



TOWN OF BOONSBORO
BOONSBORO, MARYLAND

POLICY MANUAL

Approved: April 6, 2015
Revision: January 7, 2019

At times, the Mayor and Council of the Town of Boonsboro Maryland shall create and establish policies and procedures for various purposes.

The Policies and Procedures for the Town of Boonsboro shall be organized and categorized as follows:

Mayor and Council: MC

General Administration: ADMIN

Water/Sewer: UTIL

Public Works: PW

Subcategories may be established under each main category as necessary and shall be noted on the index sheet.

In each title of the policy, the title shall include the main category, sub category (if applicable) and the number. Numbers shall be established to follow chronological order.

Ex.

- (1) A Policy to establish Recognition of Citizens who serve on the Council or other boards and Commissions is created. The title would read as follows: MC.01
- (2) A Policy to establish billing procedures is created. A sub category under Utilities is needed for billing. The Title would read UTIL.A.01

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MC01: RECOGNITION OF CITIZENS WHO SERVE THE TOWN OF BOONSBORO

The Mayor and Council of Boonsboro shall honor citizens who have volunteered their time and service on appointed boards and commissions and on the elected Mayor and Council is as follows:

Members of boards and commissions:

- **serving at least one full term**, *who do not seek to be reappointed to another term* will be recognized with a **letter of appreciation** signed by the Mayor.
- **serving two or more terms;** will be recognized with a **certificate of appreciation** signed by the Mayor, and presented at a regular meeting of the Mayor and Council.

Members of the Mayor and Council:

- **serving at least one full term;** will be recognized during the first regular Mayor and Council meeting following the end of the member's term in office with a **certificate of appreciation** signed by the Mayor, and the member's nameplate,.
- **serving two or more full terms;** will be presented during the first regular Mayor and Council meeting following the end of the member's final term in office with a **wall plaque** or other suitable award, along with the member's nameplate.

From time to time, the Mayor and Council may find it necessary to honor other citizens, businesses or organizations for contributions to the Town of Boonsboro or employees for exemplary service as members of the staff. The Mayor and Council will vote on the type of presentation appropriate for recognition in such cases.

All awards, citations and commendations will be presented in a timely fashion.

MC02: COUNCIL AND BOARD MEMBER EXPENSES

The Mayor and Council of Boonsboro supports training, meeting, networking, and educational opportunities for members of the Council and Board and Commission members.

Expenditures for Mayor and Council training opportunities must be approved in advance of the meeting at a workshop or regular meeting of the Council.

Expenditures for Board and Commission member training must be included in the yearly budget and approved by the Board or Commission prior to requesting reimbursement.

Councilmember expenses that may occur prior to a meeting of the Mayor and Council, may be approved by the Mayor and Town Manager.

MC03: NOMINATION PROCEDURE

Candidates for Mayor and Council, including those interested in fulfilling unexpired terms shall use the Certificate of Nomination and Petition Form.

CERTIFICATE OF NOMINATION & PETITION

For Elective Office in the Town of Boonsboro, Maryland

To be filed with the Boonsboro Town Clerk, Town Hall, 21 North Main Street, by 4:30 p.m. on the second Monday in April for the even-year biennial Town Election on the second Tuesday in May. (*Charter of the Town of Boonsboro: Article V, Sec. 507 & 508*)

NOTE: The candidate must fill in, sign and date this "Certificate of Nomination" and collect the required number of signatures (10 for Council Member or 20 for either Mayor or Assistant Mayor) of qualified voters on the "Petition" on the reverse side of this form. (A candidate for an unexpired term is not required to collect signatures on the PETITION, but must complete this side of the form and return it to the Town Clerk by 4:30 p.m. on _____.)
(Date)

CERTIFICATE OF NOMINATION

I, _____, the undersigned, hereby declares
(PLEASE PRINT Name of Candidate)

that my voting residence address is _____; that I have been a
(Street & Number)

resident of the Town of Boonsboro since _____; that I was born on _____
(MM/DD/YYYY) (MM/DD/YYYY)

and that I am a registered voter in Washington County, Maryland.

I further declare that I desire to be a candidate for the office of:

_____, for a term ending 20____ .
(Examples: Mayor, Assistant Mayor, Council Member)

Dated this _____ day of _____ 20____ .

(Signature of Candidate)

(Primary Phone Number of Candidate)

(Secondary Phone Number of Candidate)

(E-mail Address of Candidate)

For Town Clerk Only -- Please leave this section blank

PETITION on reverse side

PETITION

Instructions to candidate: Council candidates must collect a minimum of 10 signatures of qualified voters who reside in Boonsboro. A candidate for Mayor or Assistant Mayor must collect 20 signatures. A candidate may collect more signatures than required. Please obtain additional petitions from Town Clerk or copy this page before starting to collect signatures.

We, the undersigned, qualified voters in Washington County, Maryland, whose voting residences are in the corporate limits of Boonsboro, hereby nominate _____ as a candidate for election to the office of _____ in the Town of Boonsboro, to be voted for at the next town election; and certify said person is, in our opinion, well qualified to perform the duties of the office to which the person desires to be elected.

PLEASE USE BLUE OR BLACK INK

	Signature	Printed Name	Street Address	Phone Number
Date				
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
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18.				
19.				
20.				

MC04: MONTHLY MEETING PROCEDURES

The Mayor and Council of the Town of Boonsboro hold a monthly workshop meeting and a regular monthly meeting. The following are procedures for the Regular Monthly Meeting.

APPROVAL OF AGENDA: The regular monthly agenda will be approved at the beginning of the meeting. This provides the opportunity for the Mayor and Council to amend the agenda with any new business that may have not been provided when originally published. The agenda is typically completed and published the Friday before the regular meeting.

MINUTES: Minutes of the previous month shall be approved at the beginning of the meeting. All meeting minutes may be approved as one for the month. Example: Motion to approve the minutes for the Month of October

CORRESPONDENCE/COMMENTS: Members of the Mayor and Council shall have the opportunity to update the other Council members of any relevant activity the Council participated in and/or may provide correspondence received throughout the month pertaining to Town Business

PUBLIC COMMENTS: Members of the Public have an opportunity to speak at the regular meeting. In order to be heard at the meeting, the person(s) must sign in on the sheet provided at the meeting. Those persons will be called in order as signed on the sheet and are limited to three (3) minutes per speaker.

GUESTS: Guests wishing to speak at a Regular Meeting of the Council must be pre-approved and scheduled prior to the Regular Meeting.

NEW BUSINESS: Business items included are those typically previously discussed at the monthly workshop meeting.

EXECUTIVE SESSION: A motion to move into executive session is required and will need to include the code pertaining to the reason for the executive session. A motion is required to close the regular meeting and/or executive session.

The following are procedures for the Monthly Workshop Meeting

Mayor and Councilmembers may request to have items scheduled and discussed on the workshop agenda up to one week prior to the workshop meeting.

MC05: CONTRIBUTIONS TO NON-PROFIT ORGANIZATIONS

The Mayor & Council may contribute annually to the care, operation, maintenance or capital expense of nonprofit organizations which serve the citizens of Boonsboro, if the amount is included in the Town's regular annual budget for that fiscal year.

Request for funds by non-profit organizations:

- To request funds totaling \$1,000.00 or more, an organization must apply for funding by completing an application form (see attached), providing proof of current 501(c) tax status, and requesting a hearing before a regular Mayor & Council meeting at least 90 days before the Town's fiscal year begins (i.e. before April 1). Organizations may also be required to provide current audited financial statements, upon request by the Mayor & Council.
- For funding requests less than \$1,000.00 and more than \$100.00, an organization must submit a letter of request to the Town Manager citing the amount and purpose of the request, 30 days before the Town's fiscal year begins.
- To receive a contribution of \$100 or less, an organization must submit a letter of request to the Town Manager citing the amount and purpose of the request.

Funding Amount	Application	Hearing	Documentation
\$1,000 & above	Yes	Yes, 90 days before Fiscal Year	501(c) IRS Certificate
\$999 - \$101	No	No	Letter of Request, 30 days before Fiscal Year
\$100 & under	No	No	Letter of Request

REQUEST FOR FUNDS

FROM THE MAYOR & COUNCIL OF THE TOWN OF BOONSBORO

Form must be submitted to the Town Clerk by April 1st to receive funds in the next fiscal year (July 1st - June 30th).
If approved by the Mayor & Council, the grant will be made to the organization by September 1st.

ORGANIZATION NAME _____

MAILING ADDRESS _____

AMOUNT OF GRANT REQUEST \$ _____

PLEASE DESCRIBE THE REASON FOR THE REQUEST: _____

SUBMITTED BY (SIGNATURE) _____

PLEASE PRINT NAME _____

TITLE _____

ADDRESS _____

PHONE NUMBER _____

EMAIL ADDRESS _____

DATE _____

FOR OFFICE USE ONLY

DATE RECEIVED _____

HEARING DATE _____

APPROVED DATE _____

DATE GRANT ISSUED _____

MC06: CITIZEN CONCERNS AND COMPLAINTS

When citizens contact members of the Mayor and Council or town staff with concerns relating to town business, the following procedures should be followed:

MAYOR & COUNCIL --

1. The member should inform the citizen that the concern/complaint will be referred to the Town Manager and that the Town Manager or her/his designee will be getting back in touch with the citizen to discuss the issue.
2. The member should then immediately forward to the Town Manager the concern/complaint, along with the citizen's contact information.
3. The Town Manager should inform the member what was done to address the issue and report the findings/solution to the member, and, if warranted, inform all members of the results of the investigation.

STAFF --

1. Upon receiving a question/comment/complaint that requires a response, a staff member will fill out the attached form and tell the citizen that a staff member will get back with an answer to the inquiry as soon as possible.
2. A formal response will be formulated by the staff and the citizen will be advised of the results of the investigation, in writing or verbally, whichever is deemed more appropriate.
3. The Mayor and Council and staffers involved directly in the issue (i.e. water, sewer, maintenance) will be apprised of the results of the investigation.

All questions/comments/complaints shall be recorded and kept in a file for easy access and for future reference.

CITIZEN CONCERNS & COMPLAINTS FORM

Name _____ Phone _____

Address _____ Cell Phone _____

Email _____ Best Day Phone _____

Please state citizen's concern, complaint or question: _____

Name of Town Official/Staffer taking the information: _____ Date _____

RESOLUTION: _____

CONTACTS WITH CITIZEN (Dates/times): 1) _____ 2) _____ 3) _____ 4) _____

STAFF MEMBER WRITING REPORT: _____ Date _____

MC07: BUDGET PROCESS

The Town Manager shall coordinate with Department Heads and Chairpersons of Boards to prepare a draft budget to be presented to the Mayor and Council. Board and Commission Chairs along with Department Heads shall be present during budget presentations to the Council.

Below is a sample budget preparation calendar to guide scheduling of the various items that are to be discussed during budget preparation, discussions, and adoption:

<u>Dates</u>	<u>Activities</u>
January – February	Discussion held to update CIP
March	Town Manager gathers data to project revenue, Departments compile expenditure estimates, and Preliminary Discussion are held with Council
April	Preliminary Budget Review with Council
May	Budget discussions continue and Public Hearing is scheduled
June	Budget is to be adopted prior to Beginning of new Fiscal Year of July 1

MC08: COUNCIL AND BOARD MEMBER ORIENTATION

In order for Council members and appointed board and commission members to serve the Town effectively and efficiently, an orientation shall occur.

Following the election in May; newly elected Officials shall set up a meeting with the Town Manager prior to the monthly workshop meeting. During the meeting, the Town Manager shall provide the newly elected Council member materials which may be referenced in order to make educated decisions and help orient the Councilmember in understanding the process of governing in the Town.

Newly appointed Board and Commission members shall also receive reference materials and meet with the Town Manager and Chairman of the Board prior to the first monthly meeting.

MC09: Council Liaisons

At the first regular Mayor and Council meeting following the biennial Town election, the Mayor -- with the consent of the Council -- shall select non-voting liaisons to the town's boards and commissions.

Council liaisons:

- Attend the regularly scheduled meetings and any special meetings of the assigned board or commission.
- Serve as the primary two-way communications channel between Council and the board or commission.
- Provide procedural direction and relay Council's position to the board or commission, making it clear that the liaison's role is not to direct the board in its activities or work.
- Serve as Council contact rather than an advocate for or ex-officio member of the board or commission.
- Identify and help resolve any problems that may exist with respect to the functioning of the board or commission

Members of the Mayor and Council may also be selected to serve on other agencies or organizations (i.e., Tri-County Council, Council of Governments, county Outreach Committee) that the Mayor and Council determines would be beneficial to the governance of the Town.

MC10: Council Committees (Standing & Ad Hoc)

The Mayor and Council may establish two types of committees: standing (continuous) and ad hoc (temporary).

A standing council committee is established to work on a specific area of concern on an on-going basis. Each committee is composed of three members of the Mayor and Council, plus a staff member -- all of whom are designated by consent of the Mayor and Council at the first meeting following each biennial town election.

The three members determine the committee's structure by designating a chair and setting a meeting schedule. The committee reports updates at regular monthly Mayor and Council meetings. Agendas and minutes of meetings are recorded and placed on the Town's website.

Committees may be established at any time for such areas of concern as: Personnel, Policy, Facilities, Budget, Community Relations, Volunteer, Events.

An ad hoc committee is a temporary committee established to address a specific issue. This type of committee may or may not include council members. The Mayor and Council selects the committee chair(s) prior to the new ad hoc committee's first meeting. Members may be recruited by the Mayor and Council or through any means of advertising. Committee members are nominated by the Mayor and approved by the Council. The chair(s) keeps the Mayor and Council informed with regular updates.

Examples of specific topics for ad hoc committees might include: Feasibility of a Recreation Center and Pool Facility or Town Charter Study Committee. Completed reports must be placed on the Town's website.

An ad hoc committee may be discontinued upon mutual agreement of the committee and the Mayor and Council when the specified task has been accomplished.

MC11: DUTIES OF BOARDS AND COMMISSIONS

It is the responsibility of each board and commission to communicate with the Mayor and Council business items, discussions, and activities of each month the board and/or commission meets.

Agendas and/or Meeting Item Descriptions shall be established prior to the Regular Monthly Meeting of the Board or Commission at least three days prior to the meeting. The Agenda and/or Meeting Item Description shall be forwarded electronically to the Administrative Assistant at least three days prior to the Regular Monthly Meeting for publication on the town webpage.

Minutes of the Regular Monthly Meeting of the Board or Commission shall be published and distributed to the Council prior to the Council's Regular Monthly Meeting, held the first Monday of each month. Minutes shall also be forwarded electronically to the Administrative Assistant for publication on the town webpage.

MC12: EMERGENCY NOTIFICATION PROCEDURE

The Town uses a web based emergency notification system to notify residents of emergencies and non-emergencies.

The following items are considered EMERGENCIES and residents shall be notified by an automated phone call or text message:

Natural Disasters <i>ie hurricanes</i>	Mass Casualty Incident Days
Shelter-in-place Activations	Search and Rescue Efforts
Hazardous Materials Incidents	Floods
Emergency Shelter Set-Up	Riots and Protests
Prison Breaks	Rabid Animals
Missing Persons	Physical Security Breaches/Cyber Attacks
Water Boil Notices	Fires
Homeland Security (Terrorism)	Campus Lockdowns, Safety
Public Health Threats <i>ie water rationing</i>	Abductions and Hostage Situations

The following items are considered NON-EMERGENCIES and notifications shall be placed on the Webpage, front of Town Hall, and/or published in the newspaper, upon the discretion of the Council:

Crime Prevention and Solving	Voting Reminders/Precinct Locations
Street Closures	Immunization Available
Parade Route Notifications	Public Transportation/Re-routing
Utility Works, Disruptions	Blood Shortages/Community Donor Needs
School Closings, Modified Hours	Jury Duty
Trick or Treat Hours	Tests, Drills, and Exercises
Community Policing/Neighborhood Watch	Burns Permits, Restrictions
Homebound residents/Check-ins	Parking Ban
	Mosquito Spraying
	Clean-up Efforts

MC13: EDUCATIONAL STIPEND FOR MAYOR AND COUNCIL MEMBERS

Each elected official shall receive \$1,200 per annum for expenditures associated with conferences, educational workshops, and official town business, including, but not limited to, Maryland Municipal League functions, governmental related workshops and seminars. Funds may be used for travel, accommodations, registration and other expenses associated with town business.