Alice Elia, Council President & Walter Bietsch, Mayor | Photo Credit: Markell DeLoatch

+ 2021 FORECAST

2020 ANNUAL REPORT

THE TOWN IN PENNSYLVANIA WITH THE MOST SERVICES & UTILITIES

ELECTRIC DISTRIBUTION • ELECTRIC GENERATION • WATER • SEWER • SANITATION
STORM SEWER • NATURAL GAS • EMERGENCY SERVICES • RECYCLING • POLICE
PUBLIC WORKS • RECREATION • LAND USE • COMMUNITY DEVELOPMENT

PUBLISHED APRIL 2021

PRESIDENT OF TOWN COUNCIL

ALICE ELIA

The year 2020 was a traumatic year. Most of us suffered from isolation and the anxieties that come with life during a pandemic. Tragically, many of us lost family and friends to COVID-19. Local businesses and non-profits struggled with finances, staffing, and ways to continue safely serving the public. Some of us lost jobs and took pay cuts, or had to rethink how we work, and where. While the traumas of 2020 will not be forgotten, 2021 brings with it hope. Hope that a vaccine will help us regain some semblance of familiar life; hope that we can rediscover some happiness and joy.

In the Borough we were fortunate to continue our services to the community without disruption. Most Borough operations continued as normal during 2020. The customer service front counter continued to serve, while making adjustments to keep staff and customers safe; Borough Council meetings continued with enhanced safety protocols; the Aquatic Center operated at the fullest capacity possible to ensure both compliance with health guidelines and well-being for users; and our Fire and Emergency Services Department handled the increase in calls with their typical, high-level competency. None of this would have been possible without the tireless efforts of all of our borough employees. This year challenged us in so many ways, but our talented staff kept things functioning safely and well. If you know someone who works for the Borough, please thank them for all that they do.

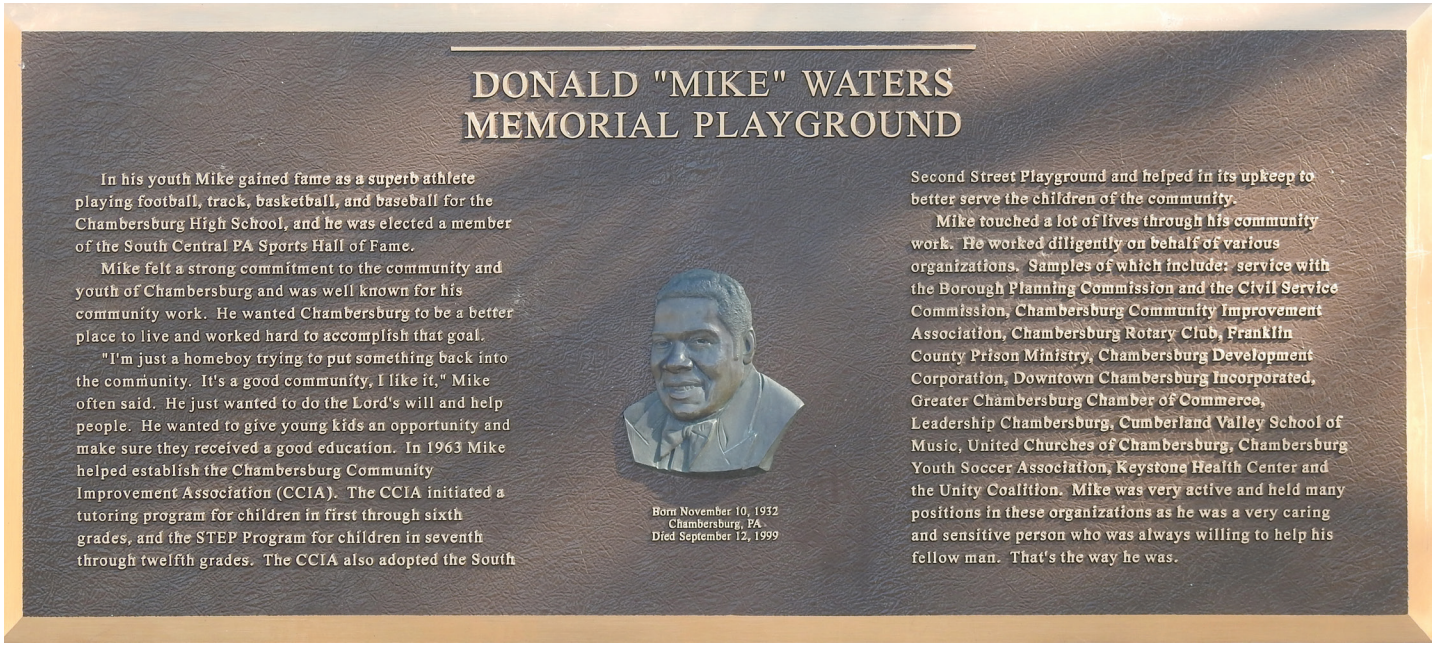
One of the ongoing projects that saw continued momentum in 2020 was our solar power initiative. In June of 2021, the Borough's solar production facility will begin creating power to be fed directly into our local grid. Solar power production is environmentally responsible; it is also economically beneficial to the Borough and to Borough electric customers. This solar facility, coupled with the power we currently generate from landfill gas, will push the Borough of Chambersburg's electric portfolio to nearly 25% renewable energy.

Due to uncertainties, economic and otherwise, many Borough projects had to be put on hold in 2020. For example, the Borough's Comprehensive plan process, set to start in 2020, was delayed until the end of the year, when we were able, finally, to select an advisory committee. With much staff support and the assistance of our consultants at Michael Baker International, this process will help us imagine Chambersburg's future and shape our planning efforts for many years to come. We welcome public input in the planning process. We will be requesting community feedback in the near future. Until then, please contact Guy Shaul if you have any immediate questions about the process: gshaul@chambersburgpa.gov.

Borough Council meetings continued in person during 2020. As COVID surged in the late fall, we initiated a change to allow Council meetings to be attended both in-person and virtually, through the Zoom platform. In early 2021, we had our first successful hybrid meeting. With Council Members and the public being able to attend virtually, anyone who is not able or comfortable being present in the building can still attend.

The Borough of Chambersburg prides itself on its responsiveness and transparency. Borough Council meetings are generally held every second and fourth Monday of the month at 7pm in Council Chambers. These meetings are open to the public and as of 2021 can be attended in person or via Zoom. (Zoom link available by contacting boroughsecretariesoffice@chambersburgpa.gov.) We encourage your attendance and feedback. We make better decisions with input from you. Meeting agendas are online so that you can see what will be discussed. Reach out to your council members if you can't attend a meeting. Contact information for Council Members is available on the back cover of this report, or call the Borough office (717.264.5151) to directly contact your representatives with concerns or issues. If you are looking to get more involved, the Borough has many advisory committees that rely on volunteers. If you would like to serve on one of these committees, please contact the Borough Secretary at boroughsecretariesoffice@chambersburgpa.gov to find out more.

Thank you for choosing to live in the Borough of Chambersburg.



As seen on front cover.

BOROUGH MANAGER & DIRECTOR OF UTILITIES

JEFFREY STONEHILL

Perspective on the Year 2020

When the previous annual report was created at the end of 2019, for the 2020 fiscal year, there was, at that time, no way we could imagine what was about to unfold in our community and our nation. Scholars have described the events of 2020 as an once-in-a-lifetime confluence of political upheaval, natural disaster, pandemic health crisis, collapse of the world economy, civil unrest, and examples small and large of human endurance and personal bravery.

Not to overstate a cliché, but Chambersburg demonstrated how unique, special, and resilient our community could be in the face of these challenges.

The worldwide health crisis that has affected our nation created such uncertainty in the social structures of our community that we would be forgiven if we had chosen panic and alarm. However, we did not. In fact, I could not be prouder of our municipal organization, our leaders, our employees, and the rapid, thoughtful, and deliberate actions to maintain a sense of normalcy and prepare us for recovery.

We have lost citizens this year to the COVID-19 virus and businesses, schools, and community organizations have all closed, either shut down, curtailed, or become very fragile because of the crisis. Forever, these will be the lasting impacts of what occurred in 2020. Chambersburg, as a community, did things to weather the storm, protect public health, and protect our business community.

In the last year, Chambersburg lost three leading municipal officials: we pay our respects to the memory of William "Buzz" Shank III, our retired Tax Collector, and both Bernard Washabaugh, and William McLaughlin, former Town Council Presidents.

Rightfully, in hindsight, there is much to learn and room for improvements on how the State and Local government handled the crisis. However, in comparison to other communities, those without resilience, or a more fragile social network, Chambersburg has endured. We are members of a network of local governments nationwide and we can report that our efforts to work together, continue to function, provide uninterrupted services, and keep our employees safe, has gone well in the face of such a turbulent year.

We are such a unique community. We had resources that were called into action. We have volunteers who were proud to serve. We have non-profit organizations to provide support and food assistance. We have a town square to provide a gathering spot for public discourse. We have a local law enforcement agency to keep the peace and to set an outstanding example of community engagement. We have local leaders who hold opposing political philosophies, but who share a love of our community and a partnership in crisis. When the messages from Washington and Harrisburg were somewhat vague and unclear, the messaging from Chambersburg was crystal. We know our role in the crisis. We understand our responsibilities to take action. We fulfilled our obligation to protect health and safety. The net result was not unanimous that Chambersburg acted perfectly, but rather Chambersburg acted. When others were unable, we were mindful and deliberate.

The manifestation is in the small personal acts of our employees. I will remember 2020 for the economic development specialist working to keep a small business open, the restaurant inspector handing out food to the hungry, the outreach coordinator encouraging interaction with our communities of immigrants, our emergency medical technicians walking into homes and nursing facilities ravaged by COVID-19, and our police officers handing out water bottles during public demonstrations.

We instituted programs to support the health of our workforce, the safety of our community, the financial support for small businesses, all while protecting the First Amendment right of free speech of our citizens.

In no other year has Chambersburg Memorial Square more epitomized the constitutional right of public assembly and free speech. We are proud to have hosted days of peaceful constitutional protest. Some citizens chose not to follow health and safety guidelines. Unfortunately, freedom sometimes results in freedom to make unwise choices. Yet, most citizens were cognizant of the health crisis while exercising their right of free speech. Controlling the rate of infection, while preserving everyone's constitutional rights, was no easy balance. The Chambersburg Police Department and our special events staff were outstanding in 2020 navigating this balancing act.

20 Straight Days of Protest

No Violence, No Arrests, No Damage
Community Policing and Building Relationships

The community should be proud. Proud of our ability to balance opposing viewpoints about public health, social justice, free speech, the role of law enforcement in civil society, and the need to protect the health and safety of our citizens.

As a member of the team, I am proud of what we accomplished in 2020.

Large assembly on the Square, while one quarter of Memorial Square barricaded for the development of the new Franklin County Courthouse – 2020

Town Council Adopts Largest Borough Operating Budget in Pennsylvania

Chambersburg Borough has the most complex budget in Pennsylvania. We are unlike every other town, including big cities. Segregated from the other operations of the borough, our utility financial transactions are in over a dozen separate funds (accounts). Our unique size is due to our expansive utility operations (unmatched in Pennsylvania) and because of our complex utility support operations (internal service funds). To account properly for expenses, we use cost-based accounting. Like a law firm or doctor's office, many employees bill their time and equipment to the various functions upon which they are working. Money spent between the separate funds, many transactions are to cover expenses, back and forth between accounts, and thousands of internal transactions. This makes Chambersburg a unique government organization, especially in the Commonwealth.

Chambersburg is one of 35 Boroughs in Pennsylvania to own and operate an electric utility. Chambersburg is the largest municipal electric utility in the State, twice as large as the second largest, Ephrata, Lancaster County; and the only one to operate multiple generation stations. Chambersburg is one of two municipalities in Pennsylvania to own and operate a public gas utility. The other is Philadelphia, which does not operate an electric utility. Chambersburg is one of around 2,000 communities to have its own electric system and one of 1,000 communities to run a natural gas system, but one of only about 60 in the U.S. to operate both systems, out of 89,000 local governments. In addition, Chambersburg operates a regional water system and a regional sanitary sewer system; not through an independent Authority or an intermunicipal board, but under Town Council control directly. Further, Chambersburg operates a trash utility, a parking utility, and a storm sewer utility. The Municipal Separate Storm Sewer System (MS4) Storm Sewer Utility was one of the first such storm sewer utilities to form under the Federal mandate to regulate stormwater.

Almost all employees of the Borough and most of the equipment of the Borough, is owned and operated by our utility departments (Electric, Gas, Water, Sanitary Sewer, Storm Sewer, and Sanitation Departments) and our utility support departments (engineering, motor equipment, and administrative services). Your taxes do not support any utility operations, personnel, or equipment. Further, as your current utility invoice reveals, the Borough's utility rates are very reasonable.

The approved budget reflects two competing realities recognized by Town Council. First, the COVID-19 health crisis has thrown asunder the regular plans, processes, and financial assuredness of our community. While we wait for things to settle back down, Town Council must continue to invest in infrastructure and emergency services. In order to make this continued financial commitment, the budget recommends a significant reduction in cash reserves. First, cash reserves exist just for such a necessity; second, the 2021 budget recommends reasonable use of cash reserves; and, finally, cash reserves can easily be replenished if 2021 or 2022 function as years that are more typical.

The adopted 2021 budget includes no tax increase.

In addition, we have been mindful to propose only minor and absolutely necessary fee changes. With respect to taxes, it includes the same basic tax structure as all budgets in the recent past. It maintains the Police Tax, unchanged for a third straight year. It maintains the Fire Tax, unchanged for a third straight year. It maintains the Recreation Bond Tax, unchanged for its fourth year. Finally, it continues the policy proposed in the last budget, to shift emergency medical funding from the now-repealed Ambulance Tax to the newly established Ambulance Fee, begun in 2020.

With approval of the 2021 budget, Town Council can proudly explain to our constituents that in 12 of the last 15 budget years, the Borough of Chambersburg has not raised local Borough taxes. I believe this is quite an accomplishment.

Given the economic uncertainty, because of the pandemic, this was a necessary policy recommendation.

Chambersburg real estate taxes remain earmarked only for police and fire operations. Real estate taxes are not the source of funding for any other department or employee. In fact, the Recreation Bond Tax is specifically for paying off the 2016 Recreation Bond, which is akin to a mortgage on a variety of recreation construction projects. One can reliably say, ***"No real estate tax will pay for any operations of the Borough of Chambersburg other than police and fire."*** It is important to acknowledge that real estate taxes are not used in support of most departments, operations, or employees; not parks or street maintenance or the Borough Manager, are paid for using real estate taxes. The only use of these taxes are police and fire, and to pay off the 2016 Recreation Bond. This has always been our financial plan for the Borough use of taxes.

Further, Chambersburg receives no sales taxes, no liquor taxes, no business taxes, nor hotel taxes. These types of taxes are not an option under State Law. In other states, these other types of taxes are the foundation to the fiscal health of local government. In Pennsylvania, the Commonwealth denies them as an option to communities like Chambersburg. Town Council has a toolbox with one tool inside (real estate taxes) and it is a dull and poorly honed tool, but that is the only tool given to them by the laws of the Commonwealth of Pennsylvania.

Ancillary miscellaneous tax revenue available to the Borough of Chambersburg amounts to: a wage tax set to a State mandated maximum rate; a local services tax (worker tax), which is set to a State mandated maximum rate; and a deed transfer tax (for real estate transactions), which is also set to a State mandated maximum rate. These so-called Act 511 taxes are important, but cannot be adjusted year-to-year based on need or economic realities. Therefore, they are minor, appreciated, and set by the State.

In 2020, due to the impact of the health crisis, the Town Council extended the deadline for the payment of real estate taxes to December 1, without discount or penalty. This delay, necessary to help property owners adjust their budgets to address the complexity of the fiscal impact of the pandemic, resulted in an unusually slow payment of real estate taxes to the Borough. By the end of the fiscal year, the Borough did receive the typical annual yield.

If the pandemic or the economy results in larger or more significant defaults on tax obligations, the 2021 budget may become less accurate. ***So, one warning is that were this to manifest itself, Council would be required to address a more significant default in the payment in real estate taxes than historical trends would estimate, and additional mid-year budget decisions would then be required in 2021.***

There is uncertainty in the local economy and therefore uncertainty in municipal budgeting.

Adopted 2021 Borough Budget Info

- **On Tuesday, November 2, 2020, the Borough Manager presented the proposed budget at a special public meeting.**
- **On Monday, November 9 & November 23, Town Council to hold public hearings on the proposed budget and will receive comments.**
- **On Monday, December 14, 2020, Town Council approved the budget and local tax ordinance.**

ALL FUNDS BUDGET : $110,720,580
which represents a 2.8% overall decrease in budget size compared to 2020 ($113,856,095).

GENERAL FUND BUDGET : $16,376,676
(1.8% increase) (General Fund is the account with Police, Fire, Recreation, & Highway).

Chambersburg is the only town in Pennsylvania to have an electric, gas, water, sewer, sanitation, and storm sewer utility.
No tax increase in 2021. In 12 of the last 15 budget years, the Borough of Chambersburg has not raised local Borough taxes.

Real Estate Taxes

The Borough of Chambersburg collects three types of property taxes from landowners inside the Borough:

POLICE TAX RATE 2021 - NO CHANGE

In 2021, the Borough will not change the Police Tax Rate, currently at 24 mil. 100% of this tax goes to support the Police Department.

YEAR	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
MIL	17	20	20	20	20	20	20	20	21	21	23	23	24	24	24	24

In doing so, this means that since 2006, the Police Tax will have increased 7 mil in 14 years. An understandable rate of growth for such an important tax and such an important service.

FIRE TAX RATE 2021 - NO CHANGE

In 2021, the Borough will not change the Fire Tax rate, currently at 3 mil. State Law requires a split of this tax with 2.5 mil for apparatus & 0.5 for firefighting.

YEAR	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
FIRE	0	0	0	0	0	0	0	0	2.5	2.5	2.5	2.5	3.0	3.0	3.0	3.0
AMBULANCE	0	0	0	0	0	0	0	0	0	0	0	0	.5	.5	0	0
TOTAL	0	0	0	0	0	0	0	0	2.5	2.5	2.5	2.5	3.5	3.5	3.0	3.0

Recall, the Fire Tax does not come close to covering the cost of the department but cannot be increased.

In 2020, Town Council repealed the Ambulance Tax. This was in conjunction with the establishment of a new ready-to-serve mandatory Ambulance Fee on all water utility invoices (because water fees are attributed to the property owner or owner's assignee). A Police or Fire fee is specifically prohibited. However, emergency medical services is different. There will be a further explanation of the revised fee going forward. However, the fee, unlike a real estate tax, is broad-based. Utility customers of the Borough will continue to pay this flat fee. Only 73.6% of properties pay real estate taxes. Whereas 100% of water customers pay a fee placed on utility invoices.

If there was a more broad-based tax available (i.e., a sales tax), that might be a more appropriate tax to fund an emergency service such as our struggling ambulance service. That is not a possibility under State Law.

Even with the slight increase in the Ambulance Fee to $7.50 per month, the Fire Department is anticipated to run a deficit of $1,425,117, requiring the use of general revenues to cover additional expenses. We are lucky that our General Fund has enough undesignated miscellaneous revenue to close this gap. However, long term, we need to explore ways to increase funding for Fire and EMS. The system is truly broken.

RECREATION BOND TAX RATE 2021 - NO CHANGE

Approved in 2016, earmarked to pay off the bond only, this tax does not pay for any of the operations of the Recreation Department, but to pay off specifically a bond to build various community assets.

YEAR	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
MIL	0	0	0	0	0	0	0	0	3	3	3	3

This year, 2021, will be the fourth year of the Recreation Bond Tax. It was approved by Council in 2016. It was structured to be delayed not to begin until 2018. This tax is earmarked only to pay off the 2016 Recreation Bond, but no operations of the Borough. This was a bond sold for the capital investment in assets (the Aquatic Center, the playgrounds, and other parks projects). In the 2020 Budget, the remaining proceeds of the 2016 Recreation Bond were spent on a small list of park improvement projects, and all bond proceeds are now spent.

In Chambersburg, in 2020, the average single-family home has a Franklin County assessed value of $17,099; obviously, that is the assessed value and not the single-family home market value.

Half of all single-family homes in the Borough have an assessed value higher, and half have an assessed value lower. Commercial, industrial, and multi-family homes have different values.

According to Redfin.com, the average fair market value of all single-family homes sold in the Borough in 2020 was $199,900. There were 83 homes sold year-to-date.

Of all the single-family homes inside the Borough, half pay more than $520.02 per year in Borough taxes, and half pay less.

No government buildings, schools, charities, churches, or township property owners pay any Police, Fire, or Recreation Bond Tax on their property – average commercial or industrial property owners may pay more. In addition, for many folks, 100% of this cost is deductible on your Federal Income Taxes, returned to you in your tax refund every year. Please understand the importance of the SALT (State and Local Tax) deduction, and when a Congressman talks of its elimination from Federal tax policy, understand the impact.

The other state mandated taxes are set by law and are not changed year-to-year. They include the Local Services Tax, which is a $1 per week tax on workers inside the Borough; the Earned Income and Wage Tax, which is a ½ of 1% tax on wages (not investments or retirement benefits) earned by those who live inside the Borough; and the Deed Transfer Tax, which is a ½ of 1% tax when property inside the Borough is sold or transferred. Together, along with fees and fines, these categories make up the only revenues.

In addition, the Electric Department and the Gas Department make a Payment in Lieu of Gross Receipts Taxes (PILOTs) to the General Fund. If these two departments were private corporations, they would pay taxes to the Commonwealth; as such, they are tax exempt. So instead, they pay their taxes to support your General Fund (police, fire, ambulance, highway, and recreation) activities.

Finally, due to the COVID-19 health crisis, Town Council entered into temporary labor contract extensions with two of our three labor unions. It is important to thank the Borough employees for their commitment to rise to the fiscal challenge as well. This year has been extraordinary. Faced with challenges unforeseen and insurmountable, staff rose to the occasion repeatedly to meet and exceed my expectations from performance in both their regular job duties and addressing the health crisis. Long-term, Chambersburg has so much going for it as a community, a bright future, and many potential opportunities. Unfortunately, in the near term, we are in an unknown fiscal condition.

The approved 2021 budget includes no cost of living increases for employees represented by the American Federation of State, County and Municipal Employees Local #246 (AFSCME), the police union (the Chambersburg Police Officers' Association or CPOA), or non-bargaining employees such as clerical, technical, or supervisory employees. This includes Borough administration such as the Borough Manager. Regular longevity steps will occur as employees earn service time credit.

Our employees gladly accepted a year with no increases in order to support the Borough and the community at this time.

It is our hope that by this time next year we will have returned to financial stability. With Town Council's support and commitment to the future, the Borough will return to giving its employees regular and annual cost of living increases.

AVERAGE SINGLE-FAMILY HOUSE IN THE BOROUGH

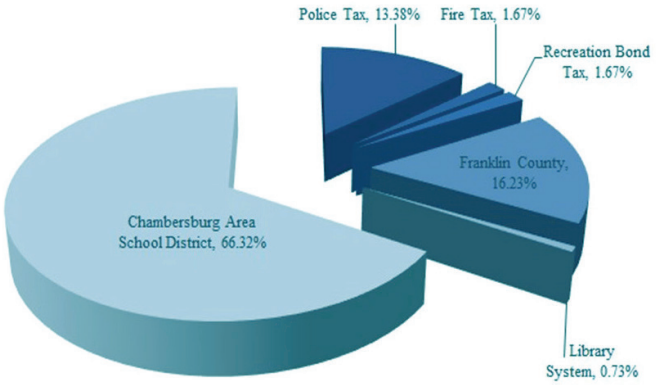
POLICE TAX PER YEAR:	**$416.02**
FIRE TAX PER YEAR:	**$52.00**
RECREATION BOND TAX PER YEAR:	**$52.00**

- **The average single-family home in the Borough pays $520 in real estate taxes to the Borough. Half pay less.**
- **The assessed value of the average house changes every year. Generally, your assessed value stays the same. The assessed value of your home is set by Franklin County. Also, government, educational, nonprofit, and township property owners pay no real estate taxes to the Borough.**
- **Visit the Franklin County Tax Assessment Office to learn your property's assessed value at: 272 North Second Street, Chambersburg, PA 17201**

AVAILABLE TAXES: **The Borough receives no sales tax, liquor taxes, business taxes, or any other local tax and they are not an option under State Law. Township residents pay no taxes to the Borough other than the Local Services Tax if they work inside the Borough.**

STATE-SET TAXES: **Deed Transfer Tax is ½ of 1% (Set at maximum since 1987)**
Earned Income Tax is ½ of 1% (Set at maximum since 1965)
Local Services Tax is $52 per worker in the Borough per year (Set at maximum since 2007)
Amusement Tax or Vending Machine Tax (Not used in Chambersburg)

PROPERTY TAX BURDEN



FRANKLIN COUNTY (2020)	29.10 MIL	$504.43	16.23%
LIBRARY SYSTEM (2020)	1.30 MIL	$22.53	0.73%
CHAMBERSBURG AREA SCHOOL DISTRICT (2020)	118.9296 MIL	$2,061.56	66.32%
POLICE TAX (2020)	24 MIL	$416.02	13.38%
FIRE TAX (2020)	3.0 MIL	$52.00	1.67%
RECREATION BOND TAX (2020)	3.0 MIL	$52.00	1.67%
TOTAL:	179.3296 MIL	$3,108.54	100%

Only 17¢ of every $1 paid in real estate taxes will go to the Borough of Chambersburg. The balance, 83¢ will go to support the school district, the county, and the library system. In fact, 66¢ of every dollar goes to the Chambersburg Area School District. They send their own tax bill.

In 2021, there will be almost no changes to Borough utility rates.

The Chambersburg Electric Department has had significant success driving down the cost of wholesale power. While sales have diminished significantly due to the COVID-19 shutdown of the economy, wholesale costs have come down in proportion. In 2020, the Electric Department decreased electric rates slightly to begin the year. According to our records, the department has, on average, the second lowest residential electric rates in the Commonwealth, slightly lower than our surrounding investor-owned utility. A 1.9% rate reduction, on average, resulted in the lowering of the average residential electric bill from $100.90 per month to $98.90 per month in 2020, although results will vary based on several factors including weather and home attributes. The Electric Department envisions no change to the retail electric rates in 2021.

The Water Department, the Sanitary Sewer Department, and the Gas Department envision no change in rates in 2021. The Sanitary Sewer Department is working diligently on controlling costs to maximize the existing revenue from our customers. The Gas Department has the lowest residential heat rate in the State of Pennsylvania and successfully manages its finances. There is no planned Water Department rate increase in 2021. In the 2020 Budget, the Water Department received the third of several small annual increases in consecutive years. While future small increases are likely, the Water Department has suggested not undertaking an increase in 2021. The Chambersburg Water Department still has some of the lowest rates in the region.

There is no planned Sanitation Department rate increase in 2021. In the 2020 Budget, the Sanitation Department received a needed increase because of rising costs for personnel, vehicles, and bulky waste/e-waste recycling. This was the first such increase since 2016. The Borough's Sanitation Department rates remain some of the lowest in our region, and while it is likely that the fund may need to dip into cash reserves for capital improvements, which is an acceptable plan. The average residential trash fee will remain $20.81 per month in 2021. This is a lower rate than every other trash service in our area.

The Chambersburg Storm Sewer Utility has undergone a three-year process to change their rate structure. In the 2020 Budget, Council approved a conversion to a new rate calculation. Then, as the pandemic hit, Council reversed course, and delayed implementation of the new calculation methodology. Choosing instead to maintain the simple formula that had been in place for many years. As originally contemplated by the 2014 study that necessitated their establishment, in 2020 the utility was to switch from a flat rate, per sanitary sewer connection, to a rate based upon impervious area as calculated for each non-residential lot.

This new methodology would result in a significant change for commercial, industrial, and institutional customers (shopping centers, schools, churches, the hospital, etc.), which will all see significant changes in their Storm Water Pollution Control Fee. The change for single-family residential customers will not be dramatic. Under the current system, only single-family residential customers are paying a "fair" fee. Once the change occurs, every type of property will pay their fair share based upon their proportional relationship to the impervious area of a single-family residential home. Customers will need to obtain from the Borough, if their property is not a single-family residence, "how-many-single-family-homes is my property equivalent?" The new rate will be expressed in single-family resident equivalent units or ERU. This will be the new yardstick for determining what every developed property inside the Borough contributes to the operation of the Municipal Separate Storm Sewer System (MS4) operation and capital investment. This new calculation methodology is commonplace and recommended by the United States Department of Environmental Protection.

Council has now twice delayed implementation of the ERU methodology. Originally approved for July 2020, the new target date for implementation is January 2022. In 2022, the Storm Sewer Utility envisions the ERU value being set at $5 per single-family home equivalent.

To prepare for the conversion in methodology, and to better fund the Storm Sewer Utility in the interim, the 2021 budget includes an interim step to begin in January 2021. ***All sanitary sewer customers will see their Storm Water Pollution Control Fee rise from $4 per month to $5 per month in January 2021. Yet, there will be no introduction of the impervious calculation methodology planned for 2021. This rise in the Storm Water Pollution Control Fee is necessary to maintain proper funding for the operation and capital investment in this large and neglected municipal system.*** Further, it is an interim step to the planned change in calculation methodology now planned for January 2022.

In 2020, Town Council introduced an Ambulance Fee on all water customer invoices. That practice will continue in 2021. On December 16, 2019, the Borough of Chambersburg adopted an Ambulance Fee by Local Law. Ambulance service is a service that the Borough maintains as ready-to-serve for the residents and visitors of the Borough.

If there is a call for service at any home, business, church, park, or government building in the Borough, the Borough's ambulance service will be dispatched. A fee may be charged in exchange for the Borough Fire Department's ambulance service under State law. We provide basic lifesaving ambulance services for our community. There is a significant cost to having ambulances staffed around the clock and ready-to-serve the Borough.

This Ambulance Fee helps defray the costs of the ambulance service being ready-to-serve. It is not a tax, as under State law taxes can only be assessed on the value of real estate. Approximately 40% of property owners are exempt from paying taxes. This is a fee in exchange for being ready to provide a service. When our residents and visitors call for an ambulance, they expect one to respond. Even with this fee, the Borough spends more on ambulance service than all the revenue it collects from the fee and other fees charged to ambulance patients.

For many years, the Borough has been prohibited from collecting fees invoiced to patients who are covered by Medicaid/Medicare. For example, each year the Borough is forced to "write-off" as uncollectible, due to Medicaid/Medicare rules, over $1.5 million in normal service fees that patients with third party insurance would have paid. This is in addition to almost $300,000 per year in unpaid fees for patients with no insurance or unpaid deductibles or copays. All ambulance companies in Franklin County are experiencing the same financial problem with some finding it difficult to stay in business.

The Ambulance Fee is a ready-to-serve surcharge appearing as a flat per invoice fee along with every water service invoice. The Borough is permitted to charge a fee in exchange for a service. We charge fees for Recreation Department programs in the General Fund. We charge fees for the Code Office's Residential Rental Inspection Program in the General Fund. We charge fees for using the Borough's ambulance service in the General Fund. Since the ambulance service writes off over $1.5 million per year in these fees, due to Federal law, we believe it is legally sustainable to charge every water utility customer a flat fee in support of the ambulance service, which is in the General Fund.

Can we not raise utility rates and fees, and pay for all police officers and firefighters in the General Fund?

Unfortunately, no. The Borough cannot wholesale move funds from utilities, which are kept in separate accounts, to the General Fund to pay for fire, police, or parks. Further, we cannot charge a fee for regular Police Department or Fire Department operations in the General Fund. Finally, to raise a utility fee (i.e. water rates) not to pay for a utility service (i.e. water consumption) would be unfair to utility customers. Staff has determined that we should charge a fee for every service in the General Fund that we could reasonably ask for a fee. The ambulance service, in the General Fund, can have an additional fee to support it. This fee began in January 2020, modified in February 2020, increased in January 2021, and continues throughout this year.

Unfortunately, the ambulance service is still unable to collect sufficient revenues from use of the ambulances. Exacerbated by COVID-19, EMTs worked overtime, and we spent resources on personal protective equipment (PPE). In six weeks, during the height of the response, the ambulances ran day and night. Much of that service resulted in little or no income for the Borough. ***The 2021 budget includes a minor adjustment to the Ambulance Fee from $7 in 2020 to $7.50 in 2021.*** Income from the fee will rise from $784,000 to $910,000; still far less than the $1,697,183 uncollectable in 2019.

The Borough's finances are sound and Council approved the spending plan in December 2020.

I would like to take this opportunity to thank all involved in preparing this proposed budget, especially Jason Cohen/Finance Director, Kris Baker/Acting Personnel Supervisor, Phil Wolgemuth/Deputy Borough Manager, Jamia Wright/Borough Secretary, Danielle Keefer/Payroll, and our amazing management staff.

I would also like to thank those members of Town Council who provided ideas and guidance through this process. I could not have successfully managed the community this year without the support of Council, especially Council President Alice Elia, and Mayor Walter Bietsch.

UTILITY RATES 2021

- **No change to the Borough natural gas rate, same since 2013** *(Average Home Pays $804 per year)*
- **No change to the Borough electric rate, since drop in 2020** *(Average Home Pays $98.90 per month)*
- **No change to the Borough sanitary sewer rate, same since 2012** *(Average Home Pays $29.50 per month)*
- **No change to the Borough water rate, same since January 2020** *(Average family bill based upon consumption pays: $17.25 per month)*
- **No change to the sanitation rate, same since January 2020** *(Average Home Pays $20.81 per month)*

CHANGES COMING SOON TO THE STORM WATER POLLUTION CONTROL FEE

Beginning in 2022, every non-single-family-residential property (business, multifamily, industrial, commercial, or institution) will pay the fee based upon their actual impervious area on their lot. Called an ERU, each non-residential parcel will be measured against the "equivalent residential unit", and then invoiced a multiple of ERUs based on actual impervious surfaces at the per ERU rate. This plan requires the approval of the Town Council. More discussion to occur before final fees are set and a new calculation method is determined. However, as an interim step, the current flat per sanitary sewer connection fee will rise from $4 per month per sewer connection to $5 per month per sewer connection beginning in January 2021. The new calculation methodology, ERUs based on actual impervious surfaces, is now to be delayed until 2022.

Call the Storm Sewer System Manager, Andy Stottlemyer, at (717) 251-2434 to learn about your property's ERU value.

AMBULANCE FEE

In 2020, Town Council introduced an Ambulance Fee on all water customer invoices. That practice will continue in 2021.
This Ambulance Fee helps defray the costs of the ambulance service being ready-to-serve. It is not a tax, as under State law taxes can only be assessed on the value of real estate. Approximately 40% of property owners are exempt from paying taxes. Further, it is not the Ambulance Club. The Ambulance Club is a voluntary donation program.

This budget approved a minor adjustment to the Ambulance Fee from $7 in 2020 to $7.50 per month in 2021.

LOWEST UTILITY RATES

In summary, despite minor annual adjustments, the average Borough utility customer pays less for utilities than most customers outside the Borough.

In fact, those residential customers with Borough gas and electric will save over $1,000 per year in utility expenses, when compared to average gas and electric customers throughout the State of Pennsylvania.

Borough gas, water, sewer, electric, and sanitation rates are much lower than other municipal and private sector utilities.

Also, Electric & Gas departments make a Payment in Lieu of Taxes to support police & fire.

ESSENTIAL WORKERS

Town Council would like to take a moment to thank all Borough employees. In what was a difficult year for everyone, our employees, who are also our friends and neighbors, stepped up and kept the Borough offices, police, fire, EMS, and utilities operating during some challenging times.

In 2021, most employees have volunteered to give up annual cost of living increases to help balance the 2021 budget.

NEW RETAIL FOOD LICENSE & INSPECTION PROGRAM

PHIL WOLGEMUTH, DEPUTY BOROUGH DIRECTOR & GREGORY VINK, RETAIL FOOD INSPECTOR

On February 11, 1976 Town Council passed Ordinance No. 76-37 requiring stores, shops, stands and wagons from which articles of food are vended or sold to be open to inspection of a Health Officer at all times.

On February 24, 1982, Town Council passed Ordinance No. 82-2, which amended Ordinance No. 76-37, setting annual inspection fees for restaurants, farmer's market vendors, commercial mobile food vendors and other establishments with inspections to be conducted by the Board of Health and Health Officer acting under the direction of the Board.

In December 1987, Town Council appointed the first Borough employee to serve as Health Officer to conduct inspections. In 1996, an assistant was hired to help with inspections. Borough employees conducted inspections from 1987 until 2005, when Town Council directed staff to take the steps necessary to enter into a Health Code Enforcement Agreement with Commonwealth Code Inspection Service to provide third-party enforcement and inspection services. In 2015 Pennsylvania Municipal Code Alliance was hired to provide third-party enforcement and inspection services, replacing Commonwealth Code Inspection Service.

In 2019, Town Council discussed whether third-party services should continue or whether Borough employees should deliver these services. A Request for Proposals for third-party enforcement and inspection services was released and Town Council was asked to award a contract with either Pennsylvania Municipal Codes Alliance, who were the only bidder, transfer all inspections to PA Department of Agriculture or transfer them back to the Borough with oversight through the Land Use and Community Development Department. In August of 2019 Town Council authorized staff to establish a Retail Food Facility License Program to be administered by Borough personnel through the Land Use and Community Development Department

The Retail Food Facility License Program started in January 2020 with Jody Mayer, Secretary II, providing administrative support for the new program while also processing Special Event Permits for festivals and parades, which often include food service to the public. Greg Vink, Food Inspection Technician, serves as the lead inspector and George Weis, Quality of Life Code Enforcement Officer, also serves as an inspector, assisting Mr. Vink. Guy Shaul, Community and Economic Development Specialist, provides technical assistance to applicants and licensees and facilitates coordination with other permitting requirements and economic development initiatives for retail food establishments.

While 2020 was busy for the first year program, the COVID-19 health crisis had a discouraging impact, most notably for Special Events. For example, in 2019 staff processed Special Event Permit Applications for more than 70 events, however, because of COVID-19, there were only 24 events conducted in 2020, with most events cancelled, including large events like Old Market Day.

On the other hand, restaurant inspections and technical assistance thrived, as staff received regular guidance from the PA Department of Agriculture regarding restaurant service delivery, which was occupancy restricted for

in-person dining and at times limited to carry-out only. Also, outdoor tent dining became prevalent, requiring frequent code enforcement interaction with restaurant operators. All told, 216 restaurants and 67 food vendors were inspected in 2020.

ServSafe
National Restaurant Association

We are proud to use the ServSafe Program as Our Foundation

Fortunately, the COVID-19 health crisis did not deter Borough efforts to provide food safety training for restaurant operators. Staff organized several ServSafe training sessions for Retail Food Facility Licensees that were held at Borough Hall in compliance with social distancing measures. These sessions were well attended, with participants being responsible for registration fees. More sessions are being planned for 2021.

It is important to note that through the Retail Food Facility License Program the Borough is responsible for inspections and compliance with Commonwealth of Pennsylvania rules and regulations for establishments in the Borough where food or drink is served to or provided to the public, with or without charge.

The public is encouraged to contact Jody Mayer at *717-251-2465* or *jmayer@chambersburgpa.gov* to file a complaint about facility cleanliness or illness believed to be caused by food consumed in the Borough, whether at a restaurant or Special Event. Mrs. Mayer can also answer general questions about the program, such as when the next ServSafe training will be conducted. Another good resource is the PA Department of Agriculture website where all Retail Food Facility inspection reports conducted by Borough inspectors are posted.

https://www.pafoodsafety.pa.gov/Web/Inspection/PublicInspectionSearch.aspx

We Work in Cooperation with the Pennsylvania Department of Agriculture

PERSONNEL OFFICE ACTIVITIES

MELINDA THOMPSON, PERSONNEL OFFICE SUPERVISOR

The Personnel Office or Human Resource (HR) operates under the direct supervision of the Borough Manager and currently has five full time staff members, including the recent addition of an Assistant Human Resource Supervisor as a proactive response to the succession planning and knowledge transfer for the future of the department. The core functions of the department include recruitment, retention, compensation, benefits, training, development, HR compliance, and workplace safety.

The office administers and processes pay and a variety of voluntary and involuntary benefits for over 400 full-time, part-time, and seasonal employees, dependents, and retirees, where eligible, while managing relationships with the various vendors that provide these benefits.

Office staff also participates in labor management activities such as collective bargaining, implementation of bargaining agreements, and the grievance process for three labor unions. Finally, office staff provide a place where employees can bring confidential issues, and where Borough resources can be recommended and assigned accordingly.

The year 2020 presented its challenges for Personnel Office staff, specifically related to the COVID-19 pandemic and HR staff turnover; however, Human Resources was able to rise to the challenge and experience many accomplishments along the way. For example, through implementation and continuation of best workplace safety practices, the Health and Safety Program Manager navigated the Borough through COVID-19, holding the Borough to 26 positive employee cases (10.04% of the workforce). Between "Contact Tracing", a 72-hour "watch" period, and the Federal leave benefits extended to employers, the department was able to efficiently manage the process, both fiscally and responsively.

In addition to COVID-related safety, in 2020 the Borough experienced 15 major claims requiring medical attention which was a decrease in three claims from 18 in 2019. Overall, the program adopted efforts to control the general health and hygiene of the organization by mitigating COVID exposure, as well as FLU and cold symptoms from the workplace.

Remarkably, the Borough received almost a million dollars in CARES Act funding, made possible, in part, by Personnel staff's responsible tracking and management of COVID-related claims, expenses, and hours worked by Borough employees during the pandemic crisis.

In 2020, the Diversity, Outreach, and Employment Resources (DOER) Program developed into several priorities: diversifying the Borough workforce, and moving towards a more inclusive workplace culture. Both efforts are enabling us to boost retention of high turnover positions while expanding workforce diversification. In the middle of a global pandemic, the DOER staff member was able to double the amount of Spanish-speaking employees through job advertising efforts which included extensive digital reach, community outreach, and personal recruiting. Additionally, the department began using Indeed.com in 2020 to post open jobs online, which resulted in up to a 200% increase in the number of applications for certain positions.

The Borough entered into an agreement with PA CareerLink and Equus Workforce Solutions (previously ResCare) to source local interns for various positions throughout the Borough as part of our continued outreach in the community. Our first intern began at the Fire Department in November as an Administrative Assistant and Outreach Coordinator, and our HR Intern began mid-December, and has been assisting the DOER program.

After months of research and due diligence on the part of the personnel staff, on November 23, 2020, the Borough Council approved a recommended Applicant Tracking System (ATS), ClearCompany, which allows us to efficiently streamline the hiring process from posting vacancies, receiving applications, screening candidates, and interviewing and onboarding. Addionally, the Borough Council voted in September 2020 to expand the employee residency requirement for non-management positions to 45 driving miles, from 15 air miles, with the goal of geographically expanding recruitment to continue to attract the next generation of workforce.

Our commitment to employees and residents, alike, is to continue to use our resources in the most fiscally conscious and responsible way; all the while maintaining best workplace practices as to promote a positive employer brand to attract future, and maintain current, employee talent. We believe that as our employees are empowered and engaged, professionally, it has a direct and indirect impact to the greater Chambersburg community by way of employees' good citizenship and social responsibility, including but not limited to, participation in community volunteerism, while investing into and mentoring the next generation.

To promote our overall goals, we want the citizens of this community to know that in areas of health and safety, we will continue to audit and observe safety practices throughout the multiple Borough locations by expanding our on-the-job training, applying it consistently and within general industry standards; not only for the safety of our employees, but for our resident's as well. Additionally, our goal is to cap major claims to 10 or less, maintain less than 12% of employees contracting COVID, provide flagger training to qualified staff, and to recertify our Safety Committee with the Commonwealth of Pennsylvania, to name a few.

Our DOER Program, will continue to intentionally focus on employee engagement through training on workplace culture and workforce planning, including offering People Managing; a program we hope to expand this year as a service to young community members and as a pipeline of local talent to fill future vacancies due to retirement.

Finally, our goal is to continue to strive towards employment numbers at the Borough that reflect minority representation in our community. With that said, we invite community members to consider us as an employer of choice by visiting the Borough's website and checking out our Employment Opportunities.

Our team has entered this year with lessons learned from 2020, and an expectation of great things to come in 2021.

MESSAGE FROM THE MAYOR

WALT BIETSCH

Our Borough experienced a challenging year in 2020 dealing with a world-wide pandemic and the adverse effects it had our community. In March of 2020, the state government mandated shutdown of businesses and stay-at-home directives were issued to address the unknown effects of COVID19. Our borough management team determined that all borough employees were "essential" to the continued services that our community requires. As such, there were no lapses in services experienced by our Borough residents and our facilities were fully staffed. Our borough management team established health and safety protocols to insure that our workplace followed CDC guidelines for the safety of our employees and visitors to our facilities.

The tragic death of George Floyd in Minnesota last year, caused a great deal of unrest as communities reacted to the incident across the nation. This tragic event brought close scrutiny of law enforcement agencies nationwide and has caused police agencies to re-evaluate their policies and procedures. A list of reforms that was established called "8 can't wait" was widely circulated to address issues revolving around the Floyd incident. Locally, we assured our council leadership that the Chambersburg Police Department had 7 of the 8 items already in place and the 8th item was in development stage. This fact is reflective of the current and past leadership of the department being forward thinking in developing sound policies and practices.

The Floyd incident evolved into a nationwide movement for police reform and resulted in peaceful protests that took place on our town square for 21 days. Our command staff and officers were actively involved in assuring the protest participants that their constitutional rights of free speech and assembly were being honored and protected. The gatherings were conducted without incident and participants expressed their thanks to our officers. All protest participants were treated with kindness and respect.

In spite of the challenges that we faced in 2020, the Chambersburg Police Department had many accomplishments. The department established a team of police recruiters from within our ranks, in an effort to reach out to potential applicants and to generate interest in applying to our department. The department also created a professional recruitment video which was made available on our website and social media. 314 applicants applied to take an entrance exam as a result of our recruitment team's hard work. 129 candidates actually took the written exam, with 112 candidates passing. The net result after required physical agility testing was a certified list of 48 candidates.

During this time when law enforcement agencies are struggling to find applicants for police officer vacancies nationally, we find that our agency is being sought out by potential candidates. I am proud to say our recruitment effort resulted in the hiring of 3 highly qualified candidates, two of whom are Hispanic and each speaks, reads and writes Spanish fluently. I have previously stated that our department goal is to diversify our department personnel to be more reflective of our diverse community, without sacrificing hiring the best of the best. I believe that we have started to accomplish that goal. We still have more work to do, but we are confident that our goal will be realized in the future as we continue a robust recruitment program.

Other department accomplishments include: 100% of police personnel have trained in crisis intervention/de-escalation training; civil disturbance training; command leadership training; implemented a new department policy management system (LEXIPOL); certified by the Pa. Police Chiefs Association & the Pa. Law Enforcement Accreditation Commission as a Safe Policing for Safe Communities agency; published our annual transparency report; establishment of a Chief of Police Advisory Committee; sought funding/approval for an officer body camera system which will be deployed midyear 2021.

Our police department continues to maintain high standards to insure a staff of officers who are professional and highly qualified. We look forward to providing the highest level of police service to the residents and businesses in our community in 2021. You may follow our department on the Crime Watch app, which is also available on social media platforms.

POLICE DEPARTMENT

CHIEF RON CAMACHO

The Chambersburg Police Department faced many challenges in 2020 including the resignation of three officers, the civil unrest which resulted in a period of 21 straight days of protest, and the COVID-19 health crisis that afflicted approximately one third of the department's line officers. Despite the challenges, the department displayed its resilience, and it overcame each of these obstacles in order to continue delivery of high-quality police service to the citizens and residents of the Borough of Chambersburg and greater Chambersburg area.

During 2020, the police department was able to accomplish many of its goals as outlined in the agency's published strategic plan including civil disturbance training. In 2020, the department purchased necessary equipment to handle such incidents, continued command leadership training, a professional recruitment video was produced to find new officers, and alterations to the applicant hiring process were incredibly successful in helping diversify our applicant pool. The achievement of 100% of the department trained on crisis intervention and de-escalation, and the completion of a new and updated policy management system will keep the department and its policies current with law changes and best practices in the law enforcement profession.

The Chambersburg Police Department is committed to best practices in law enforcement including the use of mental health professionals in our responses, training on de-escalation techniques, and abundant community outreach and communication.

Chief Camacho and Acting Lt. Greenawalt each had articles published in magazines of national circulation which highlighted the department's commitment to policing through transparency and the departments recruiting strategy. Additionally, the department was also certified as a safe policing for safe communities' agency by the Pennsylvania Law Enforcement Accreditation Commission and the Pennsylvania Chiefs of Police Association.

For the first time, the police department compiled and published its annual transparency report which lists crime statistics, criminal and traffic citations and arrests, citizen complaints and internal investigation outcomes, and strategic plan progress. The report is available through the Chambersburg Police Department CrimeWatch website.

Overall, the police department handled over 12,000 incidents for police service in 2020 which marked a significant down turn in incidents reported to the police. The Chambersburg Police Department continued in its commitment to agency core values and vision statement regarding crime suppression as evidenced by a 23% reduction of major crimes and a 9% reduction in all other crimes since 2019.

Statistically, Chambersburg is an unbelievably safe community. This is no small chore. We are committed to addressing the root causes of insecurity in our community and actively champion community policing which has been shown to keep communities like Chambersburg safe.

In 2021, there are many exciting and innovative things ready to take place. The Police Chief is organizing a community Advisory Committee to provide input and feedback as Chief Camacho manages law enforcement operations. This committee will meet regularly and become a resource for the Chief of Police regarding agency policy, community issues, and suggestions for continued improvement of the department and its delivery of high-quality policing service to Chambersburg. The 2021 budget included proceeds for new police radios, new dash cameras for police cars, and body worn cameras for police officers. Chambersburg recently appointed three new police officers who will be on the streets soon, including two new bilingual Spanish-English officers to help communicate with our growing English as a Second Language population. Finally, the Chambersburg Police Department is looking forward to working with Town Council to complete plans for the renovation and modernization of the Chambersburg Police Station on South Second Street. This important project will help the police provide modern law enforcement services for our community for generations to come.

FIRE DEPARTMENT

CHIEF DUSTIN ULRICH

In early 2020, the Chambersburg Fire Department (CFD) faced one of the most difficult operational challenges that the Department has ever encountered, the Coronavirus (COVID-19). Upon its discovery, CFD immediately implemented safety precautions to help protect the public and the first responders. There were many unknowns at the beginning on how this would truly affect the personnel, responses, and the budget of the Department and how drastically this would change the day-to-day operations. In the middle of March, Chief Ulrich and the administrative team quickly worked on a Continuity of Operations Plan that outlined how EMS units would respond, what station personnel would be deployed to in order to keep them distanced to prevent the contraction of the virus, and what personal protective equipment would be utilized on calls. This entire plan was focused on continuing to provide the best emergency services to the Borough of Chambersburg.

The Chambersburg Fire Department is one of the busiest emergency services departments in South Central Pennsylvania with on average over 4,300 emergency medical calls and 1,000 fire/rescue incidents each year. Since the beginning of the pandemic, the Department has responded to and transported over 300 COVID-positive patients and the number continues to unfortunately grow. Going into 2021, CFD will continue to deliver fire and medical services to the community, but with a bit of a different look to area residents. On every medical call, personnel will take the proper safety recommendations and wear a N95 mask, eye protection, and in most cases a gown. These safety precautions are to protect you as well as our first responders.

Smoke Detectors/CO Alarms

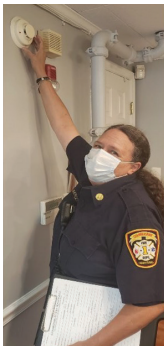
For the past ten years the Chambersburg Fire Department has actively been engaged in the mission of protecting lives and property with our progressive smoke detector and carbon monoxide distribution program. The National Fire Protection Association reports that each year there are over 350,000 home structural fires in the United States, which unfortunately also accounts for over 2,600 civilian deaths. Many of these fires start by unattended cooking, improper usage of heating appliances, or the overloading of electrical distribution systems within homes.

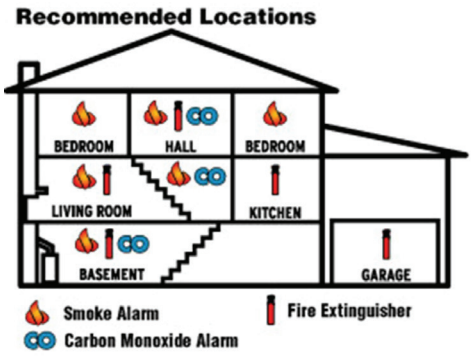
A properly installed and operating smoke detector is essential for early detection of a fire which could be a matter of life or death. Modern day fires burn faster and produce highly toxic gases that can quickly overcome individuals within their home. Each year, almost sixty-five percent of fire deaths in residences occurred where there were no smoke alarms or inoperable alarms that were silenced by removing the battery.

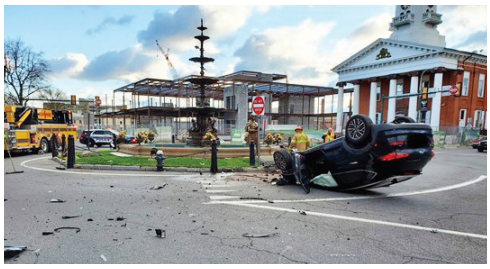
Each smoke alarm should be tested once every month to ensure that the battery is not dead and that the alarm is operating properly. To test your smoke detector, hold down the test button until you hear a loud alert tone. In some cases, you may need to press the button again to turn the alarm off. During the testing process the manufacture date of the alarm should be noted as the life expectancy of smoke alarms is ten years. Newer homes have interconnected alarms that if one goes off, all of them go off. Follow all manufacturer recommendations when replacing smoke alarms. An additional recommendation is to look for alarms that have ten year lithium batteries that do not need replaced every six months and alarms that have a "hush" feature where the alarm can be silenced for a few minutes if an unintentional activation occurs. This "hush" feature on many modern alarms prevents someone from deliberately disabling the alarm that stops the proper warning in a true emergency.

In addition to having a properly operating smoke detector, a carbon monoxide alarm may be needed in your residence or business. Carbon monoxide (CO) is an odorless and tasteless gas you cannot see. Certain levels of exposure to carbon monoxide can make you sick or could even be deadly. Sources of CO are fossil fueled furnaces, wood stoves, kerosene heaters, generators, and vehicle exhaust. In the Borough of Chambersburg, any residential or business occupancy is required to have properly operating and located CO alarms if it has an attached garage or utilize any fossil fueled appliances including heating systems.

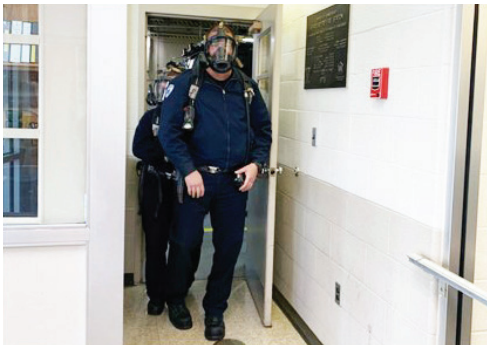
Each year CFD distributes over 500 smoke detectors and CO alarms. Our current smoke detector program allows for the distribution of free detectors to owner occupied residences within the Borough. The carbon monoxide program provides CO alarms to all types of occupancies within the Borough at no charge. ***For more information please contact the fire department at 717-263-5872.***







The Chambersburg Fire Department is an all-hazard incident management department, which delivers fire prevention/suppression and emergency medical service to protect the lives and property of the citizens that live, work or visit the Borough of Chambersburg.



CFD provides high quality community fire safety and prevention education with emphasis on risk-reduction activities.

Fire safety training

Chambersburg Fire Department Activities

Chambersburg Buys A New Fire Engine

(Unit will look very similar and will be designated Engine 1-2)

Current Unit that is being replaced – Engine 1-2

- **Manufactured by Pierce Manufacture, Inc. in 2004**
- **Met the National Fire Protection Agency Specifications at that time**
- **Potential to respond to 400 to 600 calls for service each year**
- **Primary response will be out of McKinley Street Fire Station and main coverage area will be the Southside of the Borough**

New safety standards are established by National Fire Protection Agency, NFPA 1901, places requirements for the safety of personnel and the public for each unit that is built. On average, every 5 years a new revision is made. These revisions focus on firefighter safety while responding as well as on the scene safety. When a new vehicle is purchased it must meet the requirements before being signed off on by the receiving department.

New unit anticipated delivery will be Mid-October 2021

- **All new apparatus must have a vehicle data recorder. Just like a black box on an airplane, it catches vital statistics if an accident would occur.**
- **Speed is limited to 68 mph now for responding safety.**
- **All seats must have a seat belt indicator to make sure that everyone is properly buckled prior to response.**
- **Emergency and scene lighting is strategically placed to help prevent vehicles hitting the fire apparatus.**
- **Air packs now also act as seat belt retention systems to prevent a firefighter from being thrown out should the unit be in an accident.**
- **All displays are set-up to best serve the driver and to keep focus on the road while responding.**
- **Cab rollover protection is mandatory now.**
- **Passenger air bags would be installed for safety.**
- **Upgraded suspension for handling of Chambersburg roads and alleys.**
- **Lower hose beds to help prevent back injuries while pulling hose as well as the possible slip and injury.**

HIGHWAY DEPARTMENT

DAVID FINCH, ASSISTANT BOROUGH MANAGER

The Highway Department continues to perform its traditional role of maintaining the streets of the Borough whether that's to fix potholes or to plow snow. We are always on the lookout to perform these duties more efficiently than before. Additionally, the Department can be called on to assist any other department in their daily tasks. On any given day the men of the Highway Department might be called upon to mow lawns, clean the storm water inlets, emplace new traffic signs and fix old ones; pick up discarded furniture, collect thrown-out Christmas trees, clean up after accidents, manage hazardous fuel spills, chase bees out of parking lots, and we even take time to set up the Borough Christmas Tree.

All of this is, of course, in addition to our primary job of maintaining the Borough's streets. During the course of a year, the Borough Highway Department repairs hundreds of potholes throughout the Borough. We pride ourselves on generally being able to repair a pothole within 24 hours of it being reported (and often, much quicker than that.)

In 2019 the Department began an experimental program of crack sealing of Borough roads in an effort to keep them from breaking up earlier than they otherwise might. This was continued in 2020. The objective is to maintain roads because the longer we can wait to replace a road, the more taxpayer dollars we can save and use for other projects.

In 2020, several maintenance projects were delayed due to concerns about the impact of the COVOD-19 pandemic on Borough finances. One of these projects was the refurbishment of the Glen Street Fountain. Although Memorial Fountain was refurbished a few years ago, Glen Street Fountain is now showing signs of age. Our goal will be to refurbish the fountain in 2021 so that it continues to be one of the beautiful, historic sites of Chambersburg for many decades to come.

Two for One Picture: Street Sweeping and Mowing of Right of Way

Highway Employees Repair Street After New Curb Installed

Contractors Engaged in Crack Sealing October 5, 2020

Glen Street Fountain

RECREATION DEPARTMENT

JULIE REDDING, RECREATION SUPERINTENDENT

The Chambersburg Recreation Department exists to provide quality, year-round recreation programs to Borough residents, maintain a safe and enjoyable park system (encompassing nearly 100 acres and eight playgrounds located within each of the five Borough Wards), and operates a welcoming, safe, state-of-the art Aquatic Center - Cumberland Valley's ONLY waterpark.

2020 began with a business-as-usual mindset, mobilizing plans and projects with grand intentions of numerous facility improvements and a varied array of new programming opportunities. However, the reality of a pandemic and newly mandated health and safety restrictions, forced the Department to hit the brakes. Even a momentary pause was an unfamiliar feeling to a team accustomed to operating at warp speed.

As a result of attempting to continue operations during unique and uncertain times, 2020, proved two important facts: 1) Resilience is born from adversity, and 2) One of the greatest keys to limiting frustrations is adaptability and flexibility. The screeching halt turned pause only lasted as long as it took to pivot, and soon Team Recreation was prepared to offer much-needed healthy and safe opportunities as soon as the light turned green!

"ZOOM" quickly became part of a daily vocabulary, used interchangeably as both noun and verb. Young and old, alike, have learned to appreciate this new means to connect. Programming staff created over twenty new virtual opportunities from cooking and art classes, to BINGO, trivia, and other family-fun, online events. While large, in-person gatherings were prohibited throughout most of 2020 and the forecast of releasing these restrictions in 2021 is uncertain, programming staff will continue to offer virtual activities as part of a monthly calendar of events in an effort to draw people together safely and help minimize feelings of disconnection and isolation.

The Aquatic Center Staff harnessed the initial plunge into the 2020 season until June 25, almost exactly one month later than the standard, Memorial Day weekend opening splash. Staff was eager to see the gates open, and to enact their well-designed, COVID-19 health and safety protocols. While capacity limitations were imposed which, at times, created lines and a delayed entry for up to one hour, visitors were patient, respectful and thankful for the opportunity to swim and experience what they embraced (and staff worked diligently to implement) as a safe form of recreation. In two short months over 38,000 visitors enjoyed the splash and play amenities the facility offers as they created life-long memories with families and friends.

Memberships for the 2021 season are currently available for purchase. While the Department is planning for the standard, Memorial Day weekend opening, everyone understands the fluid nature of change required to remain within compliance of the most current COVID-19 safety protocols and will be ready to pivot should any such changes require schedule adjustments.

In addition to continued virtual programming and a hopeful Memorial Day weekend opening of the Aquatic Center, programming staff continues with plans that will unfold a variety of in-person programs and special events.

Anyone interested in staying abreast of ALL Recreation and Aquatic Center happenings on the horizon, can find updates posted in the following locations:

- **The Recreation Department website at *www.chambersburgpa.gov/rec_dep***
- **The official Recreation Department Facebook page: *@ChambersburgRecreationDepartment***
- **The official Recreation Department Twitter page: *@ChambersburgRec***
- **The Recreation Department Announcement Blog at: *www.chambersburgpa.gov/blog3***
- **The Recreation Department Office to pick up a current brochure *(235 South 3rd St., Chambersburg)*, or by calling/emailing *(717-261-3275, chambersburgrec@chambersburgpa.gov)* to request information.**
- **During warm seasonal months (generally April – October) all programming information is posted on bulletin boards located in each playground park. For a list of the eight Borough playground parks and their location, visit the Recreation Department website.**

** While understanding the current constraints of the COVID-19 restrictions, the Recreation Department continues to remain hopeful and plans to offer all summer activities including, opening the Aquatic Center on May 29, hosting the Summer Concert Series, and operating all programs, events and tournaments. However, should current restrictions remain in place, please visit our website or call the Rec Office to determine the latest updates for program postponement or cancellation. **Phone**: 717-261-3275; **Website**: www.chambersburgpa.gov/rec_dep

CHAMBERSBURG AQUATIC CENTER INFORMATION

Membership Rates

Hours of Operation for Season Pass Holders: Monday through Friday: Early admittance, 12-1 PM through 8 PM
Saturday and Sunday: Early admittance, 11:30 AM-1 PM through 8 PM

Category	2021 Rates	2021 Boro Rates
Family Memberships		
Family Membership Regular Season	$375	$225
- 15% Family discount by March 31	$318.75	$191.25
- 10% Family discount by May 28	$337.50	$202.50
Adult Memberships		
Adult Membership Regular Season	$175	$115
- 15% Adult discount by March 31	$149	$97.75
- 10% Adult discount by May 28	$157.50	$103.50
Youth Memberships		
Youth Membership Regular Season	$159	$95
- 15% Youth discount by March 31	$135	$80.75
- 10% Youth discount by May 28	$143	$85.50
Sr. Citizen Memberships		
Sr. Citizen Membership Regular Season	$149	$85
- 15 % Sr. Citizen discount by March 31	$126.65	$72.25
- 10% Sr. Citizen discount by May 28	$134	$81.50
Membership Additions		
- Grandparent/Nanny	$79	$59

Must accompany a pass holder or pay the daily rate accordingly.

Definition of a Family Membership: *a family membership includes up to a maximum of five (5) family members, regardless of age, residing at the same address. It is limited to four (4) adults, age 18 and older. Each additional child 3 yrs and older: $20/person*

To receive a discounted rate, payments MUST be received by close of business (5 PM) on the indicated deadline date.

**Financial Assistance available for memberships to individuals or families that are income eligible for SNAP benefits. Please call for qualifying details.*

**Military Benefit*: Active Military Personnel and family showing the active personnel's ID receive 50% off applicable membership rates. Does not apply to previously discounted prices.

Daily Rates

Hours of Operation for Daily Admission: 1-8 PM, Sunday- Saturday

Category	2021 Daily Rates	*2021 Daily Rate (Franklin County & Shippensburg discount)	*2021 Daily Rate (Chambersburg Borough discount)
Adult (Ages 18+) Sat/Sun	$15	$10	$6
Adult (Ages 18+) M-F	$13	$10	$6
Youth (Ages 3 & older) Sat/Sun	$15	$10	$6
Youth (Ages 3 & older) M-F	$13	$10	$6
Children *2 yrs and UNDER*	Free	*FREE*	Free
Sr. Citizen (Ages 60+) Sat/Sun	$10	$7	$4
Sr. Citizen (Ages 60+) M-F	$9	$7	$4
Twilight (after 5 PM) Sat/Sun	$10	$7	$4
Twilight (after 5 PM) M-F	$9	$7	$4
Chaperone/Non-Swimmer Sat/Sun	$9	$6	$4
Chaperone/Non-Swimmer M-F	$7	$6	$4
Special Days / Events			
- Teen / Adult Night	$6	$6	$4
Discount Pass Booklets			
- Book of 10 passes	$120		

*To qualify for these daily rates you must provide proof upon entry (see website for details) that you reside within one of the following zip codes or pay the highest applicable rate:

17201 17210 17217 17220 17222 17225 17232 17236 17244 17247 17251 17254 17257 17263 17268 17272

17202 17214 17219 17221 17224 17231 17235 17237 17246 17250 17252 17256 17262 17265 17271

For complete details of Aquatic Center Memberships and Rates, visit our website at ***www.chambersburgpa.gov/rec_dep***

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CHAMBERSBURG AQUATIC CENTER INFORMATION

Category	2021 Rates	2021 Boro Rates
Parties During Operational Hours		
Standard Pool Party	$135	$115

- All parties include one free pass good for another visit to the pool.
- 3 hours includes up to 30 people, children under age of 1 not included in this count.
- Each additional person, $2 per person.
- Discounts at concessions (food options provided with reservation form)
- Parties may be scheduled beginning at 1 PM and be held in 3-hour increments. All parties must end by 7:30 PM.
- Picnic tables near mini golf (not under pavilion).
- One umbrella per table. Each table seats 8.

Pool Party with Pavilion Rental (Whole)	$199	$185

- Includes all Pool Party options, but with tables under the pavilion instead of near mini golf. Seats approx. 75

Pool Party with Pavilion Rental (Half)	$169	$155

- Seats approx. 35

Pool Party with Event Room	$175	$159

- Capacity: approx. 30
- Includes all Pool Party options, but with Event Room instead of tables near mini golf. Tables / chairs provided.
- Time slots: 1– 4 PM or 4:30 – 7:30 PM.

Pool Party with Picnic Pad Rental	$145	$129

- Includes all Pool Party options, but with Picnic Pad instead of tables near mini golf; Seats approx. 15 people
- Grill; Electricity
- Time slots: 1– 4 PM or 4:30 – 7:30 PM

Full-Day Ammenity Rental Rates – No Party		
Pavilion, Full Day Rental		
- Whole (seats 75)	$95	$75
- Half (seats 35)	$65	$45
Event Room Rental Only		
- Capacity: approx. 30. Tables/Chairs provided.		
- During operational pool hours	$29/hr	$25/hr
- Before / After pool hrs. (year-round avail.)	$45/hr	$39/hr
- These rates apply to corporations as well.		
Picnic Pad, Full-Day Rental	$69	$65

- Seats approx. 12-15; Grill; Electricity

Cabana (10 x 10) Tent, Full-Day Rental	$45	$35

- Includes 2 lounge chairs

***Pool Rental after hours (8-10 PM)** - Full Facility	$425	$399
***Pool Rental after hours (8-10 PM)** – Pools Only	$375	$350
***Activity Area Only Rental after hours (8-10 PM)**	$149	$129

2021 Summer Program Highlights

* Aquatic Center Special Events * Swimming Lessons * Tournaments

For more information about the Aquatic Center, visit our website at *www.chambersburgpa.gov/rec_dep*

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FOLLOW US ON TWITTER! @ChambersburgRec

Engineering Chambersburg's Aging Streets

About 8 years ago, the Borough Engineering Department started investigating optional methods to reconstruct Borough Streets. At the suggestion of the Borough Manager, we checked out recycling.

Experts, such as, Mike Polak, a sales and marketing director for E. J. Breneman at that time, and with over 40 years' experience in the field, gave a very interesting presentation of several "green" methods for reconstructing streets. Full Depth Reclamation (FDR) and Cold-in-Place (CIP) recycling were the topic of discussion.

Full Depth Reclamation is an in-place recycling process that reuses existing asphalt materials to create a stabilized roadway base course.

Cold-in-Place Recycling is a rehabilitation technique in which existing pavement materials are mixed in-place without the application of heat. The reclaimed asphalt (RAP) material is obtained by milling the existing pavement.

More knowledge was obtained by attending PennDOT Roads Scholar courses developed by the Local Technical Assistance Program (L.T.A.P) and taught by Jason A. Snyder, P.E., who is a leading expert on Green Recycling in Pennsylvania.

Through L.T.A.P., we also learned of additional methods of refinishing existing streets; for example, Ultra-Thin Friction Course which is used to both seal and level roadways which exhibit moderate to heavy cracking and are in need of refilling. Candidates for this process must be structurally sound. An example of this type of overlay can be seen on Orchard Drive, between Wayne Avenue and South Main Street.

Streets are selected for FDR or CIP by the use of a Geo-Technical Engineer who examines base and subbase materials by digging test pits at different locations along a failing street. The soils are analyzed and then a mix design is developed to determine the amount of Portland cement, asphalt or asphalt emulsion to be added to produce a high strength base course layer.

Streets are selected for FDR or CIP by the use of a Geo-Technical Engineer who examines base and subbase materials by digging test pits at different locations along a failing street. The soils are analyzed and then a mix design is developed to determine the amount of Portland cement, asphalt or asphalt emulsion to be added to produce a high strength base course layer.

We have experienced very good results with the new methods of street reconstruction. Cost savings are part of the reason to choose these methods. Not wasting existing materials which leads to not buying large amounts of stone to replace these materials. Also, the top four inches of the existing pavement is milled off at the beginning of the FDR process and reused as pipe bedding and area cover at our Green Yard Waste Facility. This is also a form of cost effective recycling. Added strength to our road base is a large factor. It's been widely known that what's underneath a roadway reflects the conditions of the surface you see. The extra base course strength as a result of these new methods will ensure our roadway will last for many years to come.

Elder Street, Federal Street, Glen Street, Park Avenue, Pennsylvania Avenue and South Sixth Street are just a few of the streets where the FDR process has been utilized.

Any questions about how we reconstruct streets in the Borough, can be directed to me at 717-251-2415 or bfogal@chambersburgpa.gov. You are also invited to watch it happen on a Borough street near you during the summer construction season.

Elder Street 2019

Pennsylvania Avenue 2015

PROJECT HEAT

PROJECT H.E.A.T IS FOR ALL SEASONS!

Chambersburg neighbors have been helping neighbors with Utility Bills since 1984 through contributions to Project H.E.A.T. (Helping Everyone Avoid Termination). Utility termination creates additional challenges for people experiencing economic hardship. This year, the challenges have been exacerbated by the Covid-19 health crisis. YOU Can Help! Here's how...

- **"Overpay" – Add a contribution to your utility bill payment and check the box indicating that your overpayment will support Project H.E.A.T.**
- **Donate directly – Make your check out to "Borough of Chambersburg – Project H.E.A.T." (Mail to: PO Box 1009, Chambersburg, PA 17201)**
- **All Contributions to Project H.E.A.T. are tax-deductible**

NEED HELP WITH UTILITY PAYMENTS?

Contact Customer Service – (717) 264-5151 (ask for Customer Service), M-F, 8am-5pm
Walk-in: 100 S. 2nd St., Chambersburg, PA 17201 (Main entrance at rear of bldg.)
Call 2-1-1 or go to *http://www.contacthelpline.org*

ELECTRIC DEPARTMENT

RON PEZON, ELECTRIC SUPERINTENDENT

Celebrating Over 127 years of Consumer-Owned Electric Service (Est. 1893)

The Chambersburg Electric Department has been is a phase of growth and renewal over the past 50 or so years. With an estimated 20-25% of the overhead and underground distribution facilities yet to be replaced, rebuilt, or functionally upgraded, the Borough is in an excellent position to document work procedures, train existing and expected incoming management, supervision, electrical workers, and begin the next institutional knowledge transition to the next generation.

Moderate and steady has been said to win the race. The past was relatively slow compared to recent years and that which is on the horizon. The future is looking very bright but possibly with game-changing technological upheavals. The pace of behind the scenes change is expected to continue exponentially, including some new customer-side technologies like Electric Vehicles (EVs).

Managed Load & Business Growth

The trademark to any successful organization is business growth that supports reinvestment into its existing and new infrastructures that are required to conduct the business. We will continue developing a resilient energy, capacity, and financial portfolio to better survive the eminent waves of regulatory and market changes coming our way.

Efficiency & Sustainability

Continue recommending Borough–facility, residential and commercial energy conservation where it makes sense, to essentially reduce costly wastes and losses. The Department has also therefore been converting traditional incandescent and arc lamps with Light Emitting Diodes (LEDs), a new lighting technology that reduces energy purchases and costs.
Cost containment measures are still in place. The Department professionals do as much work as physically possible, enlisting contractors, bidders, and local suppliers as needed to meet the workloads. Recall, new revenue streams or reducing costs, both serve to maintain low or even to reduce rates as the Borough has systematically done since 2010. Yes, that is eleven years!

Major Accomplishments

The Borough has enjoyed for decades a normal source of wholesale transmission voltage power supply and two alternate supplies from the First Energy Corporation/West Penn Power Company (FE/WPP). There were many supply market changes however since the early days of wholesale competition in the late 1990s and early 2000s and to the supply-side operating agreements, including how to handle generation attributes, and therefore also some lingering confusion in the old agreements mostly due to the anticipated new at the time (2003), Orchard Park Power Generating Station. After more than 20-years of mere talks, there was a new operating and interconnection agreement successfully negotiated by the in-house power team, signed by FE/WPP and Borough Council in 2020 providing a new understanding and therefore consistent wholesale two-party operating agreement.

Concluding a new operating and interconnection agreement with the transmission "wires" supplier was an essential first step in the Borough's overall process to gently phase into its portfolio more traditional, renewable, and sustainable generation assets to serve more of its own needs.

Electric Bond Projects

Upgrade Power Transformers, Commerce St Substation

Electric Bond 2019 projects continued construction in 2020 and now expecting significant project completions in 2021. The substation transformers were upgraded at Commerce St. for a capacity increase to meet load growth and to improve distribution system reliability through feeder field ties.

The power team, including its consultants developed a Community Solar Power Purchase Agreement (PPA) with owner-developer Sun Tribe and Safari Energy that will provide offsetting energy and capacity benefits to the Borough's energy portfolio for at least the next 25 years. The estimated 15 MW, 33,000 MWh/year project will produce renewable/sustainable power during the day through the PPA and actual energy every day for 1,000's of homes in the Borough. This and other value-adding Bond projects will help secure new Borough-owned portfolio capital projects contributing to the Borough's traditional, renewable, sustainable energy future, and timely, also in anticipation of near term rising transmission costs.

Chambersburg Solar Interconnection Substation (under construction)

Electric Utility Teams are working together more than ever, crossing traditional boundaries, line crews working in substations, electricians with other departments, all to lower the overall costs of doing business and for the greater good of the Borough and all of its resident beneficiaries.

Transmission System Reliability Upgrades

Transmission System Upgrades at Grant St Substation

The Borough, making preparations for Chambersburg Community Solar and other transmission system improvements, had to make changes at the Grant Street Substation. In addition to generation related capacity improvements, there are also plans to incorporate a new three-way transmission switching station somewhere in the Borough for added system operating coordination, protection, and ultimately to improve the long term reliability of the electric services to customers.

Distribution Operations Center

The Department began construction of a new Distribution Operations Center anticipating completion in 2021. The facility located on the Utilities Service Center property will house vehicles, equipment, and eventually wooden wire spooled products on a new racking system to collect most of the valuable assets under roof thereby preventing further weathering, deterioration, and personnel safety concerns.

2021 Preparations/Goals

The approach that we will re-apply in 2021 is again, quite simple. We will take care of:

- **Our employees, safety, training, succession plans**
- **Update aging utility infrastructures**
- **Enhance usefulness, strength and reliability of existing facilities**
- **Acquire new energy supply products in the portfolio**
- **Develop or purchase new renewable energy sources**
- **Update/Upgrade old and/or add new traditional generation sources**

Work with the Personnel Department to help implement Borough-wide, an applicant tracking system and performance management processes. The new software and process improvements will be used in succession planning, recruiting tools, whereby implementing a formal predictive, pre-evaluative, highly accurate personnel selection process including after the hire follow-up performance management to ensure the supervision and individual contributors are meeting the Borough's long term stated objectives and Mission Statements.

Succession Skills Planning

The Borough Electric Department sets and achieves many customer-driven goals in a given year. All of which are intended to grow and strengthen Department and inter-departmental relationships such that the utilities can exhibit characteristics of collaboration and excellence. Becoming the best electrical workers that we can be, employees we can be, will naturally overflow into taking the best care of our customers. To ensure smooth transitions, there will begin an intentional knowledge transfer in 2021 from the near-term retiring employees to the incoming, with intended overlap in the replacement/hiring processes.

The Department will deliberately implement safety and performance improving communications at all levels, listening to employees needs, to develop a culture that embraces teamwork and change, attracts skilled managers, supervisors, and workforce employees to more seamlessly hand the "baton" to the next generation on our collective race to the goal.

GAS DEPARTMENT

JOHN LEARY, GAS SUPERINTENDENT

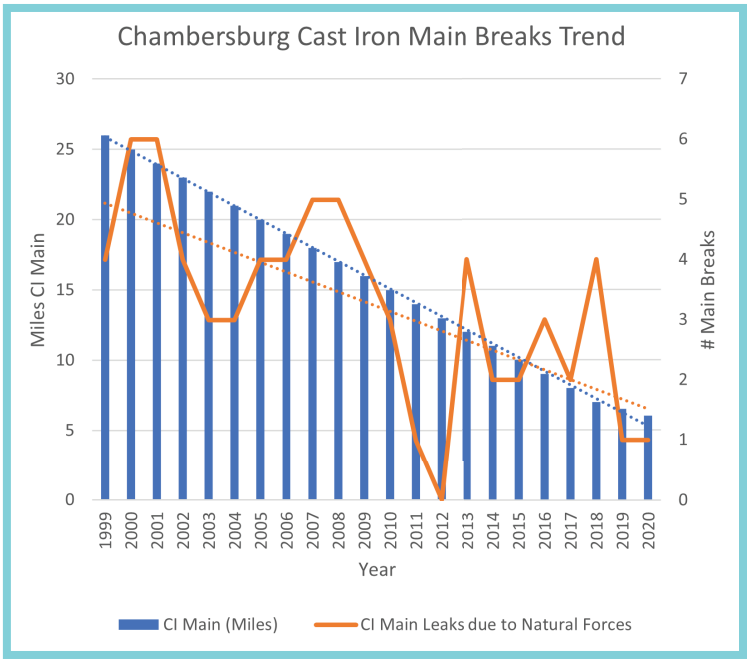
The Year 2020 was a year of remarkable change and growth for the Borough Gas Department. The department continued to safely provide gas to residents, while maintaining the lowest priced gas in Pennsylvania. Our fiscal year also saw the largest system expansion in history, allowing many additional residents to benefit from gas service.

The system grew in 2020 to provide gas service to residents on Geyer Drive, Laurich Meadows, and the Falling Spring Meadows neighborhood, as well as parts of the Enclave and North End. Over six miles of new plastic gas mains were installed in 2020. Consistently growing, we brought the value of natural gas service to 120 new customers during the year.

Some of the new gas mains were installed to replace old cast iron mains. As part of the Borough's strategy to aggressively replace cast iron pipe, which is subject to breaking in freeze/thaw cycles, we eliminated about a mile of cast iron pipe in 2020. In the past 21 years, we replaced over 20 miles of cast iron pipe from our system. This leaves about five miles remaining in the system. Our pace is significantly faster than the average gas system in the U.S. This work, that sometimes causes headaches for drivers, specifically on Routes 30 and 11, is necessary to make the Borough safer.

In recognition of the outstanding reliability and safety of the Chambersburg gas system, in 2020 the American Public Gas Association presented the System Operational Achievement Recognition (SOAR) Award to the Borough at the Gold (highest) level. The SOAR Award was developed to "recognize those public gas systems that have achieved excellence in the operation of their natural gas utility." Systems are judged with difficult to attain metrics in four main areas: System Integrity, System Improvement, Employee Safety, and Workforce Development. The Borough is proud to be nationally recognized as one of the best systems in the county!

The chart shows how we've decreased gas main breaks as we've replaced cast iron mains:



SOAR GOLD

NATURAL GAS SAFTEY

JOHN LEARY, GAS DEPARTMENT SUPERINTENDENT & JON MASON, ASSISTANT SUPERINTENDENT

Natural gas is the most cost-effective heating fuel for most Americans, also considered by many to be the safest and most environmentally responsible energy available. Keeping gas use safe, however, requires the involvement of everyone. The Chambersburg Gas Department requests the public's help in ensuring we continue our unmatched record of safety. Gas safety incidents are splashed across national media; however, the fact of the matter is these incidents are rare. Much more frequent are house fires caused by energy sources other than gas. According to the National Fire Protection Association, homes that cook and heat with gas are much less likely to have house fires than those choosing other energy sources. Considering the devastation caused by house fires, it is beneficial to the safety of Borough residents that we continue to increase the percentage of households heating and cooking with gas.

The excellent gas safety record in the Borough has not happened by accident. Great efforts in system improvement and gas safety are successfully undertaken by the Borough. The Gas Department spends over $500,000 each year replacing old gas pipes and facilities. We also have extensive programs to find and repair leaks, prevent pipe corrosion, train our employees, and educate the public on gas safety. Additionally, we partner with the Fire Department in safety training and to provide Carbon Monoxide and Methane detectors to residents.

What cannot be overlooked, however, is the importance the public plays in ensuring the safety of gas use. Some gas leaks are found with the help of the public. Natural gas has an odorant added, resembling rotten eggs, which helps residents to smell gas leaks. When residents call the Borough Service Center to report gas odors immediately, the Gas Department can investigate and fix leaks prior to them becoming serious. The Service Center phone number is 717-263-4111, and is staffed 24 hours a day – meaning that callers talk to a live person.

To help the public recognize the smell of natural gas, the Gas Department routinely sends "Scratch and Sniff" cards to residents. Cards are also available at the Service Center *(80 S. Franklin St.)* or at the Borough Utilities Building *(100 S. Second St.)*

The Gas Department thanks all residents for your assistance in protecting our community. Safety is our top priority, and we believe everyone has a role to play.

WATER DEPARTMENT

TRAVIS AMSLEY, ASSISTANT WATER & SEWER SUPERINTENDENT

Wastewater Testing for COVID-19

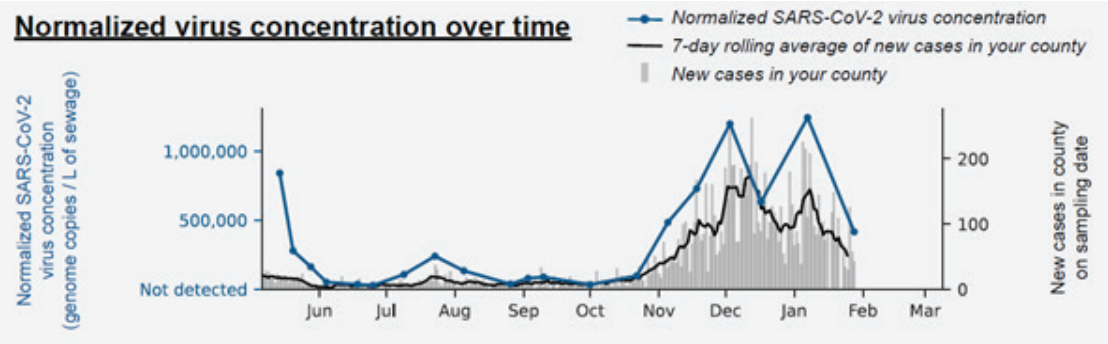
In May 2020, the Borough of Chambersburg began sampling its incoming wastewater for SARS-CoV-2, the virus that causes COVID-19. Samples were collected at the plant prior to treatment and were shipped to a laboratory in Massachusetts to be analyzed for virus concentrations based on the genetic signature of SARS-CoV-2.

People "shed" viruses through their waste which is collectively concentrated in the wastewater entering the treatment plant. The waste stream can then be analyzed for a specific virus signature, which at this point is no longer capable of infecting a person but can be readily identified and counted. The specific sampling for COVID-19 is part of the larger emerging field of wastewater-based epidemiology.

Once identified, the amount of virus concentrations are counted and then normalized given the plant's population served (approximately 67,000 people for Chambersburg and the surrounding townships) and the flow received on the day of testing (typically 6 million gallons).

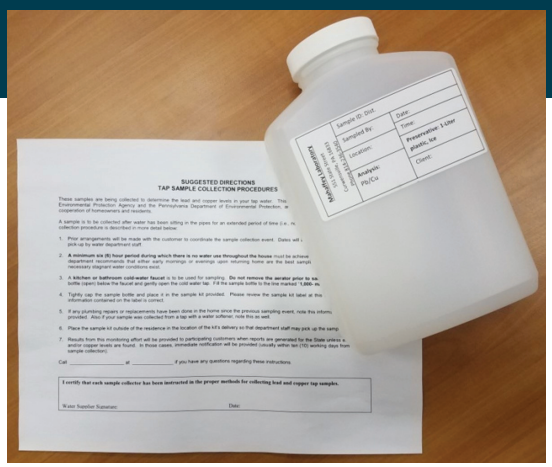
The virus concentrations were then graphed over time against COVID-19 cases as reported by Franklin County. If sampled for frequently and a quick turnaround time is achieved between wastewater sampling and results analyzed, this data can be used to preemptively predict spikes or downturns in the number of cases in a community before COVID-19 testing data has a chance to be reported, especially when significant lag time exists between a person taking a COVID-19 test and obtaining those testing results, as was the case early on in the pandemic.

The following graph represents this trend between wastewater analysis for SARS-CoV-2 and community reported cases of COVID-19, for the Borough of Chambersburg wastewater plant and Franklin County at large. It must be noted that the wastewater received and treated at Chambersburg represents approximately 67,000 people within Franklin County; whereas, Franklin County itself has an estimated population of 155,000.



EPA UPDATES LEAD AND COPPER RULES

BY THE CHAMBERSBURG WATER DEPARTMENT



Tap Sample Collection Kit

In 1991, EPA published a regulation to control lead and copper in drinking water. This regulation is known as the Lead and Copper Rule (also referred to as the LCR). In addition to lead and copper, the Borough Water Department monitors for over 80 contaminants in drinking water. Lead and copper are unique in that the source of these contaminants is usually not the water supply itself, but as corrosion products of household plumbing and service lines. Specifically for lead, typical sources include solder, flux, plumbing fixtures, plumbing fittings, and pipe. To control corrosion of these sources, the Water Treatment Plant has successfully implemented a Corrosion Control Plan designed to minimize the leaching out of lead and copper from house-hold plumbing.

Based on the 1991 rule, the homes that have been defined as most susceptible for the leaching out of lead and copper are homes built between 1983 and 1989 based on the use of plumbing materials during that timeframe. To check on the effectiveness of the Corrosion Control Plan and to comply with the Lead and Copper Rule, the Water Department has conducted lead monitoring at homes defined most susceptible to lead contamination as noted above. Samples are collected after a 6-8 hours stagnant period and analyzed by an accredited laboratory. During the previous monitoring period in 2020, 41 homes were monitored. The 90th percentile lead concentration was found to be 1.76 ppb. The highest levels allowed (Maximum Contaminant Level) for lead is 15 ppb. The EPA action level for lead and copper concentration has never been exceeded.

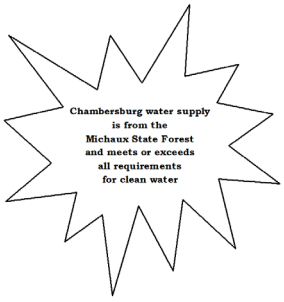
On December 22, 2020, the EPA announced final revisions to the Lead and Copper Rule (LCR). These changes mark the first updates to this rule since it was created in 1991 to control lead and copper in drinking water.

While all details are not yet known, highlights of the final revisions include:

- **Improved sampling procedures and selection criteria for homes in the monitoring program.** *This will result in a shift from homes built in the 1980s being tested to homes built prior to 1970.*
- **The addition of a "trigger" level.** *In addition to the previous lead threshold of 15 ppb, a "trigger" level of 10 ppb was added. If exceeded, action on additional planning, monitoring, and/or treatment is required by the water system.*
- **Required testing at schools and childcare facilities.** *In addition to testing at these facilities, water systems will also provide information about the actions the school or childcare facility can take to reduce lead in drinking water.*

With the implementation of the new revisions will come sampling at new homes that meet the new selection criteria. In the upcoming months, the Borough Water Department will be asking residents whose homes meet the new criteria for EPA defined sampling sites to participate in its lead and copper sampling program. Participation is strictly voluntarily and greatly appreciated; EPA has stringent definitions and criteria concerning what is considered an acceptable sampling site and not all homes in the Borough meet this criteria.

The Borough of Chambersburg Water Treatment Plant takes great pride and places utmost effort in producing and delivering clean, safe drinking water. Fortunately, the Borough's lead and copper sampling results have always been positive affirmation to this end. In the upcoming months, if your home is chosen to participate in lead and copper sampling, your cooperation and understanding will be greatly appreciated.



MUNICIPAL SEPARATE STORM SEWER SYSTEM (MS4) PROGRAM

ANDY STOTTLEMYER, STORM SEWER SYSTEM MANAGER

MOVING AHEAD: Twelve months ago, many of us were wishing that we could fast forward to 2021 with hopes of the pandemic being in the rearview mirror. Still in the middle of a health crisis and we remain a long way from having that sense of normalcy that we are all looking forward to. The Borough of Chambersburg Storm Sewer Utility was poised to adopt a new ERU-based fee structure in January of 2020, however in the interest of our residents and local community, Town Council chose to delay this decision. In January 2021, the Storm Sewer Pollution Control fee did increase from $4.00 a month to $5.00 and at the start of 2022 will switch over to the ERU based fee. This fee will affect non-single family residential properties and will be directly proportionate to the amount of impervious coverage.

Questions about existing or proposed storm sewer pollution control fees can be directed to Andrew Stottlemyer, Storm Sewer System Manager at (717) 251-2434 or astottlemyer@chambersburgpa.gov

THE NEGLECTED UTILITY: Stormwater systems are often referred to as the 'forgotten utility'. This is because they are often installed and then neglected. Sometimes attention is only given to them when there are problems. Imagine if this were the case with other essential utilities such as water, sewer, electric, or natural gas. Comzmunities may not have clean drinking water, houses may not be warm, household wastes may not be properly managed. Chambersburg Borough officials have always been forward thinking relative to utility operation, ownership, and maintenance. In fact, in the early 19th century some areas of Chambersburg appeared rough and unpleasant with some streets being impassable because of the deep mud:

'The first step toward the correction of these conditions was taken in 1813 with the awarding of a contract for street repairs. But the fundamental problem of surface drainage was not approached until 1823, when a storm sewer was constructed in Burkhart Avenue between Main Street and the Conococheague Creek'
(Chambersburg, It's Record and It's Prospect)

Almost 200 years later and the Borough still operates and undertakes utility improvements and upgrades in advance of street repairs, similar to how we did in the 1800s. ***The Storm Sewer utility must continue with this progressive approach in order to have a system that functions properly, minimizes flooding and drains streets, and serves the community even though it may be 'forgotten'.***

FLOODING ON THE FOURTHS: Flooding problems are sometimes some of the most difficult issues to address especially for a Town as old as Chambersburg. When our Town was settled in the 1700s by Benjamin Chambers, he chose the location based on the confluence of the Falling Spring and Conococheague Creek and being able to establish mills. The geographic location of our town makes it vulnerable to flooding; such is the case with North Fourth Street. During heavy rain events that are often times short duration, the Falling Spring Branch water level rises and backs into the roadway. One such event occurred ironically on the 4th of July in 1995. The Falling Spring flooded North Fourth Street and resulted in significant property damage. In 2020, the Borough installed a high-water sign that is triggered by a sensor that is activated during high flow events. The flashing beacon self-resolves when the water level subsides. Unfortunately, there is no cost-effective way to completely resolve the flooding in this location. The sign was a good alternative to inform the public and motorists of a potentially life-threatening situation.

Questions about local flooding or storm sewer maintenance can be directed to Chris Werner, Storm Sewer System Inspector at (717) 251-2031 or cwerner@chambersburgpa.gov

On the opposite end of town along South Fourth Street, completely different dynamics have influenced flooding. In fact, the receiving stream for stormwater runoff for this location (Conococheague Creek) is over a mile away. Runoff from Wayne Avenue, Guilford Avenue and all associated buildings and impervious surfaces flows overland and subsurface to South Fourth Street. A pinch point is the result of the construction of the railroad highline in the early 1900s that serves as a large dam. Stormwater pipes were installed during construction however, progress has since resulted in the pipes being antiquated. During the summer and fall of 2020 the Borough performed routine maintenance of the existing system and the results have been encouraging. Snowmelt and approximately 3.0 inches of rain on Christmas Eve was the first test for the recently completed work. And according to the adjacent property owners, 'we stayed high and dry'.

As a municipal utility we need to continue to think forward and dedicate sufficient funds to maintenance and upgrades to our system and regulatory compliance.

BOROUGH OF CHAMBERSBURG

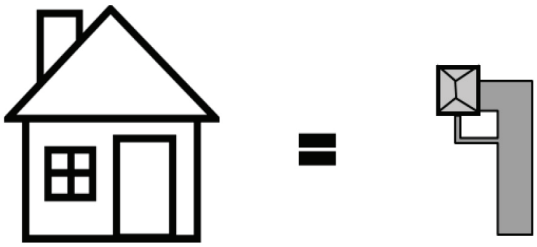
Storm Sewer Pollution Control Fee

2021

In 2021 the current $4 per month Storm Sewer Pollution Control Fee will increase to $5 per month, with $5 per month charged for every sanitary sewer connection to a building.

2022

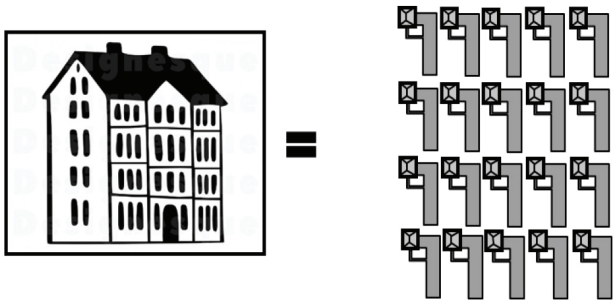
In 2022 the per month Storm Sewer Pollution Control Fee will change to a program based on the amount of land on a lot covered with buildings and other structures along with a credit program to create incentives for property owners to reduce the amount of stormwater generated on their property.



1 ERU = 2,920 square feet IA

Single-family residential properties will be charged one Equivalent Residential Unit (ERU) per month and all other properties (commercial/industrial/institutional) will be charged multiple ERU's per month based on the amount of land on the lot covered with buildings and other structures.

One ERU will equal 2,920 square feet of impervious area (IA), which is the average lot coverage for all single-family residential properties in the Borough.



20 ERU = 58,400 square feet IA

Town Council will set the per month ERU fee.

To find out the ERU value of your property, please contact Andrew Stottlemyer, Storm Sewer System Manager, at 717-251-2434 or astottlemyer@chambersburgpa.gov.

BOROUGH DE CHAMBERSBURG

Tarifa de Control de Contaminación de Alcantarillado Pluvial

2021

En 2021, la Tarifa actual de $4 por mes para el Control de la Contaminación por Alcantarillado Pluvial aumentará a $5 por mes, con $5 por mes cobrados por cada conexión de alcantarillado sanitario a un edificio.

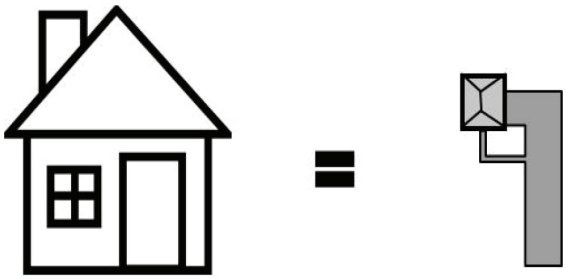
2022

En 2022, la Tarifa mensual de Control de la Contaminación por Alcantarillado Pluvial cambiará a un programa basado en la cantidad de terreno en un lote cubierto con edificios y otras estructuras junto con un programa de crédito para crear incentivos para que los propietarios reduzcan la cantidad de aguas pluviales generadas en su propiedad.

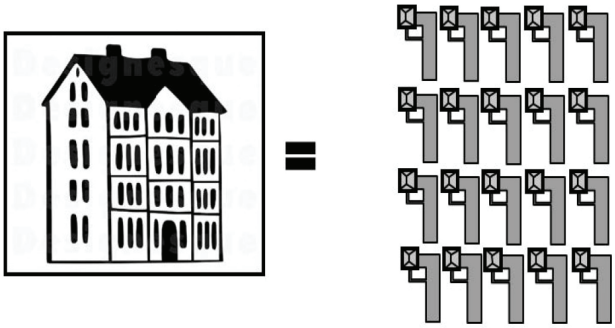
A las propiedades residenciales unifamiliares se les cobrará una unidad residencial equivalente (ERU) por mes y todas las demás propiedades (comercial / industrial / institucional) se cobrarán varias ERU por mes en función de la cantidad de terreno en el lote cubierto con edificios y otras estructuras.

Un ERU equivaldrá a 2,920 pies cuadrados de área impermeable (IA), que es la cobertura de lote promedio para todas las propiedades residenciales unifamiliares en el Borough.

El Concejo Municipal fijará la tarifa mensual de ERU.



1 ERU = 2,920 Pies cuadrados IA



20 ERU = 58,400 Pies cuadrados IA

Para conocer el valor ERU de su propiedad, comuníquese con Andrew Stottlemyer, Gerente del Sistema de Alcantarillado Pluvial, al 717-251-2434 o astottlemyer@chambersburgpa.gov.

SANITATION DEPARTMENT

DAVID FINCH, ASSISTANT BOROUGH MANAGER

The Sanitation Department pursues a commitment to provide a safe, efficient, and effective municipal solid waste collection and disposal system that protects the natural environment, citizens of Chambersburg, and businesses. We also strive to preserve the quality of life of our citizens and their environs today and if the future.

Our Goals Are:

- **To safely and efficiently collect residential solid waste and dispose of it at the landfill**
- **To safely and efficiently collect residential recyclable materials for processing and reuse**
- **To provide general cleanliness to the Chambersburg community**

In recent years, we have instituted a number of new programs to improve service to our residents. This has included a new system for leaf removal from streets, a new Green Yard Waste Recycling Center (with expanded hours), and, most importantly, a vastly improved and expanded curb-side residential recycling program.

In 2019, the Borough was informed by Waste management that it could no longer continue recycling services for our community. Therefore, starting in January of 2020, the Borough of Chambersburg took over the curb-side collection of recyclables. Recyclable material is now delivered to a short-term holding facility, from which it is taken by a recycling broker to the recycling plant. Now that we are past the initial start-up period where investment in facilities and vehicles was necessary, this change will actually cost less to accomplish this mission then what we were being charged by Waste Management.

Currently, Chambersburg charges $20.80 for trash pick-up.
This continues to be the lowest cost for trash pick-up in the area.

Additionally, our sanitation fees provide services not provided by these other companies, such as street cleaning, leaf pick-up, electronic waste disposal, twice annual bulky item collection, and disposal of green yard waste at the green yard waste center on Commerce Street.

It is our goal to continue to manage the system to provide to our residents the best possible service at the lowest cost in the area.

Chambersburg Sanitation Vehicles

Assistant Operations Supervisor Bob Howard Transferring Recyclables to Recycling Broker

Borough Employees Collecting Bulky Items, Oct. 7, 2020

COMMUNITY TACKLES HUMANE WAY TO CARE FOR FERAL CATS

JEFFREY STONEHILL, BOROUGH MANAGER

In January 2016, Town Council held a public meeting to discuss the most effective and humane way to care for the feral or wild cat population in the Borough. While there are many opinions, experience in many other towns demonstrates that there are incredible challenges including social, behavioral, financial, and moral issues when dealing with feral cats. This is clearly no simple problem.

Folks who think there are simple solutions, have missed the lessons of dozens of other towns who continually struggle with this problem.

Further, while we all might think we understand the problem, our friends, neighbors, and family may see the feral cat issue completely different than we see it. In local government, we must remain empathetic to all points of view, no matter how contentious.

Feral cat issues plague communities and unlike dogs, there is no statewide or regional solution to this dilemma. No one law is going to fix this problem.

However, Council did want to point out some helpful points to the public while struggling with solutions.

ACCORDING TO THE HUMANE SOCIETY OF THE UNITED STATES

"Nuisance behaviors, such as urinating and defecating in someone's yard or garden, digging in someone's yard or garden, jumping on someone's car, and upsetting an owned cat, are the greatest concerns that the general public has about outdoor cats."

"A stray cat is a pet who has been lost or abandoned, is used to contact with people, and is tame enough to be adopted. A feral cat is the offspring of stray or feral cats and is not accustomed to human contact. Feral cats are usually too fearful to be handled or adopted."

"Stray cats may be reunited with their families or adopted into new homes, but feral cats will find it difficult or impossible to adapt to living as pets in close contact with people. But that doesn't mean there aren't many things you can do to improve feral cats' health and quality of life."

"Overpopulation is a serious concern, as well. In the United States, approximately 2 percent of the 30 to 40 million community (feral and stray) cats have been spayed or neutered. These cats produce around 80 percent of the kittens born in the U.S. each year. Although 85 percent of the estimated 75 to 80 million pet cats in the U.S. are already spayed or neutered, many have kittens before they are spayed or neutered. Those kittens, especially if they are allowed outdoors, add to the number of outdoor cats and the problems associated with them."

"Spaying or neutering community (feral and stray) cats using trap-neuter-return (TNR) programs will reduce their numbers over time. Spaying or neutering pet cats before they reproduce will reduce their numbers and help stop pet overpopulation."

"Trap-neuter-return (TNR) is a nonlethal strategy for reducing the number of community cats (feral and stray) and improving the quality of life for cats, wildlife and people. At its most basic, TNR involves humanely trapping community cats, spaying or neutering them, vaccinating them against rabies, surgically removing the tip of one ear (a "tipped" ear is the universally recognized sign of a cat who has been spayed or neutered) and returning the cat to their wild home."

"There are many reasons cat problems are rarely solved by trapping and removing a colony. Community (feral and stray) cats live at a certain location because it offers food and shelter. If a colony is removed, cats from surrounding colonies may move in to take advantage of the newly available food and shelter. The cycle of reproduction and nuisance behavior begins all over again. If all the cats in a colony are not trapped, then the ones left behind will tend to have larger litters of kittens."

"The logic behind bans against feeding feral cats is that if there is no food available, the cats will go away. This rarely happens. First, cats are territorial animals that can survive for weeks without food and will not easily or quickly abandon their territory. As they grow hungrier and more desperate, they tend to venture closer to homes and businesses in search of food. Despite the effort to starve them out, the cats will also continue to reproduce, resulting in the deaths of many kittens. Second, feeding bans ore nearly impossible to enforce. A person who is determined to feed the cats will usually succeed without being detected. Repeated experience has shown that people who care about the cats will go to great lengths, risking their homes, jobs and even their liberty to feed starving animals. In addition, there may be more than one feeder and other sources of food, including dumpsters, garbage cans and other animals."

Feeding bans just do not work.

For this reason, the Borough of Chambersburg does not currently have a feeding ban for feral cats. We strongly recommend against the outright feeding of feral cats and instead encourage alternative ways to deal with these animals; such as organizing your neighborhood to establish a Trap-Neuter-Return (TNR) program.

These TNR programs take organization and vigilance. You and your neighbors need to do it as a group. The Borough of Chambersburg cannot organize TNR programs in each neighborhood or monitor their success.

The Borough of Chambersburg has no prohibition on humane trapping of community cats or any animal on your private property. Trapped animals can be brought to the Cumberland Valley Animal Shelter. The Borough does not enter upon private property and trap animals on your behalf.

There is nothing to prevent a cat under someone's care from running at large. However, you can trap it on your property.

- **There are no local laws to prohibit cat nuisances such as digging in a garden or leaving urine or feces on public or private property.**
- **There is nothing to permit or prohibit the organization of a Trap-Neuter-Return (TNR) program by citizen volunteers who wish to organize and invest their time in such an activity.**
- **There is nothing to permit or prohibit an impoundment facility from neutering cats under their control or collecting fees for their services.**
- **There are no local laws requiring that cats be kept in or only permitted to be at large in the dwelling of their owner.**
- **There is nothing to prevent the Borough from trapping cats on public property (i.e. a park).**
- **There is nothing to prevent any citizen from trapping cats on their own private property**
- **The Borough does not have a feeding ban as they are considered ineffectual**
- **The Borough does not enter upon private property and trap animals on your behalf**
- **Cats, owned or community, must be treated in a humane manner**

If you have any questions about animal codes in the Borough of Chambersburg, Call Phil Wolgemouth, Deputy Borough Manager, at: (717) 251-2436

Or research the matter at the Humane Society of the United States www.humanesociety.org

THE HUMANE SOCIETY
OF THE UNITED STATES

CHAMBERSBURG GREEN YARD WASTE RECYCLING CARDS NOW AVALABLE FOR 2021

The Borough now has a new and improved system for the recycling of green yard waste and other items, in keeping with State and Federal laws. These rules are strictly enforced.

The Borough's green yard waste recycling center will reopen on W. Commerce Street, just off N. Franklin Street, in Hamilton Township on April 1, 2021. The old site, at the Borough Farm, off Hollywell Avenue, is no longer available to the public. The site will be open Tuesday through Saturday, 8 a.m. to 6 p.m., and residents must buy a pre-paid Green Yard Waste Card at City Hall before using the site. Contractors, landscapers, and landlords will be invoiced for their waste and they should open an account at City Hall during regular business hours.

GREEN YARD WASTE DROP OFF RULES:

ELIGIBLE GREEN YARD WASTE:

Acorns, Bark, Branches, Brush, Bushes, Flowers, Foliage, Kindling, Knots,
Leaves, Fall Tree Leaves, Limbs, Plants, Roots/Rootballs, Sawdust, Shrubs, Twigs, Wood chips

NO TREE TRUNKS – NO LOGS
DO NOT DUMP LARGE PIECES OF WOOD

The Borough will not receive tree trunks that exceed the size and weight limits below:
No individual item may weigh more than 30 lbs
No individual item may be longer in length than 6 feet
No individual item may have a diameter in excess of 6 inches
Organic material may need to be chopped or chipped prior to delivery to the site to meet these requirements
In general, logs and trunks must be cut down in order to meet size/weight limits

NO GRASS CLIPPINGS

The Borough will not accept grass at our facility. Grass may be considered trash or composted. Per Pennsylvania DEP, grass can be recycled on your property. Grass can be mulched and left on your lawn to help it grow or deposited in a backyard compost heap. Grass overwhelms our yard waste program.

Grass might be placed in trash bags or cans and left out with your municipal solid waste for collection and disposal.

FALL LEAVES COLLECTED CURBSIDE

The Borough will not accept grass at our facility. Grass may be considered trash or composted. Per Pennsylvania DEP, grass can be recycled on your property. Grass can be mulched and left on your lawn to help it grow or deposited in a backyard compost heap. Grass overwhelms our yard waste program.

Grass might be placed in trash bags or cans and left out with your municipal solid waste for collection and disposal.

NO PLASTIC BAGS
DO NOT DUMP PLASTIC BAGS

The Borough cannot receive any plastic bags as the plastic is not recycled by our program. Eligible waste should be dropped at the facility either loose or in Kraft style paper bags, which are available through home improvement retailers. Waste in plastic bags will be rejected.

NO TRASH OR CONSTRUCTION DEBRIS
DO NOT DUMP CONSTRUCTION WOOD

Beams, block, brick, concrete, construction wood, decking, dirt, dowels, grime, gypsum, metal, nails/tacks/fasteners, pallets, paneling, plastic, plywood, shale, shingles, siding, soil and stone are all ineligible waste.

Contact David Finch, Assistant Borough Manager with questions:
(717) 660-2702 or dfinch@chambersburgpa.gov

FINANCE DEPARTMENT

JASON COHEN, FINANCE DIRECTOR

Our fiscal year 2020 was a year of substantial personnel changes for the Finance and Accounting, and Customer Service offices:

- **Creation of the Bilingual Front Counter Teller I position**
  - **This position was created to provide bilingual customer service for Spanish-speaking residents.**
- **Promotion of a Front Counter Teller II (FCT II) to a Customer Service Representative (CSR)**
  - **As a result of a CSR transferring out of the position, to another department, an existing FCT II was promoted to a position of increased responsibility**
- **Lead Customer Service Representative reclassified as Assistant Administrative Services Supervisor**
  - **This position was assessed and reclassified commensurate with its responsibilities**
- **Hiring of a Customer Service Representative (CSR)**
  - **A new CSR was hired in order to increase the versatility of the Customer Service division.**
- **Hiring of three Front Counter Teller I's (FCT I)**
  - **These hires were a result of one existing employee moving to a position in another department, one being promoted, and one departure**
- **Hiring of two new Front Counter Reception Clerks**
  - **Two vacancies occurred in this position, as a result of one employee taking an opportunity elsewhere, and another taking the opportunity to advance to the position of FCT I**
- **Creation of an Accounting Technician position**
  - **This position was created to ensure appropriate succession planning, and was filled by the existing Property Assets Technician**
- **Hiring of a Property Assets Technician**
  - **This vacancy resulted from the incumbent moving into the Accounting Technician position, and was filled by an existing FCT I**
- **Hiring of a Meter Technician**
  - **This vacancy occurred as a rest of the incumbent transferring to another department, and was filled by an employee transferring in from another department.**
- **Creation of an Extra Part-Time Parking Meter Attendant**
  - **This position was created to supplement parking enforcement in the downtown area, as needed**

Since 2015, the Finance Department continues to work directly with the Borough's investment advisors - Sterling Advisors, with $46.6 million under management, in order to realize an average yield of 1.04%, with an average maturity of only 2.1 years, and an estimated annual income of $451,639. The average S&P rating of the Borough's holdings is AA+. These increased returns should further lessen the burden on the Borough's tax and operating revenues for the funding of operations.

For the sixth consecutive year, the Finance Department also administered the Borough's Payment In Lieu of Taxes (PILOT) solicitation campaign, in which tax exempt agencies that pay no property tax, yet still receive the benefit of municipal police and fire services, were requested to contribute towards those services, in lieu of taxes. The campaign raised $21,164 to be used towards those services, which the Borough would not have otherwise received. This represents a decrease of 48.6% when compared to PILOTs received in 2019. Revenues are anticipated to increase in 2021, as the economy hopefully normalizes. PILOT revenue averaged 21% increase per year from 2015 to 2017, but decreased by 77% between 2017 and 2020.

The Finance Department also continued to administer the Borough's collections process, instituted in 2015, which resulted in the collection of 61% of delinquent debt, identified as collectible as of January 1, 2020, and total collections of delinquent debt exceeding $135,000 – a figure that is lesser than past years, due to the process effectively containing instances of delinquency. This process has significantly mitigated the number of outstanding invoices being placed into third-party collections, and the Borough is keeping pace with the expected performance of third-party collection agencies by collecting 92% of debt within sixty days of delinquency.

Finally, the Finance Department, again, proudly received recognition from the Government Finance Officers Association, via the award of the Certificate of Achievement for Excellence in Financial Reporting, for its Comprehensive Annual Financial Report for the Fiscal Year Ended December 31, 2018.

ARE YOU HAVING TROUBLE WITH ON-TIME POSTAL DELIVERY OF UTILITY BILLS?

We would like to introduce you to our PETE program. PETE stands for Payments Easily Transferred Electronically. A checking or savings account at any bank or credit union can be used, and there is no fee for this service. You will still receive a copy of your utility bill. The date that payment will be withdrawn from your account will be printed on your bill; this date will not be sooner than four (4) days before the due date of your utility bill. A PETE application is available by contacting the Borough. To sign up, please return the application along with a voided check, or a letter from your bank with the routing number and account number of the account you wish to use. It can be mailed/dropped off with your payment, or sent on its own, or emailed to jrutan@chambersburgpa.gov. You will receive a utility bill verifying your enrollment, when the process is complete. This will happen prior to the first automatic withdrawal. If you have questions, please call the main switchboard at (717) 264-5151, or stop by our office during regular business hours.

2020 ACTUAL & PROPERTY TAX RATES

REVENUES:	AMOUNT:
Taxes: Property, Wage, Deed Transfer, Emergency & Municipal & PILOT	$11,932,263
Police Fines & Costs	$151,820
Recreation Department - Pool & Park Receipts	$104,777
Federal, State & Other Reimbursements	$1,140,375
Licenses, Permits, Ambulance, & Other Receipts	$4,542,693
Enterprise Funds	$62,972,384
Internal Service Funds	$12,017,041
Payroll, Employees' Pensions & Other Trust Funds	$20,820,874
Surplus Operating Funds from preceding Fiscal Year	$33,042,177
Surplus Special and Reserve Funds from preceding Fiscal Year	$32,426,044
TOTAL RECEIPTS	$179,150,448
Inter-Fund Transfers	$6,977,171
TOTAL RECEIPTS AND INTERFUND TRANSFERS	$186,127,619
APPROPRIATIONS:	
Fire, Ambulance, & Police	$10,850,260
Highway, Traffic & Lighting	$1,109,633
Public Recreation	$1,255,116
General Administration	$1,531,560
Community Development	$1,033,905
Enterprise Funds	$58,476,953
Internal Service Funds	$12,120,373
Payroll, Employee Pensions & Other Trust Funds	$20,648,628
Surplus Operating Funds from preceding Fiscal Year	$37,073,752
Surplus Special and Reserve Funds from preceding Fiscal Year	$35,552,997
TOTAL EXPENDITURES	$179,653,175
Inter-Fund Transfers	$6,977,171
TOTAL EXPENDITURES AND INTERFUND TRANSFERS	$186,630,346

PROPERTY TAX RATES - DIRECT AND OVERLAPPING GOVERNMENTS

TAX YEAR	BOROUGH OF CHAMBERSBURG	CHAMBERSBURG SCHOOL DISTRICT	FRANKLIN COUNTY	FRANKLIN COUNTY LIBRARY
2020	30 mils	118.9296 mils	29.10 mils	1.30 mils
2019	30.5 mils	115.019 mils	29.10 mils	1.05 mils
2018	30.5 mils	109.647 mils	27.60 mils	1.05 mils
2017	25.5 mils	105.94 mils	27.60 mils	1.05 mils
2016	25.5 mils	101.378 mils	27.60 mils	1.05 mils

1. Chambersburg Town Council adopts only the Borough rate; not the other rates.
2. Chambersburg Town Council did not raise taxes for six years prior to 2014.
3. Your Borough Property Tax represents only 17¢ of every $1 paid in property taxes in 2020.
4. The Borough also collects Earned Income Tax, Deed Transfer Tax, and Local Services Tax.

2021 COUNCIL ROSTER

MAYOR AND MEMBERS OF TOWN COUNCIL OF THE BOROUGH OF CHAMBERSBURG, PENNSYLVANIA

MEMBERS OF COUNCIL

Barbara Beattie
218 Lantern Lane
Third Ward - 2018-2021
bbeattie@chambersburgpa.gov

Sharon A. Bigler
359 High Street
Fourth Ward - 2020-2023
sbigler@chambersburgpa.gov

Allen B. Coffman, HR Liaison
112 Pennsylvania Avenue
First Ward - 2018-2021
acoffman@chambersburgpa.gov

Alice C. Elia, President
1447 Wilson Avenue
First Ward - 2020-2023
aelia@chambersburgpa.gov

Bill Everly
910 Leidig Drive
Fifth Ward - 2020-2023
beverly@chambersburgpa.gov

Michael Herbert, Vice President
209 South Coldbrook Avenue
Second Ward - 2018-2021
mherbert@chambersburgpa.gov

John Huber, Finance Chair
234 S. Coldbrook Avenue
Second Ward - 2020-2023
jhuber@chambersburgpa.gov

Kathy J. Leedy
191 Eisenhower Drive
Third Ward - 2020-2023
kleedy@chambersburgpa.gov

Dennis Schmaltz
260 Miller Street
Fourth Ward - 2020-2021
dschmaltz@chambersburgpa.gov

Heath E. Talhelm
840 Brandon Drive
Fifth Ward - 2018-2021
htalhelm@chambersburgpa.gov

MAYOR

Walter C. Bietsch
530 East Liberty Street
Chambersburg, PA 17201
Mayors Office 261-3243
mayor@chambersburgpa.gov

COUNCIL MEETINGS

7:00 P.M.
REGULAR PUBLIC GENERALLY:
2ND AND 4TH MONDAYS
COUNCIL CHAMBERS

OFFICE ADDRESS:

100 SOUTH SECOND STREET, CHAMBERSBURG, PA 17201

CUSTOMER SERVICE:

(717) 264-5151

BOROUGH STAFF

Jeffrey Stonehill
Borough Manager
Director of Utilities
(b) 717-251-2433

Phil Wolgemuth
Deputy Borough Manager
Land Use & Development Director
(b) 717-251-2436

David C. Finch
Assistant Borough Manager
Public Works Director
(b) 717-660-2702

Jamia L. Wright
Borough Secretary
(b) 717-251-2437

G. Bryan Salzmann
Borough Solicitor
(b) 717-263-2121

Welton J. Fischer
Assistant Borough Solicitor
(b) 717-264-8020

Ron Pezon
Electric Superintendent
(b) 717-251-2426

Jeff Heverley
Assistant Electric Superintendent
(b) 717-251-2418

John Leary
Gas Superintendent
(b) 717-251-2422

Jon Mason
Assistant Gas Superintendent
(b) 717-251-2423

Lance Anderson
Water and Sewer Superintendent
(b) 717-251-2405

Travis Amsley
Assistant to the Water
and Sewer Superintendent
(b) 717-251-2439

A. Elwood Sord
Assistant Public Works Director
(b) 717-251-2479

Dustin Ulrich
Emergency Services Chief
(b) 717-251-2475

Roland Camacho
Police Chief
(b) 717-264-4131

Julie Redding
Recreation Superintendent
(b) 717-251-2470

William F. Dubbs, Jr.
Property Maintenance Code Officer
(b) 717-251-2444

Ana Carey
Property Maintenance Code Officer
(b) 717-251-2445

Guy Shaul
Economic Development Specialist
(b) 717-251-2446

Andy Stottlemyer
Storm Sewer System Manager
(b) 717-251-2434

Jason Cohen
Finance Director
(b) 717-251-2412

Brenda Hill
Borough Tax Collector
(b) 717-263-6565

Franklin County Area Tax Bureau
(b) 717-263-5141

BOROUGH OF CHAMBERSBURG

100 SOUTH SECOND STREET | CHAMBERSBURG, PA 17201
www.chambersburgpa.gov | Phone: (717) 264-5151
boroughsecretariesoffice@chambersburgpa.gov

En el departamento de servicio al cliente se habla Español.

BOROUGH OF CHAMBERSBURG
100 South Second Street
Chambersburg, PA 17201-0909

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CHAMBERSBURG PA 17201

BOROUGH OF CHAMBERSBURG

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boroughsecretariesoffice@chambersburgpa.gov
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(717) 264-5151