

# Borough of Ephrata Newsletter

*Published by the Borough of Ephrata to Communicate With and To Inform Residents About Ephrata Borough News and Events*

*Wishing you a Very Merry Christmas and a Happy New Year!*

Borough Offices will be closed  
Monday, December 25th,  
Tuesday, December 26th and  
Monday, January 1st

*Enjoy \*Free Parking in Downtown Ephrata during the Holiday Season*

*\*Two hour limit*

## CITIZEN SURVEY FORUM — THE NEXT STEPS

Do you remember the Downtown Visioning forums that were held in 2002? Were you one of almost 500 participants who helped define priorities for Downtown Ephrata? Do you recall the excitement of coming together with other Borough residents to influence the future of our community? Did you realize that many of the high priority activities identified at those meetings have been accomplished?

Would you enjoy feeling energized by working with your neighbors on suggestions to improve the services offered by the Borough? Then plan to attend all three Citizen Survey Forums scheduled for early 2007. These Forums will begin by reviewing some of the results of the comprehensive Citizen Survey conducted in the Fall of 2006. Participants working in small teams will then put together suggestions about how the Borough can improve its services. Your suggestions will then be prioritized in the Forums and become a valuable tool for Borough Council as it prepares future budgets and programs of services.

By taking this next step we hope to build a better understanding of the results of the Citizen Survey. For example, the survey indicates that Ephrata scored lower than other communities our size in snow removal. By reviewing these results and coming up with suggestions for improving the Borough's snow removal efforts at the upcoming Citizen Survey Forums, you and your neighbors will help the Borough learn how to improve your satisfaction with snow removal services in Ephrata. There are numerous other Borough services identified by the survey which will be discussed at the Citizen Survey Forums.

We know that the Ephrata community strongly believes in the value of measuring citizen satisfaction of local government services. In the Borough's first comprehensive Citizen Survey, of the 1,200 households contacted, 48% or 563 households completed and returned the survey. This is a higher percentage of response than most communities enjoy. Complete results of this survey are available on the Borough's website at [www.ephrataboro.org](http://www.ephrataboro.org).

The Citizen Survey Forums will be held on three Thursdays in early 2007: January 25; February 22; and March 22 at Donecker's Ballroom on North State Street. The Forums begin promptly at 6:00 PM and will end by 8:30 PM.

Please come, express your ideas and thoughts at the Citizen Survey Forums and help make the Borough of Ephrata an even better place to live!

### Inside this issue:

- Police Department Tours 2
- The Scoop on Snow Plowing 2
- Wayfinding Grant Approved 3
- Customer Appreciation 3
- Christmas Tree Collection 4
- Cardboard Recycling 4

## Snow & Ice Removal Reminder for Borough Residents

Please remember that snow and ice must be cleared from sidewalks within 24 hours after the snow or ice has ceased to fall. Please be sure to clear a minimum two foot wide path for pedestrian traffic. Also, as a courtesy consider clearing an area around the fire hydrant in your neighborhood and a path to your water and electric meters.



### Police Tours Build Public Confidence

The Ephrata Police Department is one of the most professional and well respected police forces in central Pennsylvania. Frequently serving as a model of contemporary policing, the department has long set a standard of excellence for policing skills, community service and performance.

Building public confidence sometimes takes more than skills and equipment; it frequently requires establishing relationships and approachability – especially with children.



In 2006 alone, the Ephrata Police Department has welcomed more than 25 tour groups through the secure doors of the police department. From Cub Scout troops to service clubs, school classes to foreign guests, the nearly 700 visitors have had a behind the scenes look at the internal workings of a modern police department.

Youthful guests have the opportunity to visit with officers, receive safety instructions and of course take away a picture of the group in the popular jail cells. Adult visitors learn the difference between police television dramas and the day to day realities of providing for the safety of 24,000 residents, 19.59 square miles and 110 miles of roadway that comprises the community of Ephrata, which includes both Ephrata Borough and Ephrata Township.

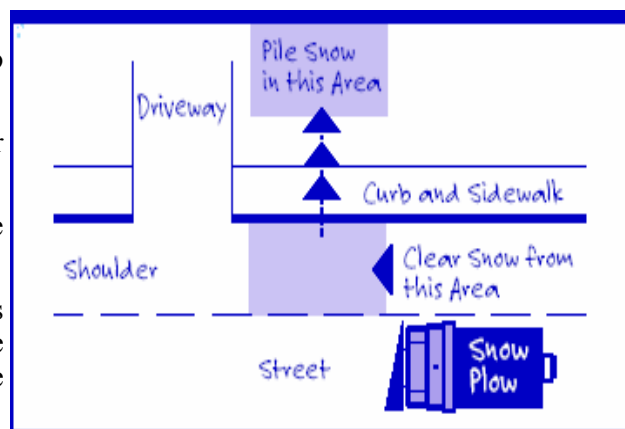
Sergeant Brian Kurtz heads the department's Community Services Group and works in an office whose walls are covered with children's drawings and many thank you notes. *"This is what it is all about..."* Sergeant Kurtz stated in a recent interview, *"These are the positive contacts our children have with the police and they pay off for years to come."*

If your group is interested in a police department tour, please contact Sergeant Brian Kurtz at 738-9200 extension 221.

### The Scoop on Snow Plowing

During the upcoming winter months please be aware of ways you can help the Borough while streets are being maintained:

- ◆ Plowing begins when snow accumulation reach two inches - please limit driving as snow removal efforts are adversely affected by packed snow
- ◆ If at all possible keep streets clear to enable plowing close to the curb line
- ◆ Please do not clear snow from your property onto the street or neighboring properties
- ◆ Clean driveways after the street has been plowed as multiple passes by the snow plow may be necessary
- ◆ Snow being pushed by a plow will unload whenever it passes a cleared area. Providing a cleared area on the side of the driveway from which the plow approaches will allow the plowed snow to unload before it reaches your driveway



**Does your family have a fire escape plan for your home?**

**For assistance visit the National Fire Protection Association website at [www.nfpa.org](http://www.nfpa.org)**

## Borough Approved for Wayfinding Grant

The Ephrata community has the character of a beautiful historic era of days gone-by, the charm of a welcome home greeting and the excellent choices for entertainment, shopping and dining. As a result the draw to this area is seen in new residents, visitors and tourists that travel through neighborhoods, streets, businesses and downtown.

With the keyword being “travel” the Borough has taken renewed interest in finding comprehensive signage within the community. That interest has now moved toward reality with the Borough receiving a 2006 Lancaster County Urban Enhancement Fund Grant.

The \$83,000 grant, represents one-third of the project cost, and will be used to study and implement a *Wayfinding* system. A Wayfinding system is the “Art” of showing people where they are and helping them get to where they need or want to go.

The first step of this project will analyze current conditions to identify the positive areas as well as those areas needing improvement relating to inventory of existing signage and destinations. It will include meeting with members of the community and unveiling the study results to the public. It is our goal to reduce signage-clutter, increase visitor safety and play a significant role in enhancing the Borough’s image and attractiveness. Upon completion, signage will identify destinations and parking locations, and provide information at entrance points to the Borough to direct visitors and tourists. Please watch for outcomes of this project in future Borough newsletters throughout 2007.



## We Appreciate Our Customers!

On Friday, November 3, 2006 the Borough celebrated Customer Appreciation Day. Each year for the last 14 years we have set aside one day to say an extra thank you to our customers. “It’s a special day when staff can say thank you to the residents and business customers in the Borough”, stated Tracy Roseberry, Business Office Manager.



Customers can enjoy light refreshments, and a small gift designed with the Borough logo. As seen in picture, Customer Service Representative Heidi Showalter prepares some treats for our special guests.

On behalf of the Borough staff, we thank you for your support in making Ephrata Borough the “*location of choice*” ~ we look forward to seeing you next year during Customer Appreciation Day!

## Lantern Tours at the Ephrata Cloister

This holiday season enjoy a tour of the Ephrata Cloister that will be sure to take you back in time. Local junior and senior high school students bring history to life just as it was in the 1700’s. Tours will be available December 27<sup>th</sup> through December 30<sup>th</sup>, every half-hour, from 6:00 PM – 9:00 PM. Please call the Visitors Center for admission fees and reservations beginning December 1<sup>st</sup> at 733-6600.

This year please bring four non-perishable food items and you will be registered to win a gift basket from the museum store worth \$200. All food items will benefit Ephrata Area Social Services.

*Please don't drive drunk ~ Pass the keys to a designated driver*

# Borough of Ephrata Newsletter

124 South State Street  
Ephrata, PA 17522  
[www.ephrataboro.org](http://www.ephrataboro.org)

Borough Office Hours  
Monday-Friday 8:00 AM—5:00 PM

Phone: 717-738-9222  
Fax: 717-733-4062  
After Hours: 717-733-1277  
Email: [custserv@ephrataboro.org](mailto:custserv@ephrataboro.org)

Borough Manager  
Gary A. Nace

Chief of Police  
Steven N. Annibali

Ephrata Borough Council meets for its Work Session on the first Monday each month at 7:00 PM and for its Regular Meeting on the second Monday each month at 7:30 PM at the Borough Hall, 124 South State Street.

## Ephrata Borough Council

Bryan J. Foard	1st Ward	721-6345
Daryl L. Horning	1st Ward	733-6226
Mary E. Schurr, President	2nd Ward	733-6411
Brian N. Rohrbaugh	2nd Ward	733-1029
Anthony Kilkuskie	3rd Ward	733-7607
Fred M. Thomas	3rd Ward	733-0421
Robert J. Good, Vice President	4th Ward	733-2520
Victor E. Richard	4th Ward	733-8242
<b>Mayor</b>		
Ralph E. Mowen		733-6129

## FREE CURBSIDE CHRISTMAS TREE PICK UP!

The Borough of Ephrata is offering free curbside collection of Christmas Trees for Borough residents.

To prepare your tree for collection all lights, tree stands, ornaments and bags must be removed from the tree. Trees should be at curbside the same day as your recycling.

The collection of Christmas Trees is scheduled on Tuesday, January 2<sup>nd</sup> through January 5<sup>th</sup> and January 15<sup>th</sup> through January 18<sup>th</sup>. In the event of inclement weather, changes will be posted on the Borough website and announced on local radio stations (WIOV, FM-97, WARM 103 and WROZ), and television stations BRCTV Channel 11 and WGAL.

If you miss these scheduled collection dates you may purchase a \$4.00 oversized tag at the Borough's Business Office. Put the tag on your tree and place it curbside the same day as your recycling for pick up.



If you have any questions or need additional information, call 738-9222 between the hours of 8:00 AM and 5:00 PM Monday through Friday.

## Holiday Collection Reminder for Christmas & New Years Day

Due to the Christmas and New Year holidays being on Monday - collection of recycling and refuse will be delayed one day throughout the week of December 25<sup>th</sup> and January 1<sup>st</sup>.



## Cardboard Recycling at Your Disposal

This holiday season please consider using the Borough's cardboard recycling drop off receptacle. In this container, residents of the Borough may place corrugated (fluted center) cardboard. To prepare your cardboard for disposal, please remove any additional material which may be inside the cardboard, and flatten the box. Items not accepted include, but are not limited to, shoe, cereal, shirt, and pizza boxes. Please refrain from depositing any contaminated cardboard. The drop off receptacle is located across from the Public Works Complex on Pine Street.

*After enjoying the warmth of a fireplace*

*be sure that the fire is completely out before closing the chimney flue*