

OFFICIAL
BOROUGH OF CONWAY
RESOLUTION No. 012010-3

A RESOLUTION OF THE COUNCIL OF THE BOROUGH OF CONWAY, COUNTY OF BEAVER AND COMMONWEALTH OF PENNSYLVANIA, ADOPTING SERVICE GUIDELINES AND ADMINISTRATIVE POLICIES AND PROCEDURES.

WHEREAS, the Borough of Conway Council believes that all elected, and appointed bodies of the Borough, as well as all Borough employees must be accountable to the Borough residents and taxpayers; and

WHEREAS, the Borough of Conway Council believes that the openness of the local governmental body will result in a greater involvement and discussion of issues; and

WHEREAS, the Borough of Conway Council desires to be responsive to the needs and concerns of Borough residents and taxpayers; and

WHEREAS, the Borough of Conway Council desires to implement policies, processes, guidelines, and documents that will provide Borough residents and taxpayers with an open and transparent governmental process;

NOW, THEREFORE, BE IT RESOLVED by the Council of the Borough of Conway as follows:

Section 1. All meetings of council are to be recorded, on audio tape or digital audio recorder, with all tapes and recordings retained in Borough records for a time consistent with the rulings and direction of the Pennsylvania Office of Open Records and Borough of Conway Policy for Access to Public Records.

Section 2. It is imperative that the residents / taxpayers of the Borough have their requests and inquiries addressed in a professional and timely manner.

All Borough elected and appointed officials, committee members, and employees ultimately serve at the pleasure of the residents and taxpayers of the Borough. It is expected that each resident / taxpayer will be treated with respect and as a customer to be served to the highest level of satisfaction possible.

A prompt response is expected when a resident / taxpayer contacts or makes an inquiry of the Borough. All questions or inquiries shall be responded to within two business days from the date / time that they are received. If a resolution of the issue / inquiry cannot be obtained within the initial two business day time period, the resident / taxpayer shall be contacted and advised of the situation and that the issue is still being worked on. If the issue has still not been resolved, then the resident / taxpayer will be contacted again within one week of the inquiry having been received, and beyond that after the next council meeting.

To assist in tracking resident contacts, inquiries, and the issues that are being discussed, the Borough Secretary's Office will maintain a Resident Contact / Call Log to be used to record all contacts and/or inquiries received by the office from Conway Borough residents.

At a minimum, this log shall include for each resident contact / inquiry the following:

- Date and time
- Brief description of the issue
- Resident's name, address, phone #, and email
- How contact was made (phone, email, website, letter, in person)
- Status (New, open, pending, referred, closed)
- Resolution / Notes pertaining to what was done or information provided
- Date and time the issue was resolved

The Finance and Administration Committee shall review the proposed log form and will approve or recommend modifications before implementation. Until this log is available online it should be emailed to the Finance and Administration Committee Chair at the end of each work day.

**Police related inquiries received in the secretary's office should be logged and immediately referred to the mayor and/or police department.

Section 3. Council does not have the authority to remove one of its members for failure to attend meetings according to the Pennsylvania Borough Code.

In an effort to provide transparency to the public, a log / chart of attendance at council meetings will be maintained by the Finance and Administration Committee and/or Borough Secretary using roll calls taken at all meetings, or approved minutes. The attendance chart shall include all elected and appointed officials of the Borough who are normally required or expected to be in attendance at workshop, regular, or other meetings of the Borough Council.

The chart shall be presented to council during committee reports at each Regular meeting following the end of a calendar quarter (April, July, Oct, and Jan).

Charts showing the year-to-date attendance of all officials will be published on the Borough website for inspection by the public.

Section 4. In accordance with provisions of the Pennsylvania Borough Code, members of Council may participate in, and vote on issues via speakerphone.

Arrangements for this occurrence should be made in advance of the meeting with the Borough Secretary and/or the presiding officer of the meeting. The public in attendance at such a meeting shall be informed of the speakerphone arrangement at the beginning of the meeting.

Section 6. Monthly Payroll reports showing regular and overtime hours worked by and paid to each full and part time borough employee will be presented to council.

The payroll / overtime report shall be presented to all of Council and the Finance and Administration Committee at their meeting following the first of every month. Once available, the report shall be maintained on the Conway computer network and available to all Council members.

The Finance and Administration Committee may require interim reports at intervals less than the monthly reports to be provided to the whole of the council. The Committee may also require that Borough employees in any or all departments complete detailed daily time reports listing all jobs / work performed.

Section 7. As also called for in the "Rules for Council Meetings Policy," the Borough Secretary shall create a current, year-to-date budget report / document on the first business day of every month and will be immediately available to all council members in their mailbox, or in their council packet if a council meeting is to be held the same day.

Section 8. The provisions of this Resolution are severable, and if any section, sentence, clause, part or provision hereof shall be held to be illegal, invalid, or unconstitutional by any court of competent jurisdiction, such decision of the court shall not affect or impair the remaining sections, sentences, clauses, parts or provisions of this Resolution. It is hereby declared to be the intent of the Borough Council that this Resolution would have been adopted if such illegal, invalid, or unconstitutional section, sentence, clause, part of provision had not been included herein.

NOW THEREFORE, this Resolution is hereby approved and adopted by the Borough Council.

RESOLVED this 20th day of January, 2010.

ATTEST:

BOROUGH OF CONWAY:

Diane McKay
Borough Secretary

Scott D. Levenson
President of Council