CITY OF INDEPENDENCE
COUNCIL WORKSHOP MINUTES
FEBRUARY 23, 2021 AT 3:00 P.M.
VIA ZOOM

Vice Mayor Dave Grendel called the Council Workshop to order at 3:03 p.m. Present were Council Members Kathleen Kapusta, Tom Narduzzi, Kenn Synek, Jim Trakas, Dale Veverka and Chris Walchanowicz. Also in attendance were Mayor Gregory P. Kurtz, Finance Director Vern Blaze, Economic Development Director Jessica Hyser, Building Official Michael Gero, Communication Director Alla Lora, Procurement Coordinator Dennis Zdolshek, City Engineer Don Ramm, Human Resource Director Letitia Linker, Communications Director Alla Lora, Technical Service Director Dave Snyderburn, Jim Riley of the Engineering Department, Chris Harpenau and Matt Kesler of Tyler Technologies.

Vice Mayor Grendel asked Economic Development Director Hyser if he should turn the presentation over to you now to introduce our guests?

Economic Development Director Hyser said I don't know if the Mayor wanted to say anything first.

Vice Mayor Grendel asked Greg would you like to say a few things before we get started?

Mayor Kurtz said only to the extent that I welcome everybody, and I think this is a great opportunity as we have talked about for the past several months and actually last year about how we need to upgrade our systems to be more responsive to our customers, whether they be our fellow employees, our business community or our residents or those passing through the City. We just believe that it's time that we upgrade our systems. Tyler has been one that we have vetted, and we feel it warrants discussion with all of Council. Jess, anything else you want to add?

Economic Development Director Hyser said this is a follow up to the meeting that we had in January. We thought that was a very good productive meeting; and we appreciate all of your time and input. When we left that meeting, we discussed that we wanted to give you the opportunity to kick the tires a little bit and actually see the Tyler product for yourself. So, as a follow up, we have invited Chris Harpenau and Matt Kesler, both with Tyler to kind of give you guys a little bit of an understanding of what Tyler is, this Enterprise Asset Management System and get to see some of the ins and outs and why we were really excited about the possibility of doing the integration. So, I will turn it over to Chris and Matt and let them explain a little bit more about Tyler.

Chris Harpenau said thank you Jessica and thank you Mayor Kurtz. What I am going to do is share my screen. I am an Account Executive with Tyler Technologies, and Matt Kesler is the Senior Solution Consultant. Matt is going to be doing the heavy lifting and driving our

presentation today. What's on our agenda is really just a quick overview of Tyler, who we are and what we are all about. From there I have about 10 slides or so, and then I am going to hand it over to Matt. We have about a 20 minute demonstration planned. We can certainly go longer, it depends on what you guys want to see. We want to really kind of give you a high level look at what Tyler does from the EAM, from the Enterprise Asset Management perspective; and then we are going to show you the citizen portal as well which is your 365 kind of gateway into the permitting and planning and inspection side of the house.

With that I will talk about Tyler. If you have not heard of Tyler other than Jessica or some other people bringing us up; we are the largest public sector software company in North America. It's all we do is public sector software; so sometimes we are not a household name, and we have some different product lines, EnerGov being in the community development side. What we call EAM in the Service Department or the public work side. We have a thing called Municipal Finance, so there are different products other than Tyler.

We are a very strong, very stable company. We have actually been around for about 45 years. We started out as a holding company for various manufacturing firms and switched about 30 some years to software. Since then we have run steadily through organic growth, and we have acquired companies and different spaces as well. We are publicly traded. We are a debt free company, which is really unheard of in this space. We are also a component of the New York Stock Exchange, S&P 500. So, you can read about us all over the internet, very reputable, a very great company. I have worked for Tyler for 10 years, and I love it; and hopefully 10 more down the road, we will see.

We have about 27 offices. We actually have an office in Ohio in the Dayton area with about 300 employees. They work on our IAS product which is more for tax and assessment. We have about 15,000 clients in the public sector space, and we retain about 97% of our clients year over year. We are really proud of that. We are constantly innovating our software and constantly improving that and making those improvements available to our clients. We are what we call a direct (inaudible) provider. So, we write the software, develop it. We implement the software. We train you on the software, and we support the software. So, it's not a third party that we are pointing to saying hey they are supposed to do this; it's Tyler, and if you have a question anywhere along the process, you are working with our team and our professionals.

So, the public agencies that we serve, primarily it's State and Local; but we also do K-12. We do some special districts, airports and things like that, utilities. We have a Federal division that works really kind of more DC centric and works along those lines.

The different products that we offer, I mentioned ERP and financial; we are focusing today on civic services, appraisal and taxes, I mentioned that's where there is another office in Ohio. We do things like land records, courts, safety, K-12. The idea is that all of these can talk to one another on the back end, and we overlay that with a lot of data and inside there are a lot of ways to pull information out of the Tyler software.

So, we call it the Connected Community Vision, again seamlessly connecting data, people, processes. We focus a lot on transparency and putting information out to the general public. If somebody wants information, they can link to the citizen portal, and you can find whatever you want right here, and really trying to collaborate between departments and find more efficiencies and eliminate paper processes.

Again, the technology in the middle we call EnerGov for the Building and Planning and the GIS; and the EAM is going to talk more to public works. In your world it's more Service and Engineering, but we also talk to Fire, Tax Assessor. We can talk to Court if there's a lien on the property. So, these are all different aspects of what Tyler can do, and different ways the software can collaborate and help the City.

What the City has purchased currently is called EnerGov. EnerGov is for your Building and Planning Departments, licensing enforcement; and that's going to be somebody applies for a permit or there's an inspection on a building or a plan review comes in for a rezoning for example.

The last component that we are doing with EnerGov right now is what we call CSS, and that's the Citizen Self-Service Portal. Again, that's the 24/7 by 365 portal where a contractor, a constituent, whoever can go to access information, apply for a permit, upload plans, make payments. So, we are in the last stages of that, and I think we are pretty close on getting the portal up and running as well for you.

The new service that we are proposing is the Enterprise Asset Maintenance, and again that's going to be for the Service Department and Engineering. That's more for work orders and preventative maintenance around your streets, around sewers, around storm drains and things of that nature; and Matt is going to do a demo and talk high level.

I talked about connected communities. There are some other, within the Enterprise Asset Maintenance proposal, we have what's called 311, and that is where a constituent can actually report things, maybe from a mobile device to say hey there's a pothole here. There is an issue with this. They can take pictures that can report out to a 311 back office within the City, and that overlays with EnerGov and with EAM. So, it might be a code enforcement case or it might be a work order. When it comes in, 311 can kind of determine that and decide which avenue it needs to go down. I don't want to steal Matt's thunder, but that's one of the things he will show today.

Real quick, we have had a lot of success, especially with the portal on really increasing the efficiencies of agencies; and Tulsa, Oklahoma is just kind of one example where they really changed the way they took in their permits online, the online capabilities versus walk in customers. We did this with Covid, you go to their site and read the fine print, and it's kind of small down here; but it says the permit center is closed. You can't go in and apply for a permit. You have to go online; so 100% of their permits have now gone online. This has happened with a number of our agencies across the United States, and it's been really a game-changer for them.

Another example is Temecula, California where they have really, it's kind of hard to get there. A lot of contractors are coming in from the San Diego area and having to drive; and they put everything online and really reduced the walk-in contractor traffic. They increased their processing time, and as Covid hit, they had a lot of permits. They put 110 permit types on line, including a lot of their Fire Department type permits. So, again the same scenario where everything they are doing is up in the cloud, available 24/7 by 365. I keep saying that, but it's really the game-changer. We are doing this in L.A. County, the largest county in North America with 8 million residents, everything is online.

In the Ohio area, we work with Clermont County, Washington County, Solon, Worthington, Centerville, Fairborn, Painesville, just to name some. That always comes up; so we are definitely familiar with Ohio. I grew up in Louisville, Kentucky, and I know Ohio well, mainly the Cincinnati area. I have seen a lot of Reds games and Kings Island, but I get to the State quite a bit.

That's kind of it on the Tyler side, I really wanted to save more time for Matt and the demo; but any questions for me before I hand things over to Matt?

Matt Kesler began to share his screen. So, where I thought we would start today would be actually with some of our mobile apps. Now a lot of what I am going to be showing is just web enabled. It's a web enabled application, meaning you can go to the browser and simply access the application from anywhere that you have internet. So, that's going to be the majority of what we cover, but just today since I know you guys are really taking the initiative to be more accessible to your citizens and constituents, I figured it would be nice for us to actually start from their perspective and ways that they can actually interact with you guys by going to a website, but also being able to go an app on their phones. So, if they have an iPhone or an Android, or whatever kind of smartphone that they may have, they can actually just download an app called My Civic and that allows them to go in and interact. We like to call it 24/7 access to City Hall. So, it's just a native app that they would download on their smartphone, and what that app enables you guys to do is really push out all the type of activities, all the information that you would like to your constituents. It could be live permitting, and land management related or Tyler Enterprise Asset Management related or (inaudible) related or Covid-19 related. The benefit of the app is that it is 100% configurable and customizable to each agency. The City of Independence would have its own branded looking app. You guys can have your own icons in here. It could be to other websites, it could be to third party apps. It could be things that just take them to our portal or just to other websites. You guys can put as many of these icons in here as you want. We will go through a couple different examples of some of the different communities that are utilizing the app and how they leverage the technology and just some of the different things that they want to push out. It's whatever type of information that you guys want, so it is that true really 360 degree view of everything government related.

So, the first one I will start out with here, I think Henderson has done a really great job. If you guys live anywhere like where I live, it's like every week or almost every day things are changing. Different stores are getting shut down or there's different vaccine information that we need to send out to our community or different locations that will accept certain individuals or

lock down certain areas for whatever reason that may be; and that's some of the benefits of the app. We can send out mass notifications to all the individuals. We can even select certain areas on a map and actually say hey we want to notify or send out a push notification to everybody within this location to notify them about a water main or a right-of-way permit or project that's going to be going on. We are going to be shutting down the roads in that area for the next 3 weeks, or just whatever sort of ways that you could envision mass notifying your constituent group, but also being able to serve out information by cutting down on the number of phone calls that your staff is having to take and allowing you to then update information in real time and point the app itself to those different areas. So, in this case, they put out some Covid related activities. They can talk about some of the re-opening activities that would be going on. There's different information about different resources that is going on, and it's all being done directly from this user's smartphone. You can even embed your government structure in there, your Boards, your Commission, Council Members. You can have all of that in the app, and also allow people to go in and do whatever you enable them to do.

So, if we go look at some of the other cities here, I will switch goes, and go to Temecula, and they have had a lot of success with the online portal as well as getting people to go and adopt the app and report issues to staff. That's kind of one of the key pieces that we are going to touch on is actually the ability for constituents to report incidents and have those incidents automatically routed to the appropriate department based on what's being submitted by that constituent. So, if I report some sort of a pothole issue, we know it's going to go to our Service Department to create some sort of work order to go out and patch that pothole. Or if somebody is reporting something that needs to go to the Code Enforcement Department, or if you have a contractor that's out there doing work without a permit or a nosey neighbor happens to find out next door that somebody is building a shed without a permit or somebody is doing work on their roof without a permit, they are able to go to one location in the app, and they can submit that issue to you guys. Again, based on the types of the incident and what's being reported, we can have it directed automatically to the appropriate department so that those work orders or those enforcement activities are getting escalated accordingly, and somebody is able to get notification and go to a dashboard and know that they need to go out and patch and do something.

Here are some of the different things here that Temecula has embedded, and we can also look at Chino Hills, this is one of the more popular ones that I like to show just because they embed a lot of outdoorsy activities so a lot of people go there, and they like to look at the trails. You can get an idea of the different ways that they have their app branded here, but of course if there was somebody who wanted to go out and look at the trails, they could embed different things in the basic configuration within the app; or we can embed the difficulty with this and link up to other websites. It's just a quick way and be that true 24/7 everything that you could possibly imagine putting out for your constituents into a single app.

Now I will go back to my demo site here and put up the City of Tyler. This is just our demo site. It allows me to actually go in and report issues, but again, all these different links out here, they could be links to our websites, they could be links to different City web pages or different other things that you could be updating. Again, just allowing them to access the app, but the most important thing here is the ability to report issues. So, everything inside of this list here is all

configurable, and again it's all going to be tied to a work flow or a task list that's essentially going to determine where this incident or reported issue needs to go. So, if it's some sort of a fallen tree, we can also provide what's called notifications here, Called Script. They can get a brief notification about what's going on, and then of course we can go into the process of getting this request or complaint. They can go in, they can provide this anonymously. We can also begin capturing additional information. So, in this case if they are asking about a fallen tree, we can ask if there's any power lines that have been impacted or any property damage that we need to be aware of on this reported incident. Then of course they can go into a map where they can begin reporting those issues. In this case, it's outside of the jurisdictions limits from where I am trying to submit this issue, you can see the pop-up that shows in the bottom. So, we can use a concept called geofencing which essentially is a spatial analysis on GIS to determine the boundary as to where this submission can actually occur. That way you are not getting anything that's related to a neighboring community or even a neighboring county or neighboring city where that jurisdiction should lie; but in this case, if I was, if I go into the location here on my phone, it allows me to begin submitting a picture, adding some notes and begin submitting and reporting that issue.

Again, this is just one piece of it. It can also keep track of all the reported issues. They can also begin coming in and having a chat with you guys about that. This is in addition to us being able to send them automated e-mails and updates about what is going on with this as well; but if they want to come in, maybe they want to check on the status of it, they can see some basic status here. If they want to write to you guys and see current activity as to what's going on with that complaint, of course they have different details and information that they can see related to this.

I am going to switch away from the phone for a minute, and we are going to go back to my web browser here. So, a couple of things to note here from the web perspective; number one is the online portal. So, they also have what's called our Tyler 311 portal which is not the app perspective, but if somebody wanted to go to a website or if they wanted to go to a browser on their iPad or whatever type of device; they could open this page up and submit the issues this way as well. It works the same exact way as the app. Based on the type of the incident that is being reported, we could have it automatically routed to the appropriate department. It also allows people to go on here and do some additional details. They can filter down the list here if they want to look at certain types of incidents; and again this is a publicly phasing page. So, this is completely 100% wide open for your constituents to begin coming in, reporting different incidents and looking up different incidents that have already been reported to you guys. So, that way if they wanted to come in and see if somebody has already reported a certain issue, they could go into the map and actually see whether or not somebody has already submitted that. In this case it would be the fallen tree, but if they wanted to resubmit another one; of course they could do so from here. Or if they want to report anything else, they can use the options up here at the top. Or if they just want to make a general request, this is the submission screen where they go through and actually process a new request. Based on if it needs to go to Code or Public Works or Building or whoever it needs to go to; we can have these automatically routed as a task to those individual departments.

It's very similar here, you input the location, provide some details about the request, about what they are submitting, upload a picture, upload contact information and submit that request.

Now all of those submitted requests are going to come into what's called our Tyler 311 Back Office. So, all this page really is will be a database of all of those requests. Now this is an internally facing page. This is what your internal staff will use to create requests and assign them out to each other, or where they are able to manage or pick up the activities that are coming in from either the app or the online portal. There are a couple of different views here; of course, they can look at this from a list view, or they can see some specific details about what was being reported. They also have various different filters on the left-hand side here to look at the information. So, based on the created date, based on the types of incidents that are being reported; or they can even toggle the view between GIS. So, if they want to actually see geo spatially right where all these complaints are coming in, they can begin toggling on those views to see whether it be a GIS or the list view how they want to interact with that information.

Again, based on the type of the complaint, we can have it automatically routed to applicable records. In this case, I have just linked into a specific complaint in this case; and that's going to take me to the overall view of everything that's going on with this complaint. In this case, it's some sort of a vegetation issue. Somebody reported a weed violation at somebody's house. Based on that type of complaint, there's an affiliate task list over here on the left-hand side that shows me what occurs, or what needs to occur when this type of request is actually submitted. Well the first thing is we are going to a private citizen, hey thank you for your submission. We will keep you up to date with what occurs with this issue.

Then the next thing, it has actually escalated to an EnerGov code enforcement case, which you guys already own; and if I have access to that, I can actually just route to that enforcement case and look up the status or look up what's going on inside of the work flow of that enforcement case.

In a very similar sense, I will let the enforcement case load up here, but if it was a different type of record, such as a fallen tree or something that needs to go to the Service Department, in this particular case, we can have an affiliated task list that actually creates a work order that gets escalated to our Tyler EAM application. The same sort of concept, if I have the permission or the access to be able to open up that page, here in this case you can see that it's escalated it to our work order central where I can see all the details about the work order; and if I need to actually perform that work order, I could open up what's called Field Work, which is actually where the technician, the field technician will take some patch out into the field and actually patch the pothole or go through the entire process of adding time, their labor, their inventory and actually processing and updating that work order. As soon as we go in and we close out that work order, it automatically goes out and closes out the request and can notify back to the requestor what occurred or what happened against that submitted complaint.

Back to the code enforcement one, this one went to a work order, this other one went to an enforcement case; and now our code enforcement officer is able to go through their work flow of

issuing a courtesy notice, issuing a Notice of Violation, whatever that procedure would look like on your guys' work flow.

So, that's all good and great. We have different mechanisms to allow your constituents to stay up to date, to get these reported incidents; and then we also have various different dashboards that allow your end users to begin tracking, begin getting metrics and doing further analytics against those submitted complaints and what is going on from a work order perspective.

So, this is our Tyler hub application. It's all end user driven; so based on the user's role this accessing these dashboards, and this is going to determine what sort of level of access, or really what permissions they have in the system here. So, I am going to open up a couple of different pages. One is going to be more like a customer service person. The person who maybe answers the phone calls or just kind of manages all of those citizen complaints that are coming in; and I have a dashboard that shows me citizen requests need to be processed. It can even show you a GIS map of where those requests have been processed. Or if you have to approve anything for whatever reason, in this case I have some sort of a work order approval that is waiting on me to go in and actually approve a new (inaudible) from this activity or just basic notifications or citizen complaints. What's nice about the dashboard is that they can have multiple different pages. As you guys do work activity management, or you manage your fleet, its' assets, or if you want to track Service work flow, there are different ways to control different pages and different metrics that we can begin pulling out of the application. This entire application from Tyler hub, it's all configurable. They can go in and set up their own pages. They can use some of our pre-existing pages out of the box. Here's one that's related to tracking the top 5 types of requests, or which ones are actually needing some sort of attention, which ones are overdue, which ones have working work orders that area associated to them. So, just quick ways that they can begin getting metrics; it could be from a supervisor's standpoint, generating reports, or it could be just an end-user that has different incidents that they need to be going in and actually working on.

Again, it's all based on the end-user; so if I switch gears again, you will see another page, and it's just the same exact application, but in this case it's more of a managerial standpoint from the Service Department standpoint, from that work order standpoint, what's our overall costs, what was our planned costs versus what we are actually costing, what's the cost breakdown compared to our labor versus our inventory tracking versus the amount of supplies or equipment that we are leveraging and being able to manage all these different types of work orders. You can see over time the amount of costs that we are doing from an asset management perspective. Are we doing too many replacements? Do we need to start doing repairs versus replacing these? Or is it time to begin replacing these assets? You have full on flexibility with going in and managing different activities from a work order perspective as well as an asset tracking perspective.

Again, a lot of different ways that we manage the different costs affiliated against those work orders, and it really all stems back to our overall assets. As you begin doing work orders, even if you are repairing certain assets; or if you are just going out and doing these kind of one all citizen complaint follow ups, we are still able to track all the costs around all of that. Again, if they are tied back to assets, they link back to what's called our Asset Registry which is

essentially just a database of all the different types of assets. So, all of our streets, all of your snow plowing routes, your sewer lines, your water mains, your water lines, your hydrants, essentially any types of assets that the City is managing, they are going to be logged into our Asset Registry. So, inside of our Asset Registry I will kind of open up a couple of different ones here. We can see these are just advanced searches that I have saved. Basically, you can go in and search based on asset categories or assets tied to the application; and in this case I have my snow routes in here as assets, my street segments as assets. I have my water mains, my hydrants all embedded as assets. You can come in and just grab one of these searches, and it's going to go in and pull up all the assets that match that criteria, match that search criteria that I have embedded there. It pulls up a list of those assets, and then I have additional views here that I can look at. So, if I want to see things geo spatially, and this is actually one of our guys trucks here in the office, but my data is over here. It can actually show somebody's real time vehicle. If you have a GPS device hooked up in their truck, you can actually see where they are at. In this case, geo spatially, again we can begin coming in and interacting with our assets through a mapping view; or we can toggle the view between the list view and the GIS. So, it allows us to come in and begin interacting with specific types of assets, begin looking at work orders, adding work orders against those assets and managing those assets on the GIS view.

What's nice is based on the type of the asset, so we will use a simple example here, let's say somebody is tracking a truck or some sort of a vehicle as an asset; based on the type of the asset, we can configure specific information to control around the asset. So, once your insurance gets expired or maybe this truck is no longer covered under warranty, we can send out notifications around that. We can also track the work order history relating to this asset. We can manage the specifications, really whatever data that you want relating to those assets; and then of course as you begin doing work orders against those, it's going to begin managing the overall work order history. So, any time you are making anything like an oil change or car wash, repair a headlight, all of this is being tracked and logged against the asset. Again, all the costs that are occurring on these work orders are just going back to the total cost of maintaining that particular asset. We can generate rules that determine that when we need to replace these assets versus doing general repairs.

Then of course you can associate preventative maintenance cycles so any time you are doing oil changes, brake repairs, car washes, or on hydrants if you are doing flushings and inspections, you can queue up those work orders automatically by use of the preventative maintenance cycles. Under the history log, this is where all the history is stored. So, as you use equipment or we can even pull in odometer readings from various other applications, miles per gallon, unit costs, inspection history, down time, the failure, as well as in the inventory part that are being utilized to go in and actually to complete these work orders.

There are really two different ways that people could complete work orders. That's done in the Field Work which is really designed to be run from a tablet. Everything that we have been showing is really designed to be run from really any type of device that uses technology, call it response UI; so the screen just responds to the size of the device that the end-user is looking at. So, inside of this Field Work app, they can open this up from an iPad or some sort of a tablet in order to access and perform their work orders through more of a tablet view. In a second I will

switch gears and go back to my phone. We also have a native app for phones that they can go to and actually complete their work orders from a smartphone. So, at this stage inside Field Work, this is where people would actually complete their work orders. In this case, let's just say somebody is doing a tire replacement. I would link into that work order, and this is where they would be seeing actually what type of work order they are doing and then adding any sort of task and resources where all that cost is going to come in on that particular work order. So, it lets me know who the Service Department is, what the priority is, what type of maintenance we are going to be doing; but if I'm the technician and I'm just doing the work, we aren't trying to make things difficult from a software perspective, everything you are going to be doing is right here under this Task and Resources Tab. It shows in the Task that they are doing. Here they can begin going in. They can begin adding their time and labor. Behind the scenes if they have an affiliated rate that we need to add to the cost of that work order; it could be an hourly rate, it could be a standards classification rate or mechanic rate, however you guys do that. We can configure different rates to charge against that as well as inventory and equipment. So, if you have a piece of equipment that you rent out, and you want to track the cost of that, or if you want to add a piece of inventory out of a warehouse or out of a closet somewhere, you can track the inventory and add those onto the work orders to generate the cost of those as well as outsourcing and tracking any sort of supplies against that work order as well.

That's kind of the long version of it. We also again have a native app, and I am going to switch gears back to my phone. This is for the lightweight way of performing a work order. If they don't need to do a lot of research, they don't need to go and research the asset while they are doing the work order, this again is just a native app. It's called Field Sheet. You can go to the IOS store; and it's a simple way for them to pick up and perform, doing exactly what we just showed right with the tablet version through a native app. So, if I am going out, I'm just doing some sort of a road repair; I would simply go into that work order and begin processing that work order. So, everything that I am doing is really all done down at the bottom of my iPhone. In this case I would open up that menu option, and it lists all the same things that I could have been doing on that resources tab. So, the idea is they would go out, they would input their time and say okay my crew or my team or myself spent three hours on this; and they can associate the cost of that labor rate from the field on their device. Then they would begin adding in the equipment, if they are adding any trucks or if they need a backhoe digger, something of that nature, they can go pull that piece of equipment out as well as things like inventory. What's cool too about the inventory, a lot of agencies are now barcoding their pieces of inventory, so instead of me having to go out and dig through a list of inventory items, I could just use the barcode scanner to go and scan that item in inventory and have it automatically pull onto that record. It does show you the quantity on hand and some basic things that you can actually pick up for that type of work order.

Then of course if there's a checklist item, or they need to take pictures, they can do all of that through of the app. Then of course they would come in, they would simply update the status of that work order; and it just gets updated back into the central server. What's also nice about the app too, is it uses the technology called Storage Board so even if they lose connection to the internet while they are processing the work orders; as soon as they hit connection, it will automatically sync up back to the central server.

Lastly here, we also have some very nice managerial tools of course. I mention the Tyler Hub here where there are lots of different metrics, lots of different activities that we are managing from a work order management perspective; and even for the technicians. There's even a page here called Work Order Queues so if there's certain ones that are currently assigned to them, they have their own dashboard. They just log in, here's all the work orders that I need to be working on, the technician and my manager. They have different activities that they can begin managing and seeing from a high level view; what are our overall activities are, how much we are spending on labor, how much we are spending on inventory versus supplies versus equipment and breaking those down and seeing over time what we have done.

They also have what's called this Work Manager Utility which is designed for scheduling out work orders. In this case I have all of my unscheduled work on the right-hand side, and I can either begin coming in and just simply dragging and dropping these onto the calendar and then begin assigning those out if I want to. I can assign it to an employee, to a crew, a vendor, assign it to a specific person, or they can come in and have another view of the actual employees' calendars and actually see what's going on with these individuals for a particular day or particular week and begin assigning those out from here as well. They can simply drag it onto somebody's calendar and have those routed again to those individuals' dashboards or to their app. They can pick up the app, they have all their work orders on their app, and they are able to begin processing those activities.

So, that's really pretty much everything that I had for us to cover. Of course, like Chris said, we are happy to stick around. We are happy to show additional things. Actually, before I do turn it over, the last thing was the on line portal. This was another thing for your contractors, your developers. They can submit the requests here. This is kind of a mockup of what, we just kind of mocked up a simple example here earlier today. One of the benefits of the on line portal is again people can go on line and search public information. People can go on line to look up permitting, planning, inspection, code enforcement related activity all on their own. They don't even have to be a logged in user. Now one of the important things about having the on line user, registered user, is the ability here for them to have their own personalized dashboard. So, any permitting applications, planning applications, inspections, invoices, anything that you guys are going to be managing from that land development side; they have their own personalized login where they are able to submit applications, submit requests, look at today's inspections, actually work that they need to be taking on, any invoices that they need to be paying, permits that need their attention. They can get fee estimations, really as much information as much activity as you want to surface out to those individuals.

Mr. Harpenau said and that's what we are finishing right now for the EnerGov side. One of the acronyms we are throwing at you, it's called CSS, Citizens Self-Service.

Mr. Kesler said so with that, I am going to kind of shut up now and open up for questions. We can really go in whatever direction you guys want to go.

Mr. Harpenau said sometimes we will do a whole hour demo on the EAM. We have done four hour demos on EnerGov. I know you guys don't want to go through all of that, but we want to

make sure that you get a taste of everything that we are offering. It will be kind of a My Civic application in the 311; and that's the intent of EnerGov as well as the EAM side, the Asset Management side which will take care of your work whether it's for your streets, your sewers. It's allowing things like that. It all kind of ties together neatly on the back end.

Councilperson Trakas said I appreciate the demonstration. It was very thorough and helpful. How have you found having civilians, how do you do the training to get the residents, the business community? Do you do that? Do we do that? What is your process? It seemed that it would be a task and just wondering what your experience has been and what the plan is?

Mr. Kesler said I guess some of the feedback I have gotten, it's a little bit different now. I have seen it work both ways. What we have done on implementations where we have gone on site with you guys and invited some of the contractors, some of the guys that would be doing the majority of the work that goes on in the community, inviting those guys and getting them acclimated with the online portal and actually training them on how to do certain things on the portal.

From the app perspective, there's really not a whole lot of training involved for the constituents as you probably saw on the app. It's really lightweight. It's just really intuitive and simple for them to kind of pick up. It's not something that we necessarily see a lot of training. It's just more intuitive and kind of guided through what they are trying to do; but from the online citizen self-service side, when they are submitting permits or submitting planning applications, typically it's nice to invite a couple of the contractors in and kind of give them an idea.

We have also had customers that will go out, and they will build videos like how-to's and provide links on the web page, videos of how to do certain things for the people who are just going to be going and using it for the first time. That way they have some videos and stuff that they can follow.

Mr. Harpenau asked Mr. Kesler will you pull up just Apply for a Permit and show the individual work flow and just show how the visual work flow kind of loads.

Mr. Kesler said this is real nice too for the contractors. It's kind of a guided process. We are not trying to make things complicated here. I actually worked for a contractor for many years, and he wasn't the most tech savvy of individuals. What we are trying to do from an online portal perspective, is really make it essentially dummy proof so that it's just kind of guiding the person through what the requirements are for that application and also telling them as a part of the application what he can do. We also interact with GIS to verify zoning information. We can look at flood zone information and verify certain things that are going to occur based on location of the property and also help guide them through that application process so they realize they don't have to come down to City Hall to submit these applications again. They can open it up from their smartphone, they can be on a job site or be in their office still submitting their plans as they go through the entire process without really having to interact with you guys. You can see here, when they are applying for a commercial building, it's going to ask for the location. The location, based on what GIS tells us, that's going to determine what can even occur here; and

then it's basically just going to guide them through. So, okay what's the square footage, what's the valuation? We need your contractor here. If we need a design professional or whoever else it needs to be; they have to actually go in and upload certain information in order for this to be a completed application. Again, we are not trying to make it difficult. It's kind of that step-by-step process. Okay, we have all of your contacts, let's capture some additional information. What's the number of stories of the building going to be? What's the number of sprinkler heads? Then here's the required documentation. Here's the digital signature; so it does truly just kind of guide them through the application process.

Vice Mayor Grendel asked any other questions?

Jim Riley said I have a couple of questions. Where the resident can call in and complain or take a picture of a pothole or whatever, is there a way to, let's say ten people drive past this pothole; after somebody puts it in, is there a way to let the other ones know that we already know about this, there is no need to submit any more complaints or issues?

Mr. Harpenau said we can, however, they do still have the option to submit it. Now one thing that we can do is have those cases automatically linked; so that way if it gets closed out, or one of them gets closed out, it's going to close out all of those complaints. You don't have to worry about it having to go back and update the status of one of them. We can alert them, but we can't really prevent them from still going forward and submitting it if that makes sense.

Mr. Riley said on that, can you block someone from, let's say you have somebody who every day they are just sending all these crazy things; can you block someone from sending in their issue or complaint?

Mr. Harpenau said we can block an individual, and also one thing that we are looking into doing; we don't do it yet today, but it's one of the things that we are looking into doing is designating how many somebody can submit within a certain timeframe. Like you are saying, somebody is just going in every single day and submitting 10 or 15 different complaints to you guys, we are looking at ways to either cap or kind of limit exactly how much. It hasn't been today, but that is something we are looking to do.

Mr. Riley asked as far as information, is there a way to keep some of the information internally that one department writes to the other so the public cannot see that?

Mr. Harpenau said yes. That's an important piece too, especially here on the land management side. So, one thing people can actually go online and maybe go look up a property and look up details about that property. What's cool about this is that you guys can control exactly how much information you push out there. Some agencies will say here's some permitting, planning and code enforcement data. Some agencies say code enforcement is too personal, we are not publishing any of that; so this wouldn't even show up here. Then based on the types of permits, based on the types of inspections in planning cases, you can choose which types that you push out there; and then with each type you push out there, you get to control exactly what data that you are pushing out. A lot of people don't want to put information, or they don't put inspection

details out there. They don't put contact information out there. They just show the address and what type of application is out there. So, you can absolutely control how much data they can actually see.

Mr. Riley said my last question is does Tyler have a fuel system where we can record how much fuel each truck puts in or Police car?

Mr. Harpenau said we do not. That's actually one of the things that is not currently provided from a city or county standpoint. We have built integrations. We have a flexible import utility; so if you use Fuelmaster, Gas Boy, any of the brand names out there for managing that, we have an automated integration that we can leverage. I think it's their API that they publish out, and it pushes out their odometer readings. As long as you guys have a system like that in place, we can interface with it, but it's not one that we actually provide today.

Mr. Riley said okay, thank you.

Mr. Harpenau said yes sir, great questions.

Vice Mayor Grendel said thanks Jim. Any other questions?

Mr. Harpenau said if you do have questions, you can follow up through Jessica or to me directly if you have my e-mail. Obviously, we would be glad to answer them. We could walk through another demo if you ever wanted to see it, or just address any questions if you think of them 5 minutes from now and say oh why didn't I ask that.

Mayor Kurtz said I have a question. How does this impact our workforce going forward? The vision is to have Tyler or someone provide the ability to track our information, quantify it, regurgitate it, make it functional and useful and something we can use in our future planning, etc. The question that relates to your experienced personnel, what it's going to take to if we have to add personnel, the same personnel? Give me a broad stroke impact on communities that you have taken through this or upgraded to this model.

Mr. Harpenau said that's a great question. Obviously, we are trying to make it event saving, man hours, or reallocating hours to other places, that's something that we hope we can help you out with. We are not trying to replace personnel or anything like that, but the idea is we are getting rid of paper processes; and we are putting things on line. Before you had to do searches for your requests for your requests, spend a lot of manual labor hours on. We have lots of ways, we have lots of different kind of case studies where we quantify that, where we have shaved off hours, where on line payments have taken dramatically less time to calculate and process versus somebody having to come in.

So, again the other side is collaboration. It's not you as the Mayor having to call everybody, hey what's going on? How many permits did we issue this month? How many work orders did we have? You can have a dashboard where you can look at that as well. So, it's providing more information to everybody and making that more visible. I know I'm a little general on that. We

do have some case studies that add some metrics behind a lot of this. We don't ever want to get in a position where we are saying we are going to come in and this can replace so and so; but I think the idea is to really make you more efficient across the board to make everything more transparent across the board.

Mayor Kurtz said that's a good point about making it more user friendly for Members of Council, myself, Department Heads to retrieve information in a timely basis. That seems to be a major benefit. Tangential to that is that we need to have somebody owning the outcome. We spent $130,000 plus on the Building software upgrade. It's important because we will be much more efficient for our customers, and we are going to spend hundreds of thousands of dollars more now eventually to make sure our information is accurate, make sure it's retrievable, make sure it helps make better decisions so that we can eventually become more efficient and save money overall and in an overall strategy.

Do we have to have someone owning the outcome, or you mentioned the word collaborative; and I guess how important is it to have someone? I don't want to be dependent on Tyler, other than for upgrades; and my understanding in talking to the team we have assembled to research this is that the upgrades are going to be part and parcel as you define a better way of doing something, a new software upgrade, that we get that free, or we get that as part of our package. Is that correct?

Mr. Harpenau replied yes sir. That is correct. We call it Tyler Evergreen so that whenever we improve the product, you get that; and we roll that out in the service pack. Typically it's quarterly. It might be a bug fix, it might be a process change; but if we are making kind of a drastic improvement, you are going to get that.

Mayor Kurtz asked so how important is it versus to, you don't want someone to never come back and say it didn't work. We went with Tyler, and it didn't work. What safeguards, what do you build into this system to discipline the entities that buy your products and your service to make sure that it's a successful introduction, we can have benchmarks to mark our successes as we go along the first month, six months, twelve months? Do you have the tools that force discipline or alert me for example that there's a shortcoming going on with the team. I am being a little broad stroke on that.

Mr. Harpeanau said so we will do an implementation process. We do kind of access, we do user acceptance testing with you guys to make sure that the build is what you guys are looking for and that we are on track; and then we go live, we are with you. We support a go live, and we typically do that on site. Covid with what it is, we are doing a lot of that hand holding over the internet like this; but once an account goes live, we hand it to the EnerGov or the EAM support teams. Those teams, I think there are 50 individuals who work in that department that are working with you guys on any incidents and making sure that everything is working right with the software, if there are questions they respond to that.

As far as the implementation side, I know there's a lot of points and metrics we are saying that we are achieving this, we are getting this done on time; and we want to get things done as fast as,

on schedule with you guys. It's important. I know it's important to you guys, it's important to us too. We have a lot of projects to do, but once you are in support, we have different kind of levels of support. If something is minor to say hey we had a little button that wasn't firing right. Put that as something we are going to fix within the next day or two. If you call and say something is going wrong with the software, we take care of that immediately; and we are online with you trying to replicate that and so forth.

We are proactively behind the scenes putting out bug fixes, and we are hosting for you so that anything that's improved, we are doing that. You don't have to be involved behind the scenes on doing that side of it. So, when there is a release of a new service pack, we do a version of that; we let you know what's going on there, and that we are going to release that into the software. So, you are always made aware of anything that's happening on that.

Mayor Kurtz said from the user side of it, I mean we try to monitor our costs, monitor our expenditures; and we are putting a lot of money into this to make sure that our customers, whether they be myself, Council, whether they be Department Heads, whether they are our business customers, or our residential customers, that they can learn, adapt and grow into this. It's all about becoming more efficient, more effective and cost savings in terms of lost man hours, lost productivity. It all boils down to productivity for me, but I just want to know that the partner that we take on in this, that they will push us if we need to be pushed; and they will be able to absorb when they have to absorb because failure is not an option when you are spending this kind of money. Have you come across a situation where your clients or customers didn't embrace, didn't really embrace what you were trying to achieve and how would you deal with that?

Mr. Harpenau said great question. You mentioned the word collaborative. It's a collaborative effort on our project team and you guys as well. You can't just say hey build us something and deliver it to us, we need your input; and we need project leads. We need people like Jessica who are really involved in, who have the vision, and know what you guys are looking for. When we did the EnerGov side working with Mike's group and identifying what are your permit types, what are your fee schedules? What happens to the work flow when this happens? We do need some input. We need some lead folks on your side to take ownership and to make sure that we are driving down the right side of the road, and we can deliver everything. So, that's important. We have had projects, I have been doing this 10 years, and I will tell you most everything I have done has gone great. There have been a few that have gone sideways, but typically it's because nobody wanted to do anything on the other side. They point fingers at us. Do it all for us, what are we building? We have to know what we are doing here, and so those are some of the issues we get into, and hopefully we avoid anything like that where there's finger pointing.

Mayor Kurtz said we have a number of Department Heads on the Zoom call right now, and I just want to make sure that they know what is expected of them. You said collaborative, you said the partnership, you said there's this constant dialogue going back and forth. We have to develop a leadership team that's going to constantly monitor and improve; so as you provide these so-called Evergreen products, upgrades that we can on a timely basis integrate and make sure that we are not getting behind on information out.

So, it sounds to me like you start embryotic like we did with the Building Department. In this case, CRM would allow us to integrate more quickly with the different customer groups, but it really sounds to me like that the message to my team and to Council, if they choose to invest in this strategy, is that everyone has to play a role. The only way we are going to make this really productive and increase our productivity is if everyone supports, buys into; and then they get their teams to buy into as we go down the chain, that chain of command. So, that we have a fully integrated system, everybody knows that you have support, entry level people so that everyone feels validated and feels valuable and their input is important.

Mr. Harpenau said training is a big part of it in making sure everybody is involved. Matt and I will attest to this, Matt used to work kind of along the trending sites, it's something, this is the vision and this is why we are doing this. It's just not you need to do this now, you need to push this button. I think that's part of the vision of it is going through the training and understanding why we are doing this and understanding how their life will be easier. I think a lot about the building side, we started working with the iPads like 8 years ago, and we had inspectors who would say I will never use that. I used my clipboard for 30 years, and I get it. I was a builder. I have been there, and then we give them the iPad; and they get out in the field and start taking pictures, doing real-time inspections, and the wheels start turning. That is part of the process, and change management.

Mayor Kurtz said so you take the truck driver, and I am an old truck driver by the way, and I have my CDL. The truck driver with the tools, the iPad, he goes out and see where the picture was taken by the resident that we have to fix the sidewalk or fix the pothole, or we have something that is disintegrating. Or we are in the truck, and we are using too much salt, the GPS is telling you where it has to be redirected. These are all technology driven solutions to problems that we embrace on a moment-by-moment basis but don't have the tools to be able to solve or satisfy on a moment-by-moment basis.

Mr. Harpenau said very good point.

Mayor Kurtz said so you are saying that every person will have the capacity or ability to adapt and grow from this experience.

Mr. Harpenau said that's my hope. Again, you hope you don't have somebody who is saying I'm leaving in two years, I don't want to do this; but yes, we have to get them engaged and to be a part of it absolutely.

Mayor Kurtz said I understand. We integrated new technology in the private sector, and you have 50 people who are part of it. You have 10 who are super excited about it, and they lead the charge. You have 35 who are part of it, and they know they will grow from it; and you have 5 who say maybe it's time to hang it up. It's the 15 or so who you have to pull a little harder, but once they see it, they can't go back. Then they realize the benefits of it.

Vice Mayor I didn't mean to monopolize this last segment, but I figured these are the issues, and I need to have my team who are on this Zoom to be fully engaged in this process once we make the commitment.

Vice Mayor Grendel said Mayor what I wanted to clarify is now is this going to be going in every department that the City has, or will it be brought on slowly to the Building Department, the Engineering maybe or Service? Is this going to affect every department that the City has?

Mayor Kurtz said every department, ultimately eventually the goal is every department, but Chris or Matt maybe you want to share how we begin the integration.

Mr. Harpenau said again I don't want to sit here and pound you over the head with more Tyler software, but there are other things that Tyler does. We do financial software. We do tax and appraisal software. So, an idea would be let's say for example on the EnerGov side you took in a permit. That permit could actually flow into Tyler's software and integrate automatically. It could tell the appraisal software to charge more taxes for that. Or the appraisal software could say, hey there's a lien on this property; it can talk back to EnerGov and say don't allow this person to apply for a permit. So, there's a lot of ways that we can connect through all the Tyler software kind of big picture.

Today, the departments that we are talking about, Building and Planning and the Service and Engineering Departments are kind of the ones most affected by the EnerGov and the Enterprise Asset Maintenance software; but there are other things that we do, k-12, public safety, those are all just different Tyler products that on the back end all communicate with one another as well. Does that make sense?

Vice Mayor Grendel asked does this coordinate Chris with the County software too because a lot of those records are with our County that we would have to find out as far as liens go; and I don't know if it goes into the Court system or not too. How integrated does it go with County and possibly State software too?

Mr. Harpenau said that's a great question. I am not positive what the County's products are, if they are Tyler products. There's an integration most likely that we can leverage it out of the box. If it's something that we needed to leverage, we could potentially build an integration to it or just write something back and forth; but I see this a lot like the (inaudible) software that might be based in the County or the State level, and we report up to that automatically. Clermont County, Ohio for example, I know we do that in Clermont. We do that in New York. We do that in Massachusetts. So, I would have to double-check on the County site.

Economic Development Director Hyser said Vice Mayor maybe if I could add a little bit here. You know the Building Department has already integrated with EnerGov platform which is part of the Tyler system; and as we unroll the EAM, I am sorry to become part of the Tyler family, I am starting to use the acronyms. We obviously see the important benefits of bringing on probably next the Service Department, Engineering Department as the next two big go-to departments to handle the work flow, especially since those two departments work so closely

together. One of the things that you didn't see was the Tyler 311 app, so that's really going to touch a lot of departments to make sure that information is available to our residents through that platform as well. So, there are going to be touch points throughout the City through every department, but heavily focused obviously on the Building Department who is already on board, through the Engineering Department, Service Department, Technical Service, through Parks and Rec as they move their work flow into the system. So, you know if Parks needed to send a crew out to pick up trash, it could be done through this system as well.

Vice Mayor Grendel asked Jessica does it ultimately coordinate with the Finance Department too as far as is that a goal of this eventually to the products that connect with them?

Economic Development Director Hyser said so there are Tyler products, they do have a Finance package. We have not explored that to see how it compares with the VIP system that we have; but there is potential down the road to have that bigger integration. I think Chris might have touched upon how all of the back end systems speak to one another.

Mayor Kurtz said Vice Mayor that will be determined by the Finance Department. I think that's something that they will help us navigate through sometime in the future though.

Economic Development Director Hyser said again remember this is all of that layered information going on that GIS platform. So, as we continue to build information and layer that information utilizing GIS, it's only going to help build the information we have about our history and our assets.

Cuyahoga County does maintain some GIS data. We should be able to pull into it, and we will be able to add in our own as well.

Vice Mayor Grendel said very good. Any other questions from Council?

Councilperson Veverka said Jim you sent a memo to us before and indicated to us that you were involved in a couple of different applications of new software; and one of the things that you mentioned that struck me is we talk about the group of people who are gung-ho, and I guess my question involves is there something in place for the people who are more reluctant to encourage and bring them along and not have them feel alienated and frustrated? To me, that's one of the bigger pieces of the puzzle. That group of people who aren't so quick to jump into the technology, and how do you help them buy in?

Economic Development Director Hyser said we have spent a lot of time talking about that and having that conversation. Letitia is on the line as well, and she could add a little bit more to that. We really want to make sure that everyone's voice is heard. There will be a lot of training that goes along with this process, and the things that Councilperson Trakas outlined in his e-mail are all in line with the things that we have discussed and have planned going forward. Letitia just walked in. She doesn't have a microphone.

So, it's extremely important, I have the experience of seeing how another community implemented a similar process and product; and part of that again was making sure that all the staff had buy in, that change just didn't happen overnight. Again, the training and support would be given all the way. I think Letitia may want to add some more.

Human Resource Director Linker said we do anticipate that as this, once approved, and as this gets started, we are going to be involving all of our folks in understanding it and contributing to it and working with people along the way to make sure that they understand what's going on, they have the training that's needed, the support that's needed. We understand that it's going to be something to really spend time with our people on. We think that, just based on the energy that we have in the Building Department, they put this in; and those folks are really psyched about what it's doing for them. We know we can get through it and bring people along.

Vice Mayor Grendel said I think that would be my main concern is that all the Department Heads are comfortable with that, and that it's not rushed, but that they really approve and kind of grasp the intent of what we are trying to do here. I know myself, I'm a dinosaur as far as that goes; so I might be a little more reluctant. The people that we have, this is the future; and I know how the younger generation does everything by their phone and by the apps and everything; so I think eventually once we get this. It's going to be a process that will take time. I know that it's not going to be overnight, and even for the residents, you are going to have a certain amount of residents who will grasp it. There are certain segments who don't even have computers or the phone. I like the way, the results of how we can do in the Building Department working with our users there and see the success from there and then build on. I would like to see more of a gradual build up than all of a sudden overnight we are doing this and getting it forced down our throats.

How long has the Building Department had this software now?

Economic Development Director Hyser said the Building Department rolled theirs out this fall, but it took them a while to get there. We imagine the same thing. It's not going to be like flipping a switch and having the system going 100% right out of the gate. Things like, we wouldn't force residents to necessarily use a mobile app, but the option is there should they want to. I think that's the key is that we are giving them more options to communicate with us and to use modern day tools.

You talked about the Directors, the whole process of us even getting to this point, was all of the Directors sitting down and evaluating the multiple platforms that are out there. This team has a consensus, and we all sat down and saw the capabilities of the Tyler platform and the success that our Building Department has had. It really motivated us to see the potential going forward, and this could be the best solution for us to make that big leap.

Vice Mayor Grendel said very good. Well, like I said, I would like to see a gradual rollout and success of it. One thing I kind of, and this is just being nostalgic and everything; and being towards the end of my career, but I miss the personal touch. When I first started doing legal work and real estate work and everything, I enjoyed my camaraderie with the people who I

actually worked with at the courthouse and the County. Now you don't have the same camaraderie, it's cold and impersonal. I think a lot of it's designed, it might just be me, but I like to know who I'm working with and share an interest and that. It's kind of, I miss it now because the people down at the courthouse, they could care less about the people coming in, their families and everything where in the old days we were all kind of like family and that. That's the way the world is nowadays, and I know we have to be efficient. I do miss that personal touch where you really work with people and get to know them and feel like you have, you want to help them, and they help you and everything. Now it seems like you are spending half of your time frustrated behind an iPad or a computer keyboard or your phone even. The personal touch is gone.

Economic Development Director Hyser said I think one of the things you will see is the more information we are able to layer on, the more personal feel we will be able to give to our residents. So, if we continue to come out, and we can see how things have changed over time; it's not like (inaudible). We don't know what happened before; so it will really make us look more prepared when we do come out and have those conversations with residents.

Vice Mayor Grendel said very good. I would like to keep that personal touch, especially with our residents. They want to have a comfort level with people that they are dealing with. If they are dealing with an app or a computer, I don't think the comfort level is great, at least it isn't with me.

Council, any other questions that you may have of our esteemed gentlemen here or Jessica or even the Mayor?

Councilperson Narduzzi said I have a question for Chris. So, how long in your expertise is this process take to be 100% vested. I agree with Vice Mayor Grendel about the personal part of it, and I am an old codger too so I like that old personal contact with the residents; and I see that it's not the wave of future. I agree 100% on the way we are going, but in my mind I would like to keep both aspects of it, the old way of doing business and the new way of doing business. So, how long does that process take? I don't want to say 100% buy in from everybody, meaning the workforce and the residents, but we have been doing this for 10 years, you have to have some kind of timeframe when like we get to 80 to 90% of it working.

Mr. Harpenau said that's a good question. I can speak a little bit more on the building side. I was a builder, and I am used to coming in with my paper plan sets. I am used to calling up every day, hey did I pass, did I do this? Now I am learning I can go on line to find out if I passed the inspection, or I can submit my plans on line. That helps, but you still have that personal interaction where if it's something that we need to review, you would still probably need to come into the office and talk to somebody face-to-face. If I'm a plumber, and I'm doing a water heater change outs on a regular basis, and I just need to submit a quick permit for that; that's a pretty standard process, why not be able to do that on line?

I have said this before, when we go live with most clients, 90 to 95% completely build out, when I say that we are not completely built out it's because it's changing and evolving. You will still say wait a minute we need to tweak this, and we need to change this work flow or this process.

Once you go live, it probably takes another year or so before everything, all the processes have really resonated with everybody; and they kind of work their way through the ranks if you will.

Mayor Kurtz said along that line, our staff, our team, adapted quickly to all the Covid precautions and restrictions; and that's probably a good sign or good barometer of how they will adapt to new technology.

Mr. Harpenau said that's great. That's really good.

Councilperson Narduzzi said I'm not worried so much Mayor about future development on Rockside Road and the clientele we deal with; I am more worried about the elderly residents buying into this program.

Economic Development Director Hyser said they are still going to be able to call City Hall and the Service Department and put in a work order. It's just going to be on the back end, we are able to track it.

Councilperson Narduzzi said so we don't give up the old way of doing business.

Mayor Kurtz replied no. For example, probably the best example would be, wouldn't it be great to take an iPad out and show them something that's going on? If they ask a question, be able to go to their house and take an iPad and show them their property line or answer the question that they brought to our attention. I think it's taking the technology to them, it's really what my goal is, to be able to share with them our tools so that they can get comfortable with them. Does that make sense Tom?

Councilperson Narduzzi said yes it does Mayor. Thank you.

Building Official Gero said I would like to just interject here. We actually started our implementation with EnerGov, it was just about a year ago; and it was November of last year that we went live if you will. We are still working some of the processes and revising a few things as we see how things are evolving out of that. So, it's not something that you say okay, we are going to flip the switch and tomorrow we are going to be doing it a different way. It's going to take time. It takes time, it's a process. It's a learning curve. It's a good learning curve; I am not by any means complaining on that, but it's still a change. It's getting used to it, and I think as we get into it, I think it will be a very comfortable change for everyone.

Mayor Kurtz said to sum up that portion of it, I tell people this, you have heard me say it, it's not like a light switch going on. This is more of a marathon, not a sprint.

Technical Service Director Snyderburn said I know you can't see me, I have my camera turned off, but I welcome this. Right now we operate in Tech Service, we operate with a kind of antiquated system. It's Impulse, the work order system, but we need something. We need this new software. It would help immensely with our department. I confer with my techs on a daily basis, hourly basis; and this would help. We do it over the phone, but obviously we send

pictures back and forth to one another. It's a lot of texts. I think this would just be something that I just welcome in Tech Service. That's all I can say is this program that we are working with is probably more than 10 years old right now, and it's antiquated. It has its limits. I am all for this. I hope Council considers this, and it really would help us here in Tech Service.

Vice Mayor Grendel said thank you Dave. Now Vern, is this part of the Five-Year Plan? Is this considered something that we would invest in on the Capital Plan, or is this part of our operating.

Finance Director Blaze said we have up to, I believe it's $125,000 in there now for the initial investment, but after that I think it would become more of an operating expenditure. It's just the capital investment needed upfront to get the program started and off the ground.

Vice Mayor Grendel said thank you. Any other questions from Council or Mayor do you have any more to add to this?

Mayor Kurtz said no, I just appreciate the fact that everybody has taken the time to engage in this process because team leaders and team members as Dave said, they have really invested a lot of time and energy into this process with the goal of getting Council to buy into this process so that we can begin this marathon.

Vice Mayor Grendel said very good. Thank you.

Economic Development Director Hyser said if there are no other questions, we would prepare to have this on the March 9th agenda if that's okay with Council.

Vice Mayor Grendel said oh definitely. I think a little more explanation of how you are going, if it's going to be a gradual rollout or that; but now we see how it operates. We know the intent, so I see no problem. We have to get into the 21st century and keep pushing forward and everything. Tyler is a very well reputed company and everything. I see no problem. Does anybody else have a problem regarding moving forward on this?

I see none. If you have any questions, and we get the legislation early enough and everything, we can ask you specific questions regarding it or just to make sure we are all on board.

Economic Development Director Hyser said thank you.

Vice Mayor Grendel asked anything else before we, are we ready to close up the workshop?

Mayor Kurtz said thank you Chris and Matt.

Mr. Harpenau said we appreciate your speaking with us.

Vice Mayor Grendel said we appreciate your taking the time too to give us that excellent presentation.

I guess if there's nothing further, we will entertain a motion to adjourn from the Council workshop.

Moved by Synek, seconded by Narduzzi, to adjourn the Council Workshop of February 23, 2021. Voice Vote: 7 yes/0 no; motion carried.

There being no further business, the Council Workshop of February 23, 2021 was adjourned at 4:28 p.m.

Debra J. Beal, Clerk of Council
Minutes Unapproved at Time of Release 02/24/21