



DEPARTMENT OF PUBLIC SERVICE

September 29, 2010
PRESS RELEASE

The City of Kent

2010 Fall Brush Collection Program

The 2010 Fall Brush Collection Program will commence
Monday, October 4th 2010

Brush will be collected in the Northeast and Southeast Quadrants of the City
Monday, October 4th to Friday, October 15th 2010

Brush will be collected in the Northwest and Southwest Quadrants of the City
Monday, October 18th to Friday, October 29th 2010

Crews will make only one pass down each street during the scheduled collection period. Please place your brush at the curb prior to the first Monday of your collection period, as there will not be a second pass in your neighborhood. Residents that miss the collection will be responsible to dispose of their brush on their own. It may be taken to the City Yard Waste Transfer Site located on Plum Street near the entrance to Plum Creek Park.

2010 Fall Leaf Collection Program

The 2010 Leaf Collection Program will begin November 1st 2010 and end December 17th 2010. Loose leaves will not be picked up during the Spring of 2011.

Leaf Collection Crews will pick up leaves on a continual basis throughout the scheduled program. The Leaf Collection Truck will travel down each street in your quadrant and will then repeat the same route throughout the scheduled collection period.

Bagged Leaves

If you prefer to bag your leaves, please place them on the curb and call the Service Department at 330-678-8105 to request a bagged leaf pickup. The deadline for bagged leaf pickup requests is Friday, December 17th 2010.

Leaf Drop Off

Residents may take leaves to the Yard Waste Site, located at the entrance to Plum Creek Park. Please remember to empty the bags and take them with you when dropping leaves at the site.

If you have questions regarding either program please call the Service Department at 330-678-8105.

FirstEnergy Vegetation Management

The City of Kent Service Department has been notified by FirstEnergy that contracted tree care professionals will be trimming trees in the City of Kent for overhead line clearance beginning in October 2010.

To help maintain safe, reliable electric service, FirstEnergy's Vegetation Management Program controls trees, shrubs and brush growing around their facilities and equipment - including power lines.

Eugene K. Roberts
Director of Public Service

Guidelines for Administrative Contacts

April, 1999

The following outline delineates the limitations within which Council members should conduct themselves individually when privately approaching the City Manager and Administrative staff members. This framework is intended to assist both governing board members and staff in understanding and adhering to the appropriate protocol between policy governance and the role of management. The City Manager is to notify elected officials if and when an individual has made an inappropriate request or a request which requires the review and approval of the entire City Council as a collective policy-making body. After discussing the individual Council member's request, the elected official will have the option of pursuing the matter by submitting his/her request in writing to be forwarded to all members of the City Council for their collective consideration, or abandoning the request by abstaining from further pursuit, inquisition, or contemplation of the subject matter. Elected officials always have the right and opportunity to express their opinions or bring issues forward directly to the entire City Council at the end of all regular City Council meetings during the Council members comments portion of the agenda. Requests or inquiries need not be directed exclusively through the City Manager's office.

Elected officials may also contact Department Heads for operational issues or requests that are more normal or common in nature. Department Heads should refer the request or the individual Council member to the City Manager if they deem the request to be out of the ordinary, unusual in nature, improper, or otherwise unsuitable for being addressed at their level. Department Heads and Division Managers do not accept direction, instruction, commands or general orders directly from elected officials. Hopefully, over time, both elected officials and staff will develop a comfort plane in this interaction of defining respective relationships in making requests and processing inquiries within the boundaries as defined below.

Inappropriate Requests

- Requesting the City Manager to discipline an employee because of words/actions/behavior.
- Requesting the City Manager to perform or not perform certain activities which are inconsistent with established Council policies or ordinances.
- Imposing demands on the Administration without acknowledging ownership thereof publicly.
- Influencing the Administration's pending recommendation on an issue before Council.
- Requesting the City Manager to voluntarily limit his/her authority granted by Charter or Ordinances.
- Requesting the City Manager to restrict his ability to compensate employees within Council approved pay ranges.

- Requests that impede the City Manager's ability to communicate full disclosure of information to all members of the Council.
- Intervention on behalf of an employee to become personally involved in personnel matters, union affairs, or grievances.
- Requests that require the City Manager or Department Heads to redirect the delivery or the timing of the delivery of municipal services for individual customers.
- Requesting Administrative Staff members to attend a meeting outside normal working hours, in a non-public place, and/or for a singular purpose, without the prior knowledge and consent of the City Manager.*

Requests Requiring Council Review and Concurrence

- Requests that modify established Council policies or ordinances.
- Requests involving the expenditure of unbudgeted public funds or staff time.
- Requests that involve the disclosure of new information based on external-internal awareness.
- Criticism of decisions or behavior of the City Manager.
- Requests for an investigation and full report on a specific incident or occurrence.
- Requests to reduce or eliminate specific expenditures in the municipal budget.
- Requests involving clarification or interpretation of Council's intent relative to policy matters.
- Requests that would result in a shift of organizational values, if implemented.

Requests Requiring No Council Action – Informational Only

- Notify the City Manager of suspected inappropriate employee behavior (City Manager will investigate).
- Referral of constituent complaints to the appropriate Department Head.
- Requests for public records or other readily available information/documentation.
- Responses to issues put forth by the Administration (responses to questions from the Administration).
- Requests to share information or positional rationale with other elected officials.
- Complaints about the words or actions of other Council members.
- Complaints about issues over which the City Manager has no jurisdiction.
- Complaints regarding the news media's coverage of community issues on Council actions.
- Responses to questions from an elected official about particular incidents or activities such as providing a status report on certain municipal operations or projects.

*See attached list

List of Administrative Staff Positions

Law Director
Safety Director
Budget & Finance Director
Service Director
Community Development Director
Police Chief
Fire Chief
City Engineer
Controller
Water Reclamation Plant Manager
Water Treatment Plant Manager
Central Maintenance Manager
Plans Administrator
Economic Development Coordinator
Senior Engineer
Development Engineer
Personnel Compliance Specialist
Assistant Law Director
Arborist
Development Planner
Environmental Services Manager

Guidelines for Processing Complaints

There are two different types of complaints which elected officials commonly receive: requests for services, or concerns about the quality of service or behavior of employees while performing services.

Requests for services are sometimes made by citizens to elected officials for a couple of reasons. Sometimes the citizen is not sure if the issue is one the City typically deals with, and calls the elected official for confirmation. Other times the citizen does not want to contact the City offices or doesn't know who to call, but feels that the City should be aware of service needs, and is more comfortable in notifying their elected representative. In these cases, the following guidelines are recommended.

- ❖ Complaints dealing with normal municipal operations like snow plowing, street maintenance, drainage, recycling, parks maintenance, sewer back-up, municipal property care, and the like should be directed to the appropriate department head or division manager.
- ❖ Anything involving a police-related matter should be referred to the Safety Director or Police Chief (please do not make any commitments on the City's behalf and do not ask for details of specific incidents related to an investigation).
- ❖ Incidents which are on-going should be reported in a timely fashion directly to the office with operational responsibility. In this manner, police, fire, service or health employees, etc. may be able to deal with the situation at that time. It will be much more efficient for the City's departments, and provide a more timely response to the citizen's needs than if we had to wait until the situation occurs again.
- ❖ Anything involving an insurance claim should be directed to the Law Director or his secretary (make no commitments on the City's behalf).

Complaints which involve concerns about the quality of service or behavior of employees while performing services are best handled in the following fashion:

- ❖ Do not immediately deduce that the City is wrong, but rather gain a full understanding of the citizen's concern and let them know that you will forward their concern on to the appropriate official for follow-through and response.
- ❖ Complaints involving subordinate employee behavior can be referred to the appropriate Department Head.
- ❖ Complaints on supervisory employee behavior, lack of attention to a previous inquiry or complaint by a department, issues out of the ordinary requiring immediate attention, or a concern that results in uncertainty as to how it should be handled, should be directed to the City Manager's office. Frequently, most

complaints can be handled by the Manager's Executive Secretary, Liz Zorc, or she can forward them on to the appropriate personnel.

- ❖ If possible, it is better and more efficient to handle a complaint with a telephone call to the appropriate department or Manager's office rather than voicing the complaint at a public City Council meeting. Complaints receive the same attention from the Administration regardless what forum within which they are received.

It is anticipated that over time, elected officials and staff will develop a good working relationship on how to respond to citizen complaints. If an elected official is uncertain, please feel free to call the City Manager and discuss the concern. This will assist both policy makers and administrative staff on how to handle similar complaints in the future. If an elected official wants to be contacted for the purpose of being provided with a follow-up status report, the attached Council Member Complaint Form needs to be completed and returned to the City Manager's office. The accompanying City of Kent Elected Official Complaint Response System Manual will guide the procedures used in responding to formal written complaints submitted by Council members, including follow through on status reports.