



SHAKER HEIGHTS

Administration Committee Agenda City Hall Conference Room B Tuesday, March 10, 2020, 8:00 AM

1. Approval of the February 11, 2020 meeting minutes

Documents:

[ADMINMIN021120.PDF](#)

2. Legislation Appropriating Fair Housing Fund from HUD

Documents:

[FAIRHOUSINGAPPROPMEMO.PDF](#)

3. Presentation of Communications and Marketing Department Responsibilities and 2020 Initiatives

Documents:

[2020CMOVERVIEW.PDF](#)

4. Presentation of Law Department Responsibilities and 2020 Initiatives

Documents:

[2020LAWOVERVIEW.PDF](#)

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DRAFT

**Administration Committee
Tuesday, February 11, 2020
8:00 A.M.**

Shaker Heights City Hall, Conference Room B

Members Present: Carmella Williams, Chairperson, Council Member
Tres Roeder, Council Member
Rob Zimmerman, Council Member
Kim Bixenstine, Resident Member
James Brady, Resident Member
Timeka Rashid, Resident Member
Brian Rosenfelt, Resident Member

Others Present: William Gruber, Law
Sandra Middleton, Human Resources
Frank Miozzi, Information Technology
Julie McGovern Voyzey, Communications and Marketing Director

The meeting was called to order by Chairperson Carmella Williams at 8:05 a.m.

* * * *

Introduction and Role of the Committee

Chair Williams introduced herself to the committee and stated the newly formed Administration Committee will focus on Information Technology, Human Resources, Communication and Marketing and the Law departments. The Committee will serve as a resource, review and initiate recommendations for any items that will require Council approval. She then asked members to introduce themselves. Introductions were made and the meeting proceeded.

* * * *

Presentation of Human Resources Department Responsibilities and 2020 Initiatives

Human Resources Manager Sandra Middleton presented a Power Point presentation. She displayed the department's organization chart, stating the department is responsible for recruitment and selection, classification and compensation, employee/labor relations, benefits and Workers' Compensation, training and performance evaluation, risk management, civil service and customer service/records administration.

Recruitment and selection involves working with departments on job postings and advertising. A diverse panel of directors and staff interview candidates. There were 90 new hires in 2019. An inquiry was made as to how many employees the City has to which Manager Middleton said there are 316 regular full-time, 81 part-time and 121 seasonal employees.

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Goals for the recruitment and selection process are to increase use of technology to minimize heavy paper usage, streamline the employee process including online/fillable forms and using LinkedIn for employment advertisements. The department would also like to offer more pre-employment skill and leadership testing, to ensure potential employees have the right skill set, and be certain the City's compensation and benefits are competitive. In response to an inquiry regarding the breakdown of new hires and reason for hiring, Manager Middleton responded most hires were Recreation Department seasonal hire and others, due to employees leaving, were in safety and public works.

The department oversees classification and compensation of employees and recently implemented a classification/compensation study. The study is underway and results will be presented to the Committee. The study reviews and revamps job descriptions to ensure they are properly classified and that employee pay is equitable and competitive. The department will update job descriptions according to the study results. The last time that was formally done was in 2004. It was asked how descriptions and compensation relates to exempt and non-exempt employees. Manager Middleton indicated some of the areas are a little gray and they will be sure to comply with federal regulations. In addition, the department is also responsible for ensuring state and local laws are followed.

Goals for 2020 will be to implement the new Classification Plan along with an updated compensation structure/merit plan. Employees have not received Merit increases since 2008. The system will be revamped and directors given more latitude in administering merit increases. Again, non-bargaining job descriptions will be updated in 2020 and the department will also serve on the ExecuTime Steering Committee, a new time management system being implemented.

The Committee briefly discussed attracting and retaining employee and possible problems with either such as the competitive market, employee pay and benefits, and merit increases. The Classification Plan covers only non-bargaining employees. Although retaining employees has not been an issue, attracting employees is, as salary and benefits are not competitive.

Employee relations includes facilitating annual events including the Employee Recognition Program, an awards program, and Winterfest, an appreciation luncheon, monthly Lunch and Learn, and Cupcake Day as well as a quarterly New Hire Reception. The department also consults with managers on personnel matters, and consults and advise management on policy interpretation, administers performance appraisals, progressive discipline, staffing, compensation and hiring procedures.

Employee relations goals for 2020 begins with increasing staff development through personal and professional growth and to introduce opportunities for employee engagement and promote sustainability initiatives.

Department responsibilities under labor relations include gathering information and cost analysis for union negotiations and interpreting the five bargaining agreements. The department also assists management with union relations and grievances.

Goals for 2020 are to assist with three unions wage reopeners. The Committee briefly discussed union negotiations and the contract cycles. Negotiating all at the same time is beneficial as unions want to wait until another has gone through the process to see what their own agreement could be.

Another area of responsibility is benefits and Workers' Compensation Administration which includes a wellness program. For the first time, we had no increase in our medical premiums in 2020. The

department also manages the self-insured medical plan and self-insured Workers' Compensation Program. The department works with third-party consultants, yet still process claims and conducts annual open enrollment.

Goals for 2020 include implementing changes to benefit offerings such as tuition reimbursement and other benefits for non-bargaining employees, tying in with attracting new employees, develop other new incentives based on the Employee Perception Survey results and increase use of technology for the open-enrollment process.

Training and Performance Evaluations include coordinating cyber security awareness training for current and new employees. The department continues to send staff to Lead Diversity Program, a part of the Northeast Ohio diversity service, and to the Cleveland State Leadership Academy.

A member mentioned diversity, and a discussion ensued about the recent controversy over a photo of new police officers that was on social media and did not represent the diversity of the community. This led to a discussion about diversity initiatives in hiring of safety forces. Manager Middleton explained the recruitment and hiring process, which has been changed to attract more minority candidates. She explained that the City wants to have a diverse slate, but will always hire the best qualified. It is difficult to hire safety forces, particularly police officers, in part due to adverse publicity, plus there are fewer minority candidates.

Communications and Marketing Director Julie Voyzey added perspective concerning the photo and firestorm that ensued. The department is preparing a response, updating a 2017 article in Shaker Life called "The Force for Change" that outlined this very topic. It will give the community a complete picture of community policing efforts and recruiting.

It was suggested the City promote other connections to the community such as recent meetings between African American high school males and their mothers and several police officers.

Manager Middleton stated the demographics of our police department is more advanced than others in the area and although it may not always be reflective of the community.

Manager Middleton continued with the presentation. The department handles risk management, implementing recommendations of the Risk Task Force. They also manage auto and general liability claims and insurance policies, pursuing collections for damage to City property.

Goals for 2020 are to research implementing an anonymous employee hotline, renew insurance policies for 15 months, and implement cyber security phishing incentives.

Another responsibility is civil service. The Civil Service Commission governs the hiring of police officers and firefighters and the department oversees the testing procedures, maintains contracts for polygraph and psychological testing, and facilitates candidates through the pre-employment testing and panel interviews. The hiring process for safety forces is about three to four months.

Civil service goals for 2020 are to complete the Fire Lieutenant promotional process already underway, administer Fire Battalion Chief promotional process, and continue hiring from the current Police entry-level eligibility list. Manager Middleton noted that there are a number of minorities in the pre-employment phase. The list will exhaust in 2020 so another police exam will be administered.

Lastly, the department is responsible for customer service, particularly the reception desk. The department also responds to numerous public records requests.

For 2020, the department will offer customer service training and search for an outside storage space for records. The retention schedule for personnel records indicates records be maintained for life so more storage is needed for all of the paper records. The committee briefly talked about having electronic records in the future as the department aims for technological advances through online training and forms.

Concluding her presentation, Manager Middleton asked if there were any questions. A member asked what tools are used for recruiting to ensure positions are properly advertised. Manager Middleton responded positions are posted on the website, and Indeed, as well as the Plain Dealer and in particular to hiring safety forces, ads are posted in the Call & Post. They use specialized groups for specific positions such as principal planner, and colleges to promote summer jobs. The complete presentation is attached to these minutes.

* * * *

Presentation of Information Technology Department Responsibilities and 2020 Initiatives

Information Technology Director Frank Miozzi began his presentation commenting on electronic record keeping mentioned above. The City has considered implementing a document image system as well as many other projects. However, it was not determined to be of sufficient priority to seek funding or implementation.

Director Miozzi stated the department's job is to provide resources that other departments utilize to perform their missions, so technically they support all city goals, making efforts to be sure the systems provided are the most cost effective and efficient. They take care of the entire infrastructure including server administration and support, storage network administration, and collaborating with other entities providing off-site facilities to the court and schools. The department consists of four full-time employees, including the director. Two IT Administrators focus on network and server infrastructure and a support specialist does primarily desktop support.

A member inquired about disaster recovery and the existence of backup servers. Director Miozzi stated there are two data centers (city hall and across the street) and offsite copies of data and systems for recovery, but technically no backup servers. We utilize virtual servers, which can quickly be recovered in lieu of maintaining cold spare hardware or a hot-site. Assessment of what we have and recommendations of what needs to be done to further enhance business continuity is a priority of Mayor Weiss and a 2020 initiative. Implementing stand by off-site systems could be very expensive.

The department oversees the City's network which is quite extensive considering the number of facilities and users that are connected. Network support is literally the physical communication between buildings and facilities to allow things to communicate both wireless and wired. They are also responsible for supporting department application, which not only includes physical boxes, but the software programs being utilized. The department manages some applications and configures others that departments manage. One example is the MUNIS system where IT administers infrastructure, working with the vendor, getting it running and maintained, but finance administers configuration of the system.

A member asked if it was accurate that the City has nothing cloud based from a disaster recovery perspective, especially considering the body cameras used by the police force. Director Miozzi responded the video is currently not cloud based, but other systems are such as the website and recreation registration system. The new property management system currently being developed will also be cloud based. The project currently funded by Council to move the body camera data, as well as digital evidence, to the Cloud is approximately \$30-40k per year over the course of five years. This decision comes with a different level of risk with respect to protection of the data and securing access, and therefore, requires resources for oversight and management. Other cloud initiatives discussed are moving mail and office administration software to the cloud and whether it would be beneficial.

The Committee discussed the director putting together information about what's localized, what's currently in the cloud, and what could be considered for the cloud. It would be helpful for the Committee to understand the major systems and applications and how they are organized if they are asked to assist in prioritizing movement to the cloud. The director mentioned sometimes there are challenges due to the potential for change of the budget process. For example, Microsoft Office 365 cloud based service would be a subscription versus a capital purchase. This would change how functions are funded as currently MS Office software appears as an IT cost.

The director asked members to view the slide of what the department completed in 2019. Consider the scope and scale of time needed if an administrator had to login and check each system. The staff oversees a lot of equipment and systems in addition to working on other initiatives. Due to time, the director moved to the goals for 2020.

Initiatives for 2020 include disaster recovery. A request for proposals was composed, but due to other initiatives in the works, the vendor suggested we complete those before they assess and put together a plan for disaster recovery. The initiatives include replacing a virtual server infrastructure and backup software. The plan is to move one virtual machine across the street to provide some protection against the possibility of damage at one of the physical facilities.

The obsolete telephone system will be replaced in 2020. The new phones are all anticipated to be IP based which requires changing physical structure and setup. This is more work than simply purchasing new phones as the network must be updated to support 300 additional devices. The department will also assist with implementation of the Munis timekeeping software and an Employee Self Service module. The self service module would be an internet service providing files and forms and will allow employees to login from anywhere to check their benefits and other information.

IT will support implementation of the Property Management System being done by Building and Housing, Economic Development, and Planning, including deploying two additional servers for SSO efficiencies. There will be a small desktop replacement program, updates to the IT policy manual, and replacement of the data center uninterruptable power supplies. In addition, IT will consolidate the backup data process so there will be site-to-site replication as mentioned earlier. Eventually, the data may be site-to-site cloud. The department will continue to enhance cyber awareness, which was an initiative started last December.

It was asked if the City's desktops are encrypted for protection against accessing personal information. Director Miozzi stated they currently are not, but if requested by a department, this could be implemented. Human Resources has encrypted services in place for health information data that IT is

not responsible for. IT could support future initiatives if needed. The director indicated he is preparing a cybersecurity state of awareness for the Risk Management Task Force and will share it with this Committee. The complete presentation is attached to these minutes.

* * * *

Chair Williams reminded the Committee they will meet the second Tuesday of every month with the next meeting scheduled for March 10.

There being no further business, the meeting was adjourned at 9:14 a.m.

Carmela Williams, Council Member, Chair
Administration Committee



SHAKER HEIGHTS

Memorandum

To: Members of the Administration Committee

From: William M. Ondrey Gruber, Director of Law

cc: David E. Weiss, Mayor
Jeri E. Chaikin, Chief Administrative Officer

Date: March 2, 2020

Re: Legislation Appropriating Fair Housing Funds from HUD

It is requested that the Administration Committee approve an increase in the Fair Housing budget by recommending Council approval of an additional appropriation of HUD granted fair housing funds in the amount of \$11,000.

The City, through the Law Department, conducts a Fair Housing Assistance Program (that is, we are known as a HUD sponsored FHAP). We receive HUD grants annually that are required by HUD to be used for the following:

1. Administrative costs of operating our Fair Housing enforcement program (we use some of the grant funds to pay a part of Lisa's salary);
2. Education and outreach to the public on fair housing laws, rights and obligations; and
3. Training for City employees doing fair housing work and for members of the Fair Housing Review Board..

As of the beginning of 2020, we had about \$64,000 in HUD funds available to spend on fair housing-related expenses. Our budget for fair housing activities using HUD funds for 2020 was approved by Council in the amount of \$24,806. The budget included \$11,006 for part of the salary of our Assistant Director of Law who performs most of the fair housing work; \$7,500 for travel and education; \$6,000 for contractual services; and \$300 for materials and supplies

Our HUD grant for 2019 was not received until December 12, 2019, in the amount of \$18,900, so we could not count on that amount for budgeting purposes until it was received---which was after the budget was approved by Council. In any event, we do not budget all available funds in any one year, as HUD grants are not assured, and even when we receive grants, they vary greatly from year to year (for comparison, we received \$14,400 in 2018 and \$23,800 in 2017).

In February 2020, we entered into a contract with the Fair Housing Center for Rights and Research ("FHC"), a local private non-for-profit fair housing agency, to provide services that will meet HUD's requirements for the use of grant funds and our grant and programmatic goals.

Under the contract with FHC, they will provide the following services:

- 2 fair housing seminars:
 - 1 targeted towards condominium board members/owners/staff;
 - 1 targeted towards rental property owners and managers.
- 1 fair housing training for governmental fair housing boards and commissions and their members, staff and elected officials.
- 25 fair housing rental audits (also known as "tests").

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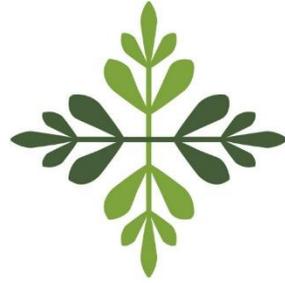
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The contract amount is \$13,500. So we moved most of our non-personnel funds into the contractual services item in the budget. The Purchase Order was issued on February 24, 2020.

In order to proceed with other fair housing activities this year, we are proposing to appropriate an additional \$11,000, for a total 2020 budget of \$34,806, in order to add \$7,500 back for travel and education, \$3,000 back for advertising and outreach, and \$500 back for contractual services.

We are asking the Committee to recommend this appropriation of grant funds for approval by City Council.

councilmemos/2020/0302FairHousingFundsAppropriation



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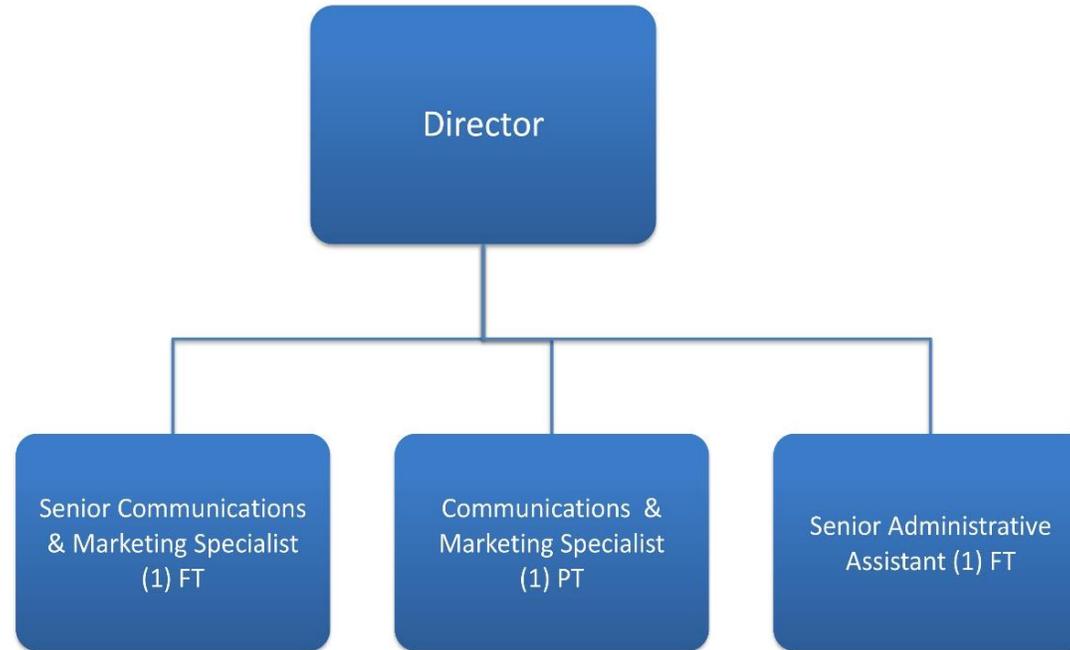
Communications & Marketing

ADMINISTRATION COMMITTEE PRESENTATION

MARCH 10, 2020

Who We Are

City of Shaker Heights Communications & Marketing Department



Overall Department Goals

- Attract and retain residents/businesses
- Market the City of Shaker Heights
- Raise brand awareness and protect reputation
- Communicate with residents and media

Communications: What We Do

- Manage all external communications
- Manage and coordinate emergency communications
- Provide guidance on communications (and marketing) across City departments and some committees

Communications: The Tools We Use

- Social Media

- Facebook – 14.5k
- Instagram – 3k
- Twitter – 3.3k
- YouTube – 100

- ENews – 6.2k

- Mayor's Report (with video)
- City ENews

- Websites

- shakeronline.com
- shaker.life

- Shaker Life – 15.5k

- Press Releases

Communications: 2020 Goals

- **Social Media**

- Grow social media presence by 15%

- **ENews**

- Increase open and click rates using industry standards as benchmark

- **Website**

- Web Governance Policy
- Conduct annual website audit and update all pages

- **Shaker Life**

- Develop full year editorial budget around themes that reflect City priorities/messaging
- Promote shaker.life website through all social media channels
- Submit publication for at least one national award

- **Internal Communications/Policies**

- Formalize Communications Plan covering procedures/roles in emergency
- Coordinate Social Media and Media Policy with the Communications Plan

Marketing: What We Do

- Through creative and engaging marketing campaigns and high-quality effective communications across all channels, we work to increase brand recognition and distinguish the City of Shaker Heights from other Cleveland suburbs in order to attract and retain residents and businesses.

Marketing: The Tools We Use

■ Advertising

- Digital Ads (YouTube, Facebook, Cleveland.com, Instagram)
- Print Ads (Shaker Life, Hemispheres, Edible)
- Billboards and Kiosks (Downtown CLE)
- RTA Railcar ads
- Radio (WCPN/WCLV)

■ Social Media

Facebook, Instagram, Twitter, [YouTube](#)

■ Websites

- City: shakeronline.com
- Shaker Life: shaker.life
- Mktg. Campaign: Shaker365.com

■ Video Series

- Shaker Life Magazine
- Realtor Kit – printed materials

Marketing Campaign: Shaker365

- Anchored around the idea that Shaker is the place for daily delights and discoveries.
- We invite people to “come here to take it in,”
- Entice them to “move here for the full experience.”

Marketing Campaign: Shaker365

- Messaging and images focus on
 - Walkable neighborhoods/sense of community
 - Diversity
 - Vibrant commercial areas
 - World class schools
 - Proximity to Cleveland/RTA
 - Natural and architectural beauty

Marketing Campaign: 2020 Goals

- Attract more residents to Shaker!
 - Develop tools for realtors to use; help them “sell” Shaker
- Increase brand recognition locally and regionally
 - Recut video assets for wider use on social media
 - Qualtrics survey
- Pitch at least one story to national publication
- Submit Shaker365campaign for national award

Shaker365



DAY

64

WONDER

A quality education ensures a vibrant future. Guiding students to expand their curiosity and imaginations by gazing beyond perceived limits and engaging in the excitement of learning. As a beacon of educational excellence for more than a century, a Shaker education produces caring citizens who are destined to make our community and our world a better place.

COME HERE TO FLOURISH. Live here for the full experience.



**SHAKER
HEIGHTS**

SHAKER365.COM

Shaker365



DAY

342

CREATE

Each day in Shaker Heights, you can create something special – even from home. Becki's home-based business, *Sugar Arts Bakehouse*, gives her the flexibility to be present with her family and explore her passion – delicious and magnificent decorative desserts. Living in a community where your work and your lifestyle are in balance makes every day sweet.

COME HERE FOR A TASTE. Live here for the full experience.



**SHAKER
HEIGHTS**

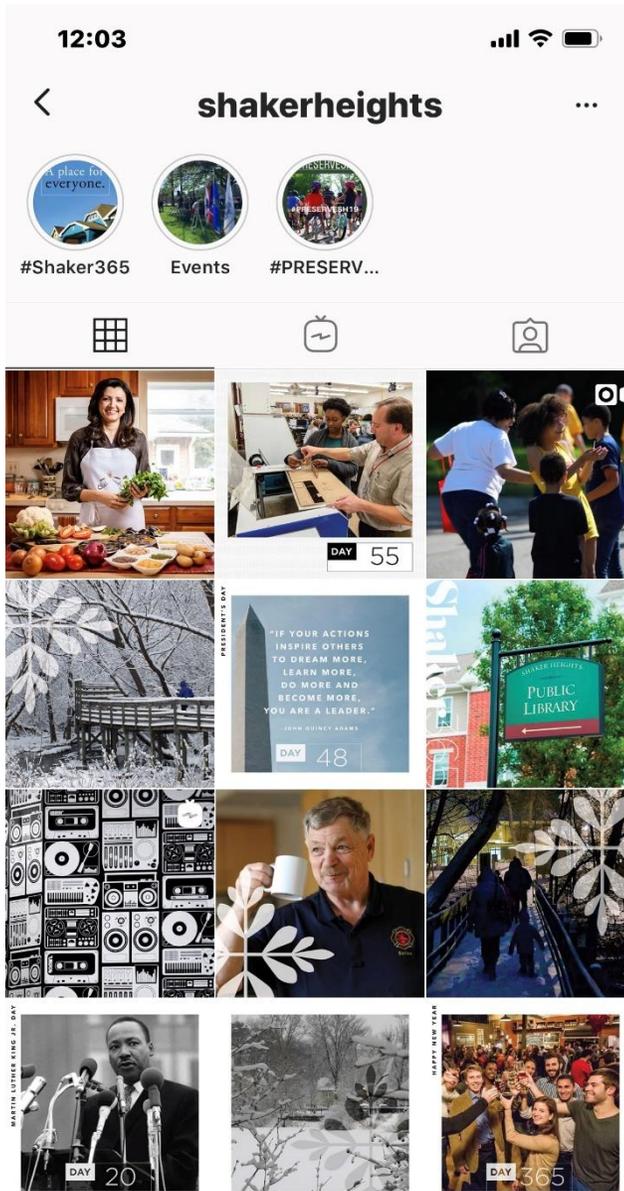
SHAKER365.COM



DAY	48	ADVENTURE	 SHAKER HEIGHTS
Getting there is as fun as being there.			
COME HERE TO TAKE IT IN. Move here for the full experience. Consider making it your home.			SHAKER365.COM

RTA Trains





Billboards

Carnegie & E. 18th
Carnegie & E. 40th
Detroit & W. 28th
St. Clair & E. 43rd
W. 9th & Superior
Lorain & W. 25th



DAY	128	ART
Where parks become art galleries.		 SHAKER HEIGHTS
COME HERE TO TAKE IT IN. Move here for the full experience. Consider making it your home.		
SHAKER365.COM		



Shaker365.com



QUALITY HOUSING OPTIONS	A PLACE FOR EVERYONE	ENVIRONMENTALLY CONSCIOUS	PROXIMITY
OUR SCHOOLS	CREATE. DESIGN. CHANGE.	OUR AMENITIES	SHAKER.LIFE

Quality Housing Options

A life in Shaker Heights means finding a top quality home at every stage of your life. Whether making your home in a historic apartment, modern condominium, or a dream residence on a street whose name everyone knows – Shaker Heights offers incredible diversity in available housing. So while our homes may look different, the quality of a Shaker home is something that we all share.

[LEARN MORE](#)



Gather and Connect



There's no shortage of personality on our tree-lined streets. That describes our homes but perhaps even more so our residents. No matter the weather, Shaker residents are always ready for a block party, holiday parade or community-wide celebration. Learn more about the city where our public

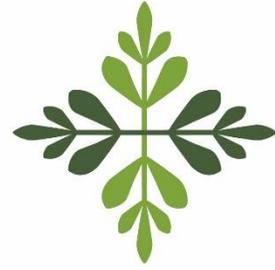
Shaker Is The Place



Marketing: Realtor Kit

- Create printed marketing pieces for realtors selling homes in Shaker
 - Postcards for Open House
 - Brochures to be given to Shaker buyers by realtors
 - Video Cards for use by realtors





SHAKER HEIGHTS

Questions?



SHAKER HEIGHTS

**ACTIVITIES
OF THE
LAW DEPARTMENT**

March 10, 2020

Law Department Staff





Overall Law Department Goals

- ▶ **Promote efficient, cost effective government operations:**
 - ▶ by minimizing risk to the City, which may result in costs to the City and waste of City resources and good will; and
 - ▶ by assisting the City to operate efficiently, ethically and legally.
- ▶ **Provide high quality legal services:**
 - ▶ to protect public safety;
 - ▶ to achieve the City's economic and community development objectives;
 - ▶ to ensure compliance with state and federal law and regulations; and
 - ▶ to protect the City's interests and to ensure non-discriminatory and fair application of policies and rules in providing City services and in the use of public properties and rights-of-ways.

Services of the Law Department

► The Law Department provides legal services to the City, representing:

- Mayor & Administration
- City Council
- Shaker Heights Municipal Court
- Board of Appeals (as primary staff)
- Fair Housing Review Board (as primary staff)
- Shaker Heights Development Corporation
- Council Committees
- All other Committees, Boards & Commissions
- Is a member of the City Records Commission
- Counsel to Heights-Hillcrest Communications Center (HHCC) – council of governments (COG) for 5-city joint police and fire dispatch center





Criminal & Civil



- **The Law Department's work: criminal & civil**
- **Director & Executive Legal Assistant - civil matters**
- **Chief Prosecutor & Legal Assistant - criminal & police matters**
 - **Director of Law: oversees & fills in for Prosecutor, as needed**
- **Assistant Director of Law for housing - civil & criminal code enforcement, & Fair Housing Program**
 - **Assistant Director of Law fills in for Prosecutor, as needed.**
- **Outside counsel hired as needed**
 - **Primarily for significant litigation, workers compensation matters, labor negotiations, & certain employment and real estate matters.**

Criminal & Traffic Matters

- **General Police Department Matters:**
 - Review General Orders
 - Public record policies, procedures and response
 - Juvenile diversion program
 - Police cruiser and body cam video issues
 - Training – Annual Block B training
 - Conducted over 4 days
 - Prepare subpoenas – (60 in 2019)
 - Prepare investigative court orders – (6 in 2019)
 - Determine whether to bring charges, including review of about 25 vehicle accident reports per year



Criminal & Traffic Matters



➤ General Criminal & Traffic Matters:

- Tuesdays - criminal cases, TPOs, traffic pre-trials and housing cases
- Felony charges (52 in 2019); sent to County
- General Misdemeanor charges (253 filed in 2019)
- Traffic cases – about 6,000/year filed, including about 100 OVI cases
- Pre-trials (2,067 in 2019 - general criminal and traffic)
- Trials – about 100 trials/year
- General Misdemeanor Convictions – about 300/year
- OVI Convictions – up to about 100/year



Code Enforcement



➤ Housing, Building, Fire, Zoning, Health, Noise, Animals, Trees, & Public Nuisances:

- Administrative search warrants
- Investigations and orders – e.g. health (restaurant, Dollar Tree), multi-dept. (hoarding), nuisance
- Animal Warden - dangerous/vicious dog orders

➤ Administrative Appeals:

- Board of Appeals – about 30 or more per year – Housing Code, Nuisances (demolition orders, grass and trees), and sidewalks;



Code Enforcement

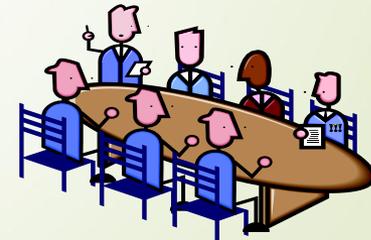


- **Pre-prosecution hearings**
 - **Code violations – Housing, Building, Fire, Health**
 - **Certificates of Occupancy, Point of Sale**
- **Criminal Cases**
 - **Code enforcement prosecutions (e.g. Fernway)**
 - **Pre-trials (52 in 2019)**
 - **Progress reports (79 in 2019)**
 - **Trials (35 in 2019)**
 - **Sentencing/change of plea hearings (26 in 2019)**
 - **Contempt/probation hearings (5 in 2019)**

In-House Counsel



- **Administration:** Provide counsel to Mayor, CAO, Council Clerk, Municipal Court, City departments.
- **City Boards, Commissions, & Committees:**
 - City Council & Council Committees
 - Shaker Heights Development Corporation (SHDC)
 - Planning Commission/Board of Zoning Appeals
 - Fair Housing Review Board
 - Civil Service Commission
 - City Records Commission
 - Board of Appeals



In-House Counsel



- **Property/Real Estate Matters**
 - Property transfers – acquisitions (19 in 2019), sales (2 in 2019)
 - Review/respond to County land bank notifications (75 in 2018, 40 in 2019)
 - Property taxes – City-owned properties; tax exemption applications, assessment abatement

- **Economic Development**
 - D&Us, easements, CRA Agreements & applications to State; notices to Schools
 - Tax Increment Financing (TIFs) (e.g. Wendy's)
 - Vision Fund & SBA Loan Agreements

In-House Counsel



- **Economic Development Projects:**
 - **Knez-Southern Moreland D&U (infill housing)**
 - **Avalon Station II - Confluent**
 - **County Storefront Grants**
 - **SHDC acquisition/transfer of properties on Lee Road**



In-House Counsel



➤ Citizen Inquiries

➤ Respond to citizen inquiries

➤ General (142 in 2019), electricity aggregation (7), natural gas aggregation (5), landlord tenant, Fair Housing (6), ADA (7), public accommodation (1).

➤ Educate citizens and answer questions regarding various issues:

trees ~ roosters/chickens ~ sidewalks

snow removal ~ cable TV ~ landlord-tenant

utilities ~ encroachments ~ driveways

feral cats ~ bad contractors ~ dogs

Nuisances ~ indigent burial

In-House Counsel



➤ Human Resources & personnel issues

- Workers' Compensation
- Grievances/ULPs
- Departmental personnel issues
 - Return to work reviews
 - Pre-disciplinary matters
 - Last chance agreements

➤ ADA Coordinator

- Technical assistance residents/employees
- Advised on curb ramp compliance
- Advise Recreation concerning accommodations in before/after school and programs/camps
- Requests for accommodations – employee, resident



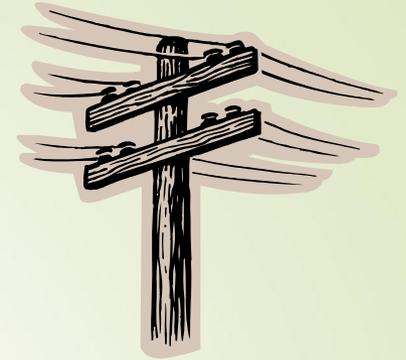
In-House Counsel



- **Public Records Coordination, Response, & Training**
 - Review and respond to public records requests (75 in 2019)
 - Attend Records Commission meetings, advise departments on records requests
 - Provide training to City employees

- **Subpoenas**
 - Review & respond (4 in 2019)
 - Prep and accompany employees for depositions

In-House Counsel



- ▶ **Right-of-way and City Property Licenses**
- ▶ **Utilities – City Bills & Protecting Public**
 - ▶ Natural gas aggregation program
 - ▶ NOPEC Electric aggregation program
 - ▶ Respond to complaints
 - ▶ City electric accounts – new contracts negotiated for large accounts and street lighting with 100% green power

In-House Counsel



➤ Fair Housing Program

- Investigate & prosecute fair housing complaints (3-4/year)
 - Conciliate complaints
- Education and training – provide training, organize and speak at seminars
- Manage the City's grants
- Participate in the Northeast Ohio Fair Housing Collaborative
- Ads and sponsorships
- Staff Fair Housing Review Board

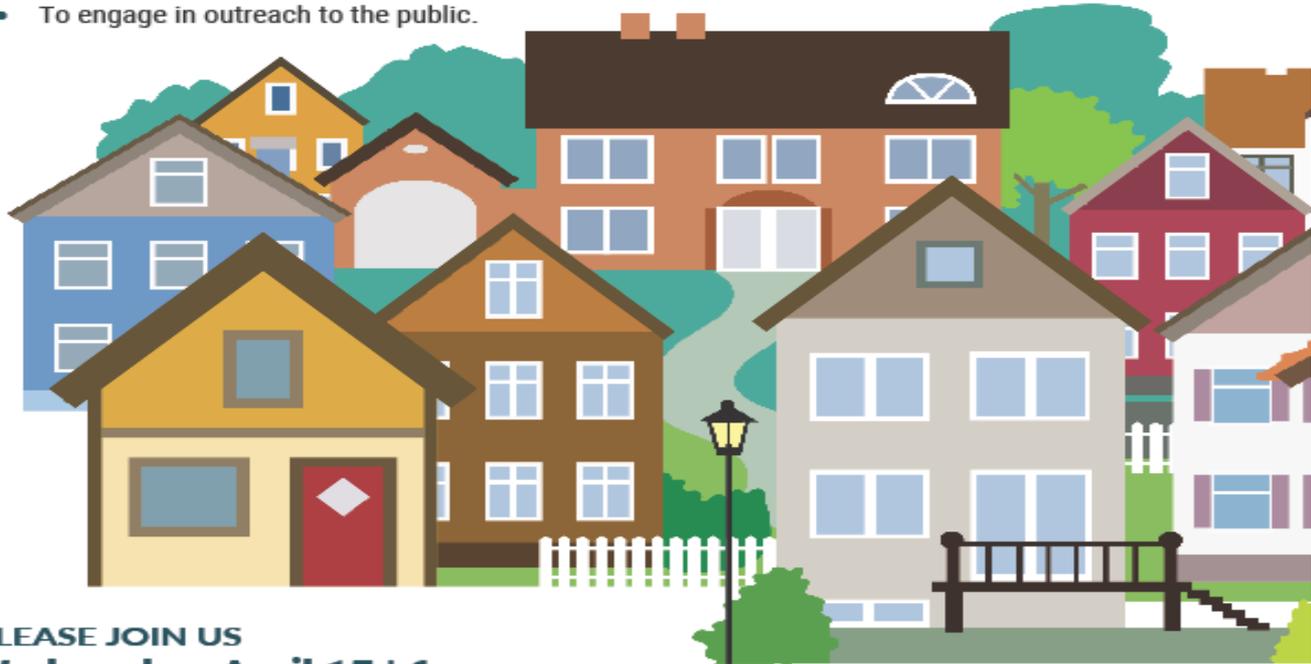


April is National Fair Housing Month

Shaker Heights Fair Housing Review Board

Our commitment:

- To protect your fair housing rights.
- To provide quality training to property owners & real estate professionals.
- To engage in outreach to the public.



PLEASE JOIN US
Wednesday, April 15 | 6 pm

**Condominiums & Fair Housing:
Legal Requirements, Pitfalls,
and Best Practices**

Featuring speakers from the Fair Housing
Center and Kaman & Cusimano LLC

Learn more about the Fair Housing Review Board: bit.ly/shaker-fair-housing
Fair Housing Review Board, 3400 Lee Rd., Shaker Heights
216.491.1440. Ohio Relay Service 711 | law@shakeronline.com

Stephanie Tubbs Jones Community Center
3450 Lee Rd.

Free and open to all
Please register by calling 216.361.9240

Presented in partnership with the Fair Housing Center for Rights & Research



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In-House Counsel



➤ Contracts

- Review contract specifications & Requests for Proposals
- Prepare and review contracts, licenses, and agreements (272 in 2019)

➤ Legislation

- Prepare ordinances and resolutions (128 in 2019)
- Amend/write new Codified Ordinances (11 in 2019)



In-House Counsel



➤ Civil Litigation

- Defend City in court or administrative boards

(2 admin. appeals to CP Court, 2 federal cases, 2 damage cases CP Ct., 1 misc. CP case, 1 foreclosure, 2 cases for SHMC)

- Bring collection small claims actions (Rec, C&M)

➤ Claims

- Resolve claims for damages



➤ Miscellaneous

- Indigent Cremations (5 in 2019)
- Film Projects (6+ in 2019)
- Public Presentations
- Training of City Employees

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