

## OUR READERS' VIEWS

### Tips are based on service, not entitlement

It is seldom that a 20-cent tip generates national attention through the media. This inflated publicity is the result of a society that has the means through social media to move a private transaction beyond a national media event.

Philadelphia Eagle LeSean McCoy has a reputation of being a good citizen with a solid head on his shoulders, according to those familiar with him. First, the media have somewhat exploited a private transaction. Secondly, Webster defines a gratuity as "something given voluntarily or beyond obligation." McCoy states, "There's a difference between good service and bad service and just having a bad day."

Unfortunately, our society has moved to a gratuity being an entitlement rather than having the customer provide a recognition of exceptional service. Incentives work in a market economy and being rude to a customer certainly does not justify a reward or a gratuity as defined by Webster.

**James B. O'Neill**

President

Delaware Council on Economic Education

### No forgiveness for adjustment board

The recent New Castle County Board of Adjustment hearing on the proposed tower in All Saints Cemetery was a real education.

An estimated 75 people showed up to oppose this project. A number gave up in disgust and left, as the hearing started at 6 p.m. By the time the tower came up on the agenda, it was after 8 and around 9 by the time the AT&T attorney and engineers finished their presentation. Close to 50 people were crammed into a room designed to hold maybe half that number.

There followed impassioned pleas from a state senator, a state representative, civic group leaders and a number of individuals not to allow this project to proceed. Not one person showed up in favor of the tower. In spite of all of this outpouring of people, three members of the board voted to allow the project to proceed, and close to 11 it was approved. Even the county land use department recommended against the project, but to no avail.

Maybe all the terribly disappointed people that came and spent five hours of their time to oppose this project can find it within their hearts to forgive both the Board of Adjustment and the Catholic Diocese that is allowing this travesty to proceed; however, I am betting that forgiveness will not be soon forthcoming, if at all.

**Charles Jordan**

Wilmington

### Delaware is an innovation state

Today, any U.S. community preparing for the future is fostering a technology and entrepreneurship ecosystem. Delaware is, too.

A recent News Journal op-ed on the matter didn't take into account much of an organic, nascent community that is building toward a bigger impact. There are efforts in Newark, Lewes, Rehoboth and elsewhere, Wilmington, despite its challenges, already has the foundation of an innovation corridor.

You could start at Trellist, the marketing technology firm with more than 100 employees. Then walk to The Archer Group, a digital branding firm that has national clients, and visit the Delaware College

## SOCIAL DELAWARE

Sound off, Delaware. Here's our question to appear in this week's Sunday News Journal:

What's the best way for schools to handle student discipline in 2014?

Answer at [facebook.com/delawareonline](https://www.facebook.com/delawareonline).

of Art and Design and its increasingly Web-minded students. Pass by hip retailer Spaceboy's storefront on Market Street, and you'll be able to visit the headquarters of Web design firm Squatch Creative and online gaming network Indie Game Stand. Nearby, inside the Hercules Building, is 1313 Innovation, a new tech incubator that launched this year. Anchoring this is The Loft coworking space operated by Start It Up Delaware, a group catalyzing the state's tech entrepreneurship community and launched by a state grant supported by Gov. Markell. This summer, Technical.ly, a network of local technology news sites that I co-founded, expanded with Technical.ly Delaware to report on these efforts and more.

Global tech brands like private car-hailing mobile app Uber haven't yet been convinced that there's the density in Delaware to justify its expansion here. That shouldn't suggest there isn't already great growth in Delaware's innovation community - because there is.

**Christopher Win**

Co-founder

Technical.ly Delaware  
Wilmington

### Cartoon on football player was offensive

As a survivor of domestic violence, I find your reprint of the Miami Herald's cartoon of a large football player holding a tiny woman scared in his hand offensive, and I have a great sense of humor. Domestic violence and the way these cases are handled is not funny. Domestic violence victims and survivors have emotional and physical scars that will last their lifetime. Does the perpetrator have these scars? The criminal justice system needs to step it up and hold these perpetrators accountable for their actions. This does not mean for them to just complete anger management classes. The perpetrators need to receive health evaluations and the help needed to get to the root of their problem. We should not be asking why does she stay? We should be asking why does he hit her? How would the perpetrator feel if their mother, sister, daughter or granddaughter was a victim of domestic violence?

**Patty D'Angelo**

Lewes

### HOW TO VOICE YOUR OPINION

Letters should not exceed 200 words, must include a name, a home address, and a day and evening phone number for verification. Verification does not imply publication. We reserve the right to edit for clarity, length and accuracy. We are unable to acknowledge or return unpublished letters. Publication is restricted to one letter every 45 days per writer. Letters and other submissions may be published or distributed in print, electronic or other forms. Mail: Letters to the editor, Box 15505, Wilmington, DE 19850 Fax: (302) 324-2390. Email: [letters@delawareonline.com](mailto:letters@delawareonline.com).