

Mayor Kurtz's SwiftReach for July 16, 2021 FINAL

Hello, it is Friday, July 16. Please standby for a message from the Mayor. This message will repeat once.

GOOD EVENING, FRIENDS AND NEIGHBORS. THIS IS YOUR MAYOR GREG KURTZ.

WE ARE HALFWAY THROUGH 2021, AND THE CITY IS FOCUSED ON THE FUTURE.

THE FIRST THING I WANT TO TALK ABOUT TONIGHT IS CUSTOMER SERVICE. RECENTLY COUNCIL APPROVED THE PURCHASE OF TECHNOLOGY AND SOFTWARE TO IMPROVE THE RESIDENTS CUSTOMER SERVICE EXPERIENCE. THIS MONTH WE BEGAN THE TRANSITION TO TYLER TECHNOLOGIES WHICH WILL PROVIDE SYSTEM INTEGRATION BETWEEN THE SERVICE, ENGINEERING, AND TECHNICAL SERVICE DEPARTMENTS.

IT WILL ALLOW THE CITY TO MANAGE ASSETS BETTER, EFFICIENTLY PROCESS RESIDENTS REQUESTS, AND ENHANCE DECISION MAKING.

NEXT, I AM PLEASED TO ANNOUNCE THAT I HAVE HIRED A NEW SERVICE DIRECTOR. RON MC-KINLEY HAS BEEN WITH THE STRONGSVILLE SERVICE DEPARTMENT FOR NEARLY EIGHT YEARS AND HAS EXTENSIVE EXPERIENCE USING TECHNOLOGY TO IMPROVE PRODUCTIVITY AND ACCOUNTABILITY. RON WILL START LATER THIS MONTH.

AND FINALLY, HOME DAYS ARE JUST THREE WEEKS AWAY. THE COMMITTEE HAS BEEN WORKING HARD TO MAKE IT BIGGER AND BETTER THAN EVER.

READ ABOUT THESE STORIES AND MORE IN MY WEEKLY UPDATE ON THE WEBSITE.

ENJOY THE WEEKEND, AND AS ALWAYS, GOD BLESS.