



Annual Council Staff Report 2010

Council Staff

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Introduction

City Council Staff prepared this report to provide an overview of the activities of both Council Staff and City Council for 2010. This report provides some detail on the number of complaints fielded during 2010 with the resolution rate, along with highlights of the legislation adopted, and updates on the issues addressed by the Boards, Authorities and Commissions Council and Council Staff work with.

City Council Accomplishments

City Council, as set forth in the City of Reading Home Rule Charter, serves as the Governing Body of the City of Reading. As such, all powers of the City not otherwise provided for by the Home Rule Charter are exercised in a manner determined by City Council.

Council has committed to amending the Charter on a continuing basis, from a list prepared by Council Staff. The willingness of Council to consider Charter amendments will help provide greater clarity to the governing document and produce a more responsive and efficient government. In mid 2009 the Finance Committee asked the Legislative Aide Committee to consider an **alternative to the Charter language requiring the Mayor's originally proposed budget** to go into place if Council fails to adopt a budget by December 15th. After months of review and discussion with the Charter Board, the Legislative Aide Committee recommended a Charter change that would instead reinstate the current year's budget if Council fails to adopt a new budget by December 15th of each calendar year. After considering the pros and cons, the Legislative Aide Committee members believe that this approach is a safer approach, as the Mayor's originally proposed budget may contain an unfunded spending plan through increased taxes and/or fees that may not be adopted by Council. This issue remains under Council's consideration.

In addition, the Charter was amended in 2010 to remove the Director of Finance and the

Director of Human Resources and to **create the Director of Administrative Services** which would oversee both the combined Finance and Human Resources Departments.

In 2010, City Council addressed a wide range of issues that directly affected the lives of citizens. **Key accomplishments** include:

City Council took a firm stance on **increasing various fees**, as supported by the Maximus Fee Study. Council, with assistance by Council staff, corrected a lapse in the collection of delinquent fees and taxes by adopting legislation directing the Administration to, through an RFP, retain the assistance of legal counsel to undertake collection of delinquent taxes and fees and the collection of delinquent trash and recycling fees. Collection fees are to be added to the amount due to the City.

City Council adopted resolutions to **reappoint and appoint approximately 38 Board, Authority and Commission members**. In addition, Council **removed 2 members** for non-attendance at meetings.

City Council also enacted legislation to improve the City's **Animal Control Ordinance**. The ordinance enacted provided clarity and coordination of reporting and tracking of exotic animals within the City. The remaining issue, referred to the Legislative Aide Committee, seeks to limit the number of pets per household. Similar legislation is used in Wyomissing, Shillington, Bethlehem, Lancaster, etc. This issue will be revisited in 2011.

City Council also continues to participate in meetings with the **Albright** Administration, City Administration and District 4 representatives concerning **off-campus student housing problems**. Communication between the parties is coordinated by the Council office, resulting in a significant decrease in complaints from residents in the Albright neighborhood. Council also learned that only one (1) rental property in District 4 had registered their non-conforming pre-existing student housing use. Council, Council Staff, the Zoning Administrator and Legal Specialist worked to define an enforcement plan for other non-registered student rentals.

Council adopted **93 Ordinances** and **127 Resolutions** in 2010. By the end of 2010 only one (1) Resolution and nine (9) Ordinances were withdrawn; six (6) ordinances before Council were NOT enacted. Staff, in cooperation with the Solicitor's Office and other departments, provided research and support for the preparation of this legislation. Every effort was made to ensure the final product was of the highest legal and technical quality. The original copies of legislation are indexed, bound and stored in the vault for

research and historical purposes. For the last four (4) years, Council staff has been posting newly enacted legislation on the City's website which provides instant access to new legislation for employees and citizens and has reduced the cost of the annual supplement of the Codified Ordinance book.

In addition to Regular Meetings, Work Sessions and Committee meetings, Council conducted one (1) **Tax Exoneration hearing** and seven (7) **Public hearings** – of which four (4) dealt with matters concerning zoning; and three (3) were budget hearings. Council also held three (3) **special meetings**. Topics included

1. 2010 budget matters,
2. the Act 47 Recovery Plan,
3. Quality of Life Ticketing, and
4. the unfunded debt transaction.

In addition, ten (10) **Conditional Use hearings** were held concerning the following properties:

- 501 S 19th St – pump station approved with conditions
- 1041 Penn St – requested seven (7) rental units but ordered to deconvert to five (5) units
- 245 S 4th St – requested two (2) rental units but ordered to deconvert to one (1) unit (*Note: Council action will be taken in 2011*)
- 1051 Chestnut St – approved two (2) rental units as requested (*Note: Council action will be taken in 2011*)
- 117 S 3rd St - approved three (3) rental units as requested, with conditions
- 226 W Oley St – requested two (2) rental units but ordered to deconvert to one (1) unit
- 315 N 6th St – group home request denied and deconversion ordered
- 430 Elm St – group home request denied and deconversion ordered
- 355 N 11th St – requested three (3) rental units but ordered to deconvert to two (2) rental units
- 549-555 N 10th St. – requested six (6) rental units and expansion of restaurant but approved for four (4) rental units and expansion of restaurant denied

City Council **appealed several decisions of the Zoning Hearing Board** to the Court of Common Pleas including:

- 1500 N 14th St
- Several Orange Stones/Fire Tree issues

Council Staff Key Accomplishments

1. Staff was responsible for providing administrative support to the following City agencies. These organizations play a vital role assisting City Council and the Administration in advancing their respective positions. These organizations promote citizen involvement in government and advance the concept of participatory democracy.

- a) **Blighted Property Review Committee** – During the beginning of 2010 the BRPC received minimal support from the Administration. However, the new CD Program Manager helped to correct that problem. The BRPC Ordinance was further refined to remove the appeal language that conflicts with the State Statute and slightly extend the term of the BRPC members. The City Clerk also developed a hearing schedule that will allow the BRPC to process approximately 60 properties per year and refined the target process by going after all properties owned that meet the blight criteria, rather than addressing each blighted property individually. The hearing documentation process was also improved during 2010 by having various departments complete affidavits which eliminates the need for department representatives to attend and testify at the hearings. A summary sheet was also developed which provides the City attorney with a single sheet that lists all the criteria that needs to go on to the record for each property as it is processed. The use of affidavits and summary sheets has reduced the hearing time down to approximately 1 ½ hours for 13 properties, which is a drastic improvement from the hearings in 2009 for 10 properties that took approximately 4 ½ hours. Since September 2010, the Council Office has been contacted 5 times by other cities (4 from PA and 1 from VT) who were impressed with the process used by the BRPC. The CD Program Manager and City Clerk attended three (3) webinars with County CD Director Ken Pick on Conveyorship and other applications that can be used by the BRPC. Senate Bill 900, which broadens the authority of the BRPC, goes into effect in April 2011. The CD Program Manager and City Clerk will be working with the City legal staff to amend the BRPC Ordinance accordingly.
- b) **Board of Health** – The Board of Health met eight times in 2010 to focus on the following topics:
- Lead Contamination and Remediation at Bernhart’s Park
 - Tattoo Parlor Legislation
- The Board will continue to monitor health issues affecting the City and its residents.
- c) **Board of Ethics** – The Board of Ethics met only twice during 2010 to continue

their work to integrate the City's Integrity in Government provisions into the Code of Ethics.

- d) **Environmental Advisory Council** – The EAC continues their work on a bi-monthly BCTV program, “Our City Our World,” to educate citizens about the environment. The EAC participates in the Conservancy EAC Networking programs. During 2010, the EAC worked on long-range planning and the Bernhart Park remediation plan. Environmental issues reviewed throughout the year included:
- Recycling by the Reading School District
 - Remediation of Bernhart Park
 - Removal of Bushong Mill Dam
 - International Day of Climate Action
 - Organizing RSD Environmental Clubs for networking purposes
 - Great American Clean-Up
 - Grants available for possible projects
- e) **Park and Recreation Advisory Committee** – The PARC has continued its work to update the City's 10 Year Park and Open Space Plan. Meetings have been held in the four City quadrants. The meetings were held at Pandora Park, Hillside Playground, Keffer Park and 3rd & Spruce Rec Center. A questionnaire has been developed for input from adult and youth residents. These questionnaires have been distributed to City youth through the Reading School District. The PARC also hopes to distribute the surveys to private schools within the City. In addition, the survey has been placed on the City's website. The survey results will be used to update the Park and Open Space Plan. In addition, the Chair of the PARC was instrumental in beginning the study of the Recreation Commission.
- f) **Reading Local Redevelopment Authority** - The LRA concluded its outreach to the neighborhood around the Navy Marine Center and recommended that the parcel be transferred to the The Reading Hospital and Medical Center (TRHMC) - 6 acres and Mary's Shelter - 1 acre. City Council approved the recommended re-use in late March. The Reuse Plan was then finalized by Swiger Consulting and the City Clerk and submitted to the OEA, HUD and the Navy in late May. HUD requested additional documentation regarding the homeless population in Berks County and approved the plan in early July. HUD commended the LRA for the open process used, specifically for holding four (4) town meetings with the affected community and for posting all documents relating to the facility and the process on the City's website. HUD stated that the process used by the LRA was the best example of openness they have seen on a BRAC project. Since then various communities

undertaking the BRAC process have called the Council Office for advice on their own process.

After the CEO of TRHMC resigned and a new interim CEO was named, TRHMC became hesitant about the proposed project at the site and refused to submit the required application with the Federal Department of Health and Human Services, which is required for a no cost transfer. After months of discussions, TRHMC sent a letter informing the LRA that they did not want to move forward with the proposed project. In discussions with Mary's Shelter we learned of a possible partnership with Alvernia, who is currently considering a project for the Navy Marine Center parcel.

- g) **Legislative Aide** - The Legislative Aide Committee reviewed and made recommendations on two issues during 2010, pet limitations and the Charter language regarding the adoption of the annual budget. The two recommendations the group made to Council were rejected and referred back to the Committee. The Legislative Aide Committee was fortunate to attract the volunteer services of an experienced Municipal Attorney, who has been a wonderful addition to the group.
- h) **Bernhart Park** - During 2010 City Council and Council staff continued to focus on the remediation of Bernhart's Park. Senator Specter and his staff acted as the conduit between the EPA and the City and Representative Santoni and his staff acted as the conduit between Exide and the City. The City was also fortunate to obtain the assistance of Environmental Attorney David Beane, who was appointed to the City EAC early in 2010. Through the combination of Attorney Beane, Dr. Kimball, from the Board of Health, who is an expert in health issues caused by lead exposure, Senator Specter and Representative Santoni, the City was able to apply considerable pressure on Exide and the EPA.

In March Senator Specter arranged a meeting in his Allentown office for City representatives, Exide and the EPA. During the meeting, Exide and the EPA presented the City with the proposed rehabilitation plan. The City quickly assembled a work group composed of Attorney Bean, Dr. Kimball, Utilities Division Manager Deb Hoag and Council staff, who drafted the required response to the proposed plan. After the Spring Primary, Senator Specter's re-election bid was rejected by the voters and Senator Specter arranged for Senator Casey to become the conduit between the City and the EPA. Senator Casey and his staff did an excellent job and applied additional pressure on

the EPA. The City received EPA's response in late October and called for a second meeting with the EPA and Exide. The City's work group, some members of Council, the EPA, Exide and our State and Federal representatives attended this meeting. Much to our surprise, Exide offered to take the City's requests back to Exide Corporate for review. Exide's response is expected in January 2011.

2. Council Staff participated on the HPO Continuous Improvement Team (Housing Permit & Zoning Process & Financial Reporting), Chamber Governmental Affairs Committee, Municipal Secretaries Forum, Zoning Amendment Committee, Six Sigma Greenbelt Teams, Pandemic (Continuation of Government Operations) Committee and the City's Housing Strategy, Recreation Commission, Bernhart Park Work Group, and Act 47 Implementation meetings.

- a) The **Continuation of Government Operations Committee** defines the City's ability to respond to and be trained for disaster and ensures the functions of government are not halted during times of crisis.
- b) Council Staff also participated actively on the **Zoning Amendment Committee** to re-write the City's Zoning Ordinance and provided research that supported various Council objectives and goals such as providing stronger restriction on Student Rental Housing in the City's low density residential zones, improve restrictions on "in-home" occupations, restrict the conversion of currently existing single family dwellings to multi-family rentals, place regulation on lighted billboards and electronic signage, improve regulations on in-home daycare centers, etc.
- c) Council Staff has also provided support to the City's new **Business Analyst** as he works to audit many of the City's program and operational areas. The various skill sets of our former Albright intern helped the Business Analyst achieve quick results as he worked on the broken housing permit process.
- d) Council Staff has worked on several Continuous Improvement Teams including:
 - o Street Sweeping/Parking Enforcement – this team sought to find a solution to the Parking Enforcement Officer riding in the street sweeper. This causes the sweeper to run their routes at a slower pace as it must stop and start to allow the Enforcement Officer to get out of the truck to issue parking tickets. At this time, no viable solution has been found.

- Storage of plans/blue prints at the waste water treatment plant – this team sought to find an organizational solution for the storage and retrieval of vital plans and blue prints of the waste water treatment plant. This team was able to define filing and cross-filing parameters and has planned a separate filing area to store all plans and blue prints.
- Underutilized Parks and possible Recreation Partners (Recovery Plan PW11) – this team was chaired by Ms. Katzenmoyer, who worked with public works staff and the PARC chair to compile a list of those parks which are defined as minor and are underutilized. The team worked to identify these parks/playgrounds and possible partners or ways to dispose of the properties. The recommendations include

Cedar Street Park	Reading School District Reading Housing Authority
Courtyard I	Shuman Development Sovereign Bank
Courtyard II	State of PA Wachovia/Wells Fargo
Front & Schiller	no partners could be identified
Lance Place	Berks County Conservancy - possible community garden
10th & South	Berks County Conservancy - trailhead possibility do not rehab basketball courts or play equipment expand soccer fields
3rd & Spring	St. Margaret's School
Yarnell Park	Holy Name
Dana Memorial Park	Berks County - contains bike trail Annex to Dana property for redevelopment

During these meetings, it was also discovered that Public Works maintains many properties owned by the Redevelopment Authority and the City of Reading which are not public spaces including:

2nd St. & Bingaman	grass island triangle	redevelopment authority
500 block of S. 2nd st.	parking lot	redevelopment authority
Carpenter St. at Bingaman st. Bridge	triangular lot	redevelopment authority
4th St.at Goodhart Alley	vacant lot	redevelopment authority
Cherry & Apple Sts.	leased parking lot	redevelopment authority
Franklin & Apple Sts.	vacant house	redevelopment authority
200 block Chestnut St.	parking lot	redevelopment authority
818 Muhlenberg St.	vacant lot	City Of Reading
840 Muhlenberg St.	vacant home	City Of Reading
400 block Tulpehocken St.	vacant lot	redevelopment authority
600 block Gordon St.	vacant lot	City Of Reading
between Johnson & Gordon Sts.	vacant lot	redevelopment authority
400 block Gordon St.	vacant lot	City Of Reading
end of 400 block Miltmore St.	vacant lot	City Of Reading
400 block Miltmore St.	vacant lot	City Of Reading
400 block Rosenthal St	vacant lot	redevelopment authority
400 block Division St.	vacant lot	redevelopment authority
100 block Buttonwood St.	vacant lot	redevelopment authority

4. Council Staff identified and corrected disconnects with the receipt and review of tax assessment, assessment appeal and exoneration applications and PLCB liquor license applications.

5. Council Staff researched and drafted ordinances. The most prominent are the ordinances

- prohibiting the posting of signs on utility poles and all other public property,
- denying the removal of the City-owned Bushong Mill Dam on the Tulpehocken Creek,
- creating a permitting process for special events,
- creating a business license revocation process,
- establishing a quality of life violation ticket process for violation of specifically identified City Code provisions,
- creating a Mobile Vendor permitting process which includes licensing requirements, design, and operation standards,
- amending the Parades, Special Events and Public Gatherings legislation by adding regulations for vendors and the types of merchandise that can be sold and dispensed,
- extending historic ordinance enforcement authority to Property Maintenance Inspectors and Supervisors and Zoning Enforcement Officers, and
- creating a Vending Machine section which establishes a permit, permit fee, inspection, inspection fee and penalties for the operation of all vending machines in the City.

Council Staff also assisted the Administration with researching and amending various ordinances.

6. In addition to drafting legislation and organizing a wide variety of meetings, Council Staff composed **58 commendations** and letters of recommendation. Council commendations have been issued to recognize the many achievements and heritage of local individuals and organizations.

7. Council Staff further refined the process for managing **appointments to City Boards, Authorities and Commissions**. A system of improved background checks was implemented. These checks enable staff to determine if an applicant is in good standing in the community. The background check determines if a candidate has unpaid parking tickets, warrants, delinquent taxes, issues with the Water Authority, Solid Waste Office and Codes Office. A total of 44 applications were processed resulting in 38 approvals. Eleven applicants were identified to have problems

during their background checks. Of those eleven, six have not rectified the issues. In addition, BAC legislation was amended by adding removal procedures where applicable.

8. Council Staff updated the **Council Policy and Procedure Handbook** and drafted applicable amendments that were approved by City Council. One proposed amendment to define policy regarding abstentions is being reviewed by the Solicitor.

The office will continue to work to revise existing policies and identify areas where clarification or new policy is needed. Staff understands the evolving nature of government requires astute observation and constant vigilance to keep Council organized and functioning well.

9. Council Staff had several meetings with the City's **Act 47** Coordinator Dean Kaplan, from PFM, to provide him with critical information about various operations, procedures and connect him with various community leaders and City employees.

10. During 2010 the City installed the **Granicus webcast system in Council Chambers**. Due to the reduction in BCTV funding, BCTV now only tapes and broadcasts Monday Council sessions only. They no longer tape and broadcast Planning, HARB and Zoning Hearing Board meetings. BCTV programs are only available to people who subscribe to Comcast in a defined service area. Those who subscribe to satellite service and those residing outside the Comcast service area cannot view BCTV programs. The webcasting system changes that and makes the meetings, press conferences, etc. available to all residents in Reading, Berks County and across the nation through the City's website. Council began webcasting their regular meetings in August 2010. The Zoning Hearing Board was next to come on board. Planning and HARB will be brought on board next. Plans to install the webcasting system in the Penn Room is currently underway. We hope to have the system installed and running by the end of February 2011.

11. At the end of 2010 City Council decided to move to a **paperless agenda system** to save money on supplies and labor. The City's IT Department purchased I Pads that will be shared by all City Boards, Authorities and Commissions. The paperless agenda system should be ready to go live by the beginning of February 2011.

12. Council staff has been meeting weekly with Eric Weiss, the City's Housing

Coordinator and Codes Supervisors to assist in closing the gap that currently exists in the housing area. Council staff has aided the City and Mr. Weiss in **identifying illegal rental properties** (properties that are without the proper permits and licenses) and developing a data base that tracks the properties. Council staff has also assisted by arranging meetings with the Reading Berks Association of Realtors and the Recorder of Deeds to discuss the many facets around the illegal rental issue.

Administrative Accomplishments

The Council Office is a fully functioning municipal office, which has many responsibilities in addition to providing support to City Council. The head of the office, the City Clerk, is the official keeper of record. As such the City Clerk is responsible for the maintenance of all **municipal records**, their dissemination to relevant and interested parties and attesting to their authenticity. This important responsibility necessitates a large and complex system of document management and storage. Four particular areas were addressed by staff in 2010:

1. Binding of the Journal of Council, Ordinances, and Resolutions;
2. Organizing the vault, which serves as the City's records repository;
3. Utilizing technology acquired in 2007 to scan items of historical and administrative value into a computer database;
4. Coordinating the Municipal Records Retention Program with all Administrative Offices.

Journals of Council are prepared by the office annually. The Journal contains the Council minutes, ordinances, resolutions, reports, support documentation and the budgets (CDBG, General Fund and CIP). Copies of the Journal are required to be sent to the Berks County Law Library and the Reading Public Library, as well as being kept on record in the office. In 2010, Journals of Council were prepared for the year 2009. In 2011 Staff will continue to aggressively pursue document management by utilizing the 2010 upgrade to the DocStar software. A primary goal for 2010 is imaging the bound journals of Council from 1985 to 1853. This project will take longer but staff projects the ability to image between seven and nine books per year. Having all documents stored electronically will greatly increase our ability to research issues. The Council Office is the only City office currently using this technology.

Vault organization remained a priority in 2010. Lawsuits, minutes for Boards, Authorities and Commissions, Council minutes, Ordinances and Resolutions and ongoing/current issue files were all given a specific section of the vault. While reorganizing, many duplicated and dated documents were disposed of or turned

over to the Berks County Historical Society. This reorganization freed up much needed space and improved the ease of accessing documents in the vault. Finally Resolutions, Ordinances and minutes back to 1986 were scanned, inventoried and stored. The digitizing of documents has greatly improved accessibility and the ability to research City documents.

During 2010 Council staff also worked to identify and correct inconsistencies in the Codified Ordinance Book. Identified errors will be corrected in the 2010 supplement.

Council Staff has also been provided with access to Hansen. Using Hansen and the Berks County Assessment Office Parcel Search, Parcel Maps, the online Polk Directory and the Department of State website, Council Staff has helped the Administration identify a multitude of illegal rentals and boarding houses, along with properties operating without proper business licenses and zoning permits. As of December 31, 2010, 9,947 properties without housing permits or business licenses have been identified. Searches are done based on complaints received or by researching all properties on a street. Blocks in which crime incidents occurred or those accused of crimes resided are also researched. The weekly property transactions and tax assessment appeals are also utilized as sources for searches. Council staff has, with the assistance of the Police Chief, identified two new search tools that can identify the principle operators of properties owned by corporations and can identify the residents of City rentals.

Constituent Service

Council staff recognizes that we serve as your fulltime support service and are a reflection of Council. As such we make every effort to conduct business in a courteous and professional manner. The opening of the Call Center – and now the Services Center - has not reduced the number of calls our office receives. Calls are tracked and managed according to category. The largest category, Calls for Service includes: directory assistance, departmental transfers and general questions about City operations.

In 2010, at the request of the Administration, complaints and other service requests were forwarded to the Managing Director's office to be forwarded to the Call Center/Services Center who forwards the complaint to a City department for resolution; however, Staff monitors issues and works with the Managing Director's office to try to ensure prompt resolution. Complaints received by the Council office fall into two major categories; those who call this office because they have had a successful experience in the past and those who call this office after calling other

City offices and received no response.

This process will continue in 2011. When complaints are received, they are recorded in a separate database, which staff regularly monitors. The database tracks the complaint by type showing when the complaint was recorded, where the complaint was sent to for further action and what action was taken regarding the complaint.

Council staff generates requests for updates monthly. Forwarding complaints to the Managing Director has not improved follow up or resolution during 2010. It is the goal of the Council office to have 100% complaint resolution. The complaint resolution **rate for 2010 is 67%**. The resolution rate prior to April 1 when the change was instituted was 93% and dropped to 74% after April 1. **The overall resolution rate of 67% is comparable to the resolution rate of the Call Center in 2008 (70%) but is still down from 2006 (94%) when Council staff directly handled all complaints.**

The following tables show a tabulation of the number and type of issues addressed by the Council Office in 2010:

Breakdown of 2010 Calls by Type

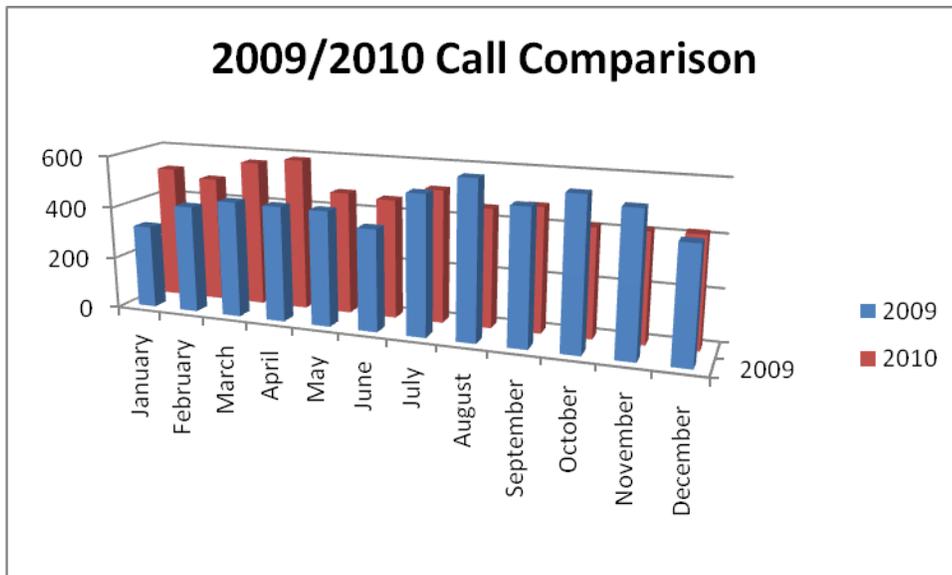
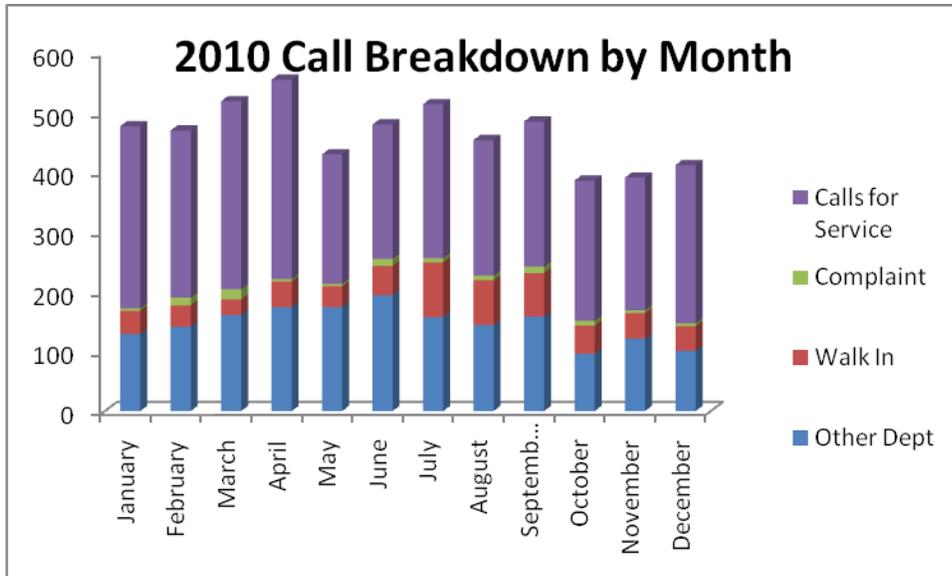
<u>Other Department</u>	<u>Walk- Ins*</u>	<u>Complaints</u>	<u>Calls for Service</u>	<u>Total Calls</u>
1,750	599	98	3,126	5,573

*Walk-Ins are counted as calls as the service provided is the same.

Breakdown of 2009 Calls by Type

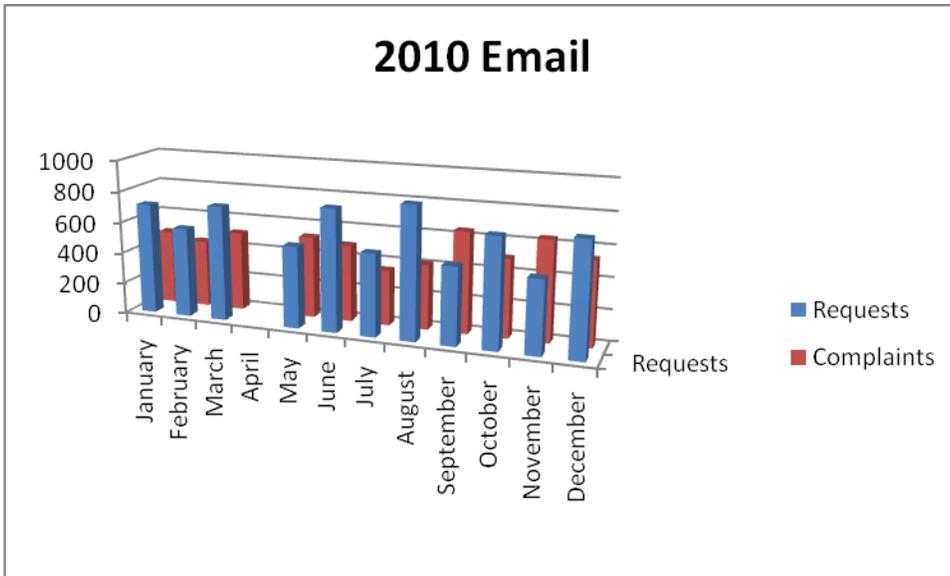
<u>Other Department</u>	<u>Walk- Ins*</u>	<u>Complaints</u>	<u>Calls for Service</u>	<u>Total Calls</u>
2,335	486	148	3,209	6,178

*Walk-Ins are counted as calls as the service provided is the same.

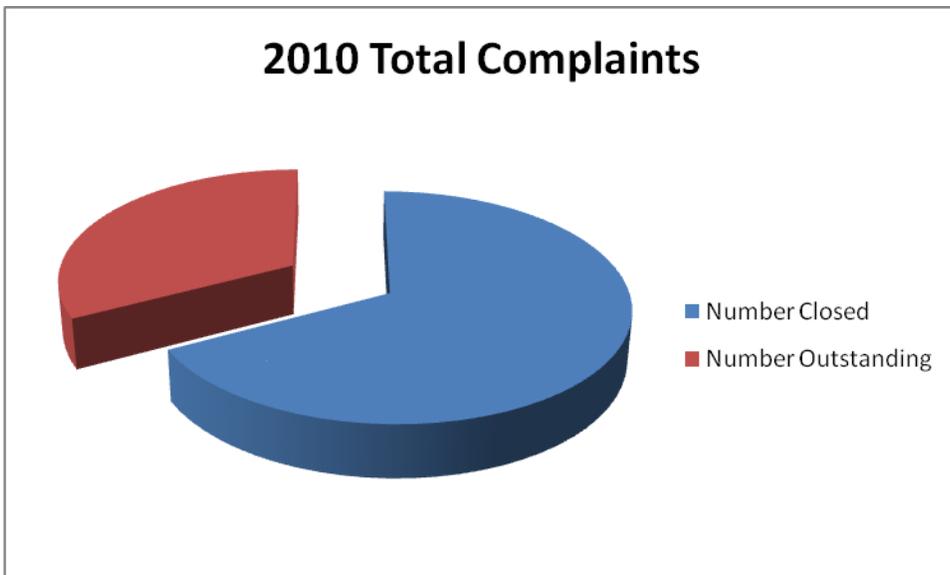


Email Management

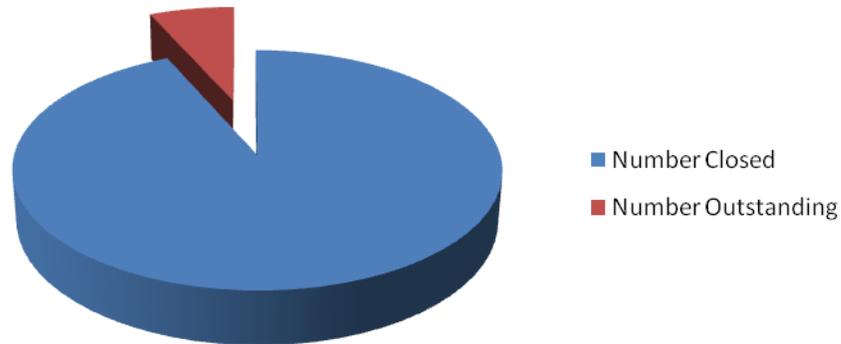
With the increased use of email by citizens of the City, the office has begun tracking the number of requests and complaints received by email. The following chart outlines the number of requests and complaints received during 2010.



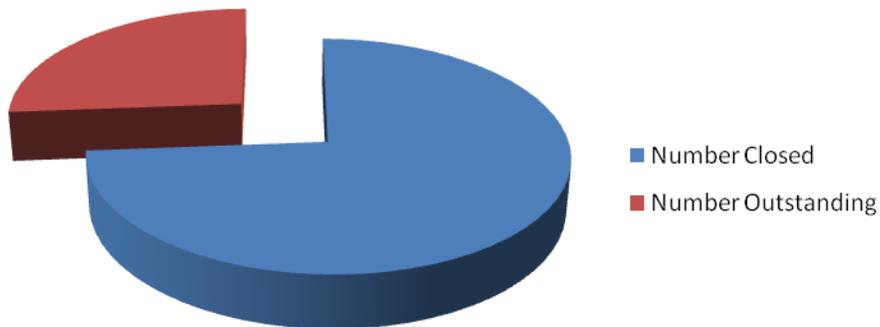
Complaint Management



2010 Complaints Before April 1



2010 Complaints After April 1



Staff acknowledges that the job of supporting Council is never finished. There are always ways of improving existing functions and finding new techniques to carry out existing tasks. As part of setting goals, staff continually evaluates the function and efficiency of the legislative branch of government, determining what should continue, what should be improved and what can be dispensed with. The consistent critical self-evaluation undertaken by staff not only benefits the office organization but Council as well. The quality of support improves as inefficient methods are weeded out. By setting clear goals for the upcoming year, staff will orient tasks to achieve those goals.

Staff Goals for 2011:

1. Train various parties on the use of the newly installed webcasting equipment in Council Chambers and the Penn Room;
2. Organize Town meetings and District Highlights programs as requested by members of Council;
3. Continue digital imaging and maintenance of ordinances and resolutions, meeting minutes and contracts and use the new version of DocStar to increase the availability of electronic documents to all City Departments and the public;
4. Continue to work closely with the Administration and Business Analyst to improve efficiency of operations to residents;
5. Work with IT to improve updates to the on-line version of the Codified Ordinance Book;
6. Provide opportunities for staff and City Council to receive training and education by attending conferences, workshops and other training opportunities;
7. Work with Administration on amendments to the Zoning and Subdivision and Land Development Ordinances along with the creation of the first Official Map;
8. Continue to coordinate meetings with the School Board, County Commissioners and Albright Administration;
9. Continue to search for non-owner occupied properties to ensure they obtain all the necessary licenses/permits necessary;
10. Monitor and attend Magisterial District Justice hearings for problem property/property owners;
11. Work with IT to upgrade technology available in Penn Room and Council Chambers, which will allow the use of paperless capabilities for all meetings in Council Chambers and the Penn Room;
12. Improve various application forms used in the Council Office.
13. Assist Council with the Charter required Re-districting review.