

## **REVIEW & OVERSIGHT COMMITTEE MINUTES**

### **APRIL 6, 2021**

A Review & Oversight Committee meeting was held on April 6, 2021, at North Royalton City Hall, 14600 State Road. The meeting was called to order at 6:41 p.m.

**PRESENT:** **Committee Members:** Chair Jeremy Dietrich, Vice Chair Vince Weimer, Paul Marnecheck; **Council:** Jessica Fenos, Linda Barath, Joanne Krejci, Mike Wos **Administration:** Mayor Larry Antoskiewicz, Law Director Thomas Kelly, Wastewater Superintendent Mark Smith, City Engineer Justin Haselton, Service Superintendent Nick Cinquepalmi **Other:** Dan Langshaw, Jonah Pichette, Michael McDonald.

### **APPROVAL OF MINUTES**

**Approval of the September 1, 2020, Committee minutes.** Moved by Mr. Marnecheck, seconded by Mr. Weimer. Yeas: 3; Nays: 0. **Motion Carried.**

### **UNFINISHED BUSINESS**

#### **1. Council Rules 212.03 – Open Meetings Required; Minutes – Video live stream and archive of all public Council meetings, Committee meetings, Boards and Commissions**

A quick overview was suggested by Mr. Marnecheck. Mr. Kelly recalled that there was some discussion at the end of last year about whether meetings should be broadcasted to the public. With Covid-19 being a promoting cause, use of Zoom and similar efforts have been done to make the government meetings open to the public. That technology is now available as an inexpensive option, whereas Mr. Kelly was encouraged to draft a change in the rule. The old rule indicated that all meetings shall be audiotaped in their entirety. The tapes will be kept on file for a period of not less than two years. This was an easy fix in the sense that striking out the language, and inserting after 'shall be', the following: broadcast electronically/life streamed for public consumption and copies thereof retained as a public record in conformity with the Public Records Act. That is an easy modification that would meet the goal that was described as being something that the majority of Council was interested in seeing. Mr. Kelly hesitated to reference all of Council, because there was some opposition. He went over what he did in order to provide a draft of an amendment to Ordinance 212.03. If there was sufficient support after discussion, he, along with Ms. Schroeder would see to it that an ordinance is prepared and made available for everyone to review at the next meeting.

Ms. Fenos raised question on the elimination of language pertaining to equipment malfunction, as to what happens if that takes place; now with that as stricken. Mr. Kelly clarified that it would be recorded under any circumstance. He went on to say that if the recording failed for any reason, the meetings are then reduced to writing in the minutes as normal, whereas the minutes become the vehicle, by which the public may learn of what was discussed. He commented that we have been recording meetings for some time, and the recordings have worked pretty reliably.

Mr. Weimer mentioned he thought that the old language specifically called out that we had to ensure that those recordings happened. His understanding was that the Public Records Act has become broad and encompassing enough now that the language is no longer necessary. He felt that just stating that the Public Records Act is involved here is sufficient, which is why it is not included again. Mr. Kelly agreed that is correct. Mr. Weimer wanted to note on record that this is something Council has been talking about for a while, and it may seem like things are moving slow to some; however, there was good intent in the time that it took in order to get here. We wanted to ensure that we could deliver a quality broadcast of the meetings. This is something that is being worked on with the goal for resolution in a shorter time. We wanted to make certain that we could deliver on what we were going to legislate. Mr. Marnecheck wanted to clarify, that if for some reason the video recording does not work, that the audio recording is still sufficient. Mr. Kelly indicated that yes, it would suffice to meet the minimum requirement and would pass inspection by the State Auditor's office.

Mr. Dietrich moved to remove Item no. 1, Council Rules 212.03 – Open Meetings Required; Minutes – Video live stream and archive of all public Council meetings, Committee meetings, Boards and Commissions, from the Review and Oversight Committee, and asked that the Director of Legislative Services and the Law Department draft legislation for the April 20, 2021, agenda under first reading. Mr. Marnecheck seconded. Yeas: 3; Nays: 0. **Motion Carried.**

## 2. Charter Review Commission and current structure

Mr. Dietrich recapped that this was discussed in the past, whereas some things did come out of the Charter Review Commission that were put on the ballot, in which Council was not able to have discussion about any of those items; it is a different way of doing business. Basically, we have asked the Director of Legislative Services to obtain some information from different municipalities. Also, Mr. Vos obtained some things on graphs and different things that those other cities are practicing. Some cities allow for Council members to sit on that particular committee; however, some cities did not have Council members sit on the Commission; but had a hand on who goes on the Commission.

In Mr. Vos' research, there was a situation where Council did not sit on the committee, however, they did have some amount of oversight over the language when reviewing the Charter changes; with the possibility of making edits, based on a majority vote. Everyone did it slightly different. There were quite a few cities that had some measure of input. He wanted to add to the record that he did produce things, but that Ms. Schroeder provided him with a lot of data and work on this.

Ms. Krejci expressed that Council should not have to just automatically pass-through things that are coming out from the Charter Review Commission without having an opportunity to make changes or discussions, before putting it on a ballot for the citizens to vote on. She felt that no matter what is done, people would believe that Council had a part in what goes on that ballot. She went on to say that they thought it was Council that put the amendments on. She believed that Council should have some input prior to going on the ballot. She felt that there should be some Council interface; before it goes to vote.

Mr. Marnecheck shared that he is probably 95% okay with this, however, what is being done is like installing a conference committee. In other words, if you have two bodies that disagree, you get some members of both committees together to compromise, and then it goes to Council: in essence. Mr. Dietrich felt that Council does not necessarily have to sit on the committee, but that all of Council should have some say of who sits on it. Mr. Marnecheck pointed out Section F under Charter Review Commission, whereas he has a problem. Mr. Marnecheck liked the fact that Council cannot sit on Charter Review and that it has to be residents. He went on to say that Council sits on nearly everything else in the city, stating that there are strong personalities. He thought that this was a way to allow some residents to really take a look at the Charter, however, it is a great improvement that Council gets to have input on the final language. He still does not like that someone on Council could have two bites at the apple, as he put it. Hypothetically, if someone on Council is on Charter Review as a minority vote, they could oppose it when it comes to Council, and then try to get the language that did not make it in Charter Review; because they also sit on Council. Mr. Marnecheck did not like it that Council members can be on it. Mr. Dietrich asked for clarification, whether Mr. Marnecheck viewed it like a separation of powers. Mr. Marnecheck agreed somewhat. However, he is saying, to get a group of residents together, let them review it, and not have our pre-conceived notions of what needs to change. The only way that a resident who is not on Council or on Charter Review, could get something on the ballot to change the Charter, is to go out and obtain 1800 signatures roughly. Therefore, he liked that this way, a resident could potentially have something placed on the ballot; have an impact, with Council's guidance on the final language. This is where Mr. Marnecheck stood.

Ms. Krejci thought that having people on Council on the Charter Committee may not be as important if Council had an opportunity to review and make comments. She could probably agree and see why we would keep the Charter Review Commission to citizens and others. She felt that another point might be, how people get selected for that committee. Currently, they get selected by the Mayor and President of Council. Mr. Marnecheck commented that as it was explained to him by prior Presidents of Council, it has been tradition for

the President of Council to select, however, it does say Council. Ms. Krejci inquired if Council should perhaps have a process for providing names to the Mayor for consideration. Mr. Weimer indicated that the Mayor gets to pick five and Council picks four. He concurred with Ms. Krejci.

Mr. Marnecheck stated that Council, by majority of vote, shall appoint four members to the Charter Review Commission. Ms. Krejci asked for clarification, asking if the Mayor will do five and Council members chose four; and Council would vote on it. Mr. Kelly concurred that is correct; it is written so. Mr. Marnecheck indicated that those he has been a part of prior to becoming president, the President of Council put up four, and customarily, Council approved them. Mr. Dietrich felt that in moving forward, Council needs to be a part of that; he thought everyone seemed to agree. He recapped that there were two options, a need to have someone sit on it that is represented from Council, or as discussed, all Council having a hand in who sits there. It is a big position, in which he was not opposed at all.

Ms. Fenos concurred with Mr. Marnecheck. Mr. Dietrich agreed that everyone feels that we should have a say in that. Ms. Fenos discussed that in the past and in different situations, with the majority of Council being new, in the end, we all did vote on those people and had an opportunity. In fairness of the Council President and the Mayor, we did vote on those people to be on the Charter Review Commission. She felt that in going forward, the language is already there that we do have a say, therefore, nothing really needed to change. Mr. Weimer would be supportive with everything as written, with the exception of unstricken the 'no elected official employee' section. He would be in favor under that condition.

**Mr. Dietrich moved to remove item 2 Charter Review Commission and current structure from the R & O Committee and ask that the Director of Legislative Services and Law Department draft legislation for the April 20, 2021, agenda, first reading. Seconded by Marnecheck. Yeas: 3; Nays: 0. Motion Carried.**

Mr. Kelly wanted to clarify that the language in this draft is acceptable to the committee and to the majority of Council, except for the strike out on section F, paragraph 1, where it reads no elected official. Mr. Dietrich clarified yes. To his understanding, nothing would go to the ballot until Council approves it. Mr. Kelly stated that ends up being part of the collaborative language that he drew in response to his prior direction. All were in agreement.

### **3. Partisan vs. Non-Partisan**

Mr. Dietrich brought up discussion at the last meeting. Some residents mentioned this, whereas we talked about it in length. He did some research in all of the different municipalities in Cuyahoga County and elsewhere. He also talked to leaders that do have the partisan races and did not see it as beneficial. Unless anyone wants to speak on this, he is going to have it removed from tonight's agenda.

**Mr. Dietrich moved to remove the item 3 (Partisan vs. Non-Partisan) from the agenda. Seconded by Mr. Weimer. Yeas: 3; Nays: 0. Motion Carried.**

### **4. Appointment process for the position of City Council**

Mr. Kelly recalled the resignation of Mr. Langshaw back in July, whereas there was some discussion about the nature of the timing of the acceptance of that resignation. The language of the rule called for the resignation to be accepted by a vote of the majority of the members of Council. Mr. Kelly had issued a legal opinion, advising everyone that in his estimation, this was not a correct statement of the law and the resignation is effective; rather upon the receipt of it. He continued that an individual that holds a public office and wishes to resign there from, has the right to do so unilaterally. Therefore, Mr. Kelly made these changes in this draft in order to reflect that. Then he added the language that was suggested to him, that upon the confirmation of the receipt of a resignation, Council then allows 21 days for applications, and thereafter 90 days for the interview process.

Mr. Marnecheck expressed he was in favor of this. Because when Councilman Langshaw resigned on the Fourth of July, it threw everyone into a little bit of uncertainty because there was 72 hours less; because of the requirement to have it in a paper of record. He believed the Royalton Recorder's deadline was that Tuesday. There were a lot of phone calls trying to coordinate everyone's schedules, and if this had been in place, the Director of Legislative Services would have been able to immediately start constructing the vacancy posting; she would have known the time-table. Mr. Marnecheck went on to say that this would clear up some confusion. This way we can immediately know this is the process.

Mr. Dietrich moved to remove item 4 (Appointment process for the position of City Council) and ask that the Director of Legislative Services and Law Department draft legislation for the April 20, 2021, agenda under first reading. Seconded by Mr. Weimer. Yeas: 3; Nays: 0. **Motion Carried.**

## **NEW BUSINESS**

### **1. Digital action forms and follow up via new proposed software management**

Mr. Was indicated that he has been doing some research. He works with technology in his career, and he does try to solve problems and come up with new ways of doing things. As we move into the future, there are a lot of great tools made available to municipalities that could expand what our capabilities are, what we can communicate to people that work within a city to get tasks done. He discovered there are a lot of different companies, one of which, has a product made by Oracle. They basically have a whole cloud-based solution, where you can tie together all of City government and communication; and can be tracked. This entails things like action forms that one can fill out. It is a process that works and relies on passing of information from person to person. There are systems and vehicles in technology that can literally automate these types of things. He went on to explain that when a member of Council receives requests to handle something, it can be automated and would save a lot of time; for the Mayor and department heads as well. These types of things can be routed to the appropriate people through automation, and there are instantaneous reports on where it stands, the SLA (Service Level Agreement), and when it is expected to be completed, as well as the outcome. Just going through a product like this, there is mobile self-service utilization. For example, everyone has apps on their phone. Why not have a City of North Royalton app that residents can download on their phone and integrate it to the Cloud; if you have a question about anything. One of the things he discovered is that a lot of citizens ask the same questions and it is not well communicated. It is not possible to have everyone's email addresses or to reach everyone. However, with these phone apps, you can download, and plug into the city you live in. If you have a problem, such as a pothole on your street, you may upload pictures and your Councilman can receive the cue. You can also integrate it with the website. People can go on and check on anything. Your requirements are basically whatever you desire, for example, a virtual map with notifications.

Mr. Kelly shared two concerns. One, historically the operation of City Government calls for Council to do the legislative function and the Administration to handle the jobs. Therefore, the question of identifying a problem and then passing it on for the attention of the appropriate department or department head. For many years, we have narrowed that down to sending the action form to the Mayor, in which he decides what gets done or how. Otherwise, we have a chaotic problem with the department. Secondly, he has no idea how much records this creates that are now subject to the Public Records Act. He did not know if the state of Ohio has created a structure that allows us to catch up to this available technology. He felt that this technology and information sounds great but wanted to address those concerns.

Mr. Weimer felt that Mr. Kelly had some great questions. Mr. Weimer would speak from experience from working at Oracle's number one competitor for eight years; selling a product exactly like this one. He was able to address one of Mr. Kelly's concerns. Within this world of digital document management, a single record is being created. Therefore, when a person initiates a request into the system, whether it is a resident or Council, it is creating a singular record. That record is being routed through rules within the system to different people, however, it is still the same record and all of its changes made throughout the process are made in that record. Most companies, including Oracle, also have a record retention piece that can be added to

the puzzle, and is accepted by the state of Ohio records retention. It is widely used by state organizations throughout the state; with this type of system.

Mr. Kelly was looking at it from having to defend lawsuits brought by people who allege that they have not been given the record. Everyone needs to be able to find a record based upon a specific key word. He asked for clarification as to whether this would meet all of those criteria. Mr. Weimer agreed. He went on to say that the record will be stored into the system, and is a database structure stored in with key words. You can choose those key words, which are customizable. We could make sure we have the name, street, or fields that we desire in these records and convey to the company those fields; the data that we want to collect in the request, that information is then searchable. For example, if streets were a key word, you could search by street, last name, first name, department, issue number, or whatever fields we provide to them; we may use for the search.

Mr. Marnecheck commented that it sounded like it had the flexibility that the Law Department would need in order to meet everything and still accomplish goals of automating the system. Mr. Weimer concurred. Mr. Dietrich mentioned that there are cities already using this. He tried to get a list a list for Ohio. One example that he was looking at was in Fort Wayne, Indiana, did have a system like this one; it is also scalable. You can have it wide open to where a citizen can report an issue directly, or you can control that by placing certain limitations. It is basically what your requirements are going to be.

Mayor Antoskiewicz indicated he had actually discussed this with Mr. Wos and also had conversations with Mr. Jordan. One of the things that the Building Department has been experiencing at this time is an upgraded system. A new company has come in with a better working mechanism. One of the things discussed was being able to get a permit online without coming in. That is something we expect to have implemented sometime in the summer. People may possibly have the ability to do some things that are being discussed here; we can check into it. Mayor Antoskiewicz advised that the City is also getting a new website, which should be of help. That will give the ability to put things out there if there is a roadblock, for example. This provides more ability than what we have had. We do need to move forward in the City in a lot of ways; get more up to date. He did feel that we are starting to move in that way. The hope is to use some of these ideas and see what the present company is able to provide.

Mr. Jordan indicated that the City had used the BDS Software from Franklin Information Services for twenty years. It was the industry standard for building departments in the state of Ohio. They were acquired by Wentworth and they have a software called City Force, which we switched over to. All of the information from BDS has migrated onto the new software, therefore, records dating back twenty years has been moved over. Currently, we are in the stage of implementing it. We plan to fully use the City Force system by the end of April. The staff is still a little unfamiliar with the software. It has the capability of being online for someone to fully enter applications for the Building Department, pay for their application, and receive it back. We would record all of it according to State record retention law. However, the feature that Council would be most interested in, is that someone could go online and look up any address in North Royalton and see whether they have a building permit, or an outstanding violation. That is a feature that we have not implemented, but it is more of a policy thing as to whether you want all of that information available. A resident can make a complaint online; it would be logged in, then assigned, and the inspector would record the inspection, whether it was a violation and pending or not. You could look up any address and find out their entire Building Department history. Currently we are using a fileable form that you can download and fill in, and scan and send. The problem with that, is we then have to repocket all of the information on the form and then process the permit. We are hoping to dispense with that aspect by the middle of summer.

Mr. Jordan continued that the issue about the public and Council, or who wants to access the data and use the public website of the information, is sort of a policy decision that the Administration will have internally; and share with Council at some point. Most likely, half of the complaints that go through the Mayor's office end up in the Building Department, perhaps a quarter of them to the Service Department. Half of the items will be handled with the new software system. He is familiar with some of the software that was described, and it is

more of a city-wide software than just the department. All of the features are not being used on the software that we are already paying for.

Mr. Dietrich indicated that this has helped other cities a great deal. He understood it to be a communication tool. Mr. Weimer felt that Mr. Jordan made an excellent point that City Force is really more of a department solution than the City; it is going to help with building permits etc. However, the Oracle piece entails essentially bringing in a document management solution and anything that would have been handled by a paper process or a record, now lives within this document repository; document storage solution. The idea behind that is once it is in as a document, you can do a lot of things with it. Furthermore, the system can automatically manage those retention policies. When a record is supposed to be destroyed, because it is no longer covered, it can automatically be purged from that system if you choose. There are other things you can do at the end with the document as well. City Force is still a great product for the Building Department. He agreed with Mr. Vos that we do need to find a better solution for the City overall, in handling and managing, as well as the email-based processes that we currently have to help speed up the information; also, to ensure it is getting to the right people in timely manner. The Mayor could then have a say of where an issue report goes. We are still looking at two different things here.

Mr. Vos talked about how much it would help him if there was such an app. At first, it was difficult having used it for work, however, now he could not imagine going backwards. Ms. Krejci questioned if work is being done on City Force, and a lot more work for a new system is being done to get it running, is that system going to have to match up with the document management solution; or are they two different things. She asked about the time being put into it, how that works with integrating. Mr. Vos would look into that more and what can be picked up and implemented; things can be exported into certain file formats. Mr. Weimer mentioned that City Force indicated they have integration capabilities; they have an API (Application Programming Interface). It could be integrated if need be. Mr. Vos wanted to reiterate that he felt it would make a lot of the present manual tasks easier. It would help Nick as well, with the report that he gives us. Having the City of North Royalton app tied into it, the flow of information could be controlled. He thought that many residents would love to have it on their phone. Having things tied together for the citizens in a very effective manner would be beneficial. It is easy enough, even for those who may not be tech savvy. Mr. Dietrich suggested discussing this more in another committee perhaps.

Mr. Vos commented that the Federal Government makes grant money available for such things. There was grant money this year for cities that have things like senior citizen outreach programs, for communication type things. We may not necessarily have the entire cost. Mr. Dietrich brought up that R & O meets a few times a year. Putting this into another committee is possible; perhaps Finance Committee. Ms. Krejci concurred. Mr. Marnecheck agreed and suggested that Ms. Schroeder could look at other Legislative Directors and see if they have any input on the matter. Mr. Kelly thought that the Mayor would readily volunteer Mr. Beals in I.T. Department to do all of the leg work. Ultimately, it is an administrative function, and he felt the Mayor appreciated what the focus is and what Mr. Vos would like to do. Mr. Kelly was confident that the Mayor would direct Mr. Beals to make the inquiries as our Director of I.T. Mr. Marnecheck agreed and also felt that Ms. Schroeder would be able to use her talents in this area. Mayor Antoskiewicz commented that currently, we will be on a fact-finding mission and figure out what we want. With the way our system works, to reach out to more than one company; especially when talking about the expense that it may be. He would speak with Mr. Beals, and begin to put some inquiries out. Everything has a price, in which we need to investigate; that can be scalable.

Discussion ensued about when an update could be provided on the subject, perhaps at the May Finance Committee meeting. Mr. Marnecheck felt that an update would be good at that time. Ms. Krejci expressed that would be a lot to ask in such a short time. Mr. Weimer wanted to make sure we are clear about where the process of this came from. In the past, there has been some confusion with things getting lost in the telephone game. He wanted to stress on record, his concern pertaining to the action form, in which the process of the action form has become burdensome. He felt it did not function the way it was intended to. Although at no one's fault, it is the reality of where technology has moved that it no longer functions that way that it should. He went on to say that as Council, a dependable method is needed where we know when something is put in,

the Mayor sees it; which he already does and forwards to the correct department. We also need some type of communication back saying that that it occurred. He felt that the best way for that to happen is to find a way to automate that process; that was his goal behind supporting this.

Mayor Antoskiewicz explained that what Mr. Was conveyed is different than what was being presented. Mr. Weimer commented that what Mr. Was proposed was the overall solution that Oracle presents; however, there are parts that you can deploy. He was just stating that is the part that Mr. Weimer has the most interest in initially. Ms. Krejci agreed that would be the most important thing to accomplish. Ms. Barath concurred. Mayor Antoskiewicz stated if that is the piece that we want to start with, that is the direction that he can go. Regardless of anything, Ms. Krejci felt that everyone agreed. She concurred that it is a problem, to be able to follow up with residents without having to call the Mayor. Mayor Antoskiewicz did not have a problem, and he went on to say that we have fallen behind on certain things, however, he did not know whether we can do it all at once; he suggested a little at a time. We do have some direction and now we have a priority. Ms. Krejci expressed that if we are considering the company Oracle, this is the first piece that we decided to take up. It is positive if you know where you want to go, then you start buying the pieces instead of doing something else that would not integrate with a bigger system.

Ms. Barath felt that she is using her phone a lot more, even responding to emails from residents, speaking about the promptness versus desktop; that would be the same with the action form. She felt this would be very helpful through an app. She commented that when you expedite things, you give residents a sense of urgency that you care and follow up. Mayor explained that he knew what direction everyone wanted to go.

Mr. Dietrich **moved** to place this in the Finance Committee. Seconded by Mr. Marnecheck. Yeas: 3; Nays: 0. **Motion Carried.**

## 2. Primary Elections

Mr. Dietrich indicated that this is something the City did in the past, in which he had a strong consideration toward going back to it. To his understanding, it was done in September. He is proposing that we do a spring primary election, as Ohio does one on May 3<sup>rd</sup>, which is the next one; for the two positions of Council President and Mayor. This would accomplish a few things. One, it would guarantee you 50 % of the vote. After speaking to a lot of residents, many people used the word “circus” when we had five people on the ballot. Thankfully, we had a very strong candidate and they destroyed the competition; and had over 50 % vote. He felt it is more important that you narrow it down to two candidates. By the fall, you would avoid a runoff and you would not have to go in potentially bad weather, and holidays etc. during the election. It is great to have all of the involvement and people wanting to run, however it is better to have a clear cut of who the top two people are from the primary; this gives plenty of time to campaign from the primary. It also gives North Royalton the strongest candidate and guarantees that you have over 50 % of the vote to be Council President or Mayor. All elections are important, however, Mr. Dietrich felt that this one needs some attention.

Mr. Marnecheck asked if we have ever had a spring primary. Mr. Dietrich clarified that we did and it was in September. Mr. Kelly’s recollection was that it was in September also. He continued that going back to 1982 in the municipal elections, the Mayor ran for a two-year term; that is how long we go back. The question of a runoff verses a primary has been repetitively revisited and switched back. Whatever Council desires to propose to the electorate, he has the means to do that by way of proposing the Charter change that would allow for it. Mr. Kelly explained that it could cost a lot of money to run an election. And if you run an election on a scheduled primary date, the bills are even higher than what they were. Secondly, one will need to consider the recommendations from the Board of Elections, because they are trying to schedule uniformly these experiences; so that they do not have to run repetitive elections on different dates. To that extent, it would be helpful if we could visit them and speak to their representatives. If that is the way that is chosen, Mr. Kelly and Ms. Schroeder will conduct the investigation with whatever the Chairman wishes to do.

Mr. Dietrich believed that if it is held on the same day as the rest of the primaries, the cost would not be a lot. Mr. Marnecheck wanted to clarify that it is only if there is something else on the ballot. If the only thing on

the ballot is our primary, we still have to pay for it. To clarify, if another community has a primary the same day as the City's, that does not impact our need to pay for ours; it depends on the County, and those are unlikely in an off-year primary. Mayor Antoskiewicz has been involved in races where there was more than two people, in which he felt that people found our method confusing. Luckily, both times we did not have to do beyond that. But if you do go beyond into that December run, we will in fact, absorb the cost of that. The Mayor found that the thing he feared the most in any election, is your runoff. He believed if it is all done in that time frame, it is very difficult. People are even more confused when they need to vote again, when they already voted. Mayor Antoskiewicz felt that in order to make the primary go when the primaries are, whenever the County is having their scheduled primary is when it is held; because that can change on a yearly basis. He commented that so many people were confused. For example, if you get the most votes, you may not win. You are dealing with two different entities. Mr. Dietrich agreed with the Mayor.

Resident Michael McDonald, 14599 Bennet Road, expressed that it makes sense to go to the primary. But also in that case, he wanted to suggest bringing back partisan versus nonpartisan so that the top republican, top democrat, top independent etc., are the candidates that move on; so that we are not stuck with two republicans for example, especially when the position of Mayor was much more important.

Mr. Dietrich indicated that was originally what the thought process was. However, after speaking with different municipalities, keeping a primary but having it stay nonpartisan seemed to be the most beneficial. As discussion ensued, Mr. Wos had thoughts on the subject. Believe or not, there are many cities that do not do that. However, there are a lot of cities that do the primary, and as the Mayor had pointed out, they follow the County. Mr. Dietrich was comfortable if members want to open the subject back up, but this is not about partisan in his opinion. This was about leaving it as a nonpartisan election as city wide for Mayor and Council President. To have a primary for those positions is what Mr. Dietrich supported.

Ms. Krejci inquired if our ordinance currently does not require a majority 51 % for Mayor to be elected. Mr. Kelly clarified that the Charter currently says that among the candidates that are eligible and who are on the ballot for the general election, in a race involving multiple candidates, the winner is that individual who succeeds with the most votes; and not less than 40 %. Otherwise, there is a runoff and 5 % more than the next candidate. He agreed that it can be confusing. Mr. Dietrich concurred. He suggested that it get sorted out and do it in the primary, which would guarantee you have a Mayor or Council President of over 50 % vote; not 40 %.

Mr. Weimer felt that Mr. Kelly stated it well, that this is a back-and-forth equation that has been going on in North Royalton for quite some time. He has been back and forth about this one himself. There are good arguments on both sides of the equation. But where he stood was that he tends to agree that there was a feeling of chaos with having as many people running as we had. He thought it is confusing how someone is elected to a Mayor position or Council President position, while not having a large majority 50% or greater, if the community is communicating that is who they want their person to be. Mr. Weimer would be leaning toward the option of back to a primary. He does understand that there is inherent risk with that, however, there is also risk with a runoff. He would not be in favor of opening back up the discussion on partisan or nonpartisan. He felt that it needs to be a separate piece and we have already discussed that. He was in favor of a primary.

Mr. Marnecheck explained that the last three Mayors have all been elected by a different system. He expressed that we are potentially talking about creating a new system that has never been done in North Royalton, and is the first time he believed we had that many candidates without an incumbent. He did not think anyone has questioned the results. He spoke hypothetically, while stating we are all candidates for Mayor. However, we still had a candidate that cleared 50% of the vote. He felt that the current system worked. He felt that we could have more confusion discussing a spring primary now. You could have a lame duck incumbent, as he put it, that is now a lame duck for 8 or 9 months potentially. He brought up a past Mayor that finished third. Mr. Kelly concurred yes however, that was in November, and then a December runoff. Mr. Marnecheck pointed out that if past Mayor Barna's race was under this proposal, he would have been a lame duck in May of 1999. Mr. Kelly responded, theoretically yes. Mr. Marnecheck felt this is not



necessarily a benefit to the community. He recalled that we used to have a totally different system, whereas right after the election was over, the new individual took office five days within the Board certify. Mr. Kelly agreed that is correct. Mr. Marnecheck expressed that now we could potentially have a Mayor or President of Council who is lame ducked with potentially 40 months out of a 48-month term.

As discussion ensued Mayor Antoskiewicz talked about what happens when somebody is termed out. We have term limits for instance, theoretically Cathy Luks was a lame duck for four years, but she was termed out. Mr. Marnecheck disagreed, stating no, that she had not just faced the voters and they had not rejected her. He continued that the Mayor or President of Council would have stood before the voters in that May primary, been rejected as having finished third, and then become a lame duck. Mayor Antoskiewicz stated that people are out of office all the time and still have an obligation to serve; this happens. Mr. Marnecheck conveyed that one is because of terms, and the other is because you got rejected at the ballot. Mayor Antoskiewicz commented that a lot of cities do primaries in the spring, and not every incumbent win in those primaries. He felt that everybody survives and did not agree.

Mr. Dietrich indicated this is something we have done before. We are changing the date, which is the only thing that we are changing for the primary. Mr. Marnecheck raised question whether we have ever done a May primary. Mr. Marnecheck reiterated that we have never. Mayor Antoskiewicz was uncertain as to the long history and felt this point was irrelevant. Mr. Marnecheck continued that now you are talking about a firing deadline for this, that is in January potentially, or February. Now we are talking about a whole year of a campaign. He stressed the concern that you are talking about spending a lot of time as a candidate, and less time as a person in office. Mr. Dietrich commented that everyone running is in office and Mayor Antoskiewicz indicated he was confused by this point. Mr. Marnecheck stated that if we put this in, your filing deadline to run again for Mayor would be January of 2023, instead of August 2023. Therefore, now you have to begin running for office November/December of 2022. Therefore, you are a candidate for a full year. Speaking for himself, Mr. Marnecheck does not like how the election cycle seems to be perpetual; always running for office. He expressed that we are talking about losing a whole year of term. Mayor Antoskiewicz explained that you have the November election with no primary, and you could put your petitions in December. Mr. Marnecheck stated that you do not have to. Mayor Antoskiewicz commented that most people do not have to do a lot of things, and went on to say he had run for Mayor for almost a whole year, from December to November. He did his President of Council job at that time and ran for Mayor. He stated that was no different than what Mr. Marnecheck was speaking of. The only difference is that whoever comes out of the primary, there are two very clear candidates for the residents to focus on. Mr. Marnecheck felt strongly regarding the additional cost it would be. As discussion ensued, Mayor Antoskiewicz and Mr. Marnecheck did not agree.

Ms. Fenos felt that it is working fine the way that it currently is. There are going to be problems potentially either way; it does not make a difference. If this were a consistent problem, she could see possibly making some changes, however, she felt it was not necessary. She could understand, if you really wanted to change it partisan verses nonpartisan. However, we are not talking about that; it is off of the table for the moment. She felt that continuing to disagree about what could or could not happen was unnecessary; about things that have not happened. She went on to say that the things that have happened in the past are in the past, and the system did technically work. She felt that this was going on and on and that time was being wasted. Mr. Dietrich addressed Mr. Marnecheck, that back in 2007, he would have said the same thing when they switched it to this. We had this exact system other than the date in place. Mr. Marnecheck disagreed.

Mr. Dietrich concluded that points and opinions have been made, and as Chairman of the committee, he **moved that the Primary Election under New Business be brought to the Law Department and Director of Legislative Services, to draft a proper legislation to add to the April 20, 2021, meeting.** Seconded by Mr. Weimer. Yeas: 2; Nays:1- Mr. Marnecheck. **Motion Carried.**

Mr. Kelly commented that there would be some major investigating needed and that they would do their very best.

**ADJOURNMENT**

Moved by Mr. Dietrich, seconded by Mr. Weimer to **adjourn the April 6, 2021, Review and Oversight Committee meeting.** Yeas: 2; Nays:1- Mr. Marnecheck. **Motion Carried.**

**Meeting adjourned at 8:13 p.m.**

# Transforming City Government



**ORACLE®**



Customer



Agent



Departments



Worker



Manager

Connect  
Everyone  
Seamlessly in  
Real Time

Learn  
Request  
Qualify  
Apply  
Order  
Report



Engage Citizens  
and Businesses  
With Digital  
Self Service

Complain  
Praise  
Comply  
Locate  
Track  
Update

# DIGITAL PROVIDES THE “WOW” EXPERIENCE

Web Page

Mobile Self-service

Omni-Channel

Digital

24 by 7

Personalized

Frictionless

Connected





# WEB SELF-SERVICE 24 BY 7

City of  
**FORT WAYNE**  
cityoffortwayne.org  
**311 Citizen Services**

A-Z Search Search

Home Residents Business Visitors Services Departments Contact Us

311 Home

Knowledge Base

About 311

311 FAQ

News you can use

Ways to contact us

Feedback Survey

May 21st,  
marks the 10th  
Anniversary of the  
**311** Call Center

Tweets by @MayorTomHenry

Mayor Tom Henry  
@MayorTomHenry

Wishing a Happy #FathersDay to all the  
dads and father figures in our lives. My  
dad is my hero and I miss him every day.

NEW SERVICE REQUEST

TRACK SERVICE REQUEST

Resident Services

Solid Waste

Neighborhood Code Compliance

Repair Services

Street Lighting

Streets

Water Maintenance

Curb Box

Hydrant Painting

OPEN SERVICE REQUESTS

Services: All Please enter address...

Recent Incidents

ORACLE®





# MOBILE CUSTOMER ENGAGEMENT

24 BY 7 Mobile  
Self-Service  
Engagement and  
Citizen  
Empowerment



Report a Pothole  
on the way to  
work.

It could be **fixed**  
by the time you  
get home!



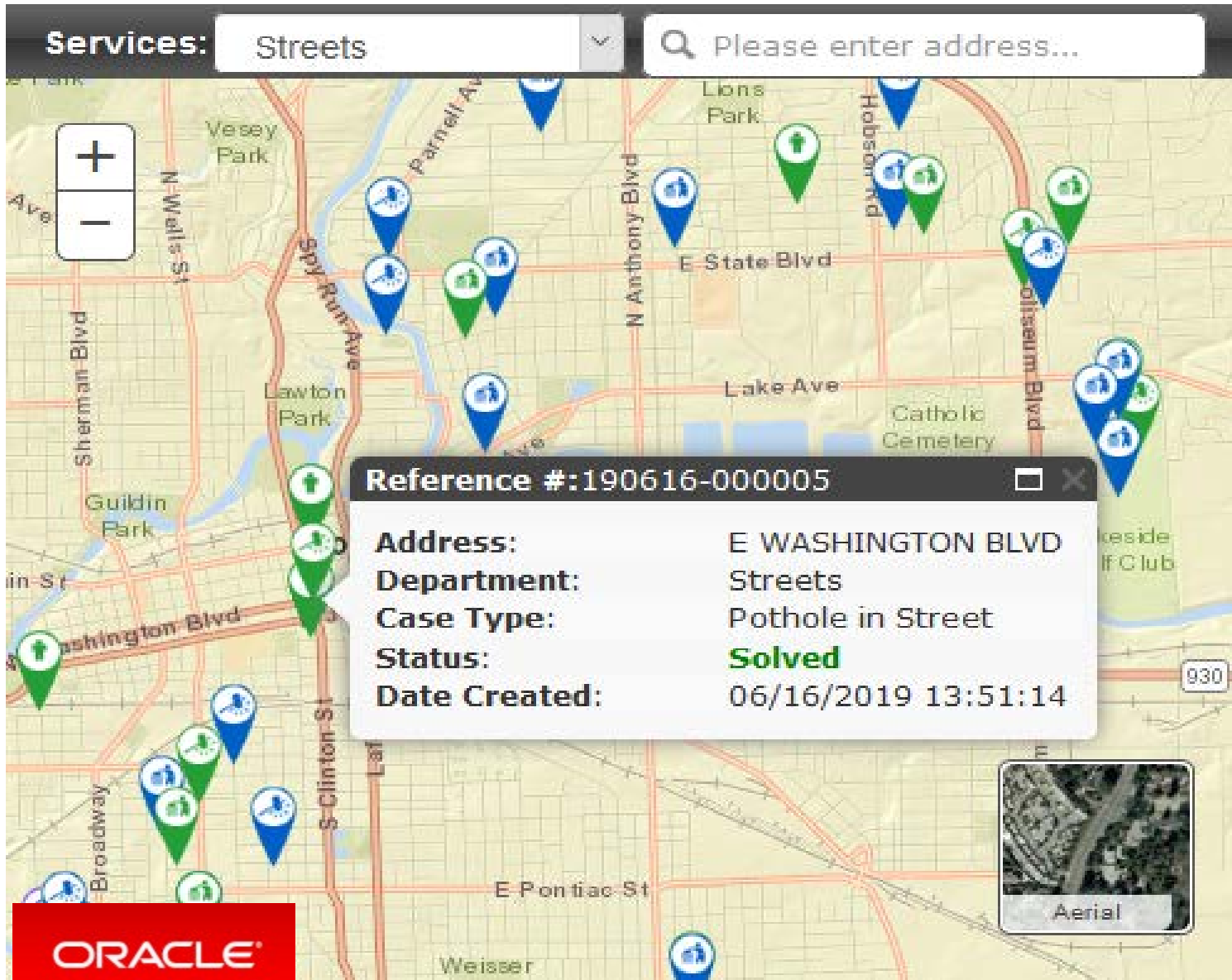


Managers

Transform the  
Entire Enterprise  
With  
Transparent  
Transactions

# Transparent PUBLIC Display of City Performance

Services: Streets



**Reference #:** 190616-000005

**Address:** E WASHINGTON BLVD  
**Department:** Streets  
**Case Type:** Pothole in Street  
**Status:** **Solved**  
**Date Created:** 06/16/2019 13:51:14

Aerial

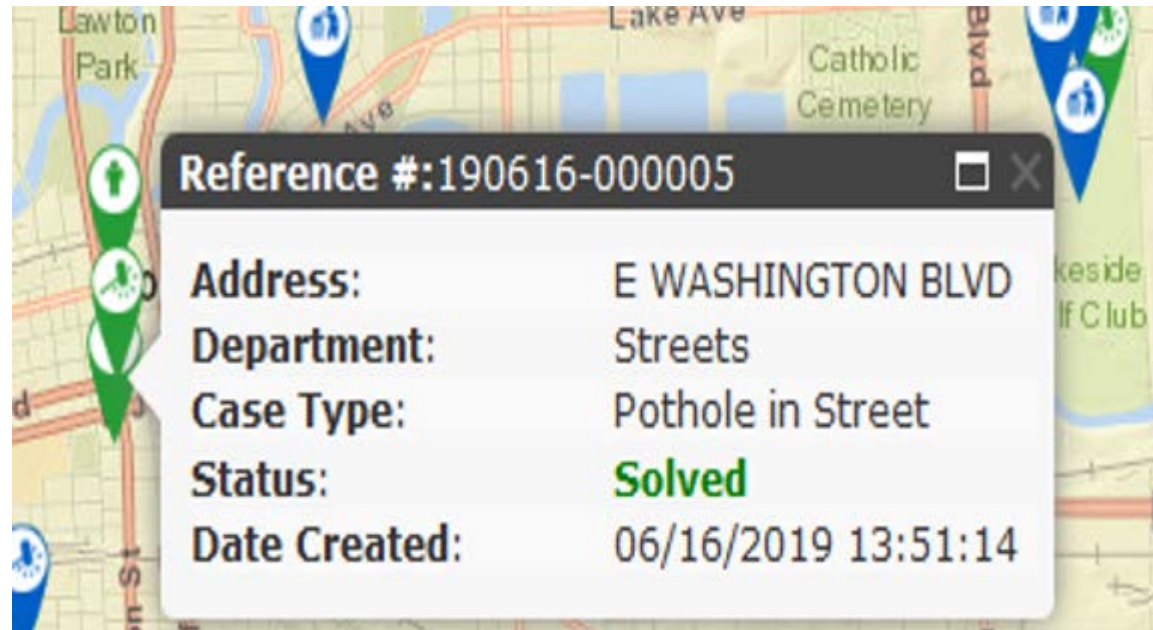
ORACLE

## Recent Incidents

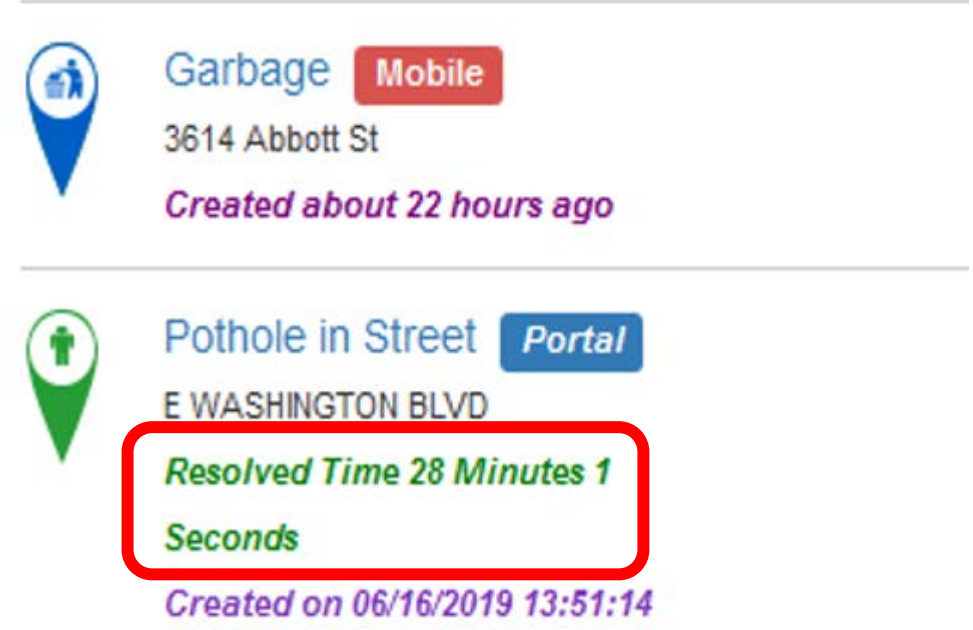
- 3915 HOAGLAND AVE  
*Created about 8 hours ago*
- Recycling **Mobile**  
323 Arcadia Ct  
*Created about 8 hours ago*
- Garbage **Mobile**  
9522 Shorewood Trl  
*Created about 18 hours ago*
- Garbage **Mobile**  
3614 Abbott St  
*Created about 22 hours ago*
- Pothole in Street **Portal**  
E WASHINGTON BLVD  
*Resolved Time 28 Minutes 1 Seconds*  
*Created on 06/16/2019 13:51:14*

# TRANSPARENCY ENABLES TRANSFORMATION

**PUBLIC DISPLAY  
OF THE STATUS  
OF EVERY REQUEST**



**TIME  
TO RESOLUTION**





Empower  
City Workers  
AND  
Contractors

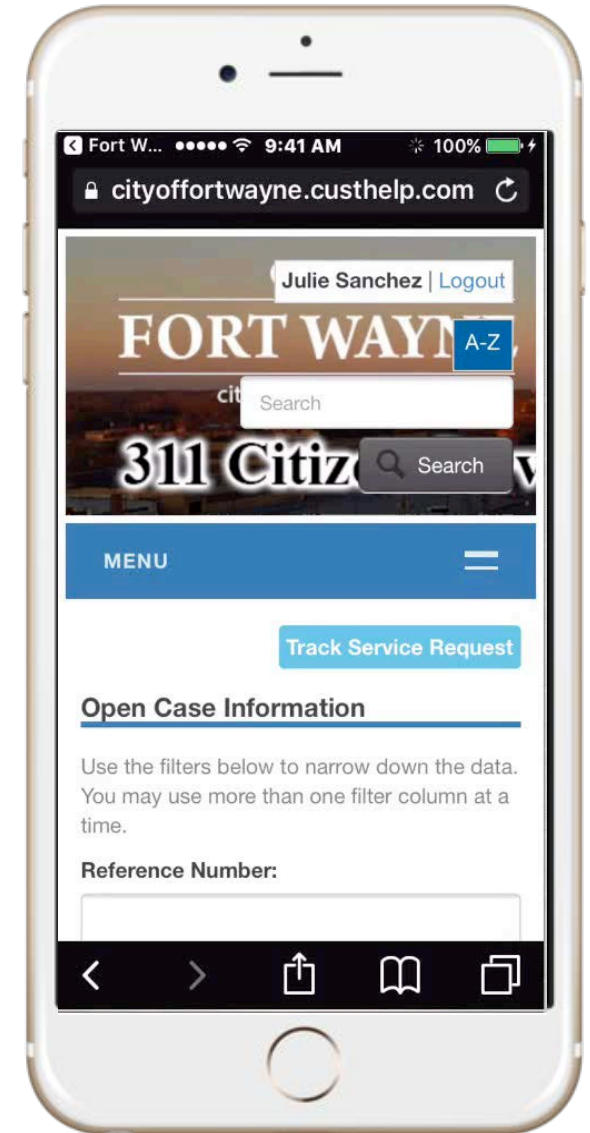
# CREATING **YOUR** EMPOWERED AND ENGAGED WORKFORCE

Access Accurate INFORMATION At Point of Need



Who?  
What?  
Where?  
When?  
Why?  
How?

Update or Close Request (SLA time recorded)



Right **Place**  
Right **Time**  
Right **Person**  
Right **Tools**  
Right **Training**  
Right **Information**  
Right **Attitude**



**DO IT  
RIGHT  
EVERY  
TIME**

Know when you  
achieve the right  
**OUTCOME** at the  
right **COST**.

Know if you  
exceeded your  
customer's  
**expectations.**

Give your Agents the tools at their fingertips to solve customer issues quickly, correctly, and pleasantly.



Enable  
**Enable  
Service  
Excellence**

Reduce training time from three **months** to three **weeks** to become an EXPERT Agent.





cloud Reference # ? Q 🏠 ★ + ➡

↻ Refresh 📄 New 🖨 Print 🔍 Best Answers ⋮

**Summary** Messages Contacts Details Tasks Organization Data Sync Browser Control Web >

Subject \* Incident default value

Reference # 190415-000001 Contact \* [No Value] ⋮

Statuses \* Unresolved Organization Name

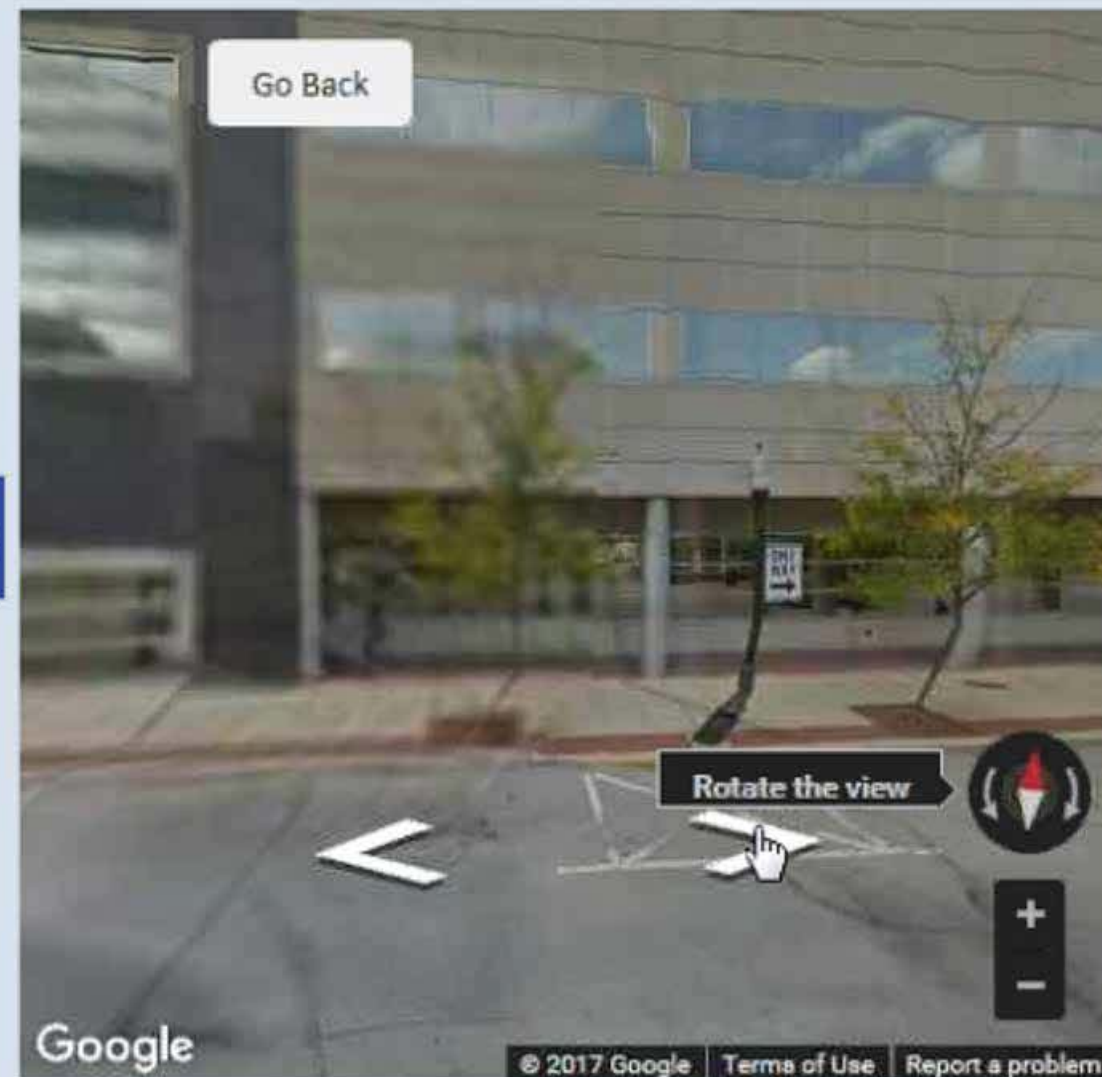
Assigned Agent@browser > Agent1 ... Product [No Value] ⋮

Disposition [No Value] Category [No Value] ⋮

Contact2 \* [No Value] Contact ID New

Contact SmartSense Staff SmartSense

OracleCorp Asset [No Value] ⋮



Beginning

Previous

Next

Exit





Remove  
management  
mystery with  
real time  
feedback for all  
Business Units.

Business Units

**Empower  
Change  
Management  
For all  
Departments**

See more than  
just the  
performance of  
people.  
Understand  
process and  
product  
performance.

Agent Overview

Service Overview

Refresh

Bookmark

Filters

### Current Backlog

1196 Open Incidents  
1195 Unresponded  
13 Unassigned

### Groups with Most Open Incidents

789	Admin
392	OOW
13	No Value

### Customer Satisfaction

0.00 Avg Score  
0.00 SmartSense  
0.00 Customer  
0.00 Agent

### Incident Flow

Last 7 Days

34

Created

29

Closed

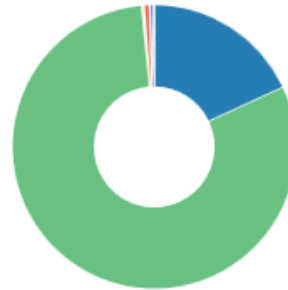
### Response SLA

0 %

### RPA

0.0

### Open Incidents by Severity



### New Incidents by Source

No items to display.

### Resolve SLA

100 %

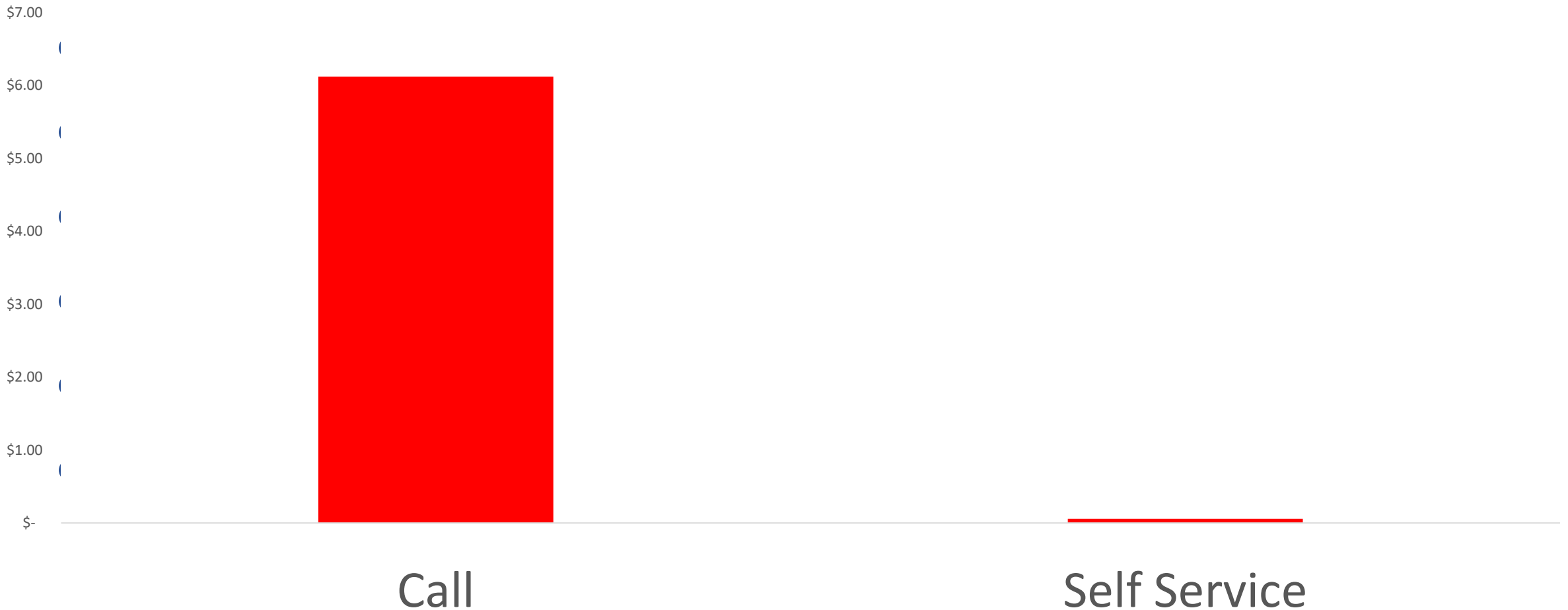
### FCRR

0 %

NOT JUST CALL CENTER STATS!

# Drive Cost Down and Satisfaction Up

\$6.12 vs 6 cents

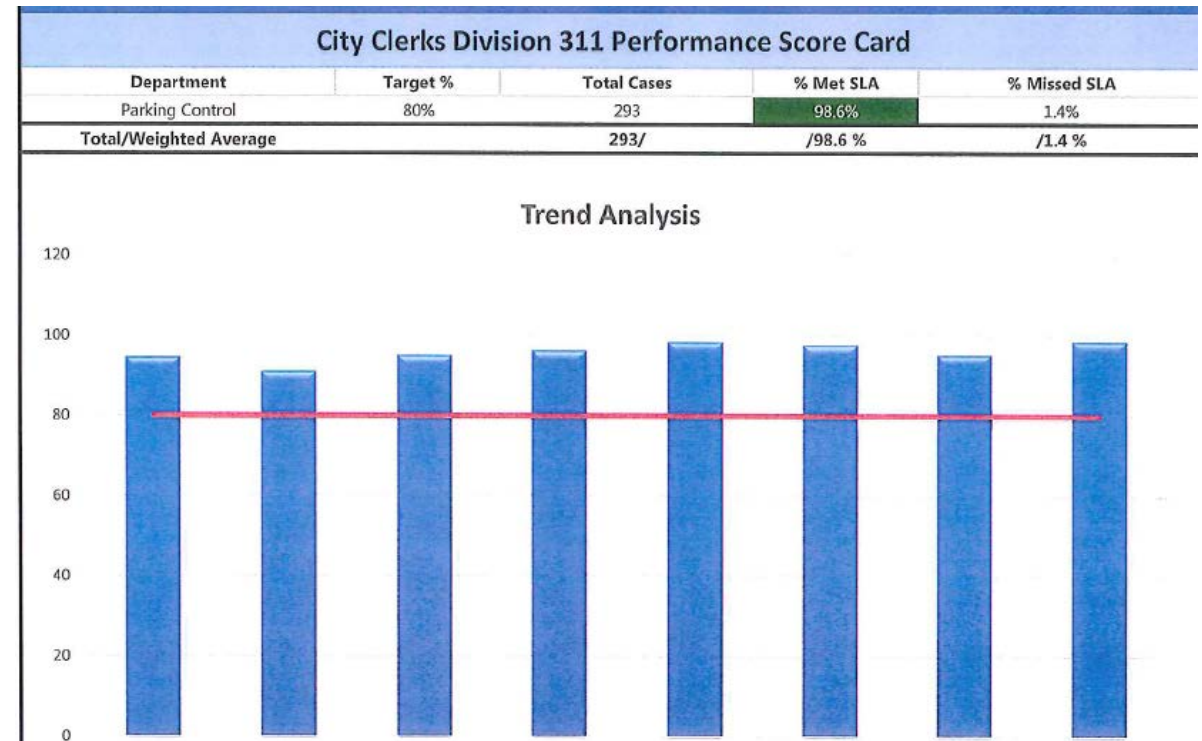




# EMPOWER ALL BUSINESS UNITS

Reports on performance of  
23 Departments  
125 Services

Drill down to find the **root cause** of SLA achievement gaps.



# EVOLVE CONTINUOUSLY

- Business Intelligence for every business unit
- Manage with actionable business intelligence
- Improve performance with process data
- Who did what, when, where and how well
- Find areas to reduce costs
- Know your customer's history and satisfaction level
- Find where staff needs training or adjustments

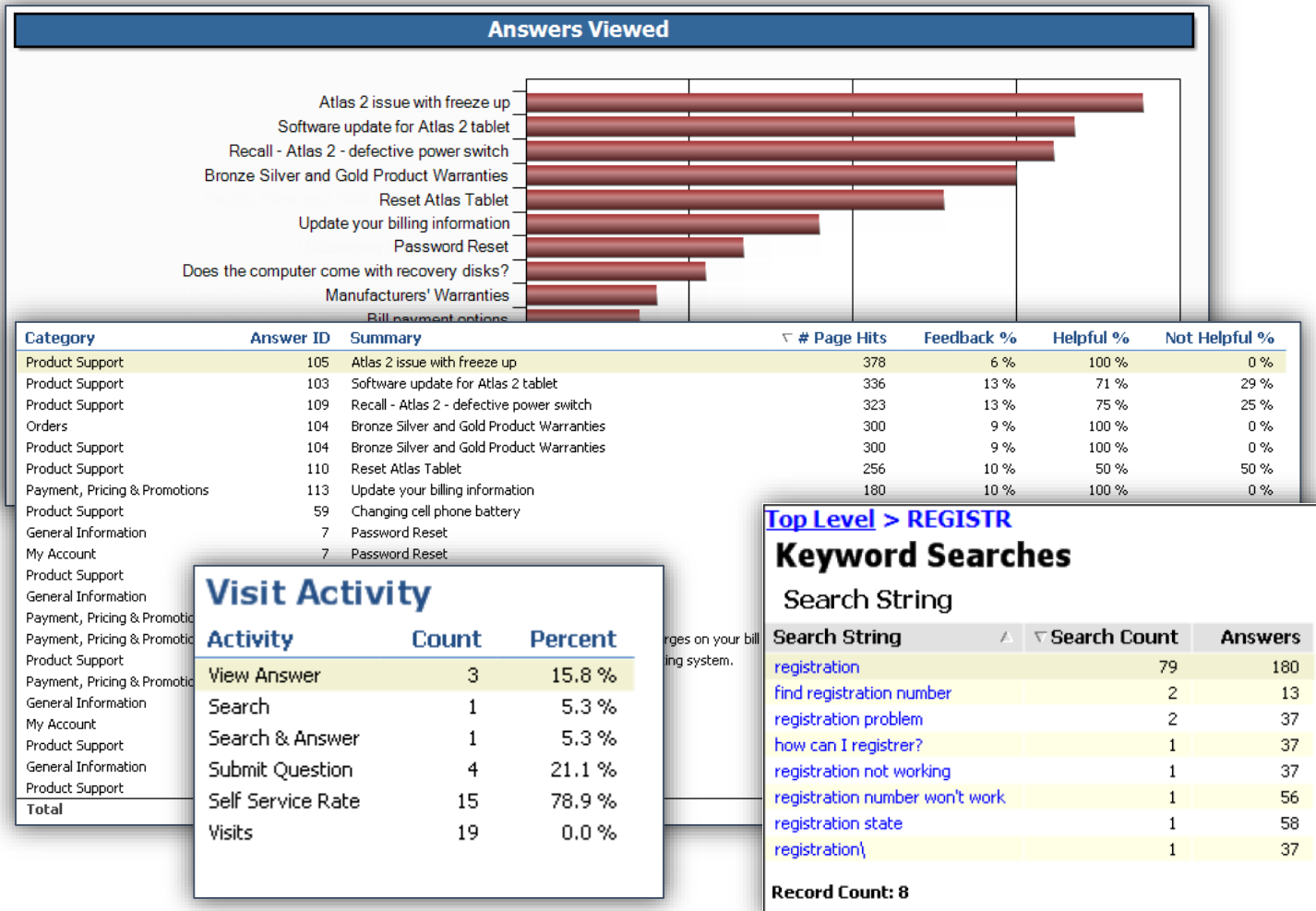
# Make Everyone Smarter Everywhere

- Maintain a Single Source of Truth
- Create Relevant and Correct Answers
- Customer Answers at Point of Need
- Provide Workers Knowledge
- Contact Center Agent Answers
- Drive accuracy up and costs down



# Insight Into Knowledge Effectiveness

## Knowledge Analytics > Dashboards & Reports



## Dashboards & Reports

- Gain insight into how knowledge is being used
- Understand which articles have the lowest/highest deflection rate
- Identify and address gaps in knowledge
- Track how knowledge is being authored & published
- Leverage built-in KCS reports

## Search Optimization Reports

- Classify the most and least important answers with Search performance analysis
- Understand search terminology used by customers