



# RICHLAND COUNTY COUNCIL

## DEVELOPMENT AND SERVICES COMMITTEE

Julie Ann Dixon  
District 9

Bill Malinowski  
District 1

Norman Jackson (Chair)  
District 11

Jim Manning  
District 8

Seth Rose  
District 5

*Tuesday, March 26, 2013*

*5:00 P.M.*

### **Report of Actions**

**CALL TO ORDER:** Mr. Jackson called the meeting to order.

**APPROVAL OF MINUTES:**

1. Regular Session: February 26, 2013. The Minutes were approved as published.

**ADOPTION OF AGENDA:** The Agenda was adopted as published.

**ITEMS FOR ACTION:**

2. **Broad River Sewer Monthly User Fees** - The Committee unanimously approved a motion to table the item; the item will remain in Committee.
- Consent** 3. **Pawmetto Lifeline Contractual Programs** - The Committee recommended that Council approve the Spay/Neuter and Educational Programs proposed by Pawmetto Lifeline with an amendment to include Ballentine and additional locations in the Animal Care Fair Events section of the *Lexington/Richland Proposed Contractual Programs* attachment.
4. **Community Use of County Facilities** - The Committee unanimously approved a motion to defer the item; the item will remain in Committee.
- Consent** 5. **Customer Service Policy Addition to Employee Handbook** - The Committee recommended that Council approve the request to add the following new customer service standards to the Employee Handbook:

“All customer contacts, such as emails, telephone calls, visits via walk-in’s, etc., should be responded to timely, but at least acknowledged by



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the end of the following business day. Information provided should be accurate, complete, and in a manner understandable to the customer or citizen. A timely response for phone call, visit via walk-in's, or e-mail is by the end of the following business day and for letters is within five business days. Any employee who fails to comply with this guideline will be subject to disciplinary action up to and including termination.”

- Consent 6. 2013 Fair Housing Proclamation** - The Committee recommended that Council approve the request to adopt and formally present the 2013 Fair Housing Proclamation to a HUD representative during the April 2, 2013 Council meeting.
- Consent 7. Palmetto Health Alliance and Richland Memorial Hospital Board of Trustees MOUs: Elimination of Presentations During a Council Meeting** – The Committee recommended that Council approve the request to eliminate the requirement of the Palmetto Health Alliance (PHA) Board of Directors, Palmetto Health Alliance’s management, and the Richland Memorial Hospital Board of Trustees to make presentations during Council meetings.
- Consent 8. Expiration of Contracts for Solid Waste Curbside Collection Service Areas 5A, 5B & 7** - The Committee recommended that Council approve the request to authorize staff to renegotiate contracts expiring on December 31, 2013 for Service Areas 5A, 5B & 7. The Committee directed staff to provide Council with the terms of the negotiations when completed.

Staffed by: Justine Jones, MPP, MPA