



SHAKER HEIGHTS

Building, Housing, and Technology Committee Minutes Thursday, October 11, 2018, 6:00 P.M. Stephanie Tubbs Jones Community Building

Members Present: Julianna Senturia, Chair, Council Member
Tres Roeder, Council member
Sara Schiavoni, Citizen Member
Matthew Mace, Citizen Member

Others Present: David Weiss, Mayor
Jeri Chaikin, Chief Administrative Officer
Kyle Krewson, Director, Building and Housing
Frank Miozzi, Director, Information Technology

The meeting was called to order by Chair Julianna Senturia at 6:00 p.m.

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Approval of the August 2, 2018 Meeting Minutes

Chair Julianna Senturia welcomed everyone and took a few moments to review minutes. The August 2, 2018 meeting minutes were approved.

Permitting and Code Enforcement Software Update (Kyle Krewson)

Mr. Krewson discussed how implementing a new platform aligned with the city's strategic goal of effective cost, efficient government and highlighted many of the shortcomings of the current disjointed platforms and workflows. He went on to describe the digital revolution and the expectation of 24x7 access to government services.

Before automating processes that have been developed over decades of reliance on paper workflows and adapting processes to limitations of 20th century technology, it is imperative to take a step back and develop ideal streamlined processes. The tools that will be leveraged to do this are LEAN and Six Sigma. Building and Housing and Planning Staff will all attend training and use these tools before implementation with the software developer. Bill Gates is quoted as saying: "The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency." Goals and anticipated outcomes of applying LEAN Six Sigma were shared with the group.

Mr. Krewson went on to walk through the process thus far of working with other First Suburbs Consortium communities to pursue a partnership to collectively identify a platform that will address all of our needs. Grant financing has been identified that will substantially offset the upfront software and hardware costs. Costs and funding sources were discussed. The robust RFP process used to identify a platform was also detailed.

The software that was selected is called CitizenServe. Based out of Tempe, Arizona, CitizenServe was created in 2003 and is used nationwide by over 250 communities; many have similar permitting, rental licenses, and code enforcement programs. CitizenServe has an outstanding support team, and resolves high priority requests within 5 minutes or less, 55% of the time and within the same day 92% of the time. Mr. Krewson went on to discuss how this platform will address current challenges and provided an overview of how it will function for staff and the customer facing portals.

An overview of the platform implementation sequence was presented. Permitting will be implemented first with Planning and Building staff involved. Once successful rollout of those processes, residential property maintenance processes will be implemented. The next step is to enter into a contract with a LEAN Six Sigma training provider. There was some discussion of how the Van Aken District has been the priority over the last two years, and that we can now shift our focus towards implementing the software.

There was some discussion about how this platform will integrate with county databases and how this platform will be used by other departments.

Jeri Chaikin and Frank Miozzi went on to highlight other current and planned technology projects.

With no further business, the meeting adjourned at 7:22 p.m.

Julianna Senturia, Chair, Council Member
Building, Housing, and Technology Committee