

## **Mayor's Message**

### **June 2009**

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I have stated many times in the past that I feel one of the primary objectives of municipal government, its employees and elected officials is to be accountable and accessible to residents.

It is the policy of the Borough of Lincoln Park to quickly and efficiently respond to complaints from the public through immediate remediation of complaints, in depth analysis to eradicate future problems and to ensure department head accountability in providing quick and efficient services.

The Borough of Lincoln Park has instituted a tracking and coordination system, called CitiStat, to monitor citizen complaints, incidents reported from other agencies and all other incidents that come to light that are clearly within the purview of Lincoln Park Municipal Government.

We have excellent services available in the borough, and what CitiStat does is further install a way to be accountable to every department head, which will lead to truly responsible governing. Now that CitiStat is fully implemented and on our Web site, our residents can report any quality of life issue such as road and sidewalk repair issues, graffiti, potholes, juvenile delinquency, and zoning violations among others which will reach the appropriate department head. The department head will then have 72 hours to address the issue in one of several ways.

They can either fix the problem, or if the problem will take longer than 72 hours to resolve, the borough will notify the resident who made the entry with a time frame for completion. If the problem is going to be a long-term one and involves the DPW, the police department, or fire department, we will keep the resident in the loop at least every 30 days to let them know that we are working on it, so at least the residents are aware that we are working on the solution.

In addition to helping to resolve quality of life issues that are important to you, we anticipate that this tracking system will enable us to identify trends and evaluate recurring problems which could lead to permanent correction and lower costs associated with addressing chronic problems.

Residents can log in concerns using the CitiStat program by visiting the borough's website [www.lincolnpark.org](http://www.lincolnpark.org) and clicking on "Submit a Work Order." While on the site, make sure to also sign up for the borough's email newsgroup service which sends important information and news about town and civic events directly to your email inbox.