

Penbrook Borough Authority

Date Updated: July 2018

### Solutions for Community Concerns Action Plan

1. What? Goal (It must be measurable, achievable, realistic, and time bound.) The Authority will discuss solutions for the communities concerns regarding the Stormwater fee at the September meeting.

How? (Action Steps)	What is needed? (Resources needed for action)	Who? (Person(s) responsible for action)	When? (Deadline for completion)	How will we know? (How will we know the action step is accomplished.)
1. Participate in a meeting with the borough manager, Penbrook Counsel, Senator DiSanto and Representative Sue Helm to find some relief.	Parcel square footage records, storm water fee invoice, Pollutant Reduction Plan	Jim	Aug. 24 <sup>th</sup>	Sign in sheet of meeting
	Follow up letter to Senator DiSanto and Representative Sue Helm to meet again.	J. Eberly, Authority, and Borough Council	May 17, 10am	Sign in sheet of meeting
	Follow up with Sue Helm regarding progress made in relief for Penbrook and the DEP mandates.	TBD	TBD	TBD
2. Brainstorm solutions for those who can't pay their storm water fee.	Collaborate with Highspire, Hampton township...	Vicky and Carmen	Sept. 20 <sup>th</sup> mtg	Each board member will report on proposed solutions.
	Research waivers for a reduction for low income parcel owners.	Tammy	Sept. 20 <sup>th</sup> mtg	
	Research solutions on line.	Blaine and John	Sept. 20 <sup>th</sup> mtg	Report at Oct. 18 <sup>th</sup> findings
	Research if it is legal in PA to offer a reduction to Low Income folks on their stormwater bill.	Solicitor Foreman	Oct. 18 <sup>th</sup> mtg	
Make monthly payment available to folks who qualify as low income and	Low Income chart for this area	Solicitor Foreman	Prior to Nov 15 <sup>th</sup> mtg	Chart emailed to Board

<p>provide pay stub, social security benefit statement, and current year tax returns. If folks are up to date with their payments, they won't be charged extra at this time; if late, they will be charged at the 5% penalty rate.</p>	<p>List of documents needed to prove Low income.</p>	<p>Tammy will inform Jim.</p>	<p>ASAP</p>	<p>Email to Jim and the board.</p>
<p>Send a letter in the third quarterly bill to folks who aren't paid up to date</p>	<p>List of Legal consequences if sent to collection and a paragraph explaining.</p>	<p>Solicitor Foreman</p>	<p>Prior to Nov 15<sup>th</sup> mtg.</p>	<p>Email to Vicky</p>
	<p>Draft the letter requesting parcel owners to pay their delinquent fees at the 5% penalty up to date by the regular date on the invoice; otherwise, it will be sent to collections. Also, inform them that if they qualify as low income they can pay monthly and must come into the office with their pay stub, social security benefit statement, and current tax return.</p>	<p>Vicky will draft Board will review</p>	<p>Nov. 15th</p>	<p>Draft will be reviewed at the Nov. 15<sup>th</sup> meeting.</p>
	<p>Make the payment plan template</p>	<p>J. Eberly</p>	<p>May 2018</p>	<p>Email to Board</p>
<p>3. Brainstorm solutions for those who use best management practices (BMP).</p>	<p>Collaborate with Highspire, Hampton township...</p>	<p>Vicky and Carmen</p>	<p>Sept. 20<sup>th</sup> mtg</p>	<p>Each board member will report on proposed BMPs.</p>
	<p>Research BMPs on line and how to give credit to parcel owners using BMPs.</p>	<p>Tammy, Blaine, John</p>	<p>Sept. 20<sup>th</sup> mtg</p>	
	<p>Input the data of the parcels who have made no payments to be considered for a lien.</p>	<p>J. Armbruster</p>	<p>August 2018</p>	<p>Discuss the list at August meeting</p>

<p>4. Give a 2% discount for parcel owners who opt to pay the total amount of the annual fee in full, eliminate billing for the other three quarters, and improve billing accuracy.</p> <p>5. Brainstorm solutions to inform folks who still don't understand why they have to pay the fee. 19 out of 183 surveys asked why.</p>	<p>Collaborate with Keystone Borough's Stormwater fee accounting system.</p> <p>Draft up an agreement between borough and keystone.</p> <p>Update the webpage with approved minutes and projects.</p> <p>Post events on facebook and community board.</p> <p>Post the display board at community events.</p>	<p>J. Eberly, J. Armbruster</p> <p>M. Wendaaur</p> <p>Rick, Tammy, Nate, Board</p> <p>Rick, Tammy</p> <p>Tammy, Office staff</p>	<p>June mtg.</p> <p>June mtg.</p> <p>May 2018</p> <p>April 2018</p> <p>May 2018</p>	<p>A sample invoice showing the option to pay in full up front with a 2% discount.</p> <p>Draft of written agreement</p> <p>Minutes posted on the web and at the office</p> <p>Displayed on voting day.</p>
<p>6. Discuss 9 North 24<sup>th</sup> street and their stormwater concern.</p>	<p>Evaluate the storm drains and send a letter of the findings.</p>	<p>Public Works J. Eberly</p>	<p>May 2018</p>	<p>Copy of the letter</p>