

**Lower Salford Township  
Communications Committee Minutes  
August 18, 2021**

The Lower Salford Township Communications Committee was called to order at 7:30 p.m. in person by Chairman Kevin Shelly. In attendance were committee members Kevin Shelly, Jean Campbell, Terri Ehrhart, Heather Entenmann, and alternate member John DelPizzo. Janet Flisak joined the committee meeting over Zoom. Holly Hosterman, liaison to the township was also present.

Mr. Shelly called for a review of the July 21, 2021 meeting minutes. No changes were requested. Chairman Shelly requested a motion to accept the July 21, 2021 minutes. Ms. Ehrhart motioned, and Ms. Campbell seconded. July 21, 2021 minutes were unanimously approved.

Public Discussion: There were no residents in attendance at the meeting.

Under New Business: There was no new business discussed.

Under Old Business:

Traisr Follow-up and Demonstration of Lower Salford Citizen Concern Website

Ms. Hosterman shared a copy of the revised version of the citizen reporting spreadsheet that was used to build the citizen concern website. Ms. Hosterman reviewed the changes that were made since the last committee meeting. Ms. Hosterman then demonstrated the Lower Salford Citizen Concern website with the committee and shared how a citizen can submit a report to the township office. The committee discussed how citizen reports will be addressed once received by the township.

There were two main topics discussed as the committee reviewed the reporting website; 1) The Sewer Authority is not included within the Citizen concern portal, as it is separate from the Township and 2) Township roads will be highlighted so citizens can be informed which roads are Township-owned vs. State-owned roads (State road issues would need to be reported to PennDOT). Chairman Shelly recommended that the difference in Township vs. State roads be clearly identified on the website.

The committee also discussed the ability to use a pop-up window to clarify specific issues; such as sewer authority, roads, and trail management. The committee discussed a number of potential outstanding questions that may need to be resolved as the website is launched such as; how to report a lost animal, how residents will know if a concern has been resolved, and if other township names can be added to the website map. The committee also discussed how citizen's reporting issues through the website would be anonymous from public view but would not be anonymous from the township staff as they need contact information if there are outstanding questions concerning an issue.

Ms. Hosterman shared she would have everything finalized prior to the Board of Supervisor meeting on August 31, 2021 and hoped the website would launch soon after. Ms. Hosterman shared that the Lower Salford Citizen Concern reporting website will be communicated to residents through the Township Newsletter and other Township communication methods, once officially launched.

Under Old Business:  
Letter to Residential Facilities

Mr. Shelly shared two revised draft letters that will be used to send to residential facilities in the Township. The letter is a way to introduce the residential facilities to the Communications Committee and provide a few ideas for how we might be able to improve communication between the Township and those residents living in the facilities. The committee reviewed both versions and decided on which draft to present at the next Board of Supervisors meeting. Once approved, the committee discussed the best approach for disseminating the letter to residential facilities (there are six in the Township) and to respond to requests for follow-up information. The committee will continue to discuss how to respond to residential facilities and potentially prepare a packet of information that can be shared with these facilities should they request more information.

Once the residential facilities letter is approved by the Board of Supervisors, Chairman Shelly will email the letters to the facilities and share back responses or feedback at the next committee meeting.

The next meeting of the Communications Committee will be Wednesday, September 15<sup>th</sup> at 7:30 p.m. in person with the option for the public to view the meeting via Zoom.

There being no further business, Chairman Shelly requested a motion to adjourn the meeting at 8:42 p.m. Terri Ehrhart made a motion and Jean Campbell seconded the motion. Meeting adjourned.

Respectfully submitted,

Heather Entenmann  
Secretary, Communications Committee