

**CITY OF INDEPENDENCE  
COUNCIL WORKSHOP MINUTES  
JANUARY 26, 2021 AT 4:00 P.M.  
VIA ZOOM**

Mayor Gregory P. Kurtz called the Council Workshop to order at 4:06 p.m. Present were Council Members Kathleen Kapusta (left at 4:30 p.m.), Tom Narduzzi, Kenn Synek, Jim Trakas, Dale Veverka and Chris Walchanowicz. Also in attendance were Finance Director Vern Blaze (left at 5:00 p.m.), Economic Development Director Jessica Hyser, Building Official Michael Gero, Communication Director Alla Lora, Procurement Coordinator Dennis Zdolshek, Police Chief Michael Kilbane, Fire Chief Steve Rega, City Engineer Don Ramm, IT Director Ryan Prosser, Community Services Coordinator Amber Veverka, Human Resource Director Letitia Linker, Recreation Director Tom Walchanowicz, Clerk of Court Angie Zidanic and Jim Riley of the Engineering Department. Vice Mayor Grendel was absent from the workshop.

Mayor Kurtz said first of all he wanted to send positive thoughts and prayers to Dave and Carrie Grendel. You know that Carrie will be out of commission for a while with her broken hip, and Dave asked if I would sit in and try to facilitate tonight's meeting.

Mayor Kurtz said getting right into it, after a very productive Strategic Planning meeting on Saturday, everyone had a chance to share a lot of great ideas and try to figure out how the City is going to adapt to the next new normal. That being said, there will be a follow up meeting scheduled for Tuesday, April 27<sup>th</sup> at 4:00 p.m. Please mark your calendars.

Today we are going to discuss how we can use technology to save time, taxpayer money and improve operations to be more responsive to our stakeholders. We believe the City has been anchored in the belief that Independence is the premier community to live, work and raise a family and preserving the residents' quality of life is not enough. I believe that we have to enhance their lives in ways that we may not even have thought about a short time ago.

That being said, we have an opportunity to continue to upgrade our technology and our expectations by using the best tools and talents today. The health crisis presented many challenges, but it has also pushed businesses and other organizations like us to re-imagine and re-structure our standard operating procedures. It's never been more important than today to keep pace with changes and the way people live, work and do business.

Now remember we are living in a digital age. The City has a significant opportunity to emerge from the pandemic as a more cost effective, cost efficient and citizen centered operation by using technology to manage our assets and expenses better, improve communication with our stakeholders and boost our economic development strategy. Technology will enable cross departmental collaboration; you will hear a little bit about that after I am done, and we can no longer exist with the tools we are using today.

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Let me say that the departments have done an incredible job of working through the existing assets that quite frankly have been in place since last time I was here, and actually the time before that. So, it's been a long time.

You will hear about the benefits of utilizing GIS, which is geographic information system, a data maintenance tool. Investing in GIS technology will enable the City to react more quickly, proactively, prevent small problems from becoming larger and more costly issues. It will also improve communication for the City with residents and the City with other stakeholders. Now that's empowering.

We are in an enviable position because the City took a significant step forward recently when the Building Department successfully moved its permitting and application process to a GIS software in November. We already have a stake in the ground. Mike will tell us a little bit more how the Building Department has moved to Intergov a little bit later on in the presentation. I think everyone is going to be fascinated by today's presentation.

I want to thank the project team who did the research and analysis to get us here today – Jessica Hyser, Alla Lora, Letitia Linker and Darlynn Velotta. Also, Mike, Leon, Don and Dennis, we will hear a little later from them in telling us about their current workflows and what advantages they see with the City moving to an enterprise asset management software program. With that, Jessica I will hand it off to you.

Economic Development Director Hyser said thanks Mayor. I just wanted to kind of give you guys a little bit of the history of how we have gotten to where we are. So, the first computer was actually installed in the Mayor's office in the 1990's; and then over the next decade more computers and various software programs were purchased and installed. There wasn't information checked so to speak. As a result, multiple databases were created, resulting in inconsistent recordkeeping and a reliance on paper, pen, spreadsheets and institutional knowledge. I know we will talk a lot about our reliance on paper and pen in the coming slides too.

In the 1990's we also saw software developers producing various specialized programs for different government entities, believing the way to manage different functions was to divide and conquer. So, you would see a specific operation handling permitting for example versus not being a holistic approach. That approach proved to be inefficient and costly.

Technology has rapidly improved and become more initiative and streamlined. Software developers developed multiple platforms under the same umbrella to serve unique and related interests. Think of Microsoft developing the Office Suite of programs. They offer Excel, Word, Outlook and Publisher amongst other services that all serve the needs of the common workplace. This helps reduce tedious and repetitive tasks and reduces the chance for errors. It also improves response time and the level of customer service that a city can offer its customers.

The next two slides we are going to share a little bit about some of the software platforms that we are currently using. One of them is our Swiftreach which will soon be replaced by Code Red

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which is one of our alerting softwares. Sportsman is how anyone who is interested in registering for a Community Services or Recreation program is able to communicate and register for those services. Impulse works with our work orders and inventory. Our Engineering and Service Departments use Excel heavily. Our Finance Department uses a VIP system to manage all of our finance issues. Accela is how the Clerk of Council reports all of our Minutes and keeps our legislation. CourtMaster is the software program that serves our court. Constant Contact is a blast e-mail system that we use here in the Economic Development Department and will be soon deployed out in the Mayor's office. Executive Pulse is also a software platform that is used here to manage the companies and their employees in the Economic Development Department. Ahola is our Human Resource payroll and recruiting software platform.

So, Mayor Kurtz asked us to research an enterprise asset management software program with the goal to improve our short and long term planning and maintenance, to facilitate and manage our assets and make sure that we are citizen focused on our services, i.e. communication.

We are looking for a solution that will improve recordkeeping to reduce the risk of hacking and malware with digital documents and archiving. I think you will see further down in the presentation that our records are kept in paper format which really puts us at risk. In my previous experience, the Summit County Building Department had a flooding issue and lost major sections of documents. If you were looking for historical information, that information was no longer available.

Triage and track service requests from start to finish that we can monitor costs and the progress towards their resolution. For example, when a resident calls, they are tracked on separate spreadsheets, managed by both the Service and Engineering Department; but those are not time-stamped, they are not prioritized, and there is no integration between the two departments.

Then increased responsiveness to our citizens, scheduled preventative maintenance, manage our assets, provide transparency and empower our residents so that they can check the status of some of their service requests, possibly register for Community Services program, report flooding and other issues, all online while using an app that will allow them to upload documents and submit photos from their phones. Let's face it, our phones are not going anywhere. Then also preserve institutional knowledge.

One of the key aspects that we discovered was the benefits of using GIS based data. We spent a lot of time over the last several months talking about GIS and its benefits; but to kind of review, GIS provides us the way of maintaining data based on location as opposed to address or other factors that may change. Location based assets and mapping, GIS emerged as the foundation for a lot of efficient municipal software platforms. GIS software provides many layers of information about a location, just not the geographic information; and it also allows us to blend historical data with real-time information. Because it's a universal platform, the information does not get lost in various databases, and the City would be able to leverage data to improve a wide range of City services and initiatives.

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The move to a location based GIS platform will greatly improve our efficiency, accuracy and availability of data for employees, residents and local contractors. There are many touch points for residents and businesses to request services, and the cutting edge technology will make it possible to track and expedite assignments, projects and analyze expenditures and investment and manage workflows.

So, we were asked to research several of these platforms, and a little later Leon and Don will tell us about the hurdles their teams face every day trying to serve our residents. We interviewed officials in other cities about their programs. We then invited the most widely used providers with government experience, Cityworks, (inaudible), Civic Plus, Tyler and Gov Pilot to demonstrate their programs to representatives from different departments. Tyler offers a multitude of municipal software that speak to one another. As you will see here on the slides, Cityworks and Tyler are the only two platforms that really use the GIS system as their backbone.

Again, over the last several months we really talked about the importance of GIS and what it can really do for the municipality, and I am presenting here what the City of Hudson does. So, the City of Hudson provides this map. So, the City of Hudson produces a lot of GIS information that they make available on their website. For example, this is their utilities information. Now not all of this information is available, while it is not on a large scale because partners like AT&T, First Energy won't provide it for security reasons; but the City of Hudson has been able to utilize it because they are a municipal service provider. So, if you click on this address, it will tell you that the water provider is the City of Akron, the electric provider is the City of Hudson; and if you are looking for sanitary sewer, the sanitary sewer is provided by the Department of Sanitary Sewer Services and provides all that information. Again, you can look at other addresses on the map. This is utilizing GIS data.

I am going to take you to another portion of their website. So, the City of Hudson also uses GIS in their cemeteries; and hopefully you are seeing their cemetery map. Considering we had a large discussion at one of our previous Council meetings, our Public Lands & Building meeting about cemeteries and the information we know; this is how they are using GIS. If you click on a grave, it will tell you whether or not it's available for sale or not. So, the green boxes are available for sale, the gray ones are not. It will tell you what family owns it, and some of the information will even tell you who is buried there and when they were born and when they died. So, this information could really help us, especially when you start seeing some of the information and how it's kept here in the City's system.

We just wanted to take a little bit of the time to share with you another community who has used Tyler, which is the system that we really honed in on. The City of Wilmette in Illinois which has a population of about 27,000 is not unlike the City of Independence. We are going to share with you this video. A video was then shared with everyone from a representative of the Village of Wilmette, Illinois.

The representative said that what we were facing was a decentralized customer service situation. Basically, each department had their own system to respond to calls and requests for service, but the issue that we were facing was that they were not talking to each other very well. So, our

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manager's office was really keen to come up with a solution that could tie all of the departments together and help ensure that we were responding to all requests that came in and doing it efficiently. Each department was kind of operating as a silo, so they would build up their own solution; but the issue again is that they weren't talking to each other, and it wasn't really a good way to ensure that all the departments were responding in a consistent manner.

We looked at a few options, and I think ultimately what it came down to was that the Tyler Incident Management integrated with our existing (inaudible) investment. That was really important to us to leverage that investment that we already made, and also we just liked the look and feel of that software the best; so it was kind of an easy choice. We finally have a one centralized incident management tracking system that all departments use, and request for service then can cross between different departments. Now shared information, shared data and workflow is automated so one request could go to multiple departments so that they can talk and have notes and shared information seamlessly.

The goal of the management system was not to save time and money, it was a customer service initiative, but we did find that we are saving time with data entry and data collection after we enter the incidents, whether we want to analyze historical requests or provide more customer service and additional responses on requests. I think the ability for us to not just record all these requests for service village wide instead of coming into each department individually, but our ability to look at the numbers in total and do reporting organization wide through customer service, I think that's a real improvement over our old systems, separate systems that we had in each department.

Residents and business owners are able to communicate with the village 24/7. There is no longer a thing as business hours for the village. If you see a pothole, or if you see something that needs to be addressed in the village, as soon as you see it, you can communicate that to the village; and if we are not open at that time, somebody is going to respond to it whenever they can. You are going to be notified of it as soon as you submit it, you get a confirmation that we received it. As soon as it is completed, you will be the first one to know. I appreciate that our website can serve in that capacity as well. It's an additional way for residents to interact with us. They can still pick up that phone or send us an e-mail if they want; but for those who are so inclined, they can use that smart phone app, include a picture along with the request for service, or go right to our website and zoom in on a map and not just submit that issue or request, but see what else is going on in the area. I believe we have accomplished our goal to improve customer service. When our residents can call us or submit that ticket electronically and hear back from us that an incident has been created or a ticket has been open, it's reassuring to them to know that we are tracking it in a more official manner than we were previously where they might leave a voicemail somewhere and just hope that somebody got it and responds. Now we have an official way of dealing with these requests.

Economic Development Director Hyser said I think you can see that there's many similarities between the folks of the Village of Wilmette and the City of Independence. One of the key takeaways I think from that video that you will see is that using Tyler also will help them be a 24 hour city and allow for real-time reporting; and they do that through using their Tyler 311 app

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which would be an app that we could have residents download on their phone. It allows them to make non-emergency problems, complaints and service requests. Those also would be time-stamped and allow a resident should they be out in the field, take a picture of say a pothole. They could take a picture of it with their phone, it would be geocoded and allow it to be put into the queue to allow us again to be a 24/7 community.

Next we are going to turn things over to some of our Department Heads, Mike Gero will talk about his experience in using the Building Department with their integration with Tyler. We are also going to talk about the work in the Service Department. Don is going to talk about Engineering, and of course we will wrap up with Dennis talking about how it could benefit our purchasing.

So, first I am going to turn things over to Leon.

Service Department Director Leon Karas said within the Service Department a lot of what we do is on Excel spreadsheets and still using pen and paper. As the City's infrastructure gets old, we look to be a little bit more proactive instead of reactive. You have an example over here where you see a spreadsheet. This was a flooding event that took place in the spring, and what we do is we log all these calls that come in, the date that they come in and the addresses and the problem that they are experiencing; and then we also document the actions that were taken. The system is not prioritized; so what happens is we get these calls, and we are just logging them in and logging them in. Then we go through, the foreman will go through it, I will go through it; and we will hand it out to the various groups to take care of as many issues as they can. At the end of the day we are compiling all these spreadsheets, and we are looking back at them to see what was done and what was not done and try to pare down that list. This is the same kind of list that Engineering gets developed. It's developed within the Engineering Department as well, which I think Don will talk about.

This is one of our biggest issues is just that logging everything via an Excel spreadsheet with no time-stamp and no prioritization. Then there's no tracking of the costs associated with the service that we are providing to the resident or to take care of the issues.

So moving forward, we have a few photographs or screenshots of some of our work orders and how we go about what we do here in the Service Department. So, we have Impulse which is an old system to track work orders. So, what we did was we printed a blank work order from Impulse, and every day we will fill out the work order. So, if it's doing the chipper, we will assign the chipper with the employees' names, and we have a chipper list that we generate over here as well. Those employees will go out, they do the chipper, they do the rubbish, they do recycling, they do whatever jobs are assigned; and then they bring the work orders back. Then those work orders are closed out within Impulse. We have to manually enter in the information from the work order into Impulse to close that out.

The first one you are seeing here is a typical sewer work order, a sewer request. So, the Sewer crew goes out, we handwrite out the work order, they go out, we give them the complaint from the resident from the e-mail that we received; and they go out, they inspect, they determine what

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the course of action is and they write it all out. You see in the first picture, everything is all written out. So, then that work order has to be closed out in Impulse, and then that work order will then go over into the resident history. That will be added to another system which is the Access system. So, Impulse has some information, and then additional information is put into Access so we can maintain a resident history.

So, the second binder you see in the center is our catch basin inspection and cleaning form. So, a few years ago we started doing catch basin cleaning. The way we track the catch basins when we manage the program is we basically just clean catch basins according to the route date. Everything is always based in the Service Department, it's easier to break everything down via the 5 day garbage route. So, we start with Monday, Tuesday and Wednesday, and I think we are partially into the Thursday's route currently. So, these are all the inspections from, there are 2 inspections per sheet; however, none of that information, we don't even have a system to store that information. All those inspection sheets are handwritten. The pink slip is the dump ticket that goes along with the day's work worth of cleanings that we have done; and it goes into a binder. The best way for a resident to call, or anybody wants to call us up and say hey when did you clean the catch basins on Lower Hillside. We can say well last Wednesday is garbage day. We know we went through that day, and we can look it up to see what catch basins or when we cleaned them on Lower Hillside.

The last picture is a file cabinet full of all of the work orders that we completed throughout the course of the year; and again, those are all entered into Impulse. They are put in the file cabinet for the year, and then after the year is up, they get filed into a paper box; and that paper box goes into our back closet for a few extra years. If we have to go back into the history, there was something that wasn't recorded, we needed to check the work order, we are going back to see when that work order was done. Again, it's tedious and it's time consuming to try to locate any information on these old work orders.

Moving forward we have the next slide which shows how we keep track of all of our cemetery information. Everything is on notecards, 5 x7's, 3 x 5's. We have the burial card, the section card and the ownership card. Those are all held, everything is right there in the index card holders. The last file cabinets are all the deeds. All the deeds are held in a file cabinet separately. So, all of these are either handwritten or typed. They are based numerically via the section that they are located, if it's a section card, if it's a burial card or ownership card. Those are done by last names. So, again to find that information, we have to pull the cards to locate the information.

So, if you go to the next slide, you will see these are examples of the ownership cards and the section cards and the burial cards. This is the information, and this is how it's stored currently in the index card file folder. The card and (inaudible), different people did different things and maybe not all the information was there; but right now we have created a card that we get printed up (inaudible). We still have a typewriter that we use in the Service Department. I think we need to step into the 21<sup>st</sup> century here and kind of get away from all of this repetitive, redundant work that is all (inaudible).

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Economic Development Director Hyser said I think we are losing you Leon.

Mayor Kurtz said Leon Jess will wrap up for you because you are coming in and out.

Economic Development Director Hyser said what we are hoping to do and provide Leon and of course the rest of his team as well as Don will talk about this a little bit more when he talks about what happens in Engineering, is to provide 21<sup>st</sup> century tools. You see that what he is using right now is pen and paper; and imagine if we had the ability to give our Service workers an iPad so that when they did go out and do the catch basin repair, there was a photo that was taken, again geocoded so that you could see where that asset was today. Then when you go back out over time, you are building that layer of information that also then would supply into the system real-time data so that you are not weeding as this paperwork is gone through and entered into the system.

Don, we would like you to talk a little bit about what your perspective is in the Engineering Department.

City Engineer Ramm said thank you Jess. To dovetail in or to kind of make some general statements how we can see the value of this program and the whole GIS platform is, and one thing that I took note of is that video. When we watched it internally a week or so ago, a lot of those people saying the very things they said, it could have been us, it could have been me. It was very pointed and very direct, spot on in terms of the challenges we face. There is an extreme amount of demands on our time and requests for information; and with limited resources the systems that are in place are, while they have worked to a large extent, and we have worked hard to make them work, the built in inherent that there are things will slip through the cracks and a lot of time and effort is to work hard to try to overcome those cracks or catch things before they fall. I think it's inherent to the system that we are using in each individual department. So, when we talk about a software program and a bigger GIS platform, I think it will be a new system, a new way of going to business that will directly improve our efficiency and time and accuracy, which at the very end of the day the end users are our customers. We talked internally that the Service Department, Building Department, Engineering Department, in many instances share the same customers, which are our residents who live at very specific addresses and because we are working independently we don't share information. The system isn't built to do it. I think the end user suffers.

This is a scenario on the spreadsheet where a flood incident, and both departments are dispatched, the Service Department is dispatched, we are dispatched, Engineering; and in many instances there are numerous customers to meet and investigate and troubleshoot. There are a lot of instances where we don't always know who is what address. We don't know what the results were, what was found, what was discussed with certain residents; and I often think sometimes the left hand and the right hand could be the Service Department and the Engineering Department. I think sometimes even internally to my own department, I have 2 or 3 guys who are all dispatched to flood events, different properties and on any given day I don't even know internally who on my own staff, who was at what address, what they found, what they said. Then compile that with a call, during the day sometimes residents get frustrated. They are the

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end user of the process, and they might call Dar and the Mayor's office to try to find out information; and you can imagine if I don't even know internally on a day-to-day basis who is seeing what. Then for sure Dar and the Mayor's office won't know that specific information. So, we feel with an integrated centralized system with some iPads and people disciplined in the field to populate and upload data instantly when they leave a property, that data can be accessed back at the central location in the City by anybody who is on the platform and can see in real-time what was input into. Who was there, what they determined, what they found. I just think customer service will be greatly improved, and we will be more accountable to the customers with using a system like this.

Real quickly, from a higher level GIS asset management standpoint, we have a desire and a goal to get into more focused on our sewer maintenance with a Sewer Division; and we can foresee the accumulation of data, of what our results are, what we are working on, the conditions we are finding on sewers, on specific streets, that data is going to be pouring in. If you can think that a crew is going to be out daily televising hundreds of feet of sewers, day after day, week after week. This tool, the GIS platform, will help us manage all that data and input; and we can better analyze and prioritize problems, hot spots, work areas, capital improvement projects. So, we feel that this program at this point and time is a foundational block to start moving towards this goal of the GIS system overall.

Economic Development Director Hyser asked Don did you want to talk to this slide about how you and the Service Department kind of have this temporary solution to managing some of the workflow issues?

City Engineer Ramm said I think this again is a result of each trying to work with spreadsheets that we are all responsible to try to update, and we assign certain issues to certain people. It is just cumbersome and time consuming. It's hard to look at, it's hard to read, and somebody is disciplined to populate the columns and the data; and then be responsible to then read it and follow up. So again, I think it's inherent that things don't get followed through with or we don't know all what else has been done a property by different personnel from different departments. So again, we make it work to the best of our ability, and I think we do a good job of it considering that when these extraordinary incidents come in, we don't get to turn off the constant daily customers who have to do business with our departments for routine work. I think when they throw these sort of incidents at us, it really just amplifies the need to be more efficient and effective because now you are adding layers of efficiency stacking on top of each other, and that's where we see the benefit and value of what we are looking at here now and going forward.

Economic Development Director Hyser said thanks Don. One of the things that I would like to also touch on is that so one of these spreadsheets is created for each type of flood event or major event that happens with the City. So, once we have gone through and completed the task, this gets filed away; and so there isn't a joint database that contains all of this historical data, which then again Don touched on before, it becomes cumbersome when you're trying to understand the history of what happened at a property.

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Next we are going to let Mike talk about how the Building Department moved from the old Muncity system to the Tyler platform in the fall of 2020 with Council's approval that you guys approved in 2020. So, Mike I will let you take over.

Building Official Gero said good afternoon everyone. The slide that is up there on the screen now is a screenshot of our old software program that we were using. It's difficult to see in that image, but it was a layer based program into which you kept opening up a layer and getting deeper and deeper into software. It was very difficult to maneuver around.

If you go to the next slide Jess, this is a screenshot of our new software. It is a tabular based software. You will be able to pull up one parcel, hit the tab that has the information that you are looking to use, and it's very clean and very simple, very easy to use. Part of that ties in with the simple fact that we are going to be opening up a portal to the citizens and to the customers, contractors and building owners and residents, to be able to go online and apply for their permits and upload their information and be able to be pay for them online, pay for them through this software program. So, that was one of the features that was very attractive to us, simply the look and the feel of using the software program.

As Jessica mentioned, it was back in November of 2019 that Council approved us to move forward with this software. We began the implementation process in March of 2020 and just a couple of months ago we actually had the software configured to the point where we were ready to start using it on a daily basis.

Working with Tyler has gone extremely well. They are on point, they know what they need. This is not their first rodeo so to speak. They have done this. This is all they do is municipal software. Building Department software can be very unique in the fact of the requirements that the State puts on us and how the processes are. They can be more involved than software that would run any other department for municipalities. So, this is one of the reasons why Tyler was picked. They have 40 years' experience in the field. They were a solid company. As with our other software, we weren't concerned about them all of a sudden deciding that they just weren't going to support it anymore or that they were just going to go away.

One of the features that we have, this is a cloud based system which provides us, any updates are done automatically. They are part of our service agreement, that the latest and greatest version, any update that they provide will be provided to us also.

We are using iPads for inspections. Currently we started using them a few weeks ago. Being able to be out there in the field and being able to look at your iPad and tell you exactly where your inspection is located, going up and entering the results of the inspection, is a great feature; and that map that's included in that is based on our GIS system. Again, our GIS system is basically the heart of the program. Everything is based on the different parcels within the City. So, that is key; that's one of the programs that we had to bring up to speed also along with Energov to be able to use our GIS, and as we improve that GIS, now we are building that foundation for the GIS to be able to use the other programs in the Service Department and the Engineering Department.

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Again, our vision for the future is that we have that online portal and the simplicity of using the program. Contractors will be receiving e-mails updating them on their inspections when the inspection is completed. Residents or contractors can go online to apply to schedule an inspection, they don't have to call, they don't have to come in. They can actually log in to submit their permits, and there are some other cities that use software similar to this; and when I talk to some of the different contractors about what we are going to, they compliment the fact that we are making that move because they use that in other cities, and it's so convenient for them to use.

Economic Development Director Hyser said I would like to turn it over to Dennis to give us a little bit of perspective from the asset management and purchasing side.

Procurement Coordinator Dennis Zdolshek said thank you Jessica. Good afternoon Mayor, Members of Council, and thank you all for being here and thank you for allowing me to participate.

I am going to talk briefly on how Procurement and Finance would benefit from Tyler. Tyler would provide standardization of practices for the departments and connect departments with each other. I know you have heard us mention the style effect or the way we operate today as Independence silos. This would kind of take us away from that where we would all interact. With standardization, we would collect meaningful data to assist us with our decision-making.

How would we benefit from this data? I have 2 examples that I would like to share. The first example, a vehicle is sent to Service for an issue relating to the battery. The available data would tell the Service technician that the battery is not under warranty. So, the battery would be replaced. The same vehicle returns back to the Service Department 6 months later for a similar battery problem. You know, the Tech would be able to pull the work history on the vehicle, he would see that the battery is under warranty; but in addition to that though, he would see there might be another issue causing the battery's failure. Tyler would provide reliable data for us to control costs, the benefits of tracking all costs associated with the particular asset.

You know once again, I am going to use the vehicle as an example. The vehicle is sent to Service for a transmission problem. The Tech diagnoses the problem with the transmission and says that it needs to be repaired with 3 options that are available. The first option would be repair the transmission at a cost of \$1,000 with no guarantee. The second option would be replace the transmission with a remanufactured transmission costing \$2,500, but has a 3 year guarantee. The third option would be dispose of the vehicle. The Service Tech runs the vehicle history report, sees the following data. The vehicle is a 2017 vehicle. It has 42,000 miles on it, has no prior mechanical issues. A decision is made on factual data to replace the transmission with a remanufactured transmission that is guaranteed for 3 years.

I use Service for my examples, but Tech Services, Recreation, all the departments would benefit. Technical Service could use this data for HVAC, motors, pumps. The same thing goes with Recreation with servicing their lawn mowers and the equipment that they handle.

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Tyler will improve our performance, increase our efficiency with the end result being lower costs to maintain and repair our City assets.

Finally something to consider, if Tyler saves each employee 5 minutes a day; that would translate to 2,200 hours annually or an additional \$55,000 of productivity from our employees. You know I am excited about this project. I think it will be a game-changer for the City and for our residents.

Economic Development Director Hyser said some of the reasons why we liked Tyler so much. They are the largest provider of public sector software. They have 40 years of experience in that space and specifically the last 20 years of only providing service in the public sector and space. They provide a wide range of GIS based software solutions. We have invested in them, and they have been tested. The Building Department had a smooth and successful transition migrating over to the Tyler system. We also like the fact that it's expandable, so not only obviously the Building Department, but if we bring on the Service and Engineering Departments. There are several other software platforms that are held under that Tyler umbrella. Again, think of Microsoft and Office, Word, Excel being under that umbrella.

The Building Department decided not to import any of their historical data from its previous software because some of the data was incomplete, inaccurate and/or outdated. So, that was another lesson we learned. Tyler is also highly configurable, which would make some of the repetitive tasks eliminated. Also tedious data entry would be eliminated, eliminating the chance for errors. It would improve efficiency in recordkeeping through the report generator. With their many years of experience working in the public sector space, Tyler would help us re-streamline our process. So, just because that's the way it's always been done, doesn't necessarily mean it's the best way to be done. So, Tyler will help us look at that process going forward.

Of course it always comes down to the cost. The Building Department invested about \$150,000 in integrating and upgrading to the Tyler system which was approved by Council again in 2019. Again, that includes about a \$30,000 a year fee which is an annual fee. The way these software companies are providing now, it's what they call software to service, SAS, which means that you are paying an annual fee for a service; but what comes with that is making sure that the product that you are working with is Evergreen. So, the latest versions are being implemented and installed all the time on that software. It's also being web hosted remotely, which again provides an extra layer of security.

As we have looked at it so far, we would estimate again about a \$30,000 to \$40,000 a year annual software service fee for bringing on the EAM, the Enterprise Asset Management system to help service the Service and Engineering Departments with an estimated one-time contract fee of about \$120,000 to \$145,000. If you look at that over a 3 year period of time, and that's how they do their contracts, it's looking to be about \$250,000 to a \$280,000 investment; again, with the annual recurring fee as being a component of that.

So, we thought we would open this up for questions and answers. I am sure you guys have many of them, and then we can talk further.

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Any questions?

Councilperson Narduzzi asked what's the cost, like to put all the data in from the last 50 to 80 years? Is that all included in that cost or is that an extra cost?

Economic Development Director Hyser said some of that would be included, but some of this stuff we wouldn't import. All of the work orders going back 50 years really don't provide us value. Some of the stuff that does provide us value is going to look at say our cemetery records; and we haven't come up with a cost of what that might be. That would be essential for the system going forward.

Jim Riley asked hey Jess with that cemetery input, couldn't you have a part-timer kind of enter that?

Economic Development Director Hyser said it would be a great project for an intern, just to go out and geocode everything and make sure the records match what we have on the cards. One of the questions we had coming from the Public Lands & Buildings meeting is questions about who owns some of those deeds, where those people have been; and again that could be a great project for an intern over the summer.

Councilperson Synek said I haven't been around this group all that long. I am a little confused as to what relationship that the City already has with Tyler. Are we already doing some of things, are they started and this is just like adding more modules? Or is this a whole new?

Economic Development Director Hyser said so the Building Department engaged Tyler to manage the permitting system in 2019. In 2020 they were able to bring that product online, and so we are looking to add 2 additional elements to what we already have. So, one of the reasons why the Building Department did choose Tyler the first time around is that they saw that there was the potential for expansion; and so we would be expanding to add on this Service and Engineering Department as a next step.

Councilperson Synek said got it, thank you.

Councilperson Veverka said I am curious as to I didn't notice that Ryan's name was on the list of the committee.

Economic Development Director Hyser said I think the Mayor will talk to that.

Mayor Kurtz said everybody has been involved. I think Ryan has been very intimately involved with implementation of the Building Department software plan; so everybody as part of the team will be involved with this going forward.

Without Council's approval, there's just not another effort to drill down any deeper. We are confident that this is going to be a major opportunity going forward, but again we have to get

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Council to approve it. Most of you signed off on the first phase of the Building Department, but in all fairness to everyone else, everyone has to see the opportunities we tried to outline today.

Councilperson Veverka said Jess you also said that there was a second company that had similar qualifications for their program. The main reason your aim toward Tyler is because it already exists in one application?

Economic Development Director Hyser said the idea with this, yes there's another platform, their name is Cityworks. They provide similar services. They do a permitting system, and they also have an asset management system; but it doesn't make sense to have 2 competing companies working off the same data. It makes more sense to expand the Tyler offering than to use the other system. It allows those databases to talk together better.

Councilperson Veverka said thank you.

Councilperson Trakas said I have a couple of questions. Is this cloud based in any way? Is there any part of this that's in the cloud?

Economic Development Director Hyser said this is cloud based, yes.

Councilperson Trakas asked what about protection of citizen information? So, if we are going to be paying online then currently we have a hard system. What type of protective do they have on personal information for citizens?

Economic Development Director Hyser asked in terms of taking monetary transactions, is that the question?

Councilperson Trakas said yes, and just general if it's cloud based then that means that somebody can take that information somewhere. Just think of all the different things we just talked about, I am just thinking, are you replacing the Court system as well?

Economic Development Director Hyser said no, we wouldn't be replacing the Court system at this point.

Councilperson Trakas said that would be another big data?

Economic Development Director Hyser said there are risks to any type of data system we have. The mainframe system here was hacked at one point and time. So, there are risks to any system, but Tyler is a large national company, so taking data security very seriously is something that they are committed to doing.

In terms of taking monetary transactions, Mike could probably share a little bit about how that works on their backend because they would be the system that will be taking the monetary transactions through permitting. Based on the Service side, that's not part of what this next phase would be.

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Building Official Gero said if I could just add that Tyler themselves does not handle the financial transactions. That information goes through another company called BridgePay which is connected to our Electronic Merchant System that handles all the City's credit card statements. So, that's totally secure. It is basically totally out of Tyler's hands as far as the credit card transactions.

Economic Development Director Hyser said thanks Mike.

Councilperson Trakas said just another question along those lines. So, the other thing, have we talked to anyone at RITA about how they interact with these systems? I don't know if we are transmitting data to RITA. We have other external customers, have they been part of this discussion?

Economic Development Director Hyser said we would not be transmitting data to RITA. That is not the point of this system. This system is a little bit more managing the workflow, but not managing that type of financial data through the system.

Councilperson Trakas said okay, thank you.

Mayor Kurtz said Jim maybe you could explain what the genesis of the question would be.

Councilperson Trakas said the RITA thing, the Finance Department is migrating to this, do they have a history with this firm, and what has been their experience?

Mayor Kurtz said we use Ahola for our payroll, and the transmission of information to RITA.

Economic Development Director Hyser said we are not talking about transmitting financial data at this point and time with the Tyler system.

Councilperson Trakas said okay, that's good. Thank you.

Councilperson Veverka asked does that also include Purchasing? Would they be involved in that?

Economic Development Director Hyser said from the standpoint of managing assets, but we are not going to be purchasing through the system. All of that information still, our purchasing financial system is still being maintained through VIP.

Mayor Kurtz said basically Council this is an extension of what was approved in 2019 and successfully implemented. We held off our reservation on additional recommendations to see how successful it was going to be implemented. We are confident, based on the Building Department's success that another layer of Tyler would be in our best interest; and as was identified clearly today that you can see that the systems we use and the lack of digital opportunity compromises us, at least in terms of efficiency and our ability to provide real-time information to our customers. I think with the technical skills needed for GIS is obviously

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separate from IT, but it's imperative that we integrate this into our overall strategy if we are going to be able to synchronize the efforts of Building and Engineering and Service for a long period to come in the future.

Councilperson Walchanowicz asked do you remember what the cost of it was back in 2019 for the Building Department?

Mayor Kurtz said it was \$125,000 approximately.

Economic Development Director Hyser said it was \$150,000, but that also included the annual fee.

Councilperson Narduzzi asked so Jess could we go through the cost one more time and break down Service, you break down Don Ramm's department and break down the cemetery, or is this like a big lump sum?

Economic Development Director Hyser said this would be a big lump sum. So, we are talking about this number, this \$250,000 to \$280,000. This is for the entire Service, Engineering, we could do cemetery with this. It would be that entire asset management component of their system.

Councilperson Narduzzi said so we basically paid \$150,000 for one aspect of what we do, and for another \$130,000 we are getting basically 4 more aspects of what we do?

Economic Development Director Hyser said correct.

Councilperson Walchanowicz asked why such a price change for so much more and so much less money now?

Economic Development Director Hyser said I don't know. It's their system, but we are also adding on the web app which would be part of this. So, giving the residents the ability to download the Tyler app so when they are out and seeing that pothole, they can take a picture of it, they could sent it in. It turns us into a 24 hour system, so that's one component. The asset management component is part of this as well. So, there's a couple of smaller pieces that are included with that bigger asset management component.

Procurement Coordinator Zdolshek said there is also an economy of scales there with Tyler with this. The more software programs we purchase, there is a sliding scale on the cost.

Economic Development Director Hyser said Dennis is right. There is a little bit of a discount because we are already a Tyler customer.

Councilperson Walchanowicz asked every 3 years it's a contract that has to be renewed for the same price or is the price different since we are already a customer?

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Economic Development Director Hyser said if everyone that moves to this software as a service model, there would be this first 3 year contract, and then they would, of course, adjust the price; and again it's that smaller annual recurring fee that would be adjusted. So, there's the upfront lift, and then there's the annual software to service fee; and that's the model that all softwares are going to these days. If you go and buy Office for your computer anymore, you are buying Office 365, and it's an annual subscription. So, that's the model that we are seeing coming forward.

Councilperson Trakas said so Jessica, I am not just hearing this correctly I think, but each year how much are we going to pay this firm if we commit to this?

Economic Development Director Hyser said we are already paying them the \$30,000 for the Building Department each year, and then we would be paying them between \$30,000 and \$45,000 additional for the Engineering and Service Departments. Again, the one aspect to remember is we are always having the most up-to-date version of their software. It is Evergreen. So, it's not like you are buying a product, and then 3 years down the line that produce is out-of-date; and you have to go and find a new product to replace it. That is one aspect to remember.

Councilperson Trakas said so it's \$60,000, so it's \$30,000 we are already paying plus another \$30,000 for these other departments to be added in.

Economic Development Director Hyser said correct.

Councilperson Trakas said that's a pretty good bargain.

Mayor Kurtz said \$60,000 to \$70,000 is really the range, but again what I find attractive is it's constantly upgraded. We are not going to be having an outdated version in 3 years.

Councilperson Walchanowicz said it's a much easier pill to swallow when you tell me that it's anywhere between \$60,000 and \$70,000 a year and not \$60,000 and \$70,000 a year, and then 3 years down the road, it's an additional new contract.

Mayor Kurtz said the 311 app, the Indy 311, I call it Indy 311; I am not sure that will fly. That's going to give us a lot more real-time flexibility. When Dale is on his bike, and he takes a picture of a bad sidewalk, guess what, he doesn't have to go back home and make a note of it and send somebody an e-mail. We should be able to manage it, or at least identify it.

Councilperson Veverka said if I have a camera phone.

Mayor Kurtz said well we are going to get you one for the top of your helmet, that way you would be all set.

Economic Development Director Hyser said the City Hall hours being Monday through Friday, 8:00 a.m. to 5:00 p.m., isn't necessarily the most convenient for all residents. So, this opens up ourselves to be a little bit more customer centered, customer service focused and allows us to be a 24/7 community which really takes us into the 21<sup>st</sup> century. Let's face it, our cell phones aren't

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going anywhere. I have 2 of them sitting on my desk. Our tablets, this is the way we are communicating, not necessarily being tied to the phone, be able to receive phone calls, log them into a system. So, we are using the modern day tools.

Mayor Kurtz said and by the way, we will also have the opportunity to streamline our services, our operations; and we will be able to use the best practices that they have, that they learned from other communities, and they implement with this Evergreen support. So, it's going to be a dynamic transition.

Economic Development Director Hyser said one of the things that the Mayor charged us with is really being able to get information easily so that he can see where projects are in the pipeline. It's not really efficient for anyone to try to make 7 phone calls in terms of staff to find out where a project is. Being that the system would be capturing real-time data, you would actually see where a project is in the pipeline, see where it is on the priority list. This way saving everybody time, and you can say oh I am sorry Mrs. Smith, I saw that you talked to somebody in Engineering 15 minutes ago. Here's where the project is, and so no matter where you come in, if you are calling our Service Department, if you are calling Engineering Department, or if you are calling the Mayor's office, you are getting the most up-to-date information; and we as staff can be able to report back to those residents the most accurate information possible.

Councilperson Veverka asked what about the flexibility for Council to be able to discern the progress made? If a resident calls about a bad sidewalk for instance, what is our ability as Council to get in and review the status?

Economic Development Director Hyser said we haven't determined what that would be, but that's a possibility that you as Council people could have access to some of that information.

Councilperson Veverka said and the second question is potentially is there any cost savings? I recall a couple of years ago when we had a monster list of various programs that the City was licensing from I think some Ohio State connection, is there going to be any cost savings involved with that we are going to be using certain other programs less or not at all?

Economic Development Director Hyser said there would be some programs on that list with some of the software systems. The Impulse system would be obviously something that would go away. As we move to integrate Tyler further down the road, there could be some other cost savings that could be materialized.

Councilperson Walchanowicz said Mayor maybe you can answer this. In terms of employees from either the Service Department, Technical Service Department, is there a way, maybe I missed it, where employees can log what they do on a day-to-day basis? So, if you the Mayor wanted to go and see, you can track how much work employees are getting done on a day-to-day basis with this? Is that in there or is that possible?

Economic Development Director Hyser said that would be possible with this system.

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Mayor Kurtz said that's not the primary objective, but to track what they have done so we can review or we can process a request for information and see if we are finishing project to where the project is in the pipeline and then be able to report back or keep track, yes.

Councilperson Veverka asked will Technical Service be tied to this? I know you mentioned Service, Building and Engineering. What about Tech Service?

Economic Development Director Hyser said we would like to have Tech Service's work orders and assets managed through this system as well.

Councilperson Veverka asked is that part of the cost?

Economic Development Director Hyser said yes.

Councilperson Veverka asked what about other departments that currently have other systems in place that may work very well for them currently? We are not doing anything with those, those are staying in place?

Economic Development Director Hyser said right now those are staying in place. I would imagine giving Tyler's graph of services, that if they start offering products and services that could help again streamline our product offerings, we would try to integrate them. At this point and time, we are looking just at integrating Service and Engineering.

Councilperson Narduzzi asked have we thought about, I am all for the program, I think if you don't do it, you fall behind; but I am just thinking outside the box, and you know my philosophy is it's hard to teach an old dog new tricks. So, the people who we have in charge of these departments, is there going to be some kind of training?

Economic Development Director Hyser said oh absolutely.

Councilperson Narduzzi asked the cost for training, not only for them, but for their employees also because you know these guys have been here 20 or 30 years, they get used to doing things a certain way, and now this is the way we are going to do it.

Economic Development Director Hyser said we are going to make sure that we provide any and all opportunity to train our staff. We want them to be involved in the process so that there's obviously buy in from them as we move forward; but you are right, there are a lot of people who have been here for a long time, they have done it a certain way. We want to make sure that we give them every opportunity to be involved with the process and given them the appropriate training.

From my past experience, we integrated a similar system at my previous employer, and there was a lot on the job training, a lot of training going in up front to make sure that everybody had the buy in, everybody knew how the system worked. I would imagine the same thing, we would have to do the same thing here.

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Mayor Kurtz said well Mike can speak to the timeframe and the success of the implementation; and it's a fair question to ask. Mike, how about training and the support, share with them what you have shared with me.

Building Official Gero said so the training has been ongoing through the process, and as we have been moving along with the implementation; and we are continuing to do that with support and with implementation process that we are finishing up as we are working through some of the bugs and some of the glitches to bring it up to speed.

As far as training goes, any new employee would have to be trained on the system also because they would not be familiar with it, chances are. So, training is a big part, plus there would be continuing training. I am sure that it would be something that you would always be learning something new, not necessarily knowing everything as different things evolve.

Councilperson Walchanowicz asked when this was approved for your department, how long until they started implementing it or you guys started implementing it?

Building Official Gero said we started the implementation process in March. We kind of asked them to put us on a fast track since we were having such issues with the current software we were using. So, they did that, and we started going right as Covid hit. Tyler shut down all travel; so we were supposed to have on site visits with them for training, for implementation. They were supposed to come spend a couple few days and whatnot; everything we had to do via Go To Meeting on line, e-mails back and forth. So, that kind of put the whole process a little bit behind the 8 ball. You didn't have that person-to-person interaction, the immediate interaction; so it kind of put some of the process behind the 8 ball, so we are still working through some of the bugs here as we are going along.

Councilperson Walchanowicz asked Mayor or Jess, so if this is on February's legislation, when would we look to start implementing it for every other department?

Economic Development Director Hyser said so what we would like to do first before we put it on February's agenda is give you guys the opportunity to see a demo of their product, and then put it on the agenda for March.

Councilperson Walchanowicz said okay. Well then if it's on March, what is the timeframe?

Economic Development Director Hyser said we would need to discuss with Tyler how quickly they could get us moving, but we would want to get it moving sooner than later.

Councilperson Veverka asked is it possible to go to full screen and get the picture off the screen?

Economic Development Director Hyser said sure, sorry.

Building Official Gero said as far as the implementation process, they have different teams that you work with. So, we were working with a specific team through the implementation process.

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Once that team gets assigned to you, that's who are assigned to; so when a team frees up, that kind of helps let them set their schedule as far as implementing the different programs.

Councilperson Synek said so a question, comment, I guess I will start with the comment. Yes, when you see those stacks of paper and boxes of paper, it's not hard to see the need for this and I have known about since like 4:00 p.m., like an hour and 20 minutes, that's my background in it. One observation is that Cuyahoga County has been trying to do something like this for 8 years, and their budget is now triple what they started out to be, and the system is still not working. I just want to ask the question of the team and the Mayor, are you sure that this isn't too aggressive of a plan? Don't start what you can't finish. Is this truly manageable? Again, I have had an hour and 20 minutes to think about this, you guys have been working on it for months. Is what you are contemplating here manageable, doable? Are we going to have a completed project in a reasonable amount of time?

Economic Development Director Hyser said absolutely. I saw with my previous employer, we launched both the Building permitting and the enterprise asset management, granted it was a different vendor, at the same time. It took us about a year and a half; so this is doable. This isn't Cuyahoga County. Cuyahoga County is a much bigger animal, and we are not the same as Cuyahoga County, this is doable. The Building Department validated it for us; they were able to roll out within a year their process. So, I think it's completely doable to add on this next component within a reasonable amount of time.

Councilperson Synek said just a quick follow up question. Is it doable with our current level of staffing? Would we need to hire more people to make this happen?

Economic Development Director Hyser said we have talked about adding the GIS person on board because that is the major backbone to this system, so that's how I believe that this will fly out as being that first step is that person would be charged with managing this process; and that would be the major backbone we need. Again, in my previous experience, the GIS person was the one who spearheaded that integration, and it worked successfully.

Councilperson Synek said thank you.

Mayor Kurtz said we discussed that, and I think that again like you mentioned, the experience we had, the history we have now with Tyler and the Building Department and the personnel and how they integrated into the system, I think that we are much more comfortable now than if you asked us without the history of the Building Department.

Procurement Coordinator Zdolshek asked may I add a couple of things from the standpoint of procurement and purchasing?

Economic Development Director Hyser said absolutely.

Procurement Coordinator Zdolshek said one of the things when we looked at all the vendors, from my standpoint we wanted to find somebody who was financially sound. Tyler solely works

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on municipal software. They are not involved with all kind of things. This is kind of their specialty and their sweet spot.

The second of all is that they have been around for 40 years, and they have a client base of 10,000 customers today. They design their software off of the experience that the customers are having today; that is why constantly their software is evolving and changing, all of which we are entitled to as a customer. The question why the software that was put in place with Cuyahoga County or whatever, they keep having issues with it. I don't know who the vendor is there, but I think that we all have a lot of confidence in the experience of Tyler and what they have delivered so far with other municipalities.

Economic Development Director Hyser asked Don, Leon do you guys have anything else you would like to add being our front line folks?

Mayor Kurtz said you know the other thing is to play off what Dennis said, Solon is in the process of implementing and using Tyler, the City of Solon, as we speak.

Jim Riley said Councilperson Veverka asked about another vendor, and I sat through that presentation; and one of the city's they recommended that had their software, I called. She didn't come out and say it, but she would not give them a good review because she said the input and all that, they didn't get this information; and she kind of kicked herself saying they should have went the Tyler way. That's one thing.

Right now, from working here a little bit, you know like in Service if there's a sewer issue, we will get the call in Engineering, Building may get it, the Service Department might get it, and City Hall will get it. So, there are 4 people reacting to the exact same issue; and when the guys go out right now for Service, they handwrite everything and turn it into Marie. She types into the system, and then it's in the computer system in the history. This will share information for everyone. They can take pictures. They can type it on the iPad, so you are eliminating a lot of redundancy of doing the same work over and over again.

Mayor Kurtz said look, we all know that residents' expectations have increased, and this will make the City much more responsive. I mean there is a lot of upside; obviously it's money. If we can be more efficient and more responsive, I think that's what our goals are.

So, any other questions?

If I was Dave, he would keep me on my toes. So, we would like to set up a meeting with Tyler so that everyone has one more layer of comfort and questions; so Jess do you want to share when or explore when we might want to do that?

Economic Development Director Hyser said I think we are looking kind of in the mid to late February timeframe just so that we could have the opportunity to check calendars with Tyler.

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Mayor Kurtz said well check with them because the sooner we can do this, the more time Council will have; and I think our goal Council would be to get this Tyler presentation, answer more questions, get one more layer of exposure and comfort on your part. Then we would like to get action on this in March so that we can kick this thing off.

Economic Development Director Hyser said we are looking at either probably February 16<sup>th</sup> or February 23<sup>rd</sup>.

Mayor Kurtz said we will get some times from them, and then with the Zoom at least wherever you are at, you can participate. So, we will look at some timeframes.

Are there any other questions for today?

Councilperson Narduzzi said I have one question Mayor for Mike. Have you tracked a cost savings or a time saving? Tell me what your philosophy is on this? Is it helping your department?

Building Official Gero said it's absolutely helping the department for the simple reason; first off, the Building Department needs software. There is no way, the Building Department has had software for years, it goes back to ICES, it goes back to prior to when I started 9 years ago, prior that. So, they had software, and the original program was a DOS based program, and then we went to Muncicity; and we had Muncicity. Then Muncicity started acting up, and then changed it. There were still some issues with it. It seems like we were beta testing it for them. So, we need software. This software is, like I said before, the feel of it, the looks and feel of it works. My staff is extremely pleased with the way it's working, and the way it will work as far as like tracking workflows and things like that. So, it's definitely a benefit to the department.

Now have I done an actual dollars and sense type thing, I don't know that I need to be able to do that to be honest; but it's definitely an improvement in the process.

Mayor Kurtz said keep in mind, the whole purpose is to improve efficiency and response time. We make our staff more valuable when we are able to do this. The system won't get Covid; the system won't go on vacation; so we should be able to be more responsive. That's really the goal.

I thank my team for the extensive and thorough vetting of this, and the presentation, thank you members for your effective presentation to Council.

Any other questions? If not, again keep Dave and Carrie and the Grendel family in your prayers; and if there are no other questions, then our goal is to set up a timeframe for a presentation, sometime in February. Then the goal after that would be to have something on the legislative agenda for March, rather than just trying to get it on the agenda in February and pass it in March, we just thought let's get a presentation. Then we will ask you for your support in March instead of February.

With that, thank you everyone for your time, your effort. Jim, you have something?

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Councilperson Trakas said just one thing Mayor. This was related to any other matters that come before Council, so I just wanted to talk a little bit about this for a second. In December at the Special Meeting, I had introduced an update to Council Rules so we could allow for online format so that the public had maximum information, and the public could see everything that we were seeing. I just didn't want to forget that. We don't have to talk about it now, but I am hoping that before too long, if anyone has any questions, I think it's a pretty straightforward piece of policy that we would incorporate there, just let me know. I would hope that perhaps we could have a more robust discussion at the February meeting and perhaps put that back on the agenda since it didn't seem to be too difficult to implement. That's all.

Mayor Kurtz asked anyone else?

Councilperson Narduzzi said Jessica and the Department Heads, it was a great meeting actually. So, thank you.

Mayor Kurtz said thank you Members of Council. With that, if there are no other questions, again I would like to thank our team for the effective and thorough presentation. Thank you Members of Council for your time and participation. With that, I will entertain a motion to adjourn.

**Moved by Veverka, seconded by Walchanowicz, to adjourn the Council Workshop of January 26, 2021. Voice Vote: 5 yes/0 no; motion carried.**

There being no further business, the Council Workshop of January 26, 2021 was adjourned at 5:31 p.m.

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Debra J. Beal, Clerk of Council  
**Minutes Unapproved at Time of Release 01/27/21**

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