



Stroudsburg News

Spring 2022 | Volume 9, Issue II

Planning for the Future of Stroudsburg Mobility Study Set for Summer 2022

Abraham Lincoln once said, "Give me six hours to chop down a tree and I will spend the first four sharpening the axe." In politics, or in life, thoughtful preparation and planning are key to the success of any endeavor. That's why Stroudsburg Borough Council is looking to the future and undertaking a major study of our Main Street corridor and our community as a whole.

Borough Council has engaged Alta Planning + Design to work with elected officials, community stakeholders and community members to conduct a Mobility Study for the Borough. Alta is a nationwide consulting firm, specializing in active transportation, planning, landscape architecture and engineering, and focuses on working with communities to create unique "places," move people, connect community members to daily needs and empower people to live a healthy, active life.

This project will contain three major elements, or phases. Firstly, an in-depth look at existing conditions within the Borough, what is working with our current infrastructure and streets, and what is not? And how do people move around the Borough, where do they go, and are there any problems that need to be addressed? This phase will look at the Borough as a whole. Secondly, we will focus on Main Street, looking at opportunities and challenges, and conduct a parking study, evaluating the current inventory of parking spaces and whether we have enough parking for current and future needs. Finally, Alta Planning + Design will pull all of the information collected together and will develop a Mobility Study that includes a concept design for the future of Main Street and Borough-wide mobility recommendations.

As part of this study, the Borough has brought together a group of stakeholders to offer a community-wide view of the issues involved. Ten local organizations are involved as stakeholders and include the Pocono Mountain Visitors Bureau, Monroe County Transportation Authority, Stroudsburg School District and SARP among others.

The first phase of the Stroudsburg Mobility Study, a review of existing conditions, began on May 3rd, with the kickoff meeting with all stakeholders, and continues throughout the month. The next phase, the Main Street "Deep Dive," will be *(Continued on Page 3)*



Borough Introduces Online Portal Improved Customer Service for Residents On Tap

With the advent of the internet, and major online retailers such as Amazon, customers have new, higher expectations for service. They demand the ability to quickly place orders and make payments. And they want responses to their queries within hours, not days or weeks.

Likewise, the 21st Century brings many new challenges to local governments and their ability to quickly and accurately respond to the needs of their community. They need to leverage technology to work smarter and to more efficiently respond to the daily issues that will inevitably arise.

How to respond to these two demands is a conundrum facing all municipalities, but Stroudsburg has come up with a solution that allows for both exceptional online customer service and a system that helps Borough employees to more efficiently serve the residents of our community.

Starting in May, Stroudsburg Borough will bring online a new, cloud-based system for all licensing, permitting, code enforcement, and zoning requests as well as for resident complaints and queries.

During Summer and Fall 2021, Borough staff researched numerous companies that provide customer relationship software in an effort to update outdated procedures that are time-consuming for both residents and Borough staff. The intent was to move all resident requests, licensing and permitting online, with online forms and payment. Staff also wanted to find a system that seamlessly integrated the customer service functions with a back end that was easy and efficient for staff to use, increasing productivity.

After a number of demonstrations and discussions with vendors, the clear choice was a company from *(Continued on Page 2)*

Online Customer Service Portal for the Borough Established

New Portal Promises Quicker and Easier Service for Residents

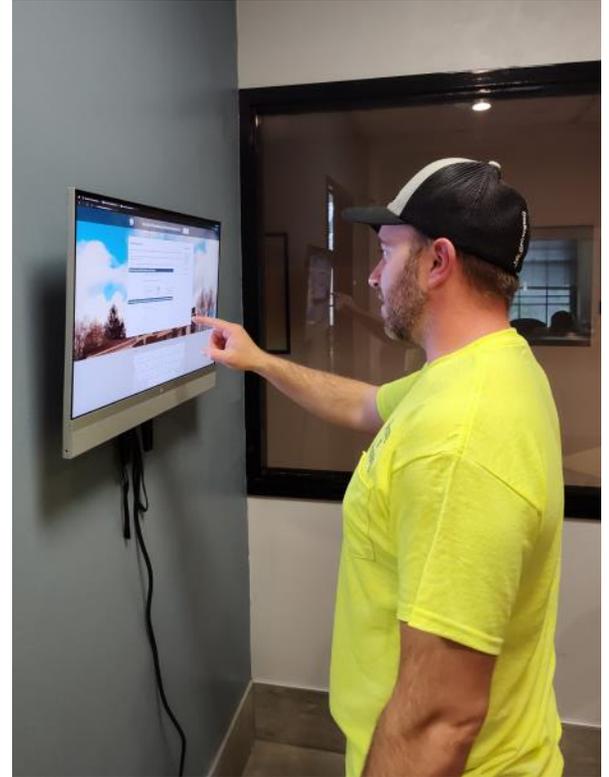
(Continued from Page 1) Texas called MyGov. Based in Houston, MyGov was founded by Stephen Burnsworth, who after working for years in local governments, decided to develop a software system that would specifically meet the needs of small municipalities. Unlike many software systems, MyGov is specifically designed to offer seamless customer service and a simple, intuitive back end system that can be configured easily by Borough Staff.

The online customer portal for residents will be accessible by a link on the Borough's website, stroudsburgboro.com. One click will lead you to the online portal, where the 44 (Yes, you read it right, 44!) forms that are currently posted on the Borough website will be available as fillable forms that, when submitted, go directly to the responsible Borough staff member. There is no more need to print, fill out and mail forms! And payment can be done online as well, by credit or debit card. No need to write out a check and mail, a few quick clicks, and you are done. All Borough registrations, licenses and permits, in all departments, will be available through our online portal, and all payments can be made online as well.

In addition, residents can report potential code violations or any other issues that need to be addressed by Borough staff through the online portal. All potential issues will be routed directly to the Borough Manager for resolution. And finally, contractors who do a lot of work in the Borough can register their business with the Borough through a Contractor Registration Module, so fields will be automatically filled anytime they submit applications.

Feel uncomfortable with technology? You can come to the Borough Office and we can walk you through the process at our customer service kiosk. Parking tickets may be paid at the kiosk as well.

The Borough is very excited about the new level of service being offered on our online portal, and the ability of staff to more efficiently serve residents. We are very excited to be able to offer the latest, and best, technology to better serve you!



New Solid Waste Ordinance Takes Effect in 2023

Garbage, or solid waste, is one of those things that most people would rather not think too much about. Put it in a garbage can and roll it to the curb once a week. It's one of life's necessities, and one that the majority of us would rather not contemplate.

However, municipal governments need to think a lot about solid waste for a number of reasons. They have to consider the health and welfare of residents and the general appearance of their municipality. And they have to think about what is in the best financial interests of both residents and the local government, what is the most economical way to deal with the large amounts of garbage all communities produce in today's world. Borough Council took all of these into consideration and in October 2021 adopted a new Solid Waste Ordinance that will take effect on January 1st, 2023.

The biggest change is that residential customers will no longer individually contract with a trash hauler; the Borough is going to enter a contract with a single hauler who will provide service to all residential customers. This will both improve service and keep costs down for all residential customers.

The Borough is in the process of requesting proposals from qualified trash haulers and putting in place procedures for a single, Borough-wide hauler. Look for more information later in 2022 on these changes. And be sure not to enter into a long-term contract with a hauler and pay your fees "up front!"



Stroudsburg Mobility Study

(Continued from Page 1) conducted in June and July. The final phase of the project, the development, review and approval of the Mobility Study, will take place in July and August. The approved study will be used by Borough Council as a blueprint for the growth and development of our Borough and as a document to help secure state and federal funding for development through grants.

A key element in the development of the study is a charette to be held at the end of June. Lasting three days, the charette will bring together stakeholders, Borough officials, PennDOT and residents in meetings with Alta staff in Stroudsburg for in-person sessions, working intensively on a concept design for Main Street.

Probably the single most critical component in making this study successful is the support and participation of the community. This is your community, we need your input to make this study as accurate as possible and reflects the needs of all residents. In addition to the charette, we are soliciting your input through a community survey which is included in this newsletter.

Borough elected officials and staff are extremely excited about the development of a Mobility Study for Stroudsburg. We hope you will participate in the development of this very important study!

I-80 Reconstruction Project

After being delayed due to the COVID pandemic - and funding issues - PennDOT recently notified the Borough that the I-80 Reconstruction Project is back on.

The Borough received an update from PennDOT and AECOM, Project Engineers, on April 14th. This is a major project that will significantly expand the footprint of I-80 through the area.

The project will have a considerable impact on the Borough's property tax revenues, due to the acquisition of 20 properties and the partial acquisition of an additional approximately 200 properties throughout the municipalities affected by the project.

Besides the property acquisitions, PennDOT noted that there will be potential one-way street conversions on three streets in South Stroudsburg; bridge replacements; and stream/wetland impacts along McMichael Creek. PennDOT is also working with the Borough on bicycle, pedestrian and trail accommodations.

Construction will likely begin in 2025. Space does not permit a full update. We strongly recommend going to the websites i80projectimpactaaa.com, i80project.com, or the Stroudsburg Borough website for the latest updates.



Stroudsburg Earth Day 2022

Stroudsburg Borough celebrated Earth Day with the planting of trees in the Helen Amhurst Third Street Park. The annual tree planting is hosted by the Borough's Shade Tree Commission.

Participants included Cadette Troop 50306, Brownie Troop 50744 and Stroudsburg Junior High School's National Junior Honor Society along with Commission members, residents and Borough staff. Thanks to the Junior Honor Society participating in the "TreePlenish" Program, 15 additional trees were planted in the park free of charge to the Borough!

Our thanks to all of the young people and volunteers that participated on April 23rd. Stroudsburg is immeasurably enhanced by your efforts to make Stroudsburg a "greener," and more beautiful, place to live!



Stroudsburg Events | Spring & Summer 2022

First Saturday Art Walks First Saturdays Monthly
April to October

Monroe Farmers Market Saturdays, starting May 7th
8:00 am to Noon

Farmers Market Extended Hours 8:00 am to 1:00 pm
May 28th *Reduce, Reuse, Recycle Day*
June 25th *Community Health Day*
July 23rd *Christmas in July*
August 27th *Kids Day*
September 24th *Pet Day*
October 29th *Halloween*

Community Drum Circle Thursday, May 26th
6:00 pm to 7:00 pm

Concerts in the Square Thursdays, June to August
6:00 pm to 8:00 pm

Pocono Pride Festival Sunday, June 5th
Noon to 5:00 pm

Juneteenth Freedom Festival Saturday, June 18th
2:00 pm to 6:30 pm

Latin Fusion Fest Saturday, July 9th
2:00 pm to 6:30 pm

Stroudfest Saturday, September 3rd
11:00 am to 6:00 pm

Irish-American Festival Saturday, September 10th
11:00 am to 8:00 pm

All events in Courthouse Square/Downtown Stroudsburg. For more information, visit Stroudsburg Borough's Facebook page.



CONCERTS IN THE SQUARE

June 2-August 18
Thursdays 6-8
Courthouse Square

Free & Fun
for the
Whole Family

6/2 Mark Cook & Brian Hall	7/14 Regina Sayles & Christine Havrilla
6/9 Supra Ayers Pilorz	7/21 Jesse Bardwell & the Noble Brothers
6/16 Craig Thatcher & Cliff Starkey	7/28 Penn Strings
6/23 Andy Moses	8/4 Tom Graham
6/30 La Cuchina	8/11 Lockman & Purcell
7/7 The Story Retold/Pocono Duo	8/18 Water Gap Jazz Orchestra: Phil Wood's Little Big Band

Logos: ESSA Bank & Trust, Borough of Stroudsburg Pennsylvania, Stroudsburg Area Chamber of Commerce



Borough of Stroudsburg
Municipal Building
700 Sarah Street
Stroudsburg, PA 18360

Bulk Rate
U.S. Postage Paid
Permit No. 280
Stroudsburg, PA
18360

OCCUPANT

Spring Clean Up | Saturday, June 4th, 7:00 am to Noon | Borough Shed