



**Borough Manager's Report
Assembly Meeting 17 December 2018**

- ❖ We all too often make the mistake of only focusing on our challenges rather than all the good things going on in our Community. In this vein, I asked the Department Heads to give me two statements each for this last meeting in 2018.
 - “Your work-related accomplishment you are the proudest of this year”
 - “Your work-related thing you are the most thankful for.”
- ❖ Starting with mine;
 - I am the proudest of our Department Heads who are new or who have taken on new challenges; Chief James Kerr, Karl Hagerman, Chris Cotta and Deputy Clerk Danielle Aikins. They took over their positions from very competent people and have made the jobs their own. The Community should be very proud of these as well as all other Department Heads who serve Petersburg.
 - I am thankful for the members of the Community who continue to engage in solving some of our most difficult issues. Those of you who attend meetings, serve on boards, participate in committees and publicly share your opinions in a professional and polite manner are never thanked enough.
- ❖ Sandy Dixon;
 - Most proud work accomplishment –Ryan and I spent numerous hours with Image Trend learning the system, so we could design useable forms to capture valuable information that meet State and federal reporting requirements, as well as electronic submission for EMS billing. I would be remiss in not mentioning Morgan Falter who volunteered countless hours helping with the EMS form design and continuing to help the volunteers with Image Trend questions.
 - Most thankful for work related thing –We most certainly could not provide emergency services without the volunteers. I am very thankful that Petersburg Volunteer Fire Department has people willing to help their community in Fire, Emergency Medical Services, and Search and Rescue. These amazing people spend countless hours training and responding. They leave their homes, families, friends, jobs, and activities to respond on a moment's notice and all without the expectation of pay. Thank you, Volunteers!
- ❖ Tara Alcock;
 - I am proudest of my extraordinary staff who never cease to amaze me in what they accomplish. From Jessica Jeremia's wonderful programs, to Chris Weiss's adept handling of the library's technical needs, and the unflappable energy and good humor of our front desk clerks Martha Cummins, Heather Thomas and Jodie Morrison and shelvees Lydia Martin & Tolin Eddy- they really make the library shine.
 - I am most thankful for the support that we receive from the community. This support comes in the form of philanthropy, volunteering, positive comments and new ideas to explore. It is a pleasure to serve such a receptive and appreciative community.
- ❖ Shelyn Bell;
 - I am most thankful for the excellent care that my staff provides for the residents. Staff goes over and above making the best of each day for the residents. The physical, mental, and emotional strain of this job is very taxing, and staff keeps a sense of humor and great teamwork. They are what makes this place a great place to live!
 - This year I am most proud of the excellent job RA Supervisor, Norie Steuber has done since starting her position in September. Norie has worked hard learning the ropes and has been an amazing help! It is wonderful to have someone share the load and she is totally dependable and reliable. She has also enabled me to have weekends off for the first time in 8 years (except if I was out of town) which has been amazing!
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- ❖ Karl Hagerman;

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- Thing I'm most proud of: Progress. Progress on long standing projects such as the City Creek Dam Rehabilitation and the PMPL Office Remodel. Progress on maintenance issues such as danger tree removal and cooperation with Public Works when water meter reading issues come up. Progress on interdepartmental relationships such as the WW department and PMPL working together to trim trees in the power lines and then to chip the branches for the WW composting process. Lastly, progress on my part to get comfortable in a new role with the Borough, while supporting staff, administration, department heads and Assembly members.
- Thing I'm most thankful for: Easy one: My employees. From the newest to the most experienced staff member, I'm thankful for everyone's focused work for their respective department and the importance that they place on their roles for the Borough. Petersburg has some of the best water and wastewater operators in the State and as I become more familiar with my newest responsibilities at PMPL, I continue to be impressed with the expertise and capabilities of our Power and Light staff. I'm very thankful for the work that each employee has accomplished this year and I know they will continue to serve the community with a genuine interest in doing their jobs to the best of their ability.

❖ Chris Cotta

- The accomplishment I'm most proud of is making a smooth transition of leadership both during and after the departmental restructuring process. A big factor in this successful transition was our knowledgeable and dependable staff here at Public Works, both in the office and in the field. Our employees do some of the most demanding – not to mention some of the dirtiest - jobs in the Borough and consistently perform these jobs with professionalism and dedication throughout the year. We couldn't do what we do here without the hard work and support of these fine folks.
- Thing I'm most thankful for – as others have said, but it bears repeating – our employees, who are easily the most valuable component of our organization. When challenges arise, they always find ways to meet them, and keep Borough services functioning so the citizens of Petersburg can go about their business without worrying about whether the streets will be plowed, or the garbage emptied.

❖ Chandra Thornburg;

- The one accomplishment I'm most proud of this year: Working with community groups and organizations to create more opportunities for the community. With the initiation of the Friends group, the teamwork with the hospital, WAVE, REACH, Chamber, and multiple businesses & non-profits in town we have been able to offer wellness events such as the triathlon, Halloween Hustle, the upcoming Breakfast with Santa, the Mayfest & 4th of July races, and many more.
- The one thing I am most thankful for: My team. Kayley, Sarah, Jesse, Cody, Eric, & Ivan, are the full-time staff that truly deserve recognition for all of the amazing work they have done. Their dedication to their job duties and their drive to want to help make the borough a better place for all community members is impressive. Each day I am so thankful to come in to work and learn alongside each of them.

❖ Glorianne Wollen;

- I am the most thankful for the Harbor crew! This year we had 2 new hires and the rest of the staff have rallied to help transition these individuals into Borough life! Good teamwork is essential within all Borough departments and staff regularly comes to the aide of each other and the public. Can't say enough how proud I am of our employees and the job they do.
- I am most proud of continued implementation of the Waterfront Master Plan. The customer response to the rate increase was fairly positive because we believe they were able to see and understand the process. In the long run, planning for future maintenance projects will be possible because the funding will be in place for match opportunities. I am also proud of the Borough's relationship with State and Federal officials and delegation. This year we have seen major accomplishments come from the relationship the Assembly, Administration and the Community have fostered with ranking officials and government agency representatives. I think the pride we have in our community carries us through lean times, so thank you all!

❖ James Kerr

- I'm the most thankful for the hard-working dedicated employees of the Petersburg Police Department. The department supported me in the transition to Chief and pulled together as a team while we have been

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shorthanded. Employees have been working long hours and giving up days off to make sure the community has officers on the street and dispatchers taking the calls.

- I'm most proud of the level of community policing the Petersburg Police Department has exhibited and the support from the community in response. The employees have enjoyed the community engagement and are always looking forward to more positive interactions with the community.

❖ Jody Tow

- This year has been a big year in the finance department's property world. All of the Borough's paper property assessment cards have been scanned and uploaded to a new assessment digital database called MARS, this system that will help the Assessor systematically update property values and access information more efficiently and make our department's State reporting much easier and more in compliance with State regulations. Shannon McCollough, our property tax clerk, has been an integral part of this process, working closely with the assessors, and we wouldn't be this far in the process without her.
- As always, I am most thankful for the finance department staff comprised of Stacy, Anna, Camie, Shannon and Janet, that keep everything running so smoothly. They work great together, helping each other out as needed, that have great attitudes even when customers can get cranky, and they are hard workers. I am very blessed to get to work with them each day.

❖ Debra Thompson and Danielle Aikins

- Accomplishment: The Clerks/Human Resources staff (Danielle and I) do not typically contribute to the Manager's Report because much of what we do is behind the scenes preparation, research, compilation, etc., or is confidential. We do not necessarily have "accomplishments" accredited directly to our department – instead we are the support staff for the Manager, Assembly, Department Heads and various Boards and Commissions. We are the information desk for employees with payroll, benefit, policy questions, etc. We are the sounding board for those that have something to say but aren't sure who to say it to, or for those who seek advice in handling a certain situation. We handle Borough employee hiring, discipline and separation of service. In 2018, a few accomplishments we were involved in are: Settling the PMEA Collective Bargaining Agreement negotiations and issuing a retro-payroll for the PMEA membership per the settled agreement, settling the IBEW Collective Bargaining Agreement negotiations, making a relatively seamless transition in the Deputy Clerk's office with the departure of Mindy Swihart and the hiring of Danielle Aikins, and running a successful election. If we had to choose one accomplishment as being the one for which we are the proudest, it would be the transition in the Deputy Clerk's office. We worked hard to make the transition something most Borough employees and residents didn't notice.
- Most Thankful for: Danielle and I are most thankful for our fearless leader, Steve. He is always willing to listen to us and give advice when necessary. We appreciate his support and team-centered management style. We are also thankful for the collaborative spirit in which all departments work together, and our relationship with the Finance Department in particular. Special thanks to Jody, Stacy, Anna, Camie, Shannon and Janet for always having our backs.

❖ Liz Cabrera and staff

- I asked the ComDev staff to answer these questions as well and am both proud and thankful that each of them complimented other staff in our department regarding their dedication, professionalism, willingness to help each other, cohesion, and confidence in their abilities. To quote one of them "the combinations of these things make it easy to come to work in a department that is always upbeat and positive." I couldn't agree more.

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