



ACT Committee Meeting
March 11, 2026 @ 6:30 PM
This meeting is recorded for public record.

Committee Members:

Lisa Kearns, Chair
Jerome Szczepaniak
Stephen Marvin

Chief Information Security Officer: William Mann

Director of Human Resources: Christine Hines

Borough Manager: Sean Metrick

ACT Committee Meeting:

I. Call to Order

II. Announcements

III. Comments

Comments, suggestions, petitions by residents, taxpayers and visitors in attendance regarding items that are not on the agenda. Please be advised there is a 5-minute time limit which is at the discretion of the Council President and/or Chair.

IV. Reports

A. Human Resources Director Report (attachment)

B. ACT Committee –*Chair Report, workplan and issues raised at prior meetings (attachment)*

V. Old Business

A. Approve February 2026 meeting minutes (attachment)

B. Discuss remote meeting attendance for Council rules (attachment)
Issue: Discuss remote virtual attendance for Council Members

C. Discuss Borough Organizational Chart
Issue: Discuss preparing an amendment to Subsection 3-9 Chart of Government Organization

D. Discuss the process for tracking resident concerns
Issue: Review process for tracking residents' concerns

VI. New Business

A. Discuss staff and Council communication and agenda management (attachment)
Issue: Discuss staff and Council communication, and agenda management

VII. Other Business

VIII. Adjournment

Visit www.west-chester.com for access to all attachments.

Agendas are posted to www.west-chester.com by noon 3 business days prior to the meeting.



Borough of West Chester
401 East Gay St West Chester PA 19382

Borough Council

Nicole Scimone, President
Bernie Flynn, Vice President
Bryan Travis
Brian McGinnis
Stephen Marvin
Jerome Szczepaniak
Lisa Kearns

Mayor

Lillian L. DeBaptiste

Borough Manager

Sean Metrick

Quarterly HR Director Report

Date: March 11, 2026

Overview

This report provides a comprehensive overview of the HR activities and metrics for the West Chester Borough for the fourth quarter of 2025. It includes data on benefits, demographics, headcount, labor cost, and turnover.

Benefits

- **Health Insurance:** Open Enrollment was November 6, 2025-November 20, 2025.
 - Employee Eligibility = 122 (88.4%)
 - Employee Participation = 99 (81.1%)
 - Family Members Enrolled = 141
 - Employees Waived Coverage = 19 (15.6%)
 - opt out for non-uniform = \$5,000 x 8 (\$40,000.00), 2 partial year opt out (4,166.68)
 - opt out for uniform = \$15,141.72 x 6 (\$90,850.32), 3 partial year opt out (\$19,415.32)
 - 4th Quarter Costs for medical coverage = \$706,408.87
 - Health Saving Account (HSA) Q4 Cost +\$1,054.50
 - Contributions: Employee Only (\$21.49)/Employee + Family (\$50.46)
- **Dental Insurance:** 100% employer paid through United Concordia
 - Employee Eligibility = 122 (87.8%)
 - Employee Participation = 102 (83.6%)
 - Family Members Enrolled = 139
 - Employees Waived Coverage = 20 (16.4%)
 - 4th Quarter costs for dental coverage = \$26,686.79
- **Vision Insurance:** through Vision Benefits of America (VBA)
 - Employee Eligibility = 123 (88.5%)
 - Employee Participation = 102 (82.9%)

- Family Members Enrolled = 123
- Employees Waived Coverage = 21 (17.1%)
- 4th Quarter costs for vision coverage = \$3,408.60
- Contributions: Employee Only (\$0.00) / Employee + Family (\$10.90)
- **Retirement Plans:**
 - Pension Plan Participation = Uniform (43) Non-Uniform (44) total = 87 Retired
 - Defined Contribution Plan 401(a). The Borough contributes 5% of their annual salary on a bi-weekly basis.
 - 457(b) Deferred Compensation Program - 100% Employee Funded
- **Other Benefits:**
 - Short-term/Long-Term Disability, Life and AD&D Cost for Q4= \$21,337.59
 - Workers Compensation Cost for Q4 = \$1,072.00 (4 Claims)

Demographics

- **Total Employees:** 138
- **Gender Distribution:** 79.0% Male, 21.0% Female
- **Age Distribution:**
 - Baby Boomer (1945-1964) = 8.7% (Employees)
 - Generation X (1965-1980) = 41.3% (Employees)
 - Millennials (1981-1994) = 28.3% (Employees)
 - Generation Z (1995-2010) = 21.7% (Employees)

Longest Commute: 50 miles

Headcount

- **Total Headcount:** 138
- **New Hires:** 8-1 Chief Communications Officer (rehire), 1 Police Officer (rehire), 1 Operator WasteWater Treatment, 3 Laborers Public Works, 1 Driver/Laborer Public Works, 1 HR Director
- **Departures:** 7= 1 Operator/WasteWater Treatment Plant, 1 Laborer/WasteWater Treatment Plant, 1 Driver-Laborer/Public Works, 2 Laborers/Public Works, 1 Part-Time Communications Officer, 1 Parking Services Officer, 1 Intern/Parks & Recreation

Labor Cost

- **Total Labor Cost:** 4th Quarter = \$3.3M
- **Total Labor Hours:** 4th Quarter = 53.2k

Breakdown by Department:

Department	Labor Costs
Police Department	\$ 1,448,009.01
Streets Department	\$ 548,448.77
Sewer Department	\$ 272,630.40
Police Chief/LT's	\$ 170,141.28

Clerical Police	\$ 214,878.82
Parking Services	\$ 183,701.45
Administration	\$ 146,479.67
Building & Housing Department	\$ 110,220.73
Finance	\$ 67,268.65
IT Department	\$ 45,427.09
Parks & Recreation Department	\$ 42,606.90
Mayor & Council	\$ 8,930.62

- **Overtime Costs:** 4th Quarter = \$185.7k for 2.7k hours worked

Turnover

- **Turnover Rate:** 5.8% (Benchmark for Public Administration is 11.9% annually)
- **Voluntary Turnover:** 4
- **Involuntary Turnover:** 4

Training

Creating training for employees and leaders on Harassment Prevention and creating training
Progressive discipline training for leadership

Kris Hines
Human Resources Director
Borough of West Chester



Borough of West Chester
401 East Gay St West Chester PA 19380
www.west-chester.com
(610)-692-7574

Borough Council

Nicole Scimone, President
Bernie Flynn, Vice President
Jerome Szczepaniak
Bryan Travis
Brian McGinnis
Stephen Marvin
Lisa Kearns

Mayor

Lillian L. DeBaptiste

Borough Manager

Sean Metrick

Committee Chair Report

Goals and progress

- Propose, develop, and begin to implement a strategy and associated policies and procedures to enhance civic/public engagement.
- Create comprehensive procedures to record and track-to-completion public concerns.

Issues Emerging

Administration, Communication & Technology Committee of Borough Council

Date: Tuesday, February 11, 2026 @ 6:30 PM

Committee Members: Lisa Kearns, Chair
Stephen Marvin
Jerry Szczepaniak

Staff: William Mann, Chief Information Security Officer
Nicholas Fink, Manager of Data and Enterprise Applications
Will Williams, Director of Sustainability
Sean Metrick, Borough Manager

II. Announcements

III. Comments, suggestions, petitions by residents, property owners, and visitors in attendance regarding items not on the agenda. (Please be advised that all public comments have a 5-minute time limit.)

IV. **Reports**

- a. Data Manager Quarterly Report – Nick Fink ***completed**
- b. 2025 CISO Annual Report – William Mann ***completed**
- c. ACT Committee – Chair report – workplan and issues raised at prior meetings ***completed**

V. **Old business**

- a. Discuss remote meeting attendance for Council rules ***continued discussion next month**
- b. Approve December 2025 meeting minutes ***approved 3-0**

VI. **New business**

- a. Discuss West Chester domain name ***A possible change to .gov failed 2-1 (Marvin)**
- b. Discuss Borough Organizational Chart ***continued discussion next month**

VII. Adjournment

Visit www.west-chester.com for access to all attachments.

Agendas are posted to www.west-chester.com by noon 3 business days prior to the meeting.



POLICY OF THE BOROUGH COUNCIL OF WEST CHESTER, PENNSYLVANIA –

Remote Attendance at Borough Council Meetings

Draft #2

(February 25, 2026)

1. INTRODUCTION

The purpose of this policy is to establish rules and procedures for the remote attendance by Borough Council Members at public meetings in the interest of effective and efficient government.

2. POLICY

Once policies have been issued, they are considered “active” and if not followed, can be followed by disciplinary action. Each policy will be updated and approved by the Borough Council. Once approved, the policy will be distributed to the Borough Council.

3. PURPOSE

The West Chester Borough Council adopts this policy and these rules and procedures to further the goals of the West Chester Borough Council to allow full participation by Council Members at public meetings and provide meeting transparency to its citizens. The order of business of public meetings that provides a remote attendance option will be conducted in the following manner:

4. ROLES AND RESPONSIBILITIES

Members of the West Chester Borough Council are expected to be physically present for all public meetings except when being physically present is not practicable for one or more Council Member.

Circumstances under which physical presence for one or more Council Member is not practicable are limited to:

- Illness or other physical conditions, or temporary absence from West Chester, which cause the member of Council to face significant difficulties traveling to and attending the public meeting in person;

- Providing a reasonable accommodation for a member of Council with a disability; or,
- Other acceptable extenuating circumstances subject to the approval of the Council President or his/her/their designee.

A Council Member who believes it is not practicable, as set forth above, for him/her/them to attend a meeting in person shall notify the Council President (or designee) of the existence of such circumstance as far in advance as possible.

SECTION II: THE POLICY

Public Meetings with Remote Participation by Members of Borough Council

1. Council members will be permitted to attend virtually (“remote member”) if they are able to meet the conditions stated under the “Roles and Responsibilities;
2. At least one Council Member must be physically present at the public location identified when the meeting was advertised;
3. At the start of the meeting, the President or Chair shall announce the names of any member who is participating by remote means;
4. The remote member may make a motion;
5. The remote member may vote;
6. The remote member may not chair a meeting, and will delegate Chair responsibilities to a member physically present in the advertised location of the public meeting;
7. The remote member will be encouraged to be visible during the meeting; however, they may attend via telephone, as long as they can hear and can be heard by Borough Council and members of the public attending the meeting; and
8. If remote participation is interrupted through disruption or glitches in the technology, the meeting shall be automatically recessed for up to 5-minutes to attempt to restore communications. If communication cannot be reestablished, the remote Council Member will be considered to have left the meeting and the meeting may continue at the public location identified when the meeting was advertised at the discretion of the Council President / Chair.

9.

Document Name	<i>Rules and Procedures for remote attendance</i>
Owner	West Chester Borough Council;
Version Number	Version 2 2 25 2026
Approval Date	

Approved By	
Approved By	
Approved By	
Date of Commencement	
Date of Last Review	
Date for Next Review	
For Office Use – Keywords for search function	Policy, procedure, manual, collections

DRAFT

Borough of West Chester - Borough Council

Communication and Agenda Management

Revision date: March 2, 2026

This document provides guidance on how members of Borough Council communicate with staff, request information, and generate items for public meeting agendas. It reflects the governance structure of the Borough of West Chester Home Rule Charter, distinguishing policy-making responsibilities from administrative authority. Borough Council powers and duties are outlined in [Article 2 of the Home Rule Charter](#).

- Borough Council acts collectively by vote at public meetings.
- Council members do not possess administrative authority, nor do they manage day-to-day operations. [Section 208 of the Home Rule Charter](#).
- Council sets policy, enacts legislation, and provides strategic direction to the Borough Manager.

A. Communication with Borough Staff and Consultants

Council members are encouraged to communicate directly with the Borough Manager and department heads. Department heads will provide information to Council members, however questions that require research, operational changes, or work must be approved by the Borough Manager. On occasion, the Borough Manager will direct staff to contact Council members and coordinate business.

Emails from Council members will be responded to within 2 business days of receipt. Text and phone calls will be returned within 24 hours, usually the same day. Urgent matters should be directed to 911/dispatch or Departments by phone during normal business hours where applicable. Contact information is available on the Borough website.

Employees that report directly to the Assistant Borough Manager are Director of Building and Housing, Director of Parks and Recreation, Assistant Director of Parking, and all Parking Department employees.

Employees that report directly to the Borough Manager are the Assistant Borough Manager, Executive Assistant to the Borough Manager, Director of Human Resources, Manager of Data and Enterprise Applications, Director of Sustainability, Director of Information Technology, Director of Finance, Director of Public Works, and Director of Wastewater Services.

Council members should not contact other staff members, not listed above, directly or copy them on emails to their supervisor, unless directed to by the Borough Manager, Assistant Borough Manager, or Department director.

The Borough retains the services of legal counsel, engineering, audit, planning, and other professions. Communication to consultants by Borough Council should be approved by the President of Borough Council to manage work and prevent duplication of effort. Requests by email will be responded to within 2 business days, phone calls or text messages within 24 hours. Legal counsel is best received in an executive session or group email so all members can hear, respond, ask questions, and learn. Communication with counsel on legal matters is generally privileged and not subject to right to know.

The Borough Manager, President, and Vice President of Council confer frequently to manage the flow of information between staff and Council and review monthly agendas.

A.1 Appropriate Requests from Council Members to Borough Manager/ Assistant Borough Manager/ Department Directors

Examples include:

- Explanation or clarification of Borough business.
- Gather opinions on what course of action is best.
- Access to documents, reports, or public records.
- Place items on agendas
- Meetings, emails, or phone calls with the Borough Manager

A.2 Inappropriate Requests from Council Members to Department directors or other staff

Examples include:

- Direct staff, assign tasks, requests meetings with employees.
- Intervene in personnel matters or access personnel records for employees other than the Borough Manager.
- Alter workflows, operational priorities, or schedules.
- Use staff as intermediaries to convey policy positions or build consensus among other Council members.

A.3 Constituent emails to all of Borough Council

Sometimes a resident will email all of Borough Council and it is unclear who should take the lead on responding.

- If the location of the issue is known, the councilperson whose ward the person is from will respond.
- The responding councilperson can seek help from the Manager or staff or other councilpersons – and vice versa before responding.
- If the inquiry originates from someone outside the Borough, the President and Vice President will respond.

B. Agenda Management

Members of Borough Council are encouraged to engage their colleagues and the Borough Manager to develop ideas that lead to public discussions and/or votes on motions, resolutions, and ordinances. Ideas should start with informal conversations with the Borough Manager and department heads. New policy is best informed by professional legal and administrative knowledge and investigation, requiring expenditure of time and money. New policy can only be developed by the direction of all Borough Council.

Procedures for creating agendas and meeting management are covered in more detail in West Chester Borough Council Procedural Rules and Regulations – latest version 1.16.2025.

- Submit the request to the Borough Manager, Committee Chair, or Council President as soon as possible. Deadlines for publishing agendas are 3 business days prior to the meeting. Include a clear statement of purpose, requested action (discussion, motion, resolution, or ordinance), and any supporting materials.
- Council Committees may table an item for a future meeting pending more information or testimony
- Council Committees take directions from Borough Council. When new issues are brought up in committee meetings and they require significant research and staff time, the whole council should discuss and approve the direction before significant work begins.
- Council Committees may recommend an action be forwarded for a vote by Borough Council, while Borough Council may recommend an action be moved to Committee for further discussion.
- The Borough Manager may add items required for administrative processes or legal compliance to any agenda.
- Items that must be added after a deadline can be discussed when the members present vote to amend the agenda or under “other business”. Added items may not include expenditures or contracts without appearing on a properly published agenda.

C. Pennsylvania Sunshine Act – Summary

The Sunshine Act finds that “the right of the public to be present at all meetings of agencies and to witness the deliberation, policy formulation and decision making of agencies is vital to the enhancement and proper functioning of the democratic process and that secrecy in public affairs undermines faith of the public in government and the public’s effectiveness in fulfilling its role in a democratic society.”

C.1 Permitted Communications

Council members may:

- Deliberate and discuss Borough Council business in groups of 3 or less members.
- Deliberate and discuss Borough Council business with constituents.
- Request information from staff or the Borough Manager.
- Attend social events, trainings, or site visits with a quorum of Council members, provided no business is discussed.
- Circulate or receive information without engaging in back-and-forth discussion.
- The Council President may direct the Borough Manager to poll members of Council on their position on an item of business to determine the will of Council, but no vote may be taken, and no member of Council is obligated to participate in a poll outside of a public meeting.

C.2 Prohibited Communications

Council members may not:

- Deliberate and discuss Borough Council business with 4 or more members outside a public meeting- either in person, on a group text, email, social media, or group chats.
- Deliberate and discuss Borough Council Committee business with any member outside a public meeting. 2 or more members constitute a quorum.
- Direct staff to engage in consensus-building or message-passing between members.

C.3 Consequences for Non-Compliance

Violations of the Sunshine Act can result in:

- Legal challenges, invalidation of actions, public censure, or fines.