no different. We are earnest, ethical, and highly motivated people who support positive outcomes for the community and our customers. We embrace Servant Leadership, including honoring and empowering others, inspiring vision, adhering to ethics, balancing focus with flexibility, and showing humility.

While our priority is always to protect public health and safety, we strive for the best customer experience possible while managing public funds responsibly. When bureaucratic processes needlessly hinder customer service, we update our processes to make them more efficient and customer-friendly following "Lean"<sup>1</sup> principles. The customer may not always be right from a legal or technical standpoint, but we owe it to them to understand their truth and do our best to meet their needs within code. When regulations or procedures defy common sense or contradict the City Council's policy intent, we recommend policy changes and make needed course corrections.

*As a planner, manager, and executive with more than thirty years of public and private sector experience, I can say with confidence that our staff are among the most talented "can-do" people I've worked with. We are also a lean organization. Each staff member wears multiple hats while adding value for our customers.*

—Scot Siegel, FAICP, Community Development Director

<sup>1</sup> Lean is a way of thinking about creating needed value with fewer resources and less waste. It is a practice consisting of continuous experimentation to achieve perfect value with zero waste. Lean thinking and practice occur together." ([Lean Enterprise Institute](#)).

Community Development staff are accessible and try to stay informed on issues concerning Newberg. This is important because Community Development is a “high-touch”, public-facing department. We inspect new home construction, tenant improvements, and major commercial projects; serve walk-in customers at the permit counter; respond to numerous calls and emails each day; and conduct hundreds of other meetings and inspections every month. We frequently meet with community members and others representing a variety of industries and organizations, often on location, to help them navigate regulatory processes and to solicit their input on policies and programs. Community Development also receives calls about other city services and helps to connect the public to other departments, agencies, and organizations.



Following the ice storm and flooding of January 2024, when City Hall had to shut down, Community Development resumed full operations within six days of the disaster, including standing up a new customer service counter at the Wastewater Treatment Plant. We also helped guide the restoration of City Hall, including the Permit Center/Lobby remodel, for the reopening in December 2024.

## Workload and Resources

Community Development’s workload is cyclical and varies by program and permit type, which makes it difficult to implement a cost recovery model. **Appendix 1** provides a high-level summary of the number of planning approvals, building permits for new dwellings, and building inspections performed monthly.

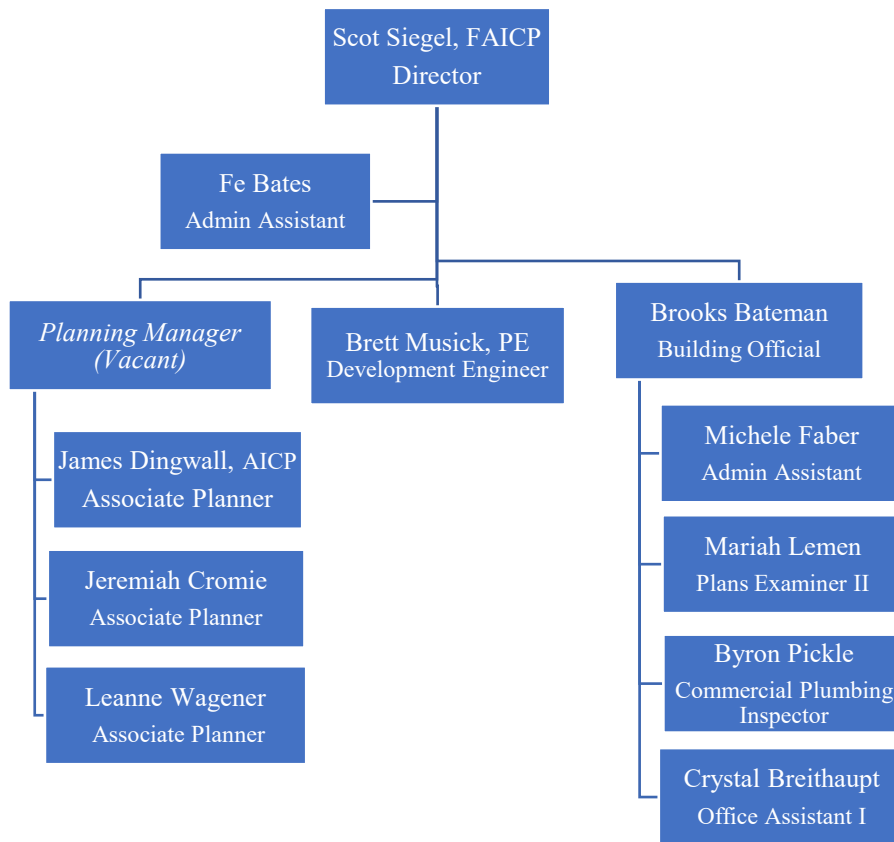
- The Building Division ensures that new construction meets building safety codes and service standards established by the State of Oregon Building Codes Division of the Department of Consumer and Business Affairs. The state program requires a dedicated fund for the Building Division, which in Newberg is self-supporting (full cost recovery). Additionally, a 12% surcharge on all building permits goes to the State to maintain the program including providing support to local building officials.
- The Planning Division budget is partially funded through fees for services (approximately 35% cost recovery). The balance is funded through allocation of unrestricted General Funds. Additionally, the Planning Division manages grants and revolving loans supported by the Economic Development Fund, including federal Community Development Block Grants and other grant assistance supporting local economic development and affordable housing, which promotes a strong and resilient Newberg. From time to time, the city may receive planning grants from state and federal agencies that partially support our long-range planning initiatives such as updates to the Comprehensive Plan, Transportation System Plan, various public facility master plans, and the Development Code. (See **Appendix 2**.)

## Staffing and Service Levels

Community Development has eleven professional staff allocated equally among the Planning and Building Divisions. The department is fully staffed now, though staffing in Planning and other city departments has varied over the past decade, at times creating workload and customer service issues.

The current team, most of whom have been with Newberg for less than three years, are high performing and work well together, as well as with their peers and the public. In collaboration with other city departments, they provide a high level of internal customer service, including a one-stop shop for most customer inquiries related to planning, development, and building projects.

Although our operation is lean compared to larger cities, it is appropriately sized for Newberg's population, budget, and existing service levels based on development activity, which varies with economic cycles. Population growth in Newberg averages approximately 1% annually, though over the past year, the city grew by 2.4%. When the Newberg experiences high development volumes, we have on-call consultants to help fulfill permitting and inspection needs. Of course, a key policy issue is whether Community Development should increase its service levels, and if so, what is the best way to fulfill customer needs. Sections 2 through 5, below, summarize our customer service approach, consistent with the City Council goals, performance measures, strategies, and desired outcomes.



*Community Development Department  
Staffing, December 2025*

*Notes: Commercial Plumbing Inspector  
and Office Assistant I are 0.5 FTE. All  
others are full-time.*

## Customer Service Outcomes

*“Treat people like they are your own grandparents.”*

– Russ Thomas, Public Works Director

The Community Development Department’s customer service approach is based on the City of Newberg Customer Service Manual and STRIVE values (**S**ervice, **T**eamwork, **R**esponsibility, **I**ntegrity, **V**alue, and **E**quity). Together, the City values and manual emphasize the following outcomes:

- **Professionalism and Courteousness** – Provide a high level of customer service for all. Meet customers where they are, in-person, by phone, email/online. Make it easy to work with the City.
- **Reliability and Accuracy** – Provide accurate information consistently the first time.
- **Timeliness** – Match or exceed customer expectations for timeliness based on industry standards and available resources. Recognize that time is money.
- **Overall Satisfaction or Value** – Customer success can be attributed at least in part to our success in providing professional, courteous, accurate, and timely services. We add value by listening, asking the next question, offering alternatives within code, and following up.

## KAIZEN

High-performing organizations are learning organizations. They continually seek ways to improve their processes and customer satisfaction. They know their customers well and organize their operations, including research, development, production, quality control, and delivery, around customer needs, including both internal and external customers.

As with any customer service initiative, it is important to work from a common understanding of customers’ needs based on feedback as well as industry standards and best practices. Community Development uses a Continuous Improvement model called KAIZEN, to review and update its business processes. KAIZEN began with the automotive manufacturing industry in Japan in the 1940s and has been adopted by businesses in other sectors worldwide, including professional

改善

Kai = Change    Zen = Good

“KAIZEN™ means improvement. Moreover, it means continuing improvement in personal life, home life, social life, and working life. When applied to the workplace KAIZEN™ means continuing improvement involving everyone – managers and workers alike.”

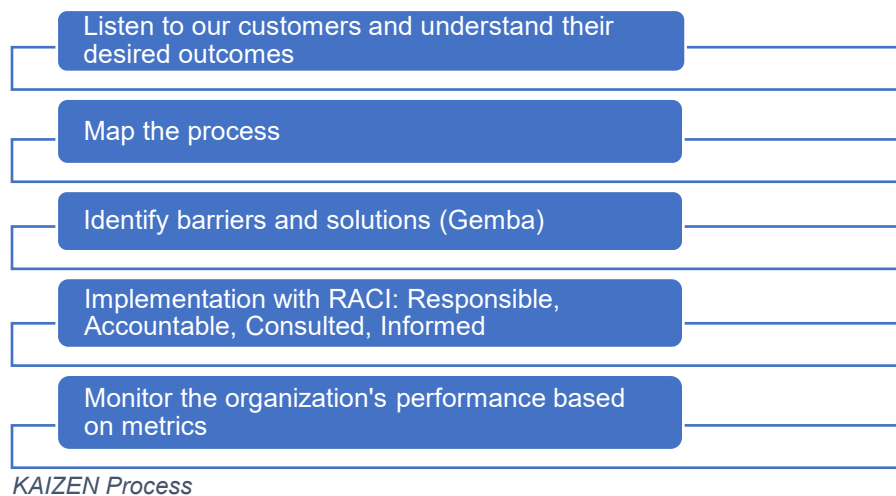
--Masaaki Imai, Founder of Kaizen Institute, <https://kaizen.com/>

Our process includes interdepartmental “Workflows Workshops”, which in part support ongoing maintenance of our permitting and licensing systems. Based on KAIZEN principles, the workshops are attended by staff from Planning, Building, Development Engineering, Capital Projects Engineering, Public Works Operations, Finance and IT. These stakeholders review current workflows, identify

outdated and repetitive tasks or bottlenecks, and together create revised workflows to meet our customers' needs. The results of this work are used to update and improve workflows, standard operating procedures, enterprise permitting and licensing software, and customer information.

The five [KAIZEN Principles](#) are:

1. Know Your Customer
2. Let It Flow (Zero Waste)
3. Go to Gemba ("The Actual Place" where things happen)
4. Empower People, and
5. Be Transparent.



## Key Performance Measures

Customer service success depends on a variety of factors, only some of which are within the city government's control. Staff can create workflows that are designed to produce timely permit decisions, but timely decisions rely on quality application submittals, and some decisions rely on participation from other agencies, as well. For example, the Oregon Department of Transportation controls several of Newberg's major thoroughfares and the agency has its own permit process and standards for roadway access. A permit application that meets the City's requirements for a traffic study for example may not satisfy ODOT requirements that are codified in state rules. Therefore, city staff are proactive in coordinating with ODOT and other agencies, and we encourage applicants to do the same. Other entities with whom we work include Yamhill County for electrical permits and inspections, annexations, urban growth boundary decisions, and Enterprise Zone applications; Tualatin Valley Fire and Rescue District for fire and life safety inspections; and Portland General Electric, NW Natural, and Ziply Fiber for franchise utility issues.

Other factors that can cause delays or uncertainty in the permit process include public participation requirements for some types of land use decisions, including appeals of controversial development approvals, which are beyond staff's control. Another example is when a project proposal does not meet code, even if it were revised, and staff are obliged to deny the application or encourage the applicant to



withdraw the request – sometimes with an opportunity to receive a partial or full fee refund. This too can create a perception of poor service, even though it is an example of good service.

As illustrated by these examples, we must be “SMART” in developing performance measures. In this application, SMART stands for:

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound

## Overview

The following summarizes the most common types of planning and development permits issued by the City of Newberg, most of which are administered by Community Development. The Capital Projects Department is responsible for Public Improvement Plan approvals including associated inspections. These permits typically follow the land use approvals process and may be connected to building permits. Additionally, the Planning Division administers business licenses in coordination Finance, Police, and other City departments.

### Typical Dev Review Processes

- POD: *Staff On-Duty* (one-stop service)
- Preapplication Consultation
- Type 1 Land Use
- Type 2 Land Use
- Type 3 Land Use
- Type 4 Land Use
- Right of Way
- Public Improvement Plan Review
- Inspections
- Building Technical Assistance
- Structural Plan Review: Residential
- Structural Plan Review: Commercial
- Mechanical Permits
- Plumbing Permits
- Inspections

Plan

Design

Build

*Development-Related Permits*

The performance measures and metrics on the next several pages illustrate how certain types of Community Development services can be evaluated for customer outcomes. These are not meant to be exhaustive but are indicators that can specific, measurable, achievable, and timebound that are relevant to the City maintaining a high level of customer service.

## Metrics Overview

### Planning Services

- Metric 1. Planner-on-Duty
- Metric 2. Land Use Applications (Types I, II, and III)
- Metric 3. Planning and Engineering Reviews of Building Permits
- Metric 4. Planning Inspections
- Metric 5. Long-Range Planning Performance

### Building Safety Services

- Metric 1. Completeness (Ready to Review)
- Metric 2. First Review – Standard Residential and Commercial Permits
- Metric 3. Fast Track Permits – Residential Only (Solar, Decks, Sheds)
- Metric 4. Inspections

## Planning Services Metric 1. Planner-on-Duty

### Background

The Planner-on-Duty (POD) provides direct customer service in-person and electronically to the public, including contractors, design professionals, businesses, homeowners, real estate professionals, and others. The POD typically responds to land use inquiries but also assists with Building and Engineering referrals. The Planning Division is the lead division and has three professional planners who rotate as POD. Staff are available during regular City Hall Public Hours, Monday-Friday. The doors to City Hall automatically unlock and the main telephone lines turn on at 8:30 a.m. The doors lock at 4:30 a.m., and phones stay on until 5:00 p.m. The following example illustrates a typical POD inquiry and response.



Source / Requestor	Input	Process	Output	Customer Outcomes
Contractor	A contractor leaves a voice message or completes an online form for the Planner-On-Duty (POD) asking about "permitting requirements for a small tenant improvement in the downtown. No additional floor area to be added."	POD takes the call and answers the customer's questions in real-time; or, if the POD is assisting another customer, the POD voice mail, email, or online form prompts the customer to leave essential information about the project, including its address, existing and proposed uses, proposed TI, any active permits and ongoing work, etc.	POD provides essential information on permitting requirements, City contacts, timelines, and fees. If caller has left a message, POD researches inquiry and calls the customer back with the information. POD offers to email info/resources to customer and provides info on voluntary pre-application conference. Any referrals to other city or agency personnel include a "heads up".	Customer receives essential information about how to move forward with their project. If regulations do not allow the project, the customer understands why. By maintaining a quick turn-around, and free (or low-cost) consultations, the city is customer friendly and provides a good value. Note that this took only <b>one call</b> because the customer was prompted to provide essential information about the project location and proposal. Customer may use preapp for more detailed dialogue,

*Example of POD Inquiry*

## Metrics for POD

The draft POD performance measures use both quantitative and qualitative data. They are intended to be Specific, Measurable, Achievable, Relevant, and Time-Bound (SMART).

### Metrics Examples for Planner on Duty (POD)

Key Performance Indicator	Metric	Tracking Method	Responsible Manager
Time for POD response	90% same day	POD Log	Planning Manager
Accuracy of information provided	100% correct the first time	POD Log	Planning Manager
Courteous and Professional	90% rate “good” to “excellent”	Customer Instant Survey	Planning Manager
Satisfaction with POD overall	90% rate “good” to “excellent”	Customer Instant Survey	Planning Manager
Satisfaction with Building (following Planning referral)	90% rate “good” to “excellent”	Customer Instant Survey	Building Official
Satisfaction with Engineering (following Planning referral)	90% rate “good” to “excellent”	Customer Instant Survey	City Engineer

*Metrics Examples for Planner on Duty (POD). Same day would include next business day for inquiries received after a certain published cutoff time.*

The intent is to set achievable goals that reflect a positive customer experience and industry best practices for a reasonable percentage of cases. “Same day” is high standard, but one that the Planning Division regularly attains even though other governments may take longer. (See also, **Appendix 3**, Building Officials Survey.) The only way to improve upon this standard would be to add staff or implement Artificial Intelligence tools such as a Chatbot, but at this stage in AI technology that could create quality issues. The City is also continuing to monitor the legal framework of AI for stability before moving into this realm. The second part to the metric, calling for same day service at least 90% of the time, recognizes that during periods of high work volume and/or staff outages more than one day may be needed for a response, though staff would endeavor to acknowledge receipt of the inquiry. Finally, the 100% accuracy target promotes quality control.

## Planning Services Metric 2. Land Use Applications (Types I, II, and III)

### Background

This metric is intended to answer the ever-present question of “how long does it take to get my permit?” The default reply for many Oregon cities is that it may take up to 120 days from application being deemed complete (ready for review) to render a final decision, because this is





state law (ORS 227.178(1)).<sup>2</sup> However, from a customer service perspective, the City may set more ambitious targets based on policy priorities, workload, and staff resource considerations. For example, under state statutes (ORS 227.178(2)), cities must make an initial Completeness Determination on all land use applications within 30 days of submittal. While we aim to complete this task in 14 days or less, an applicant may take up to 180 days from the original submittal date to file a complete application under ORS 227.178(3).

One of the items that can significantly increase review times by the Planning Division is the number of application resubmittals required due to incomplete applications. The recent adoption of OpenGov, the City's enterprise permitting and licensing software, has made it easier to track Completeness Reviews and reduce the amount of "back-and-forth" between applicant and city staff. A positive outcome for both applicants and staff would be to minimize the number of times that the Planning Division receives incomplete applications. To this end, the Planning Division works with prospective applicants before an application is submitted to clarify city requirements. They do this through several tactics, including low-cost pre-application meetings, including virtual meetings, and responding to a variety of inquiries by phone, email or in-person. Further, public-facing materials such as website materials, fact sheets, and outreach videos can also be used to assist applicants.

#### *Metrics for Land Use Applications Review*

The following metrics measure the time it takes for a land use application to go from "Submitted" to "Decision". The metrics are tiered by procedure or permit type to reflect the complexity of each type of review, with a targeted duration and frequency of attainment of either 90% or 70%. Although state law, ORS 227.178(2), allows up to 30 days for the City's initial Completeness Determination, our practice is to notify the applicant within 14 days for all types of land use applications.

In the following table, the left **(blue)** column accounts for the **total duration of reviews, including time spent by staff and the applicant** after the City receives the application; while the metrics in the right **(green)** column measure **the total duration of review cycles performed by city staff only**, not accounting for revisions and resubmissions by the applicant. These differences account for Only one metric each is proposed for Completeness determinations (2.A) and Type I Review Decisions (2.B).

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<sup>2</sup> The 120-day rule for final local land use decisions (ORS 227.178(1)) includes accounting for any local appeals, including planning commission and city council, but not the State Land Use Board of Appeals, which is subject to its own statutory deadlines.

<b>Total Review Process</b> <i>Pro: Simple, Direct</i> <i>Con: Low Reliability, Hi Variability</i>	<b>Direct City Review Only</b> <i>Pro: Accurate, Direct Control</i> <i>Con: Hard to Understand by External Stakeholders</i>
2.A: Determine Completeness within 14 days from Application Submittal >90% of the time	
2.B: Issue Simple Type I Review Decisions within 5 days of Complete Application >90% of the time	
2.C: Issue Complex Type I Review Decisions within <b>49 days</b> of Complete Application >70% of the time.	2.C: Issue Complex Type I Review Decisions within <b>35 days</b> of Complete Application >70% of the time.
2.D: Issue Type II Review Decisions within <b>56 days</b> of Complete Application >70% of the time.	2.D: Issue Type II Review Decisions within <b>42 days</b> of Complete Application >90% of the time
2.E: Issue Type III Review Decisions within <b>76 days</b> of Complete Application >70% of the time.	2.E: Issue Type III Review Decisions within <b>62 days</b> of Complete Application >90% of the time.

*Metrics for Land Use Applications Reviews*

**Metric Target(s)**

- 90% Attainment of Target for “Direct City Review” = limited to tasks the city directly controls.
- 70% Attainment of Target for “Total Review Process” = includes city and applicant tasks.

**Data Source**

OpenGov

**Planning Services Metric 3. Planning and Engineering Reviews of Building Permits**

**Description**

The percentage of building permit applications that Planning and Development Engineering staff complete their review within the targeted timeframe.



**Metric for Planning and Engineering Reviews of Building Permits**

90% Attainment of Assigned Due Date – Review within 2 weeks of submittal and acceptance by Building Division.

**Data Source**

OpenGov

## Planning Services Metric 4. Planning Inspections

### *Description*

The percentage of inspections that staff complete within the targeted timeframe. Planning inspections are demand-driven, typically initiated by the applicant or contractor when requesting sign-off on planning conditions of approval for landscaping, parking, and other code requirements.



### *Metric for Planning Inspections*

90% Attainment of Assigned Due Date – within one business day of request.

### *Data Source*

OpenGov

## Planning Services Metric 5. Long-Range Planning Performance

### *Description*

Identify opportunities to measure and communicate progress and completion of Planning Division Work Plan projects that have been approved by the City Council. Long-range planning typically involves policy reviews and updates, including amendments to the comprehensive plan and other city plans and implementing regulations, development of new plans, studies, codes, and standards, participation in state and regional planning and economic development initiatives, and public education and outreach for a variety of city and urban renewal agency programs.



The table in **Appendix 2** depicts the tracking dashboard currently being used. Each project is shown in quarterly increments that could be used to demonstrate status, progress, and completion in a relative sense. Paired with a presentation, this would provide staff with the opportunity to update the City Council and public.

### *Metric for Long-Range Planning Performance*

There are a variety of program management principles and tools the City can use to evaluate performance of the Long-Range Planning Program. Metrics are generally established at the outset of each project based on City Council goals and expectations.

### *Data Source*

Planning Division Work Plan

### Building Safety Services Metric 1. Completeness (Ready for Review)

#### *Description*

The percentage of building permit applications for which staff complete intake and completeness reviews within the targeted timeframe.



#### *Metric for Building Permit Completeness Review*

90% Attainment of Assigned Due Date – within 2 business days of application submittal.

#### *Data Source*

OpenGov

### Building Safety Services Metric 2. First Review of Permits

#### *Description*

The percentage of building permit applications that staff approve or issue correction letter for (first review) within the targeted timeframe.



#### *Metric for First Review of Residential and Commercial Permits*

90% Attainment of Assigned Due Date – 4-6 weeks of complete/ready for review based on workload and project complexity. For example, plan reviews for large commercial structures may take longer. Typically, first reviews by Planning and Development Engineering will be performed within 2 weeks and Building within 4-6 weeks to ensure coordination between city departments. As discussed under Staffing and Service Levels, due to our small staff size, Community Development uses contractors (third-party reviews) to maintain continuity of services when personnel are out of the office for an extended period.

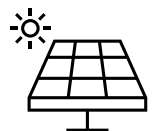
#### *Data Source*

OpenGov

### Building Safety Services Metric 3. Fast-Track for Residential Solar, Decks, Sheds

#### *Description*

This pilot project began in 2024. The Building Division has evaluated its impact on workload and review times for other permits and is refining the process to maintain a high level of customer service. The percentage of fast-track building permit applications approved within the targeted timeframe.



#### *Metric for Fast-Track Permits*

90% within 5 days of submittal, or 70% within 3 days, based on workload.

#### *Data Source*

OpenGov

## Building Safety Services Metric 4. Inspections (Structural, Mechanical, Plumbing)

### Description

A measurement of the percentage of time that staff complete building inspection within the targeted timeframe. Building inspections are demand-driven and typically requested by contractors but may be requested by the property owner or any person representing the owner. Inspections are regulated by the State of Oregon.



### Metric for Building Inspections

90% Attainment of Assigned Due Date – same day, or within one business day of request. Due to limited staffing, the City does not offer scheduled inspection times.

### Data Source

OpenGov

## Strategies and Initiatives

The following strategies and initiatives are intended to achieve the above desired customer outcomes and support attainment of our performance measures. Strategies provide direction, while the initiatives serve as actionable steps toward desired outcomes. *“Status” updates are as of December 2025.*

### **Strategy 1: Seek customer feedback on our services, and evaluate our business processes, technology, communications, and training needs.**

- 1.1 Build and nurture relationships in the community and with stakeholders, for example, by attending and presenting at events hosted by local service organizations, businesses, and economic development groups.

*Status: Outreach and presentations during 2024-2025 include presentations to George Fox University Business School (Strategic Planning Course), Rotary (multiple groups), Newberg City Club, and Chehalem Valley Chamber of Commerce, Yamhill County Association of Realtors, and City of Newberg Lunch and Learn.*

- 1.2 Solicit customer feedback with a brief electronic survey that is linked to all email signatures. If possible, incorporate the survey into the automated responses applicants receive with the new permitting software, OpenGov. Make it easy to respond. Managers or CDD Director to provide personal follow-up with customers who are not satisfied with our services.

*Status: Pilot survey launched in April 2024. Director followed up with one respondent whose concern was unrelated to CDD – their complaint was about a storm water capital project that had been delayed but has since been completed. City Manager has confirmed “no complaints” related to Planning or Building Divisions.*

- 1.3 Review performance measures and best practices from other jurisdictions to maintain Newberg's competitive edge.

*Status: Building Officials Survey completed in 2024. Newberg is competitive with other jurisdictions including those with more staff when reviewing turnaround times for permits and inspections.*

- 1.4 Application Forms, Fees, and Instructions – Simplify the land use application form(s) and create a user-friendly fee calculator with rollout of OpenGov permitting software.

*Status: OpenGov has improved plan intake considerably. Staff continues to work with OpenGov to identify and implement system improvements.*

- 1.5 Staff Report Streamlining and Restructuring – Reformat planning staff reports to highlight the most relevant information up front for the public, applicants, committees and commissions, and City Council. Continue to use executive summaries for complex documents and presentations.

*Status: Staff regularly prepare executive summaries ("RCAs") for City Council. Streamlining of other staff reports and planning decision templates is in progress.*

**Strategy 2: Retain local businesses and attract new ones by responding rapidly to economic development inquiries and working collaboratively with community and agency partners.**

- 2.1 Provide timely, accurate, and constructive feedback to business leads regarding the permit process and economic development incentives.

*Status: Ongoing. Examples include Business Oregon site selection leads and requests for information, Enterprise Zone inquiries, and business/development preapplication requests.*

- 2.2 Coordinate economic development leads and needs with the City Manager and other departments, agencies, and stakeholders such as SEDCOR.

*Status: Ongoing.*

- 2.3 Consider recommending a procedure for adjustments to Planning Application Fees to reflect varying project scales, and to complement other tools for economic development.

*Status: Ongoing. One example is the recent amendment to the development code to remove the requirement for a separate land use application for home occupations. Home occupations now require only a business license.*

**Strategy 3: Automate our business processes wherever practical and improve customer communications and transparency in the permit process.**

- 3.1 Upgrade the City's permitting software (OpenGov) while simultaneously reviewing and updating permitting workflows, application forms and instructions, and reporting tools. Create a user-friendly fee calculator and automate customer notifications of permit status changes. Track performance on all metrics.

*Status: OpenGov, the City's new enterprise permitting and licensing software, went live in Spring 2025. By simultaneously reviewing and updating permitting workflows, application forms and instructions, and reporting tools, the City streamlined workflows across multiple departments and improved customer service. Refer to **Appendix 1, Metrics Report 2025**.*

- 3.2 Use Bluebeam electronic plan review software to facilitate concurrent reviews on building permit applications among city departments and divisions. Community Development to host an interdepartmental Bluebeam user training to ensure a strong foundation of knowledge and build a consistent skills base within City personnel who conduct digital-based reviews and related activities.

*Status: Training was provided in 2024. The Planning, Development Engineering, Building, and Capital Engineering all use Bluebeam in different capacities to perform plan reviews.*

- 3.3 Convert paper permitting records to digital files for retention in ORMS, consistent with State of Oregon records retention requirements and the Citywide initiative. This will improve operational efficiency in the Planning and Building Divisions, aid in public records requests, and free up valuable space in City Hall.

*Status: As evidenced by the empty former file rooms in the Annex, and on the second floor of City Hall, scanning of paper files is substantially complete except for records that are fragile or may need to be retained in hardcopy format. Coding of files for retention in ORMS is ongoing.*

**Strategy 4: Streamline the permit process using KAIZEN principles and methods as part of a continuous improvement process.**

- 4.1 Use KAIZEN principles and methods to review business processes (workflows) for all permit types and adopt process improvements. Include all relevant departments and repeat regularly.

*Status: Ongoing. As part of the OpenGov configuration, CDD hosted a successful interdepartmental Workflows Workshop that was attended by staff from Planning, Building, Engineering, Public Works Operations, IT, and Finance. The team subsequently met to review OpenGov and identify possible improvements after six months of operation.*

- 4.2 Fast-Track Permits – Pilot a fast-track permit process for sheds, decks, and solar panels, with permits issued within 3 days of submittal. Consider adopting fast-track timelines for other permit types that are less complex than permits for new construction.

*Status: Adopted. The City has processed approximately 40 fast track permits since going live with OpenGov. The key performance indicator has been updated to reflect the fact that turnaround times for some permits may require up to 5 days instead of 3 days. Staff will continue to monitor the program's impact on workload and whether it causes delays for other projects.*



- 4.3 Provide training for administrative staff to obtain certifications that would allow them to perform routine, over-the-counter building permit reviews.

*Status: This is ongoing.*

**Strategy 5: Reduce unnecessary costs and delays in the permit process by streamlining city regulations and procedures while maintaining community standards.**

- 5.1 Annual Development Code Maintenance – Annually review regulations that require updating, clarification, or corrections, and recommend code amendments consistent with the Comprehensive Plan and City Council goals. Coordinate this effort with other City departments and support their code maintenance efforts.

*Status: CDD has successfully led two rounds of code maintenance since 2024. Examples of code amendments that have made the permit process more efficient include reclassification of some land use decisions from public hearing review to administrative review, and removal of land use reviews altogether when code compliance is achieved through other permitting and licensing reviews (e.g., home occupations). CDD maintains a log of code maintenance needs that is coordinated with other City departments.*

- 5.2 Plan and Policy updates – High priority code changes or plan amendments that are not “Maintenance” are prioritized within the Planning Division’s Annual Work Plan. These items typically require prior City Council direction.

*Status: Progress on the Planning Division Work Plan is contingent on available staff resources. Priority is given to projects that are required by state law and City Council Goals, such as the recent update to the Vacation Rental Homes policy and code.*

## Appendices

1. Metrics Report 2025 (under separate cover)



## Customer Service Standards - Summary of Customer Service Points

The City Records Office interacts with customers in a wide variety of ways. While some interactions follow standard processes and procedures, many others can take a wide variety of paths and require individualized attention. Our interactions are both internal (staff, elected and appointed officials) and external (members of the general public). Below are our common customer service points.

- Public Record Requests
- Council Meetings
- Public Comment
- Board, Committee, and Commission Management
- Complaints
- Phone, Email, Walk ins
- Elections

### Standards:

The following standards will be followed in all customer service interactions:

- Follow the issue until resolved. Staff will check in on an issue, even when passed to another department, to ensure it is resolved satisfactorily.
- All calls and requests for call backs will be responded to within one business day.
- Emails will be acknowledged within one business day.
- Staff will maintain a professional demeanor in all interactions, showing empathy and a desire to find solutions.
- All customers will be treated with respect and courtesy.
- Staff will be available for appointments within one week of request (as customer schedule allows).
- Concerns and complaints will be acknowledged within one business day and followed through promptly.

- Staff will track day-to-day customer interactions on a desktop tally sheet, to be compiled monthly. Tally sheets will capture types of interactions, time of interaction, and customer satisfaction.
- Staff will send follow up emails after complex meetings to summarize conversations, decisions, and actions.

### Staff Training

Staff will receive training on customer service standards during onboarding and annually. Appropriate training for specific customer service goals will be provided as needed. Customer service goals will be established and reviewed as part of employee previews. Lessons learned from the processing of customer concerns will be incorporated into training and service improvement where relevant.

### Key Performance Indicators:

Key Performance Indicator	Metric	Tracking Method	Responsible Individual
Public Records Requests	100% completed within state mandated timelines (usually 15 days)	PRR Tracking Sheet	Deputy Recorder
Response to communications from elected and appointed officials	Within 1 business day 95% of the time	Customer Interaction Tally Sheet	All

<b>Key Performance Indicator</b>	<b>Metric</b>	<b>Tracking Method</b>	<b>Responsible Individual</b>
Board, Committee and Commission Applications	Preliminary Response within 1 day, Notification of status sent within 48 hours of decision by mayor.	Application Tracking Sheet	Records Management Clerical Assistant
Election Filings	Appointments made withing 3 days of contact.	Customer Interaction Tally Sheet	City Recorder
Complaint Acknowledgement	Within one business day 100% of the time.	Customer Interaction Tally Sheet	All
Complaint Resolution	Within one week 90% of the time.	Customer Interaction Tally Sheet	All
Social Media Engagement	8,000-10,000 interactions on posts in a given month	Social Media Numbers tracking sheet	PIO
Completion of Communication Projects	90% completed by original deadline	Communication tracking sheet	PIO

#### Internal Communication Metrics (Weekly check ins, teams, etc.)

Staff will maintain high levels of internal communication to assist with customer service goals. This will include weekly department check ins, Traffic Signal check ins each morning on teams, and ongoing communication about active issues. When absences are

anticipated, staff will ensure that another team member is apprised of their customer interactions and their status to create redundancy.

### Annual Reviews

On an annual basis the following customer service initiatives will be undertaken: website FAQ reviews and updates, review of data from customer interaction tally sheet, annual formal assessment of customer service, annual review of key performance indicators and standards based on data.



## **C. Finance - Court Customer Service Plan**



### **Court/Finance Team**

**Wendy Looney – Court Administrator**  
**Hannah Faulhaber – Court Clerk II**  
**Kady Strode – Finance Director**

## Introduction

This plan summarizes the mission and goals of the Court department, pursuant to City Council goals for all departments. It aims to provide performance expectations that can be used in the preparation of the City's Customer Service Manual, Volume 2.

## Background

A City Council Goal is to "Create and maintain a high level of customer service. On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments. Court interacts primarily with residents, both Newberg and other jurisdictions, depending on those who receive a citation from our court.

## Scope of Services

Court's main purpose is to serve as the judicial body for handling local ordinance violations, minor criminal offenses, and traffic-related matters within the city. The department processes payments for citations, assists the Judge with court, and processes all necessary paperwork associated with the citations, violations and offenses. Court is held weekly every Tuesday in the Denise Bacon Room at the Public Safety Building.

## TARGET METRICS FOR ROUTINE COURT WORK THAT HAS DEADLINES

### Telephone Calls

Court staff answers every phone call. Because this is a priority this is listed first. Majority of the calls received are related to a payment for a citation, but on occasion they receive a call for something related to the Police Department. Court staff follows the protocols set out in the citywide customer service manual for appropriately passing on phone calls or questions that should be handled by a colleague. Court staff does not have a voicemail due to the volume of calls received daily but always has two people available to answer phone calls throughout the day. If someone is unavailable to take phone calls for a longer duration, they are to inform the other member of the team so that they know they are responsible for all incoming calls. Phone hours are daily Monday through Friday 8:00 – 1:00pm. These phone hours may resume back to 8:00-4:30pm once some modernization efforts have been completed.

### Customer Counter

The customer counter located at the Public Safety Building is another main way for individuals to interact with court staff. All customers who approach the counter are to be helped in the order they arrive. Customers come to the counter with a variety of issues, and often times are looking for help with an unrelated issue and our goal is to provide them with the best customer service as possible. The Counter is open daily, Monday through Friday 8:00 – 4:30pm with a 1-hour closure from 1:00-2:00pm for lunch.

## Email Inbox

The Court email inbox [court@newbergoregon.gov](mailto:court@newbergoregon.gov) is another way individuals communicate with the department. Response time targets for returning an email are 1 business day. If the email requires another department's involvement or a supervisor/Finance Director, the team will escalate the email as deemed necessary. The email inbox will be checked periodically by all members of the team to ensure a timely response. When documents are being sent via email to the court team a response is required to let the customer know their documents were received.

## Collecting Mail/Processing Payments

All mail will be collected each day. Mail should be picked up by department in charge of mail by 11am and have it sorted shortly after. Court staff can pick up mail anytime after that to process any payments received that day. This is especially important on days right before court. Currently the only way for a defendant to pay for a citation is either by mail, in person, or by phone. An online payment portal is in the works and will be up and running soon.

## Court Days

Court is held at the Public Safety Building once per week on Tuesdays. Court staff is in charge of preparing for many items for court days, such as arranging to have the room setup, having the court docket prepared, defendant files pulled and prepped for the Prosecutor and Judge, as well as taking payments during court. During court, court staff are available to help defendants pay citations, explain diversion programs, and assist with the general flow of court.

## Court Interpreter

Due to the growing Spanish-speaking population in Newberg, Court has added Spanish interpreters to all court dates to allow for better communication and customer service.

## Citations

Traffic citations make up majority of the court's workflow. Traffic and criminal citations that are committed within the city boundaries are cited into Newberg Municipal Court. Citations are imported daily into the court software program. Traffic citations are paid via mail, in person or by phone. The court staff also deals with a handful of criminal citations issued by NDPD. These will be processed according to the judgement received in court.

## Payment Contracts

The court offers payment contracts at various lengths for citations/offenses and an individual who is struggling to pay may opt for a payment contract to pay the amount owed. The court has offered payment contracts for as low as \$25 per month to those who request it.

## **Fix-It Program**

Certain non-moving traffic violations qualify for a fix-it program offered by the court. When these are corrected and proof of the corrections are shown to the court, an administrative fee will be charged, and the violation shall be dismissed. If a defendant is unable to pay the administrative fee at the time the correction is shown, the court staff will give them a 30-day payment contract.

## **Traffic School**

Traffic school is another diversion program the court offers as a courtesy to those who qualify. Court staff will verify if an individual is eligible for traffic school and if they are eligible, court staff will give directions verbally and in writing along with a deadline to complete a class and pay an administrative fee. If all terms are completed by the deadline, the violation will be dismissed.

## **Insurance Diversion**

Insurance diversion program is allowed for defendants to avoid a conviction for driving without insurance. In order to qualify, they must obtain insurance and maintain it for a certain number of months. For a defendant to pass the program and avoid conviction, this requires the court to periodically check insurance coverage on their vehicle to ensure they are continuing to maintain it. The department maintains a list of those in the insurance diversion program and works their way through the list each week to verify proof of insurance.

## **First Appearance Infractions**

Defendants have the opportunity for a one-time reset of the court date (for non-criminal-related citations). This could be due to showing up late, missing their court date all together, or formally requesting a new court date. The court staff will process this and reset for the following court date. These first-time resets do not result in any additional penalties or fees. Court staff will work with individuals to help accommodate a court date that works with their schedule.

## **Appointments with the Judge**

The Judge allows for individuals to make appointments to meet with him through the court staff upon special request.

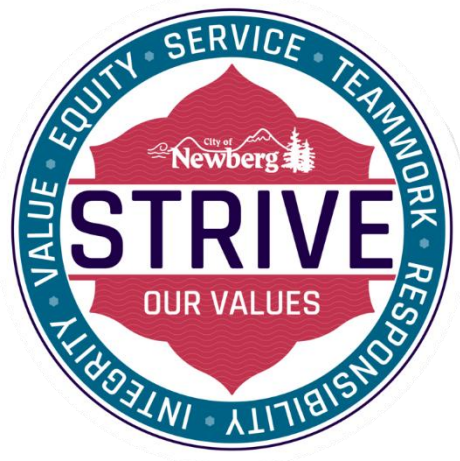
## **Disputes**

Any individual who has a court-related dispute should first bring the issue to the court staff for assistance. If the individual does not feel their issue has been resolved or handled appropriately, the court staff will refer the defendant to either the Finance Director or the Judge, depending on the issue at hand.

## **Miscellaneous Items**

Any other miscellaneous inquiries received will be handled as any other customer service request and handed off to the applicable department if necessary.

**D. Finance - Operations Department**  
**Customer Service Plan**



**Finance Team**

**Kady Strobe – Finance Director**

**Jennifer Elkins – Management Analyst**

**Daniel Keuler – Accounting Manager**

**Dawn Nelson – Finance Analyst**

**Harrison Mullins – Accounting Clerk II – AP/Payroll**

**Robin Nance – Accounting Clerk II – AR/Utility Billing**

**Vacant – Finance Clerical Assistant**

## **Introduction**

This plan summarizes the mission and goals of the Finance department, pursuant to City Council goals for all departments. It aims to provide performance expectations that are part of the City's Customer Service Manual, Volume 2.

## **Background**

A City Council Goal is to "Create and maintain a high level of customer service. On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments. Finance does not interact with many citizens but does provide internal customer service to other departments.

## **Scope of Services**

Finance's main purpose is to serve interdepartmental requests. On occasion, Finance will receive requests from outside the City (i.e. public records requests) which will be fulfilled by their legal obligation deadline.

Finance performs many transactions that interface with other departments such as monthly reporting, invoice processing, timekeeping, cash receipting, as well as support and training. Each of those processes has its own unique timelines and deadlines to follow. The Finance Team works hard to respond to all emails and phone calls in a timely manner to both internal and external requests.

## **TARGET METRICS FOR ROUTINE FINANCE WORK THAT HAS DEADLINES**

### **Monthly Reporting**

The Finance Team works hard to deliver accurate monthly reports to departments in order for department heads to monitor their budgets appropriately. These reports are distributed the last day of the month for the month prior (for example, a report distributed on August



30<sup>th</sup> is for the month of July reporting). These reports help to keep not only Finance on track with budget to actual expenditure monitoring but also helps departments manage their own budgets and spending. This is a critical piece of Finance's interdepartmental work. Monthly reporting includes reconciling all bank accounts, performing month-end journal entries, recording all deposits from the month, uploading p-card transactions, and any budgeted transfers.

### **Accounts Payable**

Finance also processes all of the city's invoices through the accounts payable process. The department has established a payment schedule to help departments understand when payments will be processed. Checks are cut every Thursday each week which helps establish a predictable pattern for payments to be disbursed. Invoices are uploaded into the invoice approval process and once they have been approved by all necessary people it automatically flows into an AP packet for payment. Each vendor has different remittance requirements, and the department ensures that those payment dates are individually met. As a general rule, the city remits invoices net 30 unless otherwise required by the vendor (for example, PGE requires net 10 so those invoices have a quicker turnaround process to meet that deadline).

AP also has an email account [accountspayable@newberoregon.gov](mailto:accountspayable@newberoregon.gov) which is routinely checked by several members of the finance team in order for a quick turnaround for any questions on invoices, checks or processing questions.

### **Payroll**

Finance is also responsible for processing all of the city's payroll which has routine deadlines each month. Paychecks are cut for employees on the last working day of the month. Pay dates go from the 21<sup>st</sup> to 20<sup>th</sup> of each month, requiring timesheets to be due to payroll generally on the 21<sup>st</sup> of each month to allow time for supervisors to review and approve. Payroll must submit the completed file to the bank for processing two business

days prior to pay day to ensure it is processed in time. Finance assists employees with timesheet questions that might arise and helps with training other departments' new staff on the software and procedures during the onboarding process. Payroll has its own email account [newbergpayroll@newbergoregon.gov](mailto:newbergpayroll@newbergoregon.gov) which is routinely checked by several members of the finance team in order for a quick turnaround for any interdepartmental inquiries.

### **Cash Receipting**

Finance department processes majority of the cash that flows into the city. While some departments process their own deposits (such as court), all of the checks and cash come to finance at the end of each day to be combined into one daily deposit. The departmental goal is to process the prior day's cash and checks the next morning and close out all respective batches for other departments who handle cash (such as court and utility billing). The mail is picked up and processed on a daily basis as well and any checks or cash received in the mail are also processed in the following day's batch.

### **Accounts Receivable**

The Finance team is also responsible for processing all accounts receivable for the city and will frequently handle billings for other departments as well. Routine AR billings occur around quarter-end; however, many of these are now transitioning to Community Development Department and will be billed out of their OpenGov platform. Other AR is billed on a case-by-case basis as it is received (such as the CAMI grant reimbursement, hydrant meters, etc.). If the billing is for another department, the other department will be kept in the loop regarding the billing and when the payment is received by finance. AR has its own email account [accountsreceivable@newbergoregon.gov](mailto:accountsreceivable@newbergoregon.gov) which is routinely checked by several members of the finance team in order for a quick turnaround on inquiries received.

### **Emails and Phone Calls**

The Finance department receives a high volume of emails and phone calls on a daily basis, which could be related to various issues such as purchase orders, a timesheet question, or a per diem form inquiry, just to name a few. All emails and phone calls are a priority for the team and we work hard to respond to all inquiries the same day we receive them, or at least within a 24-hour timeframe.

### **Requests from Outside the City**

On occasion, the department will receive an outside request (such as a PRR) which will need a prompt response. Finance will follow all legal guidelines for a timely response if one applies, otherwise we will reply within 48 hours for all other requests.

**E. Finance - Utility Billing  
Customer Service Plan**



**Utility Billing/Finance Team**

**Sharon Corson-Small – Accounting Clerk II - UB**

**Robin Nance – Accounting Clerk II-AR/UB**

**Kady Strode – Finance Director**

## **Introduction**

This plan summarizes the mission and goals of the Utility Billing department, pursuant to City Council goals for all departments. It aims to provide performance expectations that can be used in the preparation of the City's Customer Service Manual, Volume 2.

## **Background**

A City Council Goal is to "Create and maintain a high level of customer service. On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments. Every citizen in Newberg who receives water or sewer services are customers of Utility Billing.

## **Scope of Services**

Utility Billing's main purpose is to serve the public. They interact with the citizens and provide customer service to residents and aid in helping with municipal utility services. These services range from helping a customer to pay a bill, assisting in understanding their bill, determining if there is an issue with their utility services (i.e. water leak), and helping get connected or disconnected from services.

The department also performs many other transactions such as billings, delinquencies, account shut offs, collection notices, processing extensions, MXU meter changes, direct debits, electronic payments as well as checks and cash payments.

## **Statistics**

The Utility Billing Team collected data throughout the month of March 2025 to determine metrics for this customer service manual. These metrics included an average of the following items:

Window Customers: 118

Phone Call Customers: 339

Emails Received at [water@newbergoregon.gov](mailto:water@newbergoregon.gov): 295

Translation Services Required: 2

Internal Customers: 29

***Types of Transactions Customers Were Seeking:***

Paying a Bill: 45

Connections: 167

Disconnections: 136

Delinquencies: 62

Collections: 10

Shut Offs: 16

Account Inquiries: 80

Leak Adjustments: 142

Collection Letters: 29

Extensions: 27

Miscellaneous: 125

**TARGET METRICS FOR ROUTINE UTILITY BILLING WORK THAT HAS DEADLINES**

**Telephone Calls**

UB staff answers every phone call. Because this is a priority this is listed first. UB is one of the main citizen-interacting departments and phone calls were the top interaction during the time study. UB staff follows the protocols set out in the citywide customer service manual for appropriately passing on phone calls or questions that should be handled by a colleague.

UB staff does not have a voicemail due to the volume of calls received daily but always has two people in the queue or “hunt” call group available to answer. If someone is unavailable to take phone calls for a longer duration (for reasons such they are helping another customer at the counter) they are to inform the other member of the team so that they know they are responsible for all incoming calls. Phone hours are daily Monday through Friday 8:00 – 4:30pm with a 1-hour closure from 1:00 – 2:00pm for lunch.

### **Customer Counter**

The customer counter located at the Public Safety Building is another main way for residents to interact with UB. All customers who approach the counter are to be helped in the order they arrive. Customers come to the counter with a variety of issues, and often times are looking for help with an unrelated issue and our goal is to provide them with the best customer service as possible. The Counter is open daily, Monday through Friday 8:00 – 4:30pm with a 1-hour closure from 1:00-2:00pm for lunch.

### **Email Inbox**

The Utility Billing email inbox (coming from either [utility.billing@newbergoregon.gov](mailto:utility.billing@newbergoregon.gov) or [water@newbergoregon.gov](mailto:water@newbergoregon.gov)) is another major way citizens communicate with the City. Response time targets for returning an email are 1 business day. If the email requires another department’s involvement or a supervisor/Finance Director, the team will escalate the email as deemed necessary. The email inbox will be checked periodically by all members of the team to ensure a timely response. When documents are being sent via email (such as leak adjustments, connections, disconnections, etc.) a response is required to let the customer know their documents were received.

### **Collecting Mail/Processing Payments**

All mail will be collected each day. Mail should be picked up by department in charge of mail by 11am and have it sorted shortly after. UB staff can pick up mail anytime after that to



process any payments received that day. This is especially important on days right before and day of processing of late fees and shut offs.

### **Connection/Disconnection Requests**

Connections and disconnects must be received in writing via email or in person at the counter. We cannot accept connections or disconnections over the phone. Both must be processed in Cartegraph with the date noted by the customer. If the request was received via email, a reply should be made to the customer so they know their connection/disconnection was received. Verbal confirmation can be given to customers who come in person.

### **Leak Adjustments**

When a customer has a leak at their home and the leak has been repaired, the customer may request a leak adjustment. The customer must complete a Leak Adjustment Form and submit that form along with receipts for the repair work in order to qualify for an adjustment to their bill. Credit is given for a maximum of 2 months of the leak and a customer may only qualify for one leak adjustment per year. Leak adjustments are processed when received and applied to the next applicable bill.

### **Medical Waivers**

A medical waiver can be granted for individuals or individuals living in the home who suffer from a medical condition deeming necessary to have access to water. Medical waivers will be processed as received and monitored for renewal one year from the date received if no end date is noted on the waiver from the medical provider.

### **Payment Plans**

Customers may request a payment plan if they are unable to pay their monthly current bill. Customers are only eligible for one payment plan at a time. UB staff will review payment plans due and send out reminders on the 2<sup>nd</sup> of each month. UB staff will monitor payment

plans and any payment plan which is not paid by the 5<sup>th</sup> of the month will be assessed a \$50 shut-off fee and processed in Cartegraph. If a customer requests reinstatement of their payment plan or wishes for further extension consideration, UB staff will forward this request on to the Finance Director.

### **Extensions**

Accounts may be extended to the 30<sup>th</sup> of the current month, giving the customer 30 additional days to pay their bill. As long as the customer pays their bill by the extension due date they will be allowed to continue requesting extensions. If a customer fails to pay by their extension date, they will not be eligible for another extension for one year and will receive a \$20 past due charge on their account. If a customer requests an extension on shut off day, the request must be in writing and approved by the Finance Director.

### **Closing Accounts**

When a customer requests to close their account, they can be directed to do so online or by completing the application in person. UB staff will arrange in Cartegraph for a Maintenance Technician to do a final meter reading which will provide numbers for the final billing. Upon receipt of the final meter reading, UB staff will generate the final bill and send it to the forwarding address.

### **Utility Billing Voucher Assistance**

The Utility Billing department has a list of non-profit agencies that customers can receive assistance from in order to help pay their utility bills. UB staff is encouraged to provide customers with this list when the occasion arises. Military and low-income assistance is also available through the City of Newberg on a limited first-come first-serve basis beginning the month of June. Those who are eligible can receive a \$25 per month credit on their bill. UB staff are responsible for maintaining the listing and notifying those who receive the credit and those who missed the deadline.

### **Disputes of Bill**

Any customer who has a dispute of a billing charge should first begin with the UB staff to resolve the issue. If the customer does not feel their issue has been handled or is complete, the UB staff will refer the customer to the Finance Director for further assistance.

### **Miscellaneous Items**

Any other miscellaneous inquiries received will be handled as any other customer service request and handed off to the applicable department if necessary.

## **F. Human Resources**

### **Customer Service Plan**



**Human Resources Team**

**Alison Seiler, Interim HR Manager**

**Sydney Kosmicki, HR Generalist**

## **Introduction**

This plan summarizes the mission and goals of the Human Resources (HR) team, pursuant to City Council goals for all departments. It aims to provide performance expectations that are part of the City's Customer Service Manual, Volume 2.

## **Background**

A City Council Goal is to "Create and maintain a high level of customer service. On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments.

Every employee and job applicant are customers to HR.

## **Scope of Services**

HR's mission is to provide professional services, sound guidance and ample resources to support the work of city departments and individual employees, as well as responsive answers to former employees or residents seeking information pertinent to HR services. HR considers its primary purpose to be that of service.

HR interacts with thousands of applicants for city jobs, answering pre-employment questions and keeping applicants informed during the recruitment process. This emphasizes the city's vision of attracting, cultivating and retaining talented employees who together contribute to a positive and high-performing workplace culture.

HR Services include the full life cycle of employment. While not a totally comprehensive list it comprises the following areas:

Benefits

Citywide Training Programs

Collective Bargaining Agreements

Complaints and Investigations  
Drug Testing, Random, Accident and FMCSA Annual Testing  
Employee Handbook  
Employee Questions  
Employee Surveys  
Employment Verification  
FMLA/OFLA and Paid Leave Oregon  
HR Liaison for Emergency Operations  
Job Class and Comp Analysis  
Job Descriptions – creation and updates  
Labor Relations  
Leave Processes – Accruals, FMLA/OFLA/Paid Leave Oregon, Military  
Lunch and Learn Program  
Meetings – CIS, Department Head, Department, Employment Agencies, etc.  
NEOGOV Software (Insight, Learn and ATTRACT) maintenance and upgrades  
Open Enrollment processes  
Payroll action notices  
Personnel file maintenance  
Preview review  
Records Retention  
Recruitment  
Remote work policies and agreements  
Separations and Terminations  
Training  
Website and Intranet maintenance  
Workers Compensation administration  
Workplace Accommodations

### **Staffing (2025)**

Sydney Kosmicki and Alison Seiler are both generalists handling the full range of HR responsibilities and interchangeable in their scope and expertise. Both staff work on site every day for maximum availability to employees, candidates and residents.

### **Staffing (2026)**

In mid-2026 (July 1) Alison Seiler will reduce her hours to ten per week and the city will hire a new full-time HR Manager. At that time, the city will also engage a second generalist and based on experience may reclassify the current generalist into a Senior Generalist role. This will bring the staff level in HR into the correct ratio for a city of 153 employees. Generally, there is one HR person for every 50 employees.

### **A Respectful, Professional Workplace**

As defined in the city's manual, customer service is both internal to colleagues and departments and external to residents, contractors and vendors. Internally, every employee is entitled to a respectful workplace where they are treated with dignity, civility and fairness, regardless of their background or role. HR takes the lead in making sure city policies are interpreted in the same way across the board and also responds to complaints when they are not. HR can also facilitate staff training and counseling when needed.

## **TARGET METRICS FOR ROUTINE HR WORK THAT HAS DEADLINES**

### **Telephone Calls**

HR answers every phone call and returns every message. Because this is a priority this is listed first. The entire purpose of HR is to be available and accessible and to respond quickly to questions. HR follows the protocols set out in the citywide customer service manual for appropriately passing on phone calls or questions that should be handled by a colleague. Many residents mistakenly believe the city administers SNAP and OHP and HR appropriately provide the correct information to those callers.



## **Benefits**

HR oversees two one-month open enrollment periods per year – one for police under the Northwest Firefighters Relief Association and one for all other city staff through CIS. These occur in June and October respectively. This includes the distribution of annual notices and ensuring that all employees have the opportunity to understand and make choices for their benefits.

HR also processes information to all terminating staff, providing them with information about COBRA, retirement contact information and the opportunity to port or convert their life insurance plan. Benefit termination paperwork is completed prior to the person's last day with the city so that they can make appropriate plans.

## **Complaints and Investigations**

HR assesses employee/supervisory complaints and provides guidance on the next steps, which may involve referral to legal services, opening an internal city investigation or referral to the city's STRIVE Committee, which meets quarterly. Internal investigations are handled swiftly with initial notifications issued the same week and interviews conducted within two weeks of an incident (barring absences). HR prepares a final report with findings, conclusions and recommendations within one week of concluding fact-finding. HR follows Equal Employment Opportunity Commission guidelines and collective bargaining procedures for conducting investigations.

## **Employment Verification**

Employment verifications are usually requested in conjunction with mortgages or loans. HR responds within 48 hours to these requests.

### **Payroll Actions Requests (PARS)**

HR prepares payroll action requests for every department in the city. A PARS is required for new hires, pay rate or position changes, supervisory changes, workback, working out of class, terminations and anything that changes the working conditions of the employee. Most PARS are effective and must be completed and approved prior to the beginning of a payroll period. New hires are initiated prior to hire and completed within two days of hire. Terminations are completed within two days of receiving resignation/retirement or termination information.

### **Protected Leave**

The administration of protected leave and the interactions between the federal Family Medical Leave Act, the Oregon Family Medical Leave Act and Paid Leave Oregon are handled by HR. This is both a substantial savings for the city and provides the best possible customer service for employees as HR provides personalized guidance and ongoing assistance with timekeeping and other questions that arise, as well as making sure employees can fully benefit from the available leaves.

The majority of cities have outsourced the administration of these leaves to a third party, which is much harder to navigate for employees. HR responds to requests for protected leave on the same day or the next day at the latest. HR continues to monitor protected leave for the entire duration of the leave, which can span longer than a year, keeping the employee informed and aware of the status of their leave.

### **Random Drug and Alcohol Testing**

In collaboration with a third-party administrator, HR conducts quarterly random drug and alcohol testing to stay compliant with Federal Motor Carrier Safety (FMCS) Regulations. HR also conducts an annual query with the FMCSA database as required. HR issues screening forms the same day the quarterly selection is received and monitors that employees attend testing the same or following day.

## Recruitment

For the past 2-3 years the team averages between 30 and 45 postings per year. Some are repeat postings for hard-to-fill positions in public works utilities, police and dispatch. The average work time it takes HR to complete a recruitment from start to finish has risen in recent years from approximately 17 work hours to 26 work hours.

There are several factors contributing to this: the higher numbers of applications, the use of artificial intelligence in applications, negotiations and rejections from finalists. HR strictly follows the city's hiring policy

<https://newbergoregon.sharepoint.com/sites/AdministrationSite/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FAdministrationSite%2FShared%20Documents%2FThe%20City%20of%20Newberg%20Hiring%20Policy%20v4%2Epdf&parent=%2Fsites%2FAdministrationSite%2FShared%20Documents>

HR also distributes a standard operating protocol to hiring managers prior to posting a position. The general steps in the recruitment process are as follows:



The average number of days to fill an open position is 50.

## **HR Onboarding**

HR conducts orientation for new employees on their first day of employment. This involves the collection of work authorization and federal and state forms, as well as informational briefing on compensation, benefits, employee handbook and STRIVE policies. HR does not provide a full safety briefing but does cover workers compensation, inclement weather and information about the city's Safety Committee.

HR sets up the new employee for benefits and completes their Tyler profile. HR liaises with IT for equipment set up and training.

## **Training and Class and Comp Studies**

Oregon requires employers to train employees in the safety and health aspect of their jobs. HR has created a new hire learning program comprising 6 courses including OSHA required health and smoke trainings, emergency preparedness and response to earthquakes and Newberg fuel station procedures.

Newberg provides anti-harassment training every two years although workplace behavior and ethical decision-making are mandatory for all new hires.

## **Workers Compensation**

Any workplace injury must be reported to HR immediately by either the employee or their supervisor. The first report of injury is completed through a CIS Hotline, and this triggers a 48-hour period for HR to complete an online 801, which is then passed over to SAIF (the workers compensation carrier) for assignment and processing. HR then completes any updates on return to work status, restrictions and time loss, which requires financial reporting. Where the city is eligible for the Employer-At-Injury Program, HR submits for reimbursement.

G - Library



**Newberg**  
Public Library

# **Newberg Public Library-Customer Service Manual**

## **1. Introduction**

### **Purpose**

The Newberg Public Library is committed to providing excellent customer service. This manual provides guidance to all library employees and volunteers on how to deliver exceptional customer services to our community. To ensure the needs of the community are met, each year the library will assess customer service through a survey available online and in print at the library. Library supervisors will go through the results and work to make meaningful changes where needed.

### **Mission**

Newberg Public Library enriches and nourishes the life of our community, providing countless opportunities for the integration of people and knowledge.

## **2. STRIVE Values**

As part of the City of Newberg, the Newberg Public Library adheres to the STRIVE values and behavior in these specific ways:

### **Service**

We are of service to this community. Our decisions and actions should reflect that.

At the library we show our SERVICE values and behavior when we:

- Greet with a smile, while facing patron, and open body language
- Actively listen to a patron's question
- Use language library patrons can understand
- Always put the patron first before other library business
- Watch for patrons who need assistance
- Acknowledge waiting patrons
- Walk patrons to their destinations when situations allow it
- Treat patron interactions as educational opportunities to create good library users

## **Service - Continued**

Handling of materials and reference questions will be efficient, such as:

- Available items placed on hold will be pulled by staff/volunteers for the Hold Shelf within one business day.
- Expired holds will be pulled from the Holds Shelf before opening each day.
- Returned items will be checked in within one business day unless there are extenuating circumstances.
- Phone calls will be answered within three rings unless staff is helping another patron.
- Messages left on a public desk phone will be returned within one business day.
- Reference questions will be answered within one business day unless notified by staff that the question will require more investigation.

During extenuating circumstances staff will work together to resolve issues as quickly as possible and return library operations to high standards.

## **Teamwork**

We foster a culture of mutual respect and support. At the library we show our TEAMWORK values and behavior when we:

- Make autonomous judgment calls in the patron's favor
- Use our knowledge of policies to make decisions in critical circumstances
- Ask questions when we don't understand policies or practices
- Seek and offer alternative options
- Communicate with staff when changes are made
- Give feedback to supervisors
- Collaborate when developing and delivering library projects and programs

## **Responsibility**

We uphold and honor the community's trust through stewardship of resources. At the library we show our RESPONSIBILITY values and behavior when we:

- Take ownership, from start to finish, for projects and problems that we encounter
- Listen actively and ask follow-up questions
- Provide updates to our patrons regarding unresolved issues
- Communicate with staff when changes are made
- Inform supervisors of issues in a timely manner

## **Integrity**

We believe in doing the right thing, even when no one is watching. At the library we show our INTEGRITY values and behavior when we:

- Keep all patron information confidential
- Prudently use public money and resources
- Apply our policies and guidelines equally to patrons and staff
- Respect personal space and patron's privacy
- Display neutrality regardless of topic or request

## **Value**

We aim to provide the best value services at all times.

At the library we show our VALUE behavior when we:

- Verify that the question has been answered in full; however, if the patron's question cannot be answered in full, let them know what is possible and why
- Encourage patrons to return if they need more help
- Ask if there is anything else we can help with
- Provide contact information if customer has additional questions
- Thank patron for using library services



## Equity

We aim to recognize everyone's unique voice and take actions to make a more equitable community. At the library we show our EQUITY values when we:

- Provide the same quality of service regardless of age, race, gender, sexual orientation, language, culture, or ability
- Provide access to materials without censorship or bias
- Be patient with patrons who need additional assistance and provide services to meet their individual needs
- Speak clearly and concisely and avoid or explain library jargon
- Recognize unique needs that will impact how the service is delivered (e.g. location, disability, status, affiliation, English skills, etc.)

### 3. Appendices for further reading

The Newberg Public Library adheres to the City of Newberg's Customer Service Manual and the Oregon Library Association Public Library Division's Library Standards.

OLA Public Library Division's Library Standards

<https://www.olaweb.org/assets/PLD/PLDStandards/PLD-Standards-2021update-FINAL-071921.pdf>

# **H. Newberg Dundee Police Department**

## **Customer Service Plan**



**Chief Jeff Kosmicki**

### **Introduction:**

The Newberg Dundee Police Department is pleased to present this Customer Service Plan, which outlines our commitment to providing exceptional service to the residents, businesses, and visitors of Newberg and Dundee. This plan has been developed in accordance with the City Council goals outlined in February 2024 and from the Council-approved Resolution 2024-3918, which adopted a Customer Service Manual for all city departments. This customer service plan will summarize the mission and goals of the Newberg Dundee Police Department as they relate to customer service for the City of Newberg.

### **Mission:**

The Mission of the Newberg-Dundee Police Department is to promote individual responsibility and work in partnership with our community to reduce crime, fear of crime, and to enhance the livability of Newberg and Dundee.

### **History:**

It is an expectation from city management and the city government that all departments prioritize customer service. The concept of providing high-quality customer service is not new to the police department; in fact, the Newberg-Dundee Police Department has a rich history of emphasizing customer service for decades.

We integrate customer service into the field training programs, setting the expectations for new recruits to meet the demand for high-quality customer service from the beginning. The Newberg-Dundee Police always strive for cordial and friendly interactions with citizens even though a significant portion of our work involves delivering less than desirable news such as issuing traffic citations, making criminal arrests, or providing a loved one with a death notification.

### **Service Expectations:**

The Newberg-Dundee Police Department has a multifaceted service expectation, encompassing emergency response, crime prevention, and community support. Duties include patrolling neighborhoods and responding to calls for service to investigate criminal investigations and traffic related incidents. The members of this department serve this community by enforcing laws, protecting life and property, while collaborating with the communities to maintain public peace and safety. The Newberg-Dundee Police Department works closely with our District Attorney's office and victim's advocacy team to ensure victims of crimes are informed of their rights and receive the support they need.

### **Proactive Community Policing:**

The Newberg Dundee Police Department is a contemporary law enforcement agency providing round-the-clock service to our community. The agency has been accredited by the Oregon Accreditation Alliance since 2004. The agency uses a proactive approach to law enforcement focusing on crime prevention before it occurs. This is achieved through direct patrol strategies with focused patrols in areas known for higher levels of criminal activity. Officers also focus their efforts on a small number of high-risk individuals known to commit crimes in the City of Newberg. This patrol strategy is known in the industry as, "focused deterrence". We prioritize building partnerships with businesses and residents to address public safety concerns, fostering trust within the communities of Newberg and Dundee.

### **Response:**

Response times to 911 emergency calls are critical, especially when dealing with potential life-threatening situations. The average response time to 911 calls across the nation is roughly 10 minutes. Benchmarks across the United States indicate a police response time of approximately 5 minutes to 911 emergency calls is considered excellent. In the year 2025, the Newberg-Dundee Police Department's average response time to 911 calls was 4 minutes and 29 seconds. We ensure officers make every effort to respond to calls for

service as soon as possible. Delays in response times are usually due to officers prioritizing the order of emergency calls.

Newberg Dundee residents are our community partners, and we know when they report an incident, they often want to know the outcome of the incident. We do our best to follow up with reporting parties and provide them with the outcome of an incident when we can. This practice aligns with our community policing vision that emphasizes partnership with the community, promotes transparency, and builds public trust.

When interacting with the public, our officers and non-sworn employees should always strive to treat all community members with respect, dignity, courtesy, communicate clearly, listen actively, use discretion, and be accountable.

Business emails should be answered within 48 hours of the officer receiving the email while on duty. Officers are not required to check emails while off duty.

### **Core Values:**

**Honor** - An ethical commitment to uphold one's word, be honest and fair, and maintain integrity

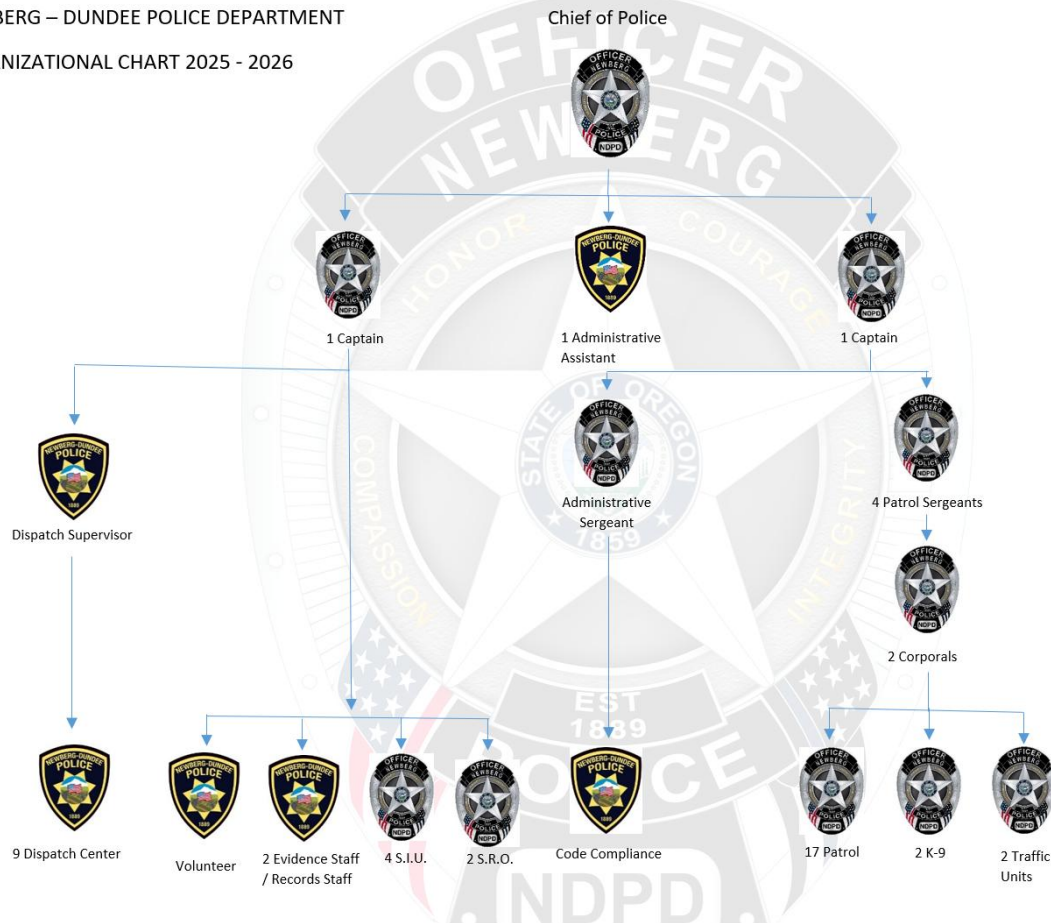
**Courage** – Having the strength to withstand unethical pressure, fear, or danger and to hold oneself and others accountable for their actions.

**Integrity** – Commit to doing the right thing, upholding the law without bias, treating everyone with respect, and maintaining a professional standard even when not under direct supervision.

**Compassion** – The feeling of sympathy for another's suffering, combined with a desire to help alleviate it.

## Department Structure:

NEWBERG – DUNDEE POLICE DEPARTMENT  
ORGANIZATIONAL CHART 2025 - 2026



## Specialty Units:

The Newberg Dundee Police Department has a special investigation unit (SIU) with detectives who investigate complex person and property crimes. We also have a fully contemporary digital forensics lab. The forensics lab has the latest technological advancements in digital forensics, enabling the police department to analyze digital evidence in-house. The investment in our own forensic lab has allowed outside police agencies to contract with Newberg-Dundee Police, so we can assist partnering agencies. Income from these contracts helps fund the cost to operate the digital forensic lab.

The list below is a sample of a few specialty teams within the Newberg-Dundee Police Department:

K-9s – This team consists of dedicated, trained police dogs and handlers that are certified through the Oregon Police Canine Association (OPCA). Our canines are utilized for various tasks such as tracking suspects, locating missing people, conducting building searches, article searches, and apprehending criminals.

Traffic – This specialized division focuses on enforcing traffic laws, investigating accidents, and educating the public on traffic safety.

School Resource Officers (SROs) are assigned to schools to protect students and staff, and work to foster positive relationships with the school community and children of all ages.

Drone Program – The Newberg-Dundee Police Department have two dedicated drone vehicles both equipped with their own state-of-the-art drones and equipment. The department has 7 drone pilots. When possible, drones are deployed during active threats, crowd control monitoring, pursuits, missing people and many other police activities. All drone pilots are certified through the FAA after passing rigorous testing.

Nearly all our police officers hold specialty and advanced police training in areas such as Crisis Intervention, de-escalation tactics and operations, force response, drug recognition, advanced roadside impairment, and interviewing and interrogation.

### **Body-Worn Cameras:**

All sworn police officers and code compliance are required to wear body-worn cameras. The Newberg-Dundee Police Department believes body-worn cameras increase transparency and build community trust. As an extra measure of customer service our teams upgraded to cameras that provide real-time language translation in over 50 languages. We want to do our part to ensure that citizens can make a police report and be understood without any barriers created by language proficiency.

### **Citizen Complaints:**

Public confidence must be maintained in the Department's ability to investigate and properly adjudicate complaints against its members when appropriate. The Department is committed to investigating and disciplining any member whose conduct is improper, discredits the department, or impairs its effective operation. This ensures that misconduct is documented, and when it occurs, it is appropriately addressed and not repeated.

The rights of department members and those of the public will be equally protected. All investigations and hearings arising from complaints or allegations will be conducted impartially, with the pursuit of truth as the primary objective. The department accepts all complaints against its members and will conduct a thorough and fair investigation of each complaint.

All complaints will be reviewed to determine whether the employees' conduct violated department policy, state, federal, or municipal law. Upon completion of the investigation, the complaint will be classified as:

- Sustained – The Allegation was supported by sufficient evidence.
- Not Sustained – The investigation fails to discover sufficient evidence to prove the allegation made in the complaint.
- Exonerated – The alleged conduct occurred, but it was justified, lawful, and proper.
- Unfounded – The acts complained of did not occur or did not involve police department personnel.
- Not Involved – Investigation established that the affected employee was not involved in the alleged incident.

Once an investigation is completed, it will be reviewed by management, and the findings will be shared with the complainant when allowed by law, via a conversation, email, or certified letter. All complaints are documented and summarized in an annual report shared with the City Manager.



## Conclusion:

The Newberg Dundee Police Department is committed to delivering exceptional customer service while fulfilling our sworn duty to protect and serve the communities of Newberg and Dundee. This Customer Service Plan reflects our understanding that every interaction with the public is an opportunity to build trust, demonstrate professionalism, and reinforce our partnership with the residents and businesses we serve.

Our commitment to customer service is deeply embedded in our department's culture and has been a cornerstone of our operations for decades. From our industry-leading response times to our investment in cutting-edge technology, we continuously seek ways to improve the quality and accessibility of our services.

We recognize that law enforcement work often requires us to deliver difficult news and make decisions that may not always be popular. However, we pledge to approach every situation with honor, courage, integrity, and compassion—treating every community member with the respect and dignity they deserve, regardless of the circumstances.

The Newberg Dundee Police Department will continue to evolve and adapt to meet the changing needs of our community. We welcome feedback from the public, take complaints seriously, and hold ourselves accountable to the highest standards of professional conduct. Through transparency, proactive community engagement, and a genuine commitment to partnership, we will work tirelessly to reduce crime, enhance public safety, and improve the quality of life for all who live, work, and visit Newberg and Dundee.

We are honored to serve this community and remain dedicated to earning and maintaining your trust every single day.



# I. PUBLIC WORKS CUSTOMER SERVICE MANUAL

“Do your little bit of good where you are; it’s those little bits of good put together that overwhelm the world”

Desmond Tutu

## Contents

<b>General Information</b> .....	2
1. Purpose.....	2
2. Public Works Maintenance Performance Expectations.....	2
3. Public Works Maintenance Continuous Improvement Items .....	2
<b>Facilities Maintenance</b> .....	3
1. Response Time Standards .....	3
2. Work Order and Requests Priority Levels.....	3
<b>Grounds Maintenance</b> .....	4
1. Response Time Standards .....	4
2. Work Order and Requests Priority Levels.....	4
<b>Fleet Maintenance</b> .....	4
1. Response Time Standards .....	4
2. Work Order and Intake Procedures .....	4
3. Performance Expectations .....	5
4. Continuous Improvement .....	5
<b>Streets Maintenance</b> .....	5
1. Response Time Standards .....	5
2. Work Order and Requests Priority Levels.....	5
<b>Water Maintenance</b> .....	5
1. Response Time Standards .....	5
2. Work Order and Requests Priority Levels.....	6
<b>Wastewater Maintenance</b> .....	6
1. Response Time Standards .....	6
2. Work Order and Requests Priority Levels.....	6
<b>Stormwater Maintenance</b> .....	6
1. Response Time Standards .....	6
2. Work Order and Requests Priority Levels.....	6
<b>Wastewater Treatment</b> .....	7
1. Response Time Standards .....	7
<b>Water Treatment</b> .....	7
1. Response Time Standards .....	7

# General Information

## 1. Purpose

The purpose of this customer service manual is not to replace the City-wide Customer Service Manual, but rather to supplement it by providing guidance specific to the Public Works Department teams. It is designed to:

- Address procedures, standards, and best practices unique to Streets, Water, Wastewater, Stormwater, Grounds, Fleet, and Facilities maintenance.
- Ensure consistency, professionalism, and high-quality customer service across all Public Works teams.
- Fill in gaps that may not be covered in the general City-wide manual, particularly those related to technical operations, fieldwork, and public works-specific tasks.

This manual serves as a practical, field-friendly reference for all Public Works staff and is intended to enhance, not replace, the broader City policies.

## 2. Public Works Performance Expectations

- Complete tasks accurately and efficiently.
- Maintain accurate documentation.
- Respond promptly to service requests and emergencies.
- Meet deadlines or communicate delays early.
- Use City resources responsibly.
- Perform high-quality, safe repairs.
- Maintain clean, organized equipment and vehicles.
- Participate in training and skill development.
- Maintain a safe and clean work environment.

### Winter Response

- Respond promptly to snow, ice, and freeze events.
- Communicate roadway conditions to supervisors.
- Prioritize priority routes.

### Storm Response

- Remove debris to restore drainage.
- Coordinate with Parks and Public Safety.
- Update supervisors on hazardous conditions.

### Emergency Events

- Respond per ICS structure and City emergency protocols.

## 3. Public Works Continuous Improvement Items

- Review service requests, response times, customer feedback, and complaints regularly
- Update procedures to improve service.
- Encourage staff input on process improvements.
- Track response times and service metrics.

- Identify operational and process improvements.
- Update SOPs according to best practices.
- Use data to support decision-making and resource planning.
- Encourage employee input for better service delivery.

#### 4. Handling Work Orders and Requests

##### Intake Process

1. Receive requests (phone, email, work order software, in person).
2. Gather necessary information:
  - Location
  - Nature of the issue
  - Severity and Safety concerns
  - Impact level
  - Contact information
  - The time issue was first noticed
3. Log the request in the work order system.
4. Communicate the estimated timeline to the customer.
5. Document findings in the work order.

##### Follow-Through Requirements

- Update the work order system after each step.
- Notify the customer if additional repairs or delays occur
- Notify the customer when work is completed.
- Escalate unusual or repeated issues to the supervisor.
- Close the work order only when all tasks are fully complete.

## Facilities Maintenance

### 1. Response Time Standards

- **Emergency Facility Issues:** Immediately notify the public works maintenance division; Maintenance will respond as quickly and safely as possible.
- **Urgent Work Orders:** Respond within the same business day.
- **Routine Work Orders:** Acknowledge within one business day; complete per priority timeline.

### 2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** Safety risks, facility operations failure, major damage.
- **Priority 2 – Urgent:** High-impact operational issues needing quick attention.
- **Priority 3 – Routine:** General Maintenance and non-urgent repairs.
- **Priority 4 – Preventative:** Scheduled tasks and long-term upkeep.

# Grounds Maintenance

## 1. Response Time Standards

- **Emergency Issues (life and safety concerns):** Immediate response.
- **High-Priority Issues (irrigation leak, debris):** Evaluate the same day and respond accordingly to the priority list.
- **Routine Maintenance (mowing, trimming, litter pickup, planting):** Schedule according to operational plan.

## 2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** Hazards to public safety, fallen trees, damaged playground equipment.
- **Priority 2 – High Impact:** Irrigation failures, major landscaping damage, accessibility issues.
- **Priority 3 – Routine:** Mowing, trimming, litter pickup, routine inspections.
- **Priority 4 – Preventative/Projects:** Seasonal planting, long-term landscaping projects.

# Fleet Maintenance

## 1. Response Time Standards

- **Emergency/High-Priority Vehicles (Police, Winter Operations, Utility Emergency Response):** Immediate evaluation; begin service as soon as safely possible.
- **Operationally Critical Vehicles:** Triage same day; service within 24–48 hours when parts are available.
- **Routine Maintenance:** Scheduled within 5–10 business days.

## 2. Work Order and Intake Procedures

### Vehicle Intake Steps

1. Gather pertinent information:
  - Vehicle/equipment ID number
  - Driver's description of the issue
  - Warning lights, sounds, or performance issues
  - Last known service completed
  - Whether the vehicle is operable or unsafe

### Work Order Updates

- Document diagnostics, repair steps, and parts used.
- Update notes after each stage of work.

### Priority Levels

- **Priority 1 – Emergency/High Priority**  
Police and Fire vehicles, snowplows, vector trucks during emergencies, water or sewer emergency units.
- **Priority 2 – Operational-Critical**  
Daily-use field vehicles, dump trucks, pickups, and heavy equipment.
- **Priority 3 – Routine**  
Preventative Maintenance, minor issues, adjustments, inspections.
- **Priority 4 – Long-Term/Projects**  
Rebuilds, refurbishments, and non-essential repairs.

### 3. Performance Expectations

- Reduce vehicle downtime when possible.
- New units are put into service within 15 business days of arrival.

### 4. Continuous Improvement

- Conduct quarterly reviews of repair timelines and service data.
- Identify equipment trends or common failures.
- Recommend lifecycle replacements.

## Streets Maintenance

### 1. Response Time Standards

- **Emergency Issues (downed stop signs, roadway hazards, flooded streets, obstructions, sinkholes, icy roads):** Immediate response; address as quickly and as safely possible.
- **High-Priority- Issues (potholes in major thoroughfares, signage damage, storm inlet blockage):** Evaluate same day; repair within established timelines.
- **Routine Maintenance Requests (small potholes, vegetation trimming, street sweeping inquiries):** Acknowledge within one business day; schedule based on workload and season.

### 2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** Hazards that threaten safety or traffic flow.
- **Priority 2 – High Impact:** Work affecting mobility or City operations.
- **Priority 3 – Routine:** Standard repairs, vegetation, sweeping, markings.
- **Priority 4 – Preventive:** Scheduled Maintenance and long-term upkeep.

## Water Maintenance

### 1. Response Time Standards

- **Water Emergencies (main breaks, service leaks, pressure loss, contamination risks):** Respond immediately; on-site as quickly as safely possible.
- **Urgent Service Issues (meter problems, low-pressure complaints):** Acknowledge same day; respond within one business day.

- **Routine Service Requests (meter lids, boxes, minor leaks, inspections):** Acknowledge within one business day; complete per scheduling priority.

## 2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency**  
Active water main breaks, severe leaks, outages, no-water conditions, contamination risks.
- **Priority 2 – High Impact**  
Low-pressure reports, service leaks, and meter failures are affecting consumption.
- **Priority 3 – Routine**  
Meter resets, box/damage repairs, and non-urgent leak checks.
- **Priority 4 – Preventive**  
Flushing, valve exercising, meter upgrades, and inspections.

# Wastewater Maintenance

## 1. Response Time Standards

- **Emergency Issues (overflows, blockages causing backups, lift station failures, spills):** Immediate response; notify supervisor.
- **High-Priority Issues (minor backups, odor complaints, potential system failures):** Evaluate same day; complete repair promptly.
- **Routine Maintenance (cleaning, inspections, preventive Maintenance):** Schedule within 5–10 business days or per the preventative plan.
- **Email/Phone Inquiries:** Respond within 24–48 hours.

## 2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** System overflows, significant environmental impact.
- **Priority 2 – High Impact:** Minor backups affecting one property, not overflow or odor complaints.
- **Priority 3 – Routine:** State and Federal Preventive maintenance requirements, scheduled cleaning, and inspections.
- **Priority 4 – Long-Term/Projects:** System upgrades, rehabilitation, large-scale maintenance projects.

# Stormwater Maintenance

## 1. Response Time Standards

- **Emergency Issues (flooding, blocked storm drains causing hazards, ponding on roadways):** Immediate response; notify supervisor.
- **High-Priority Issues (erosion, clogged catch basins affecting multiple properties):** Evaluate same day; repair promptly.
- **Routine Maintenance (street sweeping, inlet cleaning, inspections):** Schedule within standard operational timeframe.

## 2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** Flooding, hazardous blockages, property-threatening erosion.



- **Priority 2 – High Impact:** Clogged inlets or pipes affecting multiple properties, sediment buildup.
- **Priority 3 – Routine:** Catch basin cleaning, stormwater system inspections, and non-urgent erosion concerns.
- **Priority 4 – Preventative/Projects:** Planned improvements, upgrades, or long-term Maintenance.

## Wastewater Treatment

### 1. Response Time Standards

- **Compost customers** – Typically within 5 minutes if the composter is operating. If no staff are in the composter, response will be within 10 minutes.
- **Data Requests** – For data that is already compiled and tracked, it will be provided by the end of the next business day. For data that is not readily available in our software programs, the goal would be to provide it within a week (5 business days). The expectation will be clearly shared with the customer.

## Water Treatment

### 1. Response Time Standards

- **Water Complaints** – Generally will be responded to within 1 business day. For situations requiring sampling, those results will be provided to the customer within 2 business days after the sample collection. The lab turnaround time is a minimum of 24 hours.
- **Cross Connection Control (Backflow) program** – Generally backflow questions will be responded to within 1 business day. If it refers to a device that no longer exists, staff will respond within 1 week (5 business days) to assist it locating or verify that the device has been removed. Mailers will be sent out a minimum of twice per year reminding customers of the need to test their device.
- **Data Requests** – For data that is already compiled and tracked, it will be provided by the end of the next business day. For data that is not readily available in our software programs, the goal would be to provide it within a week. (5 business days). The expected timeframe will be clearly shared with the customer.

# REQUEST FOR COUNCIL ACTION



**Date Action Requested: December 15, 2025**

Order <input type="checkbox"/>	Ordinance <input type="checkbox"/>	Resolution <input type="checkbox"/>	Motion <input type="checkbox"/>	Information <input checked="" type="checkbox"/>	Proclamation <input type="checkbox"/>
Subject: Newberg Cultural District & IGA			Staff: Korie Buerkle Department: Newberg Public Library		
Work Session <input type="checkbox"/> Business Session <input type="checkbox"/>			Order On Agenda:		

**Is this item state mandated?** Yes ☐ No ☒

**If yes, please cite the state house bill or order that necessitated this action:**

**Executive Summary:** The Newberg Cultural District IGA requires a yearly report to the City Council and CPRD Board. This coming year the Newberg Cultural District board plans to update the IGA from 2019 and submit a new version to both the CPRD board and the Newberg City Council.”

**Fiscal Impact:** None.

**Council Goals:** This item aligns with **Council Goal 4:** “Create and maintain a high level of transparency with our residents in order to build trust.”





# Newberg Cultural District

## **Executive Board**

Sean Andries, Chehalem Cultural Center

Korie Buerkle, Newberg Public Library

Casey Creighton, Chehalem Park and Recreation

Teresa Sypher, Neighborhood Representative

Robyn Wheatley, Newberg City Council



# NEWBERG CULTURAL DISTRICT

The City of Newberg and Chehalem Park and Recreation District came together in 2013 to create a Cultural District.

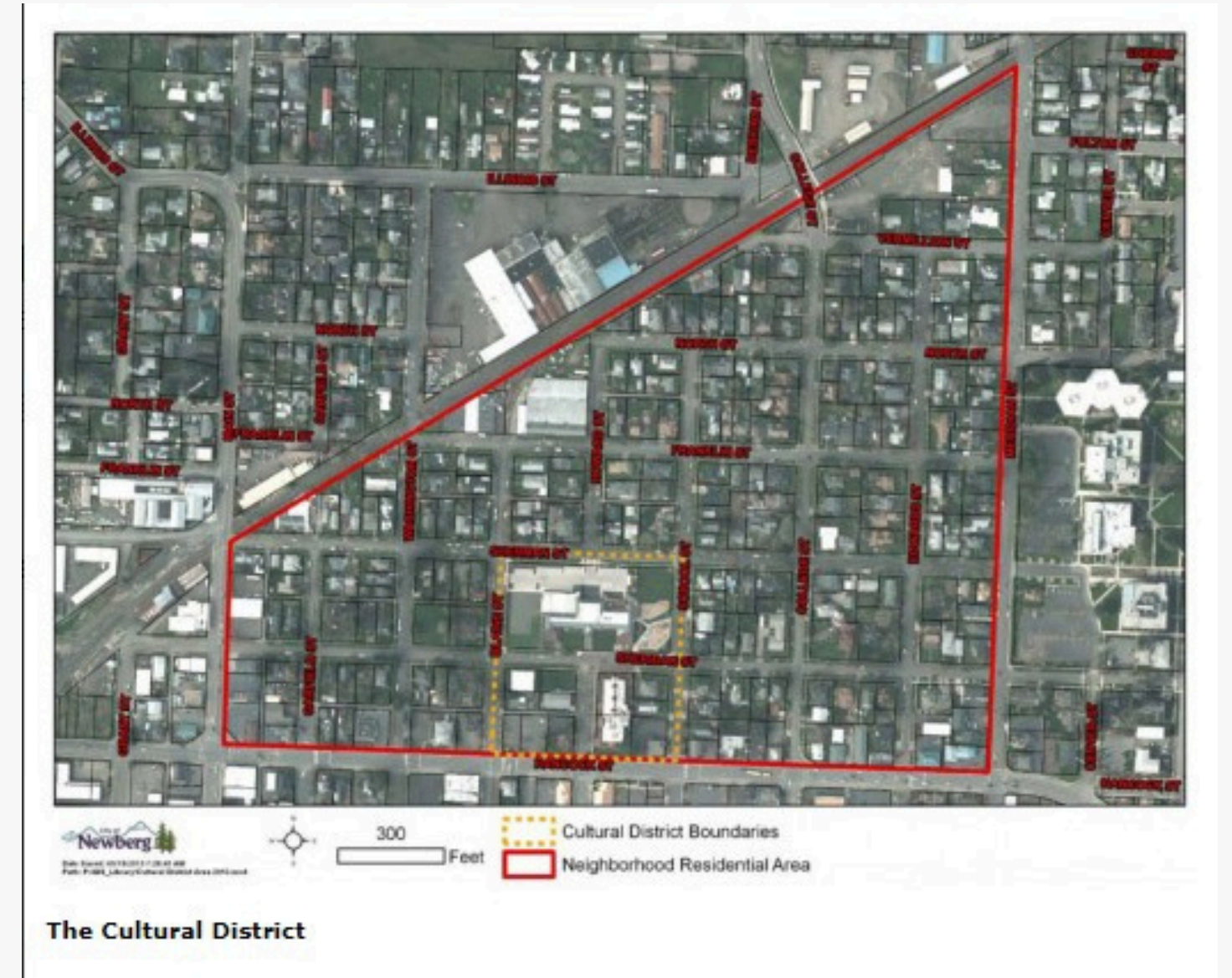
This was reaffirmed and improved in 2019 by city resolution # 2019-3543.





# CULTURAL DISTRICT AREA

The area defined as the Cultural District is bordered by: Hancock, Blaine, School and Sherman streets and encompasses the Newberg Public Library, the Carnegie Court, the public parking lot at Blaine and Hancock, the Chehalem Cultural Center, surrounding land, and the private properties within the boundaries.





- April 2025
  - Camellia Festival
- June 2025
  - Library Summer Reading Programs weekly
- July 2025
  - Tunes on Tuesday
  - Library Summer Reading weekly
  - Lavender Festival
- August 2025
  - Tunes on Tuesday
  - Summer Reading Programs

- November 2025
  - Newveau Festival
  - Tree Lighting

Updates available at:

[https://www.newbergoregon.gov/residents/newberg\\_cultural\\_district.php#outer-1226](https://www.newbergoregon.gov/residents/newberg_cultural_district.php#outer-1226)

# COMING UP IN 2026...

- In 2026 the board will meet to review and re-imagine the IGA between the City of Newberg and Chehalem Parks & Rec. from 2019
- The board is looking into a parking study to revist the current parking plan based on actuals

# EXECUTIVE BOARD CONTACTS

Sean Andries

Chehalem Cultural Center | [director@chehalemculturalcenter.org](mailto:director@chehalemculturalcenter.org)

Korie Buerkle

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Casey Creighton

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Teresa Sypher

Neighborhood Representative | [teresa.sypher@gmail.com](mailto:teresa.sypher@gmail.com)

Robyn Wheatley

Newberg City Council | [robyn.wheatley@newbergoregon.gov](mailto:robyn.wheatley@newbergoregon.gov)



**INTERGOVERNMENTAL AGREEMENT**  
**NEWBERG CULTURAL DISTRICT**  
(CITY OF NEWBERG and CHEHALEM PARK AND RECREATION DISTRICT)

This Agreement is entered into this 4<sup>th</sup> day of April, 2019 between the Chehalem Park and Recreation District, hereinafter referred to as “CPRD”, and the City of Newberg, a municipal corporation, hereinafter referred to as “City.”

**RECITALS**

1. Intent-The intent of the parties is to form a partnership arrangement in order to manage the area known as the Newberg Cultural District, hereinafter referred to as “Cultural District” for the use and enjoyment of the community.
2. Vision - To identify and strengthen the cultural district as a gathering place where people can discover the literary, artistic, and historical culture of the area; attend a class or program; check out books; view an exhibit; participate in a community event; or simply sit on a bench while visiting with a friend.
3. Funding - Both the CPRD and the City will furnish funding for the Cultural District operations as agreed upon in this document and other agreements.

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

**I. AREA INCLUDED IN THE CULTURAL DISTRICT**

- A. Boundaries - The area defined as the Cultural District is bordered by Hancock, Blaine, School and Sherman streets and encompasses the Newberg Public Library, the Carnegie Court, the public parking lot at Blaine and Hancock, the Chehalem Cultural Center and the land surrounding, and the private properties within the boundaries. See diagram as Attachment A.
- B. Public Streets - This agreement specifically covers property owned by CPRD and the City as well as the public streets and rights-of-way within the borders.
- C. Implications to Private Property - This designation is in name only and does not carry with it any land use changes, restrictions, conditions or obligations for the private properties within the district. The City and CPRD will work cooperatively with private property owners in the development of the District.

## II. MANAGEMENT OF THE CULTURAL DISTRICT

- A. Management-As the primary property owners, the City and CPRD will jointly manage the Cultural District, with management delegated to the Cultural District Executive Board.
- B. Cultural District Executive Board-An Executive Board hereinafter referred to as “Board,” will manage the Cultural District. The Board will be organized as follows:
  - 1. Membership and Terms - The membership of the Board shall consist of five members. The City, CPRD, the Library, and the Cultural Center shall appoint one member each. These members shall serve four-year terms. A Residential Neighbor representative shall be selected by a majority of residents in attendance at the annual meeting. CRPD and the City shall be notified of the election results. Residents must live within the area bordered by N. Main Street, E. Hancock Street, N Meridian Street and the railroad tracks to the north. This member will serve a two- year term. If the Residential Neighbor representative moves from the area or resigns, a new representative shall be selected as above, at the next Board meeting, to serve the remainder of the term.
  - 2. Meetings - The Board shall meet at least semi-annually. An annual meeting will be held in the fourth quarter of each calendar year to report to the community the activities of the Cultural District as well as review and take input on the Parking Management Plan. These meetings will be posted as required by governmental public meetings law.

## III. IDENTITY OF THE CULTURAL DISTRICT

- A. Branding of Cultural District - To ensure the identity and branding of the Cultural District while still acknowledging the individuality of the existing public entities, efforts shall be made to have a consistent look and feel to the design of the Cultural District in permanent and semi-permanent exterior signage, landscaping, web presence, printed items and other materials.
  - 1. Exterior Signage - New permanent and semi-permanent signage for the Chehalem Cultural Center, the Newberg Public Library and the Newberg Cultural District shall be approved by the Board and developed in a fashion that retains individual identities for the Chehalem Cultural Center and the Newberg Public Library, while at the same time showing their connection to and participation within the Newberg Cultural District.
  - 2. Cultural District Exterior Landscaping - The exterior landscaping for the Cultural District shall be designed and developed in a professional manner and approved by the Board. In order for the landscaping to be consistent and to maintain the plan and intent of the original design, the City and CPRD will work towards having a single landscaper maintain the outdoor areas encompassing the entire Cultural

District, including the current landscaping surrounding the Library and Cultural Center. Until that occurs the City and CPRD landscape efforts should work in conjunction with each other. The Cultural District will work with the private property owners regarding their parking strips within the district with approval of the property owner.

3. Cultural District Web Site - The Board shall develop a single web site for the Cultural District that will allow for reservation requests and a calendar of events for the Cultural District with links to the City, CPRD, Library and Cultural Center. It will include Cultural District documents and parking information. All outdoor events will also be listed on the calendar with private events simply listed, for example, "private event in the Cultural District". Other property owners in the Cultural District will be encouraged to view the calendar in planning their events and arrange to have their large events noted on the calendar for planning purposes.

B. No Requirement to Remove Existing Signage-The above in no way requires the removal of existing signage

#### IV. RESERVATIONS FOR SPACE

A. Within the Cultural Center - The Cultural Center will manage all uses of the space within the Center.

B. Within the Library - The Library will manage all uses of the space within the Library.

C. Outdoor Space Reservations

1. Reservations for use of the Cultural District are made by the organization as designated by the Cultural District Board.
2. Authority to Approve Outdoor Events - The authority to approve outdoor events is delegated to staff of the agency designated to manage reservations. If there is a request to deny an event, the request will come to the Cultural District Board for final determination. Consideration for denial may include: frequency of events, impact on the livability of the neighborhood and fitting within the context of cultural events.
3. Rental Income - Revenue from rental income for the Cultural Center Plaza returns to the Chehalem Cultural Center. Other revenue is retained by the organization designated to manage reservations and a report provided in January. The Cultural District Board will determine if any fees shall be returned to the City or CPRD beyond the costs associated with managing the reservations.

D. Outdoor Space Operations

1. Single Application - A single application will be required for reservations for the outdoor spaces. It includes the City of Newberg Festival Street Permit Application for any events requiring street closures or the use of alcohol on Carnegie Court or the street. This application consolidates the street closure, alcohol use, parking

plan, insurance, security, noise requirements and notification of affected parties into one permit.

- a . Insurance- Insurance riders for the City, CPRD, Chehalem Cultural Center, and the private property owners may be required for outdoor events and will be required for any events involving alcohol.

## V. PARKING PLAN FOR THE CULTURAL DISTRICT

- A. Parking Plan - A Parking Management Plan has been developed by the Newberg Cultural District Board and has been required by the City for further development of the Cultural Center. A parking action plan may be implemented for specific events as required by the Parking Management Plan.

## VI. REPORT REQUIREMENTS

- A. Annual Report - The Board shall provide a written annual report to the CPRD Board and to the City Council in the first quarter of each calendar year. The report shall include a description of activities and events within the District, a financial report, and a parking management report.
- B. Reports Posted to Website- Meeting agendas and minutes and Annual Report will be posted on the web site.

## VII. TERMINATION OF AGREEMENT

- A. This Agreement can be terminated as follows:
  - 1. At-will - By either party at will, without cause giving notice of termination prior to January 1 for termination as of June 30 during the term of the agreement. Nothing in this notice of termination shall prohibit the parties from mutually agreeing to terminate the agreement at any time.
  - 2. For Cause - The City or CPRD has the right to terminate the Agreement for cause after notice that either has not corrected the situation for which they are in violation of the contract within thirty (30) days after the notice.
  - 3. Notice - Notice required by the Agreement and under this paragraph will be mailed to the address indicated below for each party:

City Manager  
City of Newberg  
PO Box 970  
Newberg, OR 97132

Superintendent  
Chehalem Park and Recreation District  
125 S. Elliott Rd.  
Newberg, OR 97132

- 4. Liability for Payments - The City or CPRD will have no liability for any payments after termination of the Agreement.

5. Parking Management Plan - The Parking Management Plan will continue to be in effect until it is replaced by a new, agreed upon document, regardless of the termination of this agreement.

#### VIII. BUDGET LAWS OF THE STATE OF OREGON

The City of Newberg and the Chehalem Park and Recreation District are municipal corporations and are obligated under the budget laws of the State of Oregon known as the Local Budget Law. Any provision of the Agreement which is not in conformance with the Local Budget Law is null and void. Further, the City or CPRD cannot expend monies beyond the revenues received.

#### IN EVIDENCE THE UNDERSIGNED HAVE EXECUTED THIS AGREEMENT


CITY OF NEWBERG  
414 E. First Street  
Newberg, OR 97132  
By Authority of  
Resolution No. 2019-3543  
(passed)

BY:

  
\_\_\_\_\_  
Joe Hannan, City Manager      4/5/19      Date

CHEHALEM PARK & RECREATION DISTRICT  
125 S. Elliot Rd  
Newberg, OR 97132  
By Authority of  
*Motion*  
(passed)


BY:

  
\_\_\_\_\_  
Don Clements, Superintendent      4.30.19      Date

Approved by Resolution No. 2019-3543

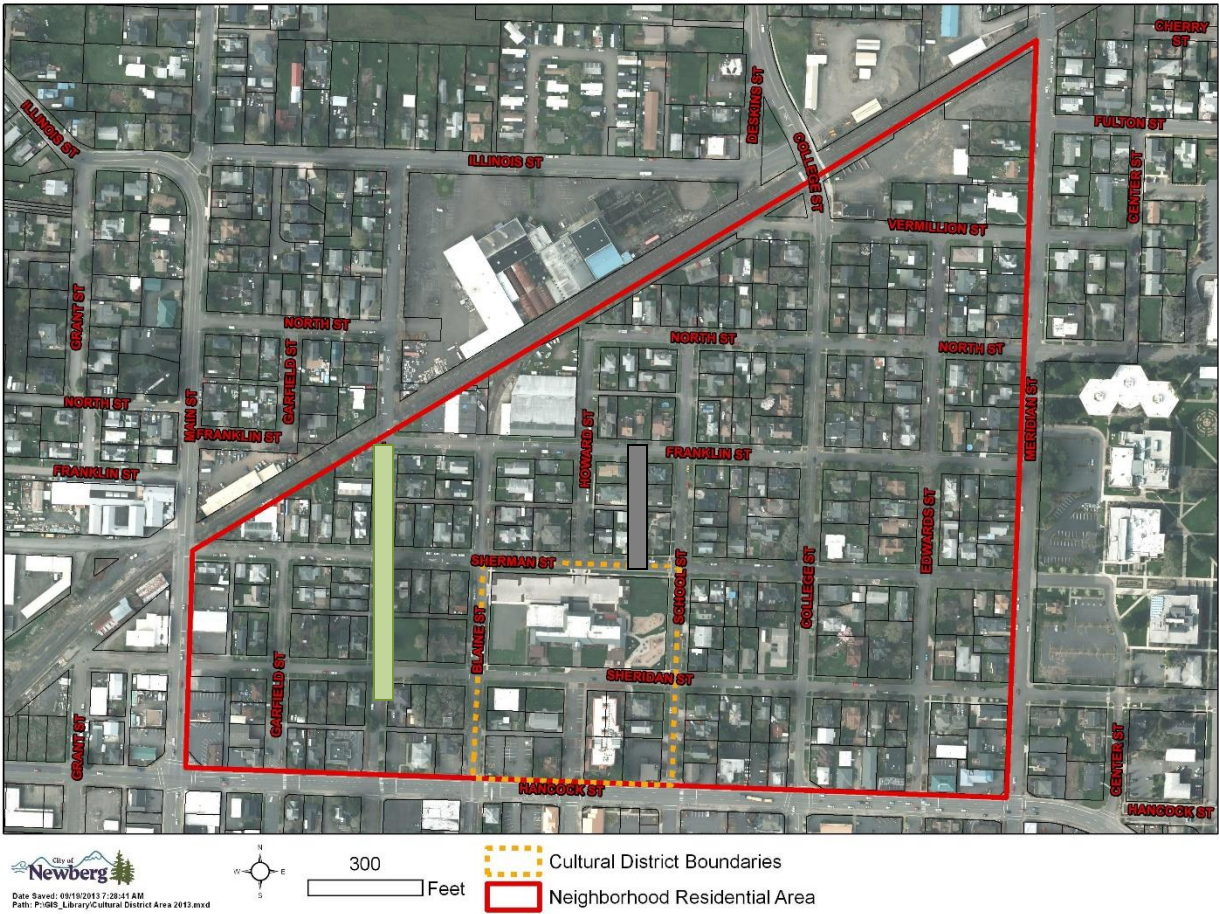
Approved by Motion No.

#### APPROVED AS TO FORM AND CONTENT:

  
\_\_\_\_\_  
Truman Stone, City Attorney      4/8/2019      Date

  
\_\_\_\_\_  
John Bridges, CPRD Legal Counsel      5/1/19      Date

Map of District:



## Newberg Cultural District Parking Management Plan

The Cultural District is a multi-use destination for residents and visitors to our community. People will come to outdoor events and many will attend events and activities within the Chehalem Cultural Center and Newberg Public Library, located within the Cultural District. In order to have the Cultural District honor and recognize its location within a residential neighborhood, this Parking Management Plan has been developed.

Many people will walk or bike to the summer events within the Cultural District and it is recognized that more will use their vehicles for events at other times of the year or for more formal events held within the Chehalem Cultural Center.

Within the boundaries of the Cultural District there are the following parking areas. *These will be known as the "Cultural District Parking Spaces"*. The four areas include approximately 150 parking spaces.

- Cultural Center Lot
- Library Parking Lot
- Water Wise Lot
- Boundary streets inside and on the perimeter of the District

There are numerous additional public spaces within walking distance (3 blocks) of the Cultural District. Some private businesses near the District will allow the use of their lots for additional parking for events and will have signs indicating this. There are substantially more available in public and private lots that could be available by shuttle.

Permanent signage indicating the location of **public** parking lots within the Cultural District will be installed. Signage will direct vehicles to the District from Hancock Street to northbound Howard or to Blaine Streets. This will naturally move vehicles towards the Water Wise Garden parking lot, the Library parking area, the Cultural Center parking lot and on-street parking on the Cultural District sides of the surrounding streets.

This Parking Management Plan is based on a simple four-step process. At all times, the following information will be maintained for the District:

1. What is the maximum number of people that are expected to be within the District?
2. How many parking spaces are required?
3. Where are the parking spaces that are expected to be used?
4. How will drivers be encouraged to use those additional parking spaces and to avoid others?

The Executive Board of the District, along with the Cultural Center and the Library will work together to manage parking within the District. A matrix with the maximum daily parking needs for the district will be developed and maintained. This matrix will be made available to the public through the District website. It is expected that the base matrix will be adequate to show that there is sufficient parking during normal operations in the District. The matrix need not be updated if the maximum daily parking needs are not expected to be exceeded.

If parking requirements within the Cultural District aggregately require more than the available Cultural District Parking Spaces it will trigger the following activities:

1. Staff at the Center and Library will confer to determine the actual parking requirements (as opposed to the estimated maximum needs) of each event and at what times.
2. If it is determined that the parking requirements exceed available Cultural District Parking Spaces after identifying the actual requirements, a Parking Action Plan will be created. The Board will be notified of the approved **Parking Action Plan**.
3. The **Parking Action Plan** will become part of the contract/agreement for use of the space for the user.
4. The Parking Action Plan will be reviewed and adjusted as appropriate for multi-day events.

The **Parking Action Plan** may include, but is not limited to, use of social media and placement of temporary signage to direct drivers to alternate parking sites, volunteer and staff parking in outlying areas, valet parking, alternative parking locations (as per specific event arrangements), private parking lots (with approval), and the use of attendants who will direct drivers to other locations in order to keep them from entering the Cultural District and the three- or four-block radius surrounding the District.

For large events with extensive attendance, the **Parking Action Plan** may include closing off neighborhood streets to local residents only and hiring a shuttle to move attendees from outlying parking sites.

The impact on parking on local neighborhood streets will be evaluated at one public meeting at least annually. Restricting parking to neighborhood residents only will be considered if desired.

The **Parking Action Plan** will be designed specifically for each event and will be included in their contract/agreement. A refundable deposit may be charged. If the event organizer fails to work with the Cultural District Executive Board or its designee to implement the Parking Action Plan, the deposit will be forfeited and they could be banned from using the Cultural District facilities.

Based on projections, the Cultural District Parking Spaces are expected to be sufficient for most activities within the District. When the expected need for parking spaces exceeds the available spaces, additional parking spaces will need to be secured, identified, and their use encouraged. The additional parking spaces identified in the Parking Action Plan may include on-street parking in the neighborhood outside the Cultural District when approved and no other reasonable parking can be secured. Otherwise, parking in the neighborhood is to be discouraged. A program will be in place for residents in or near the Cultural District that allows them to restrict on-street parking at their location. These restrictions will be enforceable by the NDPD. The important goal here is to minimize objections by the local residents.

If there is significant negative feedback about parking, the Cultural District Executive Board or its designee will monitor actual parking usage when a Parking Action Plan is active.



# REQUEST FOR COUNCIL ACTION



**Date Action Requested: January 5, 2026**

Order ☐ Ordinance ☐ Resolution ☒ Motion ☐ Information ☐ Proclamation ☐

No. 2025-4005

Subject: Library Lavatory Remodel

Staff: Korie Buerkle, Danette Hilton  
Department: Library, Engineering

Business Session

Order On Agenda:

Hearing Type: Administrative

**Is this item state mandated?** Yes ☐ No ☒

**If yes, please cite the state house bill or order that necessitated this action:**

## **Recommendation:**

The City of Newberg resolves to expend up to \$120,000 in construction costs for the Library Lavatory Remodel.

## **Executive Summary:**

The library's public lavatories were built in 1985 and have not been remodeled in over forty years. The library averages over 8,000 visits per month and is by far the busiest public building owned by the city. The lavatories are long overdue for a basic remodel to upgrade toilets, sinks, stalls, and baby changing stations, etc. The 1980's tile and grout are also in desperate need of a refresh in every sense of the word.

**Fiscal Impact:** While the estimated cost of the library's lavatory remodel is at \$96,000, overage may occur during construction that are unseen until physical work on the remodel starts. Requested spending limit for this project is \$120,000. Staff estimate the construction costs will not exceed this amount.

## **Council Goals:**

The much-needed remodel of the library's public lavatories fits the Council Goals as "Goal 1: Continue to create and maintain a high level of customer service." Clean and updated lavatories are essential for maintaining a high level of customer service at the library.



# RESOLUTION No. 2025-4005

## A Resolution

### Recitals:

1. The current lavatories in the public library were installed in 1985 and have not been remodeled in over forty years.
2. The Newberg Public Library averages over 8,000 visits a month, the most used public building owned by the city.
3. The Newberg Public Library is long overdue for a public lavatory remodel. This remodel is basic and will bring the facilities up to the standards of other City of Newberg buildings.

### The City of Newberg Resolves as Follows:

1. The City of Newberg resolves to expend up to \$120,000 in construction costs for the Library Lavatory Remodel.

**Effective Date** of this resolution is the day after the adoption date, which is: January 6, 2026.

**Adopted** by the City Council of Newberg, Oregon, this 5 day of January, 2026.

\_\_\_\_\_  
Rachel Thomas, City Recorder

**Attest** by the Mayor this 5 day of January, 2026.

\_\_\_\_\_  
Bill Rosacker, Mayor

# REQUEST FOR COUNCIL ACTION



Order <input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution <input type="checkbox"/> Motion <input checked="" type="checkbox"/> Information <input type="checkbox"/>	
Subject: Appointment of Committee Members	Staff: Rachel Thomas Department: City Recorder
Business Session	Order On Agenda: Council Appointments

**December 15<sup>th</sup>, 2025**

**Is this item state mandated?** Yes ☐ No ☒

**If yes, please cite the state house bill or order that necessitated this action:**

**Recommendation:** Motion to ratify appointment of the listed candidates to their perspective committees.

Budget Committee 4-year Term January 1, 2026-December 31, 2029

- Joe Churella

Historic Preservation Commission 3-year Terms January 1, 2026-December 31, 2028

- Bob Woodruff
- Pheonix Lamouche

Planning Commission 3-year Terms January 1, 2026-December 31, 2028

- Randy Rickert
- Jordan Sandoval
- Abigail Seits (student, only serves a one-year term Jan 1, 2026-Dec 31, 2026)

Rate Review Committee 4-year Terms January 1, 2026-December 31, 2029

- Leisha Adams
- Inen Buerkle (student, only serves a one-year term Jan 1, 2026-Dec 31, 2026)

Traffic Safety Commission 3-year Terms January 1, 2025-December 31, 2027

- James Keary
- Andrew Miller
- Wyle O'Neill
- Tobin Linheart (student, only serves a one-year term Jan 1, 2026-Dec 31, 2026)

Library Advisory Board 3-year Terms January 1, 2026-December 31, 2028

- Sharee Adkins
- Leslie Smestad

**Executive Summary:** These selections will fill the vacancies made by ending terms or resignations over the past year. Recommendations were made by Mayor Bill Rosacker.

Attachment 1: Applications

# Budget Committee

City of Newberg, OR | Generated 12/4/2025 @ 10:07:01 PM by OnBoardGOV - Powered by ClerkBase

Applicant	Date	Boards	Address	Contact	Status
Joseph J Churella	6/22/2025	Budget Committee <span>Pending Ratification</span> Newberg Urban Renewal Agency Budget Committee <span>Appointed</span>	<div></div> Yes, I am a resident: Yes	Cell Phone: <div></div> Email: <div></div>	<span>Validated</span>

Status		Board (Rank)	Vacancies	Status
Name	Joseph J Churella	Budget Committee (0)	0	Pending Ratification
Application Date	6/22/2025	Newberg Urban Renewal Agency Budget Committee (1)	1	Appointed
Expiration Date	6/22/2026			
Board Member	Joe Churella			
Status	Validated			

Basic Information

Name  
Joseph J Churella

Contact Information

Address  
[Redacted]

Yes, I am a resident  
Yes

Email  
[Redacted]

Alternate email  
[Redacted]

Cell Phone  
[Redacted]

Occupation

Employer/Occupation  
Intel Corporation/Information Security Investigator

Yes, I am a city employee  
No

Registrations/Certifications  
International Association of Computer Investigative Specialists - Certified Forensic Computer Examiner

What District are you in?  
6

Briefly describe your interest in serving on your selected committee/commission/board.  
I've served on the NURA Committee since 2024 and I have a deep interest in how our City works. I don't believe enough Newberg residents take an interest in, or play a part in, how our city operates.

Are you applying to be a student commissioner?  
No

If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.  
2024/2025 NURA Committee

How would you work collaboratively with community members?  
As a community member myself I understand the issues and concerns that members have. I believe collaboration, inclusion and transparency are the foundation to having a supportive community and successful city.

Anything else you would like us to know?  
My wife and I moved to Newberg in 2009 because we thought it was the best community in the Portland Metro area to raise a family. We now have 3 children and love the fact that they are growing up in Newberg. I spent almost 30 years as a Portland Police officer and retired in 2022. I've seen first hand what works and what does not work when it comes to city government. I would love to share my experiences and knowledge to keep Newberg moving forward as a safe and thriving city.

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Other

Additional Information

Notes

# Historic Preservation Commission

City of Newberg, OR | Generated 12/4/2025 @ 10:07:04 PM by OnBoardGOV - Powered by ClerkBase

Applicant	Date	Boards	Address	Contact	Status
Phoenix Elizabeth LAMOUCHE	10/3/2025	Historic Preservation Commission Pending Ratification Library Board On-File Planning Commission On-File Newberg Urban Renewal Agency Budget Committee Pending	[REDACTED] Yes, I am a resident: Yes	Cell [REDACTED] Phone: [REDACTED]	Validated
Bob Woodruff	11/13/2025	Historic Preservation Commission Pending Ratification	[REDACTED] Yes, I am a resident: Yes	Cell [REDACTED] [REDACTED]	Validated

# Phoenix Elizabeth LAMOUCHE

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board (Rank)	Vacancies	Status
Name	Phoenix Elizabeth LAMOUCHE	Historic Preservation Commission (0)	0	Pending Ratification
Application Date	10/3/2025	Library Board (1)	1	On-File
Expiration Date	10/3/2026	Planning Commission (2)	1	On-File
Board Member	Phoenix Elizabeth LAMOUCHE	Newberg Urban Renewal Agency Budget Committee (3)	1	Pending
Status	Validated			

## Basic Information

Name  
Phoenix Elizabeth LAMOUCHE

## Contact Information

Address  
[Redacted]  
Yes, I am a resident  
Yes  
Email  
[Redacted]  
Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
Full stack web developer - Local Business Marketing  
Yes, I am a city employee  
No

What District are you in?  
3

Briefly describe your interest in serving on your selected committee/commission/board.  
Newberg is the city that gave me a safe space to land after fleeing a dangerous situation in my home community in another state. I am lucky to be supported through section 8 housing, food stamps, Medicaid, as I rebuild my life away from harm. I've also used services from Love Inc, and have been supported by local churches as well. I have fallen in love with this town, and know that I wouldn't be able to create a new life for myself without the support of my community. So I'd like to use my lived experiences, unique perspective, skills, and gifts as a way to symbiotically give back to the community that has nourished and nurtured me. It is a good place to grow. And I want it to continue to be for myself and members of my community.

Are you applying to be a student commissioner?  
No

How would you work collaboratively with community members?  
Listening first and foremost. Listening to understand their unique perspectives, and atuning to where our ideas intersect, even if it might not be apparent initially.

Anything else you would like us to know?  
I'm grateful this is even a thing! I didn't know these committees existed until I saw a flyer. I'm glad the voices of constituents are taken into consideration, it's crucial in order have a city that meets the needs of its community members.

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Flyer

## Additional Information

Notes

Generated 12/4/2025 @ 5:07 pm



# Bob Woodruff

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board	Vacancies	Status
Name	Bob Woodruff	Historic Preservation Commission	0	Pending Ratification
Application Date	11/13/2025			
Expiration Date	11/13/2026			
Board Member	Bob Woodruff			
Status	Validated			

## Basic Information

Name  
Bob Woodruff

## Contact Information

Address  
[Redacted]  
[Redacted]

Yes, I am a resident  
Yes

Email  
[Redacted]

Alternate email  
[Redacted]

Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
Retired State Park Ranger. Work part-time for CPRD doing trail maintenance

Yes, I am a city employee  
No

Do you live within Newberg City Limits?  
Yes

What District are you in?  
1

Briefly describe your interest in serving on your selected committee/commission/board.  
My wife and I moved to Newberg in 2006 with the intent of making it our home and raising our family here. We have raised our children here and are committed to making Newberg the best possible community for others to raise their families. The built environment in Newberg plays a large role in making this a special place to live. I am honored to be a part of preserving that history.

Are you applying to be a student commissioner?  
No

If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.  
Historic Preservation Commission, current

How would you work collaboratively with community members?  
I would continue to collaborate and talk with other members of the community about how best to preserve the history of Newberg. Finding out from other community members what their Preservation priorities are is critical to planning policies and programs that work for Newberg.

Anything else you would like us to know?  
I would very much like to to continue serving on this Committee!

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Other, email reminder

## Additional Information

Notes

# Library Board

City of Newberg, OR | Generated 12/4/2025 @ 10:07:08 PM by OnBoardGOV - Powered by ClerkBase

Applicant	Date	Boards		Address	Contact	Status
Sharee Adkins	10/31/2025	Library Board	Pending Ratification	[REDACTED] Yes, I am a resident: Yes	Cell Phone: [REDACTED] [REDACTED] [REDACTED]	Validated
Leslie Smestad	10/24/2025	Library Board	Pending Ratification	[REDACTED] Yes, I am a resident: Yes	Cell Phone: [REDACTED] [REDACTED] [REDACTED]	Validated

# Sharee Adkins

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board	Vacancies	Status
Name	Sharee Adkins	Library Board	1	Pending Ratification
Application Date	10/31/2025			
Expiration Date	10/31/2026			
Board Member	Sharee Adkins			
Status	Validated			

## Basic Information

Name  
Sharee Adkins

## Contact Information

Address  
[Redacted]  
[Redacted]

Yes, I am a resident  
Yes

Email  
[Redacted]

Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
GoWest Credit Union Association / EVP  
& Chief Impact Officer

Yes, I am a city employee  
No

Do you live within Newberg City Limits?  
No

What District are you in?  
Out of City Limits

Briefly describe your interest in serving on your selected committee/commission/board.  
I currently serve on the Library Advisory Board. The library is so important to our community, and I love being an advocate and helping support the great work of the Library Director and her team.

Are you applying to be a student commissioner?  
No

If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.  
2022-present, Library Advisory Board

How would you work collaboratively with community members?  
The Library Advisory Board brings voices and perspectives from across the community to help achieve the library's strategic plan goals. I love working with my fellow Library Advisory Board members, the library staff, and members of the broader community to take action and plan for the future--ensuring we have the very best library in our region both today and long into the future.

Anything else you would like us to know?  
Service on the Library Advisory Board has been very meaningful for me. I care deeply about our library and everything it does for our community, and am so proud that I get to play a small part in the work.

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Other

## Additional Information

Notes  
Generated 12/4/2025 @ 5:07 pm

# Leslie Smestad

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board	Vacancies	Status
Name	Leslie Smestad	Library Board	1	Pending Ratification
Application Date	10/24/2025			
Expiration Date	10/24/2026			
Board Member	Leslie Smestad			
Status	Validated			

## Basic Information

Name  
Leslie Smestad

## Contact Information

Address  
[Redacted]  
[Redacted]  
  
Yes, I am a resident  
Yes  
  
Email  
[Redacted]  
  
Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
Human Resources Consultant  
  
Yes, I am a city employee  
No  
  
Professional Licenses  
SHRM-CP

What District are you in?  
6

**Briefly describe your interest in serving on your selected committee/commission/board.**  
I'm interested in joining the Library Board because I believe libraries are vital community hubs that foster learning, connection, and creativity. I'm passionate about creating inclusive, engaging spaces that reflect the needs and interests of our community, and I look forward to contributing ideas that support long-term growth and accessibility.

**Are you applying to be a student commissioner?**  
No

**If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.**  
N/A

**How would you work collaboratively with community members?**  
I value collaboration and believe that meaningful progress happens when diverse voices come together. I would work with community members by actively listening, fostering inclusive dialogue, and building trust through transparency and shared goals. My approach is rooted in respect and partnership, ensuring that every perspective helps shape thoughtful, community-driven outcomes.

**Anything else you would like us to know?**  
I love to read because it opens up new perspectives and fuels my curiosity. Whether it's diving into a novel or exploring local history, reading connects me more deeply to the world around me. I'm also passionate about engaging in my community—whether through volunteering, attending local events, or supporting initiatives that bring people together. It's this blend of personal enrichment and community connection that inspires me every day.

**If you are not appointed at this time, may we keep your name on file?**  
Yes

**How did you hear about this opportunity?**  
Other, Email

## Additional Information

Notes

# Planning Commission

City of Newberg, OR | Generated 12/4/2025 @ 10:07:10 PM by OnBoardGOV - Powered by ClerkBase

Applicant	Date	Boards	Address	Contact	Status
Randy Rickert	11/28/2025	Planning Commission <span>Pending Ratification</span>	<div></div> <div>Yes, I am a resident: Yes</div>	Cell Phone: <div></div> Email: <div></div>	<span>Validated</span>
Jordan Sandoval	9/16/2025	Historic Preservation Commission <span>On-File</span> Newberg Urban Renewal Agency Budget Committee <span>Pending</span> Planning Commission <span>Pending Ratification</span> Library Board <span>On-File</span>	<div></div> <div>Yes, I am a resident: Yes</div>	Phone: <div></div> Cell Phone: <div></div> Phone: <div></div>	<span>Validated</span>
Abigail Seits	11/13/2025	Student Commissioners <span>Pending Ratification</span> Planning Commission <span>Pending Ratification</span> Traffic Safety Commission <span>On File</span>	<div></div> <div>Yes, I am a resident: Yes</div>	Phone: <div></div> Cell Phone: <div></div> Email: <div></div>	<span>Validated</span>

Status		Board	Vacancies	Status
Name	Randy Rickert	Planning Commission	1	Pending Ratification
Application Date	11/28/2025			
Expiration Date	11/28/2026			
Board Member	Randy Rickert			
Status	Validated			

Basic Information

Name

Randy Rickert

Contact Information

Address

Yes, I am a resident

Yes

Email

Cell Phone

Occupation

Employer/Occupation

The Springs Living, LLC / Director

Yes, I am a city employee

No

Do you live within Newberg City Limits?

Yes

What District are you in?

4

Briefly describe your interest in serving on your selected committee/commission/board.

I would like to continue serving on the City of Newberg's Planning Commission because I am committed to thoughtful, responsible growth that strengthens our community. I value the opportunity to collaborate with residents, staff, and fellow commissioners to ensure decisions reflect both long-term vision and practical needs. Continuing in this role allows me to contribute my experience, consistency, and dedication to positively shaping Newberg's future.

Are you applying to be a student commissioner?

No

If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.

Planning Commission - June 2024 -Current Affordable Housing Commission - 2023- Current

How would you work collaboratively with community members?

I work collaboratively by engaging constructively with city staff, fellow commissioners, and community members to evaluate proposals from multiple angles. I strive to build consensus through clear communication, evidence-based reasoning, and respectful dialogue.

Anything else you would like us to know?

I've been a resident in Newberg for over 40 years. I care deeply for the community.

If you are not appointed at this time, may we keep your name on file?

Yes

How did you hear about this opportunity?

Other, I currently serve on the commission.

Additional Information

Notes

# Jordan Sandoval

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board (Rank)	Vacancies	Status
Name	Jordan Sandoval	Historic Preservation Commission (0)	0	On-File
Application Date	9/16/2025	Newberg Urban Renewal Agency Budget Committee (1)	1	Pending
Expiration Date	9/16/2026	Planning Commission (2)	1	Pending Ratification
Board Member	Jordan Sandoval	Library Board (3)	1	On-File
Status	Validated			

## Basic Information

Name  
Jordan Sandoval

## Contact Information

Address  
[Redacted]  
Yes, I am a resident  
Yes  
Email  
[Redacted]  
Alternate email  
[Redacted]  
Phone  
[Redacted]  
Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
Susan Schibel's State Farm Office  
Yes, I am a city employee  
No

What District are you in?  
3

Briefly describe your interest in serving on your selected committee/commission/board.  
I would like to be a part of this community and help out however I can!

Are you applying to be a student commissioner?  
No

How would you work collaboratively with community members?  
I'm a hard worker and quick learner and would love to learn different ways to support Newberg communities.

Anything else you would like us to know?  
n/a

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Social Media

## Additional Information

### Notes

Generated 12/4/2025 @ 5:07 pm

# Abigail Seits

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board (Rank)	Vacancies	Status
Name	Abigail Seits	Student Commissioners (0)	4	Pending Ratification
Application Date	11/13/2025	Planning Commission (1)	1	Pending Ratification
Expiration Date	11/13/2026	Traffic Safety Commission (2)	1	On-File
Board Member	Abigail Seits			
Status	Validated			

## Basic Information

Name  
Abigail Seits

## Contact Information

Address  
[Redacted]  
  
Yes, I am a resident  
Yes  
  
Email  
[Redacted]  
  
Alternate email  
[Redacted]  
  
Phone  
[Redacted]  
  
Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
Student  
  
Yes, I am a city employee  
No

Do you live within Newberg City Limits?  
No

What District are you in?  
Student

Briefly describe your interest in serving on your selected committee/commission/board.  
I was on the Planning Commission in the past and I genuinely found it interesting to be part of the landuse process. I also enjoyed collaborating with others, listening to different perspectives, and helping find practical solutions.

Are you applying to be a student commissioner?  
Yes

If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.  
Planning Commission - 2024

How would you work collaboratively with community members?  
I'd work with community members by being approachable and respectful, even when opinions differ.

Anything else you would like us to know?  
I felt that being part of the Commission was an amazing chance to learn, get involved, and make a positive difference. I look forward to having an opportunity to be part of a Commission again.

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Other

## Additional Information

Notes



# Rate Review Committee

City of Newberg, OR | Generated 12/4/2025 @ 10:07:14 PM by OnBoardGOV - Powered by ClerkBase

Applicant	Date	Boards	Address	Contact	Status
Ms Leisha M Adams	10/7/2025	Budget Committee <span>On-File</span> Planning Commission <span>On-File</span> Rate Review Committee <span>Pending Ratification</span> Library Board <span>Rejected</span>	<div></div> <div>Yes, I am a resident: Yes</div>	Cell Phone: <div></div> <div></div>	<span>Validated</span>

# Ms Leisha M Adams

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board (Rank)	Vacancies	Status
Name	Ms Leisha M Adams	Budget Committee (0)	0	On-File
Application Date	10/7/2025	Planning Commission (1)	1	On-File
Expiration Date	10/7/2026	Rate Review Committee (2)	1	Pending Ratification
Board Member	Leisha M Adams	Library Board (3)	1	Rejected
Status	Validated			

## Basic Information

Name  
Ms Leisha M Adams

## Contact Information

Address  
[Redacted]  
[Redacted]  
[Redacted]  
Yes, I am a resident  
Yes  
Email  
[Redacted]  
Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
Yamhill County HHS Data Analyst  
Yes, I am a city employee  
No

What District are you in?  
2

Briefly describe your interest in serving on your selected committee/commission/board.  
After growing up in Newberg, I recently moved back, and I would like to contribute my skills in financial data analysis to serve the community.

Are you applying to be a student commissioner?  
No

How would you work collaboratively with community members?  
I have spent 20 years working abroad in non-profits, where collaboration is key. I am adept at understanding others' points of view and communicating respectfully and clearly.

Anything else you would like us to know?  
I am currently volunteering on the School District Boundaries Committee as parent representative for Chehalem Valley Middle School.

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Other, Newsberg

## Additional Information

### Notes

Generated 12/4/2025 @ 5:07 pm

# Student Commissioners

City of Newberg, OR | Generated 12/4/2025 @ 10:07:16 PM by OnBoardGOV - Powered by ClerkBase

Applicant	Date	Boards		Address	Contact	Status
Inen John Buerkle	12/3/2025	Student Commissioners	Pending Ratification	[REDACTED]	Cell Phone: [REDACTED]	Validated
					[REDACTED]	
				Yes, I am a resident: Yes		
Abigail Seits	11/13/2025	Student Commissioners	Pending Ratification	[REDACTED]	Phone: [REDACTED]	Validated
		Planning Commission	Pending Ratification		Cell [REDACTED]	
		Traffic Safety Commission	On-File		[REDACTED]	
				Yes, I am a resident: Yes		

Status		Board	Vacancies	Status
Name	Inen John Buerkle	Student Commissioners	4	Pending Ratification
Application Date	12/3/2025			
Expiration Date	12/3/2026			
Board Member	Inen John Buerkle			
Status	Validated			

Basic Information

Name  
Inen John Buerkle

Contact Information

Address  
[Redacted]  
[Redacted]  
[Redacted]

Yes, I am a resident  
Yes

Email  
[Redacted]

Alternate email  
[Redacted]

Cell Phone  
[Redacted]

Occupation

Employer/Occupation  
Student

Yes, I am a city employee  
No

Do you live within Newberg City Limits?  
Yes

What District are you in?  
1

Briefly describe your interest in serving on your selected committee/commission/board.  
I would like to get more involved in the city of newberg and I'd like to gain experience.

Are you applying to be a student commissioner?  
Yes

How would you work collaboratively with community members?  
I would ask questions and try to gain an understanding of other's thoughts and ideas to better the community through mutual understanding and collaboration.

Anything else you would like us to know?  
I am eager to learn.

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Word of Mouth

Additional Information

Notes

# Abigail Seits

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board (Rank)	Vacancies	Status
Name	Abigail Seits	Student Commissioners (0)	4	Pending Ratification
Application Date	11/13/2025	Planning Commission (1)	1	Pending Ratification
Expiration Date	11/13/2026	Traffic Safety Commission (2)	1	On-File
Board Member	Abigail Seits			
Status	Validated			

## Basic Information

Name  
Abigail Seits

## Contact Information

Address  
[Redacted]  
  
Yes, I am a resident  
Yes  
  
Email  
[Redacted]  
  
Alternate email  
[Redacted]  
  
Phone  
[Redacted]  
  
Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
Student  
  
Yes, I am a city employee  
No

Do you live within Newberg City Limits?  
No

What District are you in?  
Student

Briefly describe your interest in serving on your selected committee/commission/board.  
I was on the Planning Commission in the past and I genuinely found it interesting to be part of the landuse process. I also enjoyed collaborating with others, listening to different perspectives, and helping find practical solutions.

Are you applying to be a student commissioner?  
Yes

If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.  
Planning Commission - 2024

How would you work collaboratively with community members?  
I'd work with community members by being approachable and respectful, even when opinions differ.

Anything else you would like us to know?  
I felt that being part of the Commission was an amazing chance to learn, get involved, and make a positive difference. I look forward to having an opportunity to be part of a Commission again.

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Other

## Additional Information

Notes

# Traffic Safety Commission

City of Newberg, OR | Generated 12/4/2025 @ 10:07:19 PM by OnBoardGOV - Powered by ClerkBase

Applicant	Date	Boards	Address	Contact	Status
james keary	9/16/2025	Library Board <span>Rejected</span> Traffic Safety Commission <span>Pending Ratification</span> Historic Preservation Commission <span>On-File</span>	<div></div> Yes, I am a resident: Yes	Cell Phone: <div></div> Email: <div></div>	<span>Validated</span>
Tobin Joseph Linhart	9/22/2025	Traffic Safety Commission <span>Pending Ratification</span> Newberg Urban Renewal Agency Budget Committee <span>Pending</span>	<div></div> Yes, I am a resident: Yes	Cell Phone: <div></div> Email: <div></div>	<span>Validated</span>
Andrew Arthur Miller	10/25/2025	Traffic Safety Commission <span>Pending Ratification</span> Budget Committee <span>On-File</span> Newberg Urban Renewal Agency Budget Committee <span>Pending</span>	<div></div> Yes, I am a resident: Yes	Cell Phone: <div></div> Email: <div></div>	<span>Validated</span>
Wyle J O'Neill	11/17/2025	Traffic Safety Commission <span>Pending Ratification</span>	<div></div> Yes, I am a resident: Yes	Cell Phone: <div></div> Email: <div></div>	<span>Validated</span>

# james keary

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board (Rank)	Vacancies	Status
Name	james keary	Library Board (0)	1	Rejected
Application Date	9/16/2025	Traffic Safety Commission (1)	1	Pending Ratification
Expiration Date	9/16/2026	Historic Preservation Commission (2)	0	On-File
Board Member	James Keary			
Status	Validated			

## Basic Information

Name  
james keary

## Contact Information

Address  
[Redacted]  
  
Yes, I am a resident  
Yes  
  
Email  
[Redacted]  
  
Alternate email  
[Redacted]  
[Redacted]

## Occupation

Employer/Occupation  
Clinical Trial Manager  
  
Yes, I am a city employee  
No

What District are you in?  
4

Briefly describe your interest in serving on your selected committee/commission/board.  
want to give back to my community

Are you applying to be a student commissioner?  
No

If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.  
no

How would you work collaboratively with community members?  
I would use the same techniques I use in my work. Actively listen, prompt discussion through questions and seek solutions that are logical and based in data

Anything else you would like us to know?  
nope

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Other, newsberg

## Additional Information

Notes

# Tobin Joseph Linhart

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board (Rank)	Vacancies	Status
Name	Tobin Joseph Linhart	Traffic Safety Commission (0)	1	Pending Ratification
Application Date	9/22/2025			
Expiration Date	9/22/2026	Newberg Urban Renewal Agency Budget Committee (1)	1	Pending
Board Member	Toby Linhart			
Status	Validated			

## Basic Information

Name  
Tobin Joseph Linhart

## Contact Information

Address  
[Redacted]  
  
Yes, I am a resident  
Yes  
  
Email  
[Redacted]  
  
Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
Zackery Kling/ Five Guys Crew Member  
  
Yes, I am a city employee  
No

What District are you in?  
4

Briefly describe your interest in serving on your selected committee/commission/board.  
I want to become an urban planner when I graduate from George Fox, so I'm interested in getting experience early rather than later

Are you applying to be a student commissioner?  
Yes

If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.  
Traffic Safety Commission 2023

How would you work collaboratively with community members?  
When working with people, I use the LEAD acronym. Listen, Empathise, Acknowledge, and Do something about it,

Anything else you would like us to know?  
Newberg needs more separated bike lanes.

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Flyer

## Additional Information

Notes



# Andrew Arthur Miller

City of Newberg, OR | Generated 12/4/2025 @ 5:07 pm by OnBoardGOV - Powered by ClerkBase

Status		Board (Rank)	Vacancies	Status
Name	Andrew Arthur Miller	Traffic Safety Commission (0)	1	Pending Ratification
Application Date	10/25/2025	Budget Committee (1)	0	On-File
Expiration Date	10/25/2026	Newberg Urban Renewal Agency Budget Committee (2)	1	Pending
Board Member	Andrew Arthur Miller			
Status	Validated			

## Basic Information

Name  
Andrew Arthur Miller

## Contact Information

Address  
[Redacted]  
  
Yes, I am a resident  
Yes  
  
Email  
[Redacted]  
  
Cell Phone  
[Redacted]

## Occupation

Employer/Occupation  
Wm  
  
Yes, I am a city employee  
No  
  
Professional Licenses  
Cdl class b  
  
Registrations/Certifications  
Associates in Oregon arts transfer degree

What District are you in?  
2

Briefly describe your interest in serving on your selected committee/commission/board.  
I've been a member of the community for about four years now I have over ten years of driving or supervising in driving related fields.

Are you applying to be a student commissioner?  
No

How would you work collaboratively with community members?  
As Newberg is expanding there is a need for increased traffic safety and congestion solutions. I would work in unison with the other committee members to implement the committees agenda as our city is expanding.

Anything else you would like us to know?  
Absolutely when are meetings held how many members are on the committee.

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Flyer

## Additional Information

### Notes

Generated 12/4/2025 @ 5:07 pm

Status		Board	Vacancies	Status
Name	Wyle J O'Neill	Traffic Safety Commission	1	Pending Ratification
Application Date	11/17/2025			
Expiration Date	11/17/2026			
Board Member	Wyle J O'Neill			
Status	Validated			

Basic Information

Name  
Wyle J O'Neill

Contact Information

Address  
[Redacted]

Yes, I am a resident  
Yes

Email  
[Redacted]

Alternate email  
[Redacted]

Cell Phone  
[Redacted]

Occupation

Employer/Occupation  
City of Wilsonville - SMART - Safe Routes to School Coordinator

Yes, I am a city employee  
Yes

Do you live within Newberg City Limits?  
Yes

What District are you in?  
Out of City Limits

Briefly describe your interest in serving on your selected committee/commission/board.  
I am an avid cyclist and work professionally in active transportation in hope to reduce traffic deaths

Are you applying to be a student commissioner?  
No

If you have served on a City of Newberg committee in the past, please list the year and name of the committee on which you served.  
No

How would you work collaboratively with community members?  
I love collaboration, listening to all perspectives and finding consensus.

Anything else you would like us to know?  
N/A

If you are not appointed at this time, may we keep your name on file?  
Yes

How did you hear about this opportunity?  
Social Media

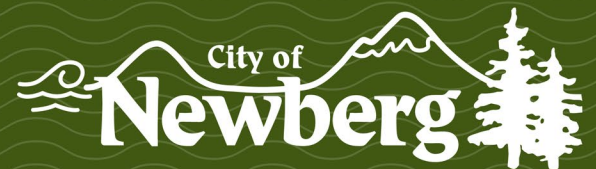
Additional Information

Notes

Generated 12/4/2025 @ 5:07 pm



# Board, Committee and Commission Appointments



# Budget Committee

- Joe Churella



# Historic Preservation Commission

- Bob Woodruff
- Pheonix Lamouche

# Library Advisory Board

- Sharee Adkins
- Leslie Smestad

# Planning Commission

- Randy Rickert
- Abigail Seits (Student)

# Rate Review Committee

- Leisha Adams
- Inen Buerkle



# Traffic Safety Commission

- James Keary
- Andrew Miller
- Wyle O'Neill
- Tobin Linheart (student)

# Student Openings still Available!

- College and High School students encouraged to apply!