



## **COUNCIL REPORT**

**Period Covered: March 9 through March 27, 2020**

*Respectfully Submitted by: Mayor Michael Wheeler*

I would like to take this opportunity to provide you this report in response to the COVID19-pandemic. Please note that on a daily basis the ICT is involved in state, county and public health teleconferences.

### **Incident Management**

On March 9, the Village implemented the Incident Command System to ensure safety for the Village and the Township and created the Incident Management Team (IMT). The IMT follows the Incident Command System protocol and the National Incident Management Systems (NIMS).

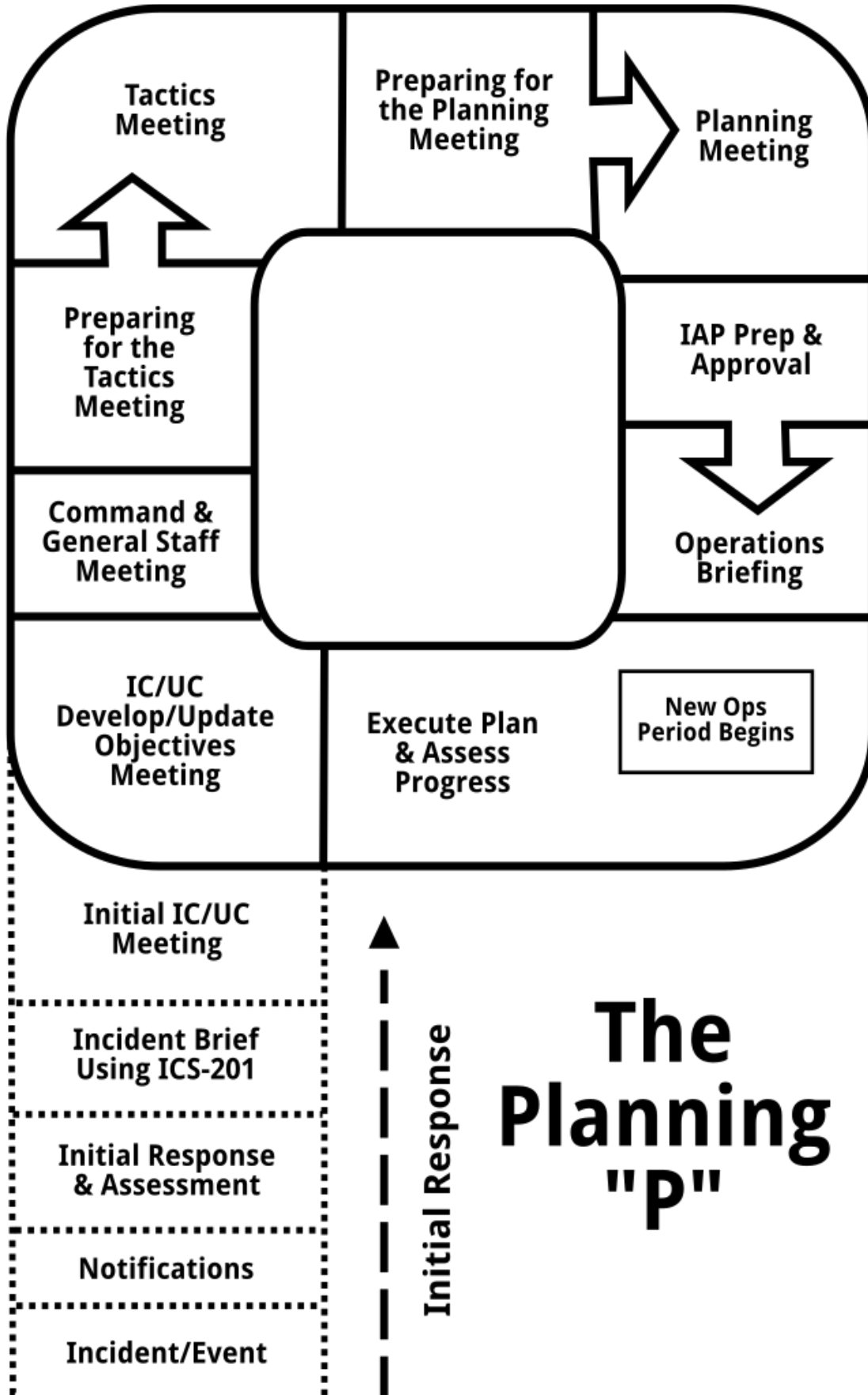
ICS protocol allows for a cooperative response by multiple agencies, both within and outside of government, to organize and coordinate response activities without compromising the decision-making authority of local command.

Created under the Homeland Security Presidential Directive, February, 2003, NIMS directs the creation of a comprehensive approach to incident management to ensure that the five (5) components of an incident are met. Those five (5) components are as follows: preparedness, communications and information management, resource management, command and management and the ongoing management and maintenance.

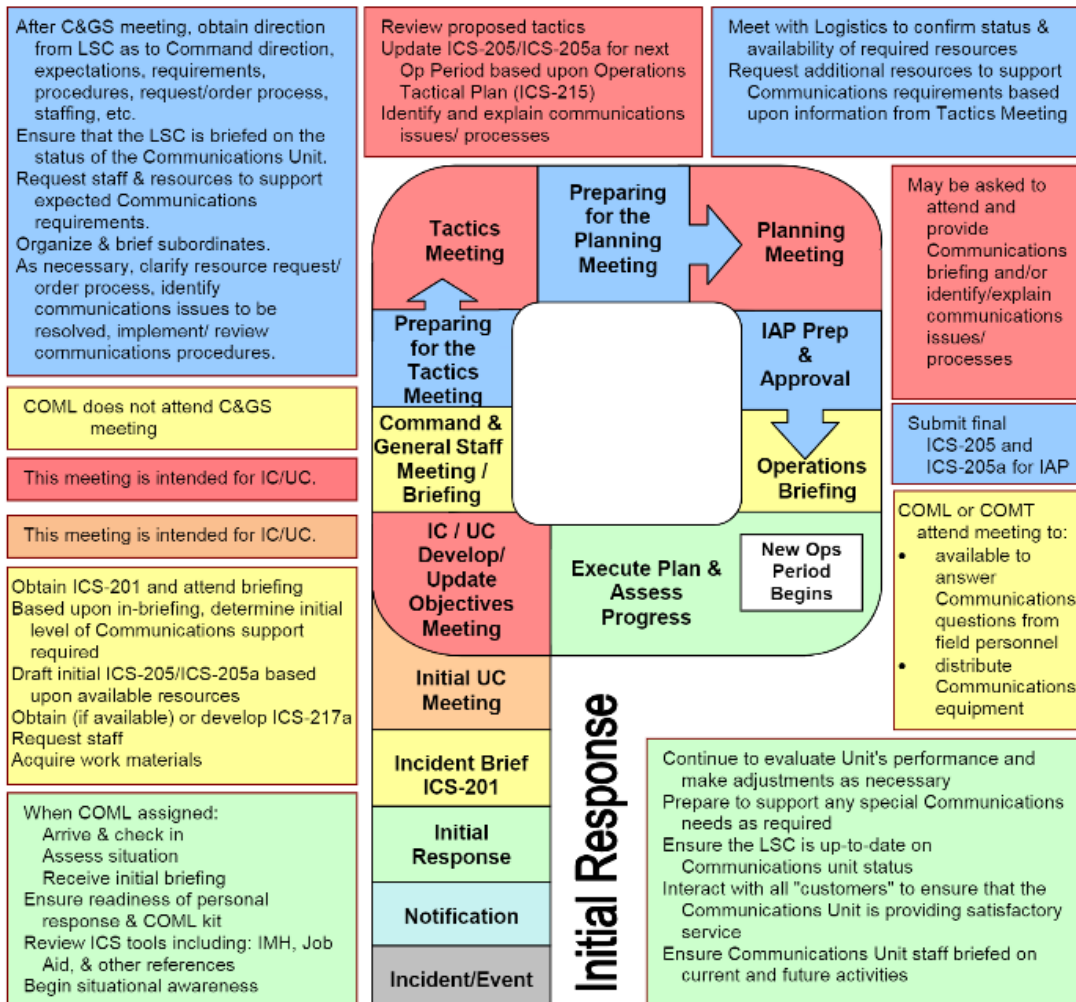
The training of all of our staff prepared the Village to develop an incident action plan (IAP) for COVID-19 that would address the continuance of Village operations, public safety and response to the pandemic. The Village IMT is comprised of the Police Chief, Fire Chief and my Assistant. The IAG meets every 24 hours, or more often as necessary, to update the IAP and prepare for the next 24-hour operational period.

The core team expands and contracts based on the needs for the operational period and each department and function of the Village is addressed; from Dispatch, EMS response, Service, Personnel, Policies to Finance to ensure public safety and Village services.

Shown below are copies of the planning tools used.



**Communications Unit  
Leader Activities**



**Shown below are the hazards/risks/mitigations/action items from the IAP and ICT meetings held every 24 hours to date:**

**3/9 through 3/10:**

- Police and Fire Chiefs, Executive Assistant Debbie Bluso Rogers and I participated in a number of federal, state, county and health agency teleconferences.
- Prior to the Governor's action, I assembled my core group (IMT) in anticipation of further emergency action plans: Fire and Police Department Chiefs, Assistant to the Mayor and UH Medical Director.
- Core group participated in conversations with local municipalities and other departments.
- Conducted departmental and administrative meetings to begin planning for state of emergency.

**3/11:**

- I invoked ICS (Incident Command System) and an IMT (Incident Management Team) after participating in a number of state and county conference calls and recommendation by the Village's Medical Advisor Dr. Daher, University Hospitals. Per ICS and NIMS, Chief McLean was named Incident Commander. The IMT met on March 12 to develop the initial IAP and establish hazards, risks, mitigation protocol and meeting schedule. President of Council and former Mayor Lyons and Council Member and former Mayor Waszak were guests at this initial meeting.
- Hazards, risks and mitigations were listed and the team has met every 24-hours since the 12<sup>th</sup>.
- In response to the recommendations from UH Medical Director, County Health Department, Revere Local School District Closure and Governor's Office regarding contagiousness of COVID-19, social distancing and risk groups, Senior Center staff and programs were determined to be shut down along with Parks and Recreation staff and programs. Fire Chief McLean and Debbie Bluso Rogers would meet with those departments on Thursday, March 12<sup>th</sup>.
- Closure signs and Village bulletins were prepared and posted at applicable locations and on the website.
- Discussed Village operations if there was further escalations from the Governor or the President; i.e. essential versus non-essential.

**3/12:**

- Chief McLean and Debbie Bluso Rogers addressed the elderly population in-person at the Senior Center (Senior Center was closed and all activities suspended).
- Chief McLean and Debbie Bluso Rogers addressed the general population and closed the Park and Recreation Center (Recreation Building, Masonic and Fellowship Hall were closed and all recreation activities and programs suspended).
- Fire Inspector notified all nursing facilities of the pandemic.
- Chief McLean was named Incident Commander to lead and coordinate the IAP (Incident Action Plan).

- PPEs were inventoried and protocol was established with safety services and the service department.
- Police dispatch were provided awareness information and dispatch questions to handle incoming calls.
- Fire Department received awareness training on COVID-19 from UH Medical Director and Village Consultant.
- Masks and gowns and protocol was put in place.
- Medical questions for Dispatch were discussed and approved and implemented in Dispatch; including travel questions and type of illness questions.
- Jail protocol was discussed and implemented.
- Chief McLean developed “strike team” options and operations on a regional basis with Bath Township, Brecksville, Granger, Fairlawn and Valley to mitigate COVID-19 risks to first responders.
- Staffing issues discussed regarding infected first responders and dispatchers.
- Chief McLean will discuss need for a quarantine area for first responders with the Medical Director.

**3/13:**

- Governor declares state of emergency. All restaurants and bars closed.
- County ordinance to local governments to identify essential and non-essential personnel.
- Notifications to employees and community were completed via email, website, Facebook and physical building bulletins.
- Fire Department reviewed decon procedures with full time staff including fire house and all vehicles. Information distributed to all departments.
- Boards and Commission meetings cancelled. Agenda and public postings completed by Executive Assistant Bluso Rogers.
- No off-premise seminars by employees.

**3/14 to 3/15:**

- ICT communications occur throughout the weekend. No meetings were required and no other action required.

**3/16:**

- More cases reported in Cuyahoga County.
- 3 confirmed cases in Summit County.
- Assistant Chiefs added to the ICT.
- Discussed Emergency Operations Center (EOC) functions reviewed and discussed. County EOC not staffed or operational. Chief McLean in communication.
- Chief Swanson confirmed enforcement of bars and restaurants.
- All public traffic and deliveries being diverted to Dispatch lobby.
- Cleaning identified as an essential function.
- Dispatch part-time weekly work hours restriction lifted.

- Permanent part-time workers on paid administrative leave and paid per their average weekly hours determined from the last 60 days.
- Planning and Zoning working remotely. Telephone calls forwarded to cell phones.
- Service Department staff on administrative leave BUT on-call during the business day to handle any service requests. Phone calls will be monitored via email.
- Service Department Director on-site.
- Finance Director working remotely with access to purchase order and general ledger software. Payroll software accessible through web.
- Assistant Finance Director working remotely with access to purchase order and general ledger software. Payroll software accessible through web.
- Finance Director and Assistant will be available to come into the office, whenever necessary.
- Police and Fire Department implemented temperature checks and upgraded PPE requirements to mitigate exposure.
- Ongoing communications with Medical Director.
- Fire Department Chiefs evaluating and exploring all options for a quarantine site (Village building versus Trailer versus Hotel)
- Township Trustee Shupe and Administrator Remec added to the team meeting.
- Mayor to discuss legislation to permit flexibility during pandemic to ensure Village operations continue. Township to also pursue.
- All mail directed to Dispatch, and Assistant Finance Director Kevin will report to work to work during the week to sort and handle.

**3/17:**

- 24 counties in the State have cases for a total of 119.
- 33 hospitalized.
- Mayor prepared statement and it was posted to the website and Facebook.
- Executive Assistant Bluso Rogers will communicate the departmental reporting criteria for weekly reports. Police and Fire exempted.
- Payroll options reviewed. Fire Department overtime will be due. Payroll processing on 3/30. Contingency planning discussion.
- Executive Assistant Bluso Rogers coordinating FEMA log. Created expense logs to track costs for FEMA reimbursement.
- Service department staffing was discussed including possibility of staggered shifts. Police Department continue with enforcement of the bar and restaurant closures, anticipating thefts.
- Mutual aid expanded to Bath and Copley.
- Fairlawn will serve as backup if Village is down.
- Contact numbers will be posted on the website.
- Service and Administration staff are required to take temperature at the beginning and end of shift. Logs were distributed. Note: 100.3 is break point along with shortness of breath and cough.
- Cleaning protocol expanded to daily.
- Inventory of PPE is underway along with "burn rate." Based on conversation with Medical Director, Police and Fire will begin to request donations.

**3/18:**

- Continue with FEMA log.
- Continued discussion regarding contingency planning for payroll processing. What if staff is infected? Contingency plans for Village operations will be part of the report criteria.
- Assistant Fire Chief Seifert and Service Director Papp will tour and evaluate Village sites for quarantine (Heinle House, 3333 Brecksville Road, Senior Center, FEMA Trailer)
- “Burn rate” still a concern and contingency planning for infected first responders. Big concern.

**3/20:**

- Executive Assistant Bluso Rogers to assist with obtaining special payroll classification to identify paid administrative leave for pandemic.
- FEMA log ongoing.
- Assistant Fire Chief Seifert and Service Director Papp will tour and evaluate 3921 Brecksville as a quarantine site. Other options have limitations.
- Kent Fireman tested positive for COVID-19.
- Dispatch Supervisor Baker will obtain decon companies.
- Fire Department assisting with a location for a temporary morgue. Chief Swanson will follow up with County M.E.
- Department Head reports received. Mayor’s report is being compiled to be distributed to Council.
- PSA by the Mayor posted to website and Facebook

**3/21 to 3.22:**

- ICT communications occur throughout the weekend. No meetings were required and no other action required.

**3/23:**

- 40 counties report cases infected with 351 cases for the statewide.
- 83 hospitalized
- 3 dead.
- Governor closes all non-essential businesses.
- Serious potential for more exposure of first responders and staff was discussed.
- Transport will be to the closest facility only.
- 3921 Brecksville Road will be quarantine facility for first responders.
- COVID-19 risks to pregnant women.
- FAQ’s to be developed.
- A second PSA is required.

3/24:

- 6 dead
- 424 cases statewide.
- 74 Summit County
- 2 Long-term facilities closed.
- Cuyahoga County is #1 in cases.
- Summit County is # 4 in cases.
- 10 patients in ICU at Akron General. UH reports 40.
- No one is in recovery status.
- A formal report to Council is being prepared.
- Concern about infected first responders and the ability to continue providing service due to the rate of cases being recorded. Police and Fire continue to evaluate and report back.

3/25:

- 10 dead
- 42 more cases in Summit County, 2 Hudson
- 704 statewide.
- 116 health care workers.
- Mayor and ICT will do another public service announcement.
- First responders have increased potential for exposure. Discussion regarding staffing needs. Hiring will need to be addressed for Police and Fire Departments to handle anticipated calls.
- Chief McLean met with County EOC. Village is well-prepared and ahead of the planning and preparation.
- Staff responded to a number of media requests.

3/26:

- 15 dead
- 867 cases statewide
- 65 Summit County
- FAQs being developed to post to website.
- PSA outline being drafted. Will be recorded and posted to website and Facebook 3/27.
- Medical protocol for pregnancies determined for staff to mitigate exposure and risk.
- Reminder to Service Department Staff:
  1. *All employees shall take their temperature upon reporting at the start of work and at the end of their work. I recommend you take it at home, as well, if you have a thermometer to prevent coming in with a fever. The Village has purchased 2 thermometers, one for Roads & Mechanics and one for Grounds and Sewers. They do require skin contact so they should be wiped with alcohol between uses. Use gloves while operating the thermometer. Please log your readings as notes in ADP (For example: Start: 97.6 - End 98.2).*
  2. *Time keeping, there is a pay code for the administrative leave in ADP. It is "FF-PSL-EE" (Family First Paid Sick Leave c/o ADP). Please check and update your ADP by 03/27/20 at noon. If you are in for an emergency call out or what is deemed an essential duty, you will log that time as regular work and as a note in ADP, describing briefly what the work was.*



3. *Work vehicles shall be driven by one employee per vehicle. Please check with me or Chuck if an additional vehicle is needed. Prior to use, and at the end of work, please wipe the touched surfaces with a disinfectant wipe...steering wheel, shifter entry/exit handle, radio and HVAC controls. Please try to utilize the same vehicle as much as possible.*
4. *PPEs will be worn from the start of work until the end of work. These items will include the following in addition to any PPEs required for the task:*
  - A. *Nitrile, latex, or work gloves (this will help reduce the amount we touch our faces)*
  - B. *Glasses (safety or prescription at all times unless working alone)*
  - C. *N95 Masks (Optional at this point but recommended especially if working in close proximity to others)*
  - D. *N95 Masks are required when working in or around Police and Fire personnel Please check with your supervisor or me if you need a PPE listed.*
5. *Work clothes & boots shall be removed prior to leaving work. They can be bagged and cleaned through the normal process. Try to keep work and home clothing separate.*
6. *Personal contact should be avoided as much as possible unless absolutely needed for the task required and with the appropriate precautions taken.*
7. *Communications... radios shall be wiped prior use at the beginning of the day and at the end of the day after use. Crews shall keep radios on their person and utilize only the radio assigned to them unless unsafe to do so. Office phones must be wiped before and after use. Cell phones should also be wiped daily.*
8. *Unless called in by dispatch, any worker coming in shall text me when arriving and leaving with a brief note for reason.*
9. *IF you have a temperature above 100 degrees or more DO NOT report to work. If you become ill for any reason or anyone in your household is ill DO NOT report to work. If you or someone in your family is at high risk and you do not think it is safe to report, please do not report. Please notify me or HR if you become ill or are not reporting for any reason. Again, our goal is to keep the staff as safe and healthy as possible.*

*During these times, the safest practice is to act as though others maybe infected and that you may be infected as well. Please take the appropriate precautions.*

- First responders have increased potential for exposure. Discussion regarding staffing needs. Hiring will need to be addressed for Police and Fire Departments to handle anticipated calls. Continued to be evaluated as the pandemic progresses.

**3/27:**

- 9 cases in Hudson
- 1 death in Hudson
- Police to assist St. Peregrine's mass on Sunday, 3/29
- Bio-hazard decon company selected. Decon scheduled for Sunday, 3/29 for Fire Department, Police Department, Service Department, Town Hall and all vehicles. Departments will have a representative on-site.
- FAQs completed and team approved. Posted to website and Facebook.
- PSA prepared; members of team approved.
- Department Head reports received. Mayor's report being completed for distribution 3/30.

- Chief McLean briefed all in attendance about the planning and operational planning (see attachments). All members of the team continue to participate in state, county and medical teleconferences. The Village has planned and is well prepared.
- Operational Planning chart was distributed and explained to any newcomers at the meeting.
- President of Council scheduled special Council meeting for 3/31; teleconferencing to be implemented and members of the ICT are required to be present. Council Clerk to handle teleconferencing.
- "Burn rate" still a concern and contingency planning for infected first responders.
- Big concern regarding staffing for first responders.
- Jo Ann Maupin will be on-site Monday, 3/30, to prepare payroll. Decon scheduled for Sunday will mitigate risk for employee.
- Tim Baker leading decon of buildings and vehicles. Company selected and decon is scheduled for Sunday. All departments are required to have an on-site representative. Departments are required to remove paper off desks.
- PSA posted to website and Facebook by 3 p.m.

**3/28 to 3/29:**

- ICT communications occur throughout the weekend. Decontamination scheduled for Sunday, 3/29. Sandy Turk was on premise at 2:30 p.m. Debbie Bluso Rogers was on premise at 1:00 p.m.

## **Village Operations by Department**

I requested Department Heads for Planning & Zoning, Service and Finance to prepare a weekly report due to me each Friday based on the following criteria listed below. Due to the shutdown of Parks and Recreation and the Senior Center, there are no reports.

Debbie Bluso Rogers continues to monitor all upcoming events to either suspend or re-schedule.

- Adopt-a-Spot Program: Cancelled for 2020
- Arbor Day Tree Giveaway, April 25: Considering social distancing for pick-up or drive-through. Trees order committed and would be a morale boost for the community after staying home.
- Project Pride, April 25: Will follow-up with Revere and Shredding Company to ensure social distancing
- Tree City, June 11: Pending conversation with ODNR
- Safety Town, June 22 through June 26: ?
- Summer Concert Series, June 26, July 10, July 17, July 31: ?
- RubberDucks, August 21: Season has not been cancelled yet.

Jan Weber continues to telephone seniors in our community to ensure their well-being.

Police and Fire Department reports are not required due to the ICT (Incident Command Team) and IAP (Incident Action Plan).

## Department Report Criteria:

### CALL HANDLING:

- Number of incoming phone calls & voice mails.
- Include the purpose of the calls; i.e. note calls that were corona related or those specific to the operations your department

### EMAIL HANDLING:

- Number of incoming.
- Include the purpose; i.e. note emails that were corona related or those specific to the operations of your department

### DEPARTMENT OPERATIONS:

- Number of call outs for service & reason, including hours, i.e. sewer, storm damage
- Number of outstanding accounts payable checks, including the purpose, due for payment
- Number of accounts payable checks **that could be delayed until after the end of the month**
- Number of accounts payable checks that can be defined as critical and must be processed, include details of check, purpose etc.
- Number of accounts payable checks that can be defined as non-critical and for the next three weeks be delayed, include details of check, purpose etc.
- List number of Federal, State, County reports that the deadline has been forgiven from these agencies
- Number of zoning requests
- Number of service requests
- List any issues with tax administration
- List current revenue receipts (tax collected and other checks in)
- Describe the which office function can be performed by others through the use of written or verbal instruction if remote capabilities are not available.

### OTHER PROJECTS / WORK IN PROGRESS (WIP)

*(Programs are being evaluated and may be postponed to next year; details forthcoming)*

- List general projects that in process or WIP
- Status of general projects, have you evaluated their priority and can they be delayed once operations are resumed?
- Identify if your WIP are delayed due to other agencies shutting down.
- Describe plans upon returning to work; i.e. how will you accomplish day to day operations WITHOUT use of overtime
- Is it possible to phase in workload; e.g. staggering work force, phasing in purchase request by department
- Describe your action plans if the shutdown continues until after April 13 or your workforce is down due to illness

**ALL DEPARTMENTS: INCLUDE QUESTIONS, CONCERNS, SUGGESTIONS FOR THE GOOD OF THE ORDER**

1. Mayor's office has identified a bigger need for remote accessibility and will be discussing the purchase of additional laptops.
2. Finance:
3. Planning:
4. Service

## **Planning & Zoning**

*Brian and Amy work remotely and all incoming phone calls are forwarded to their cell phones. In addition to handling their departmental functions, touch base phone calls are made to the Mayor's office.*

### **CALL HANDLING:**

**3/20/2020:** 54 phone calls were received and handled. I called everyone from the list back and provided zoning consultation and answered permit questions. In addition to the above, I fielded five calls to my cell phone from my extension and 11 calls made directly to my cell number. All of these calls were related to general zoning, permitting or use questions.

**3/27/2020:** 74 The above call log is from mine and Amy's extension. I called everyone from the list back and provided zoning consultation and answered permit questions. In addition to the above, I fielded 64 calls to my cell phone from my extension which includes calls made directly to my cell number. The vast majority of these calls were related to general zoning, permitting or development questions. Some of the calls were with the Mayor, Service Director, Fire Chief, Fire Inspector, Debbie Rogers and Amy Nauer. These calls were either about projects or general Village business.

### **EMAIL HANDLING:**

**3/20/2020:** A total of 54 emails (some repeat customers) were sent to myself and Amy since Tuesday. We answered each one either by email with a response or we called them direct back with information.

All the emails were related to general zoning questions, permitting information or on-going projects such as the CWD water line project and confidential projects I am working on for the Mayor and Council.

**3/27/2020:** Approximately 88 emails (more if you count repeats) were sent to myself and Amy since Tuesday. We answered each one either by email with a response or we called them direct back with information.

All the emails were related to general zoning questions, permitting information or on-going projects such as the CWD water line project and confidential projects I am working on for the Mayor and Council.

#### **DEPARTMENT OPERATIONS:**

**3/20/2020:** I conducted phone calls with the Director of the Summit County Building and AMATS regarding Village operations and procedures during the COVID-19 outbreak. Specifically, the County Building Official and I discussed their procedures for issuing permits and providing inspections.

We received 12 zoning/permit requests since Tuesday. Amy monitors the general zoning inbox for requests and applications. We received a Planning Commission application today in the general zoning inbox that will be processed for the next available meeting.

I worked with Debbie Rogers to obtain several files from the Planning and Zoning office. These are files that are not currently in an electronic format and only available in the Planning and Zoning office. Amy Nauer stopped into the office and obtained zoning permits and temporary zoning permit forms so we can serve the public remotely without the need to contact headquarters for files in the office.

**3/27/2020:** We received 15 zoning/permit requests this week. Either a green card, zoning certificate or occupancy permit was issued for each of the requests.

#### **OTHER PROJECTS / WORK IN PROGRESS (WIP)**

*(Programs are being evaluated and may be postponed to next year; details forthcoming)*

**3/20/2020 3/27/2020:**

- List general projects that in process or WIP  
Simic Court follow-up, Ohio Hardwood use and occupancy, BZA meeting requests, P&Z agenda and BZA minutes; BP agreement; Briarwood phone conference with Mayor and legal team, CWD water line review with consultant and GPD. CWD meeting with their staff to discuss the project and outstanding items. Slowbe acquisition; environmental report. Slowbe closing scheduled for 4/20/2020. Brian is in contact with Rick Amburgey regarding the closing.  
Simic Court follow-up, Ohio Hardwood use and occupancy (waiting for recalculated sewer assessment from Service Director), BZA meeting requests, P&Z agenda and BZA minutes; BP agreement; Briarwood phone conference with Mayor and legal team, CWD water line review with consultant and GPD (follow-up meeting conducted this week and another one scheduled for next week Tuesday afternoon). Slowbe acquisition; environmental report. Slowbe closing scheduled for 4/20/2020. Brian is in contact with Rick Amburgey and Tom Slowbe regarding the closing. Coordinated the BP asbestos testing and Phase I review; on-site meeting occurred on Monday the 23rd. Final agreement has been reached and am working on getting an Alta pricing from GPD to provide BP. Telephone conference on 3/27 with Village legal team to determine Alta schedule.

- Pulte – new submittal SL 10
- Pulte – new submittal SL 15; site plan reviewed; permit issued
- Pulte – final architectural approval for SL 12 sent 3/24
- Rios Pool – 3259 Deer Creek Trail; site plan review, permit issued
- Heather/NEO Fence – 3048 Southern Rd; re-reviewed site plan, green tag issued 3/25
- Jessica/Precision Fence – Musketeers;
- Jessica Precision Fence – 2562 Gianni Way; green tag issued 3/25
- Simic/Brush Rd – BZA app rcvd 3/22;
- Ohio Hardwood – Pascal still awaiting recalculated sewer assessment
- Partners/Diamond Services – BP property 3/23 Phase I and asbestos testing completed; Frantz coordinated.
- Paul Yoe/EMC Inc/Pizzuti – 5145 Brecksville Rd (plan clarification needed; waiting for Service Director approval)
- Dan Baron – final site plan approval; U & O issued - parking lot paving to begin soon
- Navigate 360 – Summit County letter issued by Frantz
- Linda Mayer – Briarwood reimbursement is coming; Frantz confirmed payment should come before 4/10
- Heinle House - party still interested in acquisition - Frantz will coordinate further site visits when office opens

- Status of general projects, have you evaluated their priority and can they be delayed once operations are resumed All permitting, Planning Commission requests and BZA hearing cannot be delayed without cause upon return? We will strive to complete as many of these tasks online and remotely. See below for concerns related to Planning and BZA.
- All permitting, Planning Commission requests and BZA hearing cannot be delayed without cause upon return. We will strive to complete as many of these tasks online and remotely. See below for concerns related to Planning and BZA.
- Identify if your WIP are delayed due to other agencies shutting down. Some permitting may be delayed to the need for County Health Department interaction. I have instructed applicants to call me direct if they have issues with receiving Health Department approval. Summit County Building Department is only on a four-day permitting timetable for commercial projects. Waiting for Service Director to provide answers to an occupancy request on north end of town and for recalculated sewer assessment for Ohio Hardwood. These are the only delays impacting permits at this time.

Describe plans upon returning to work; i.e. how will you accomplish day to day operations WITHOUT use of overtime We are accomplishing many day-to-day tasks remotely to eliminate too much back log upon return to the office. The significant concern relates to the Planning Commission and BZA agenda noted below. These matters will occupy a significant amount of time preparing for because the agendas will be large since meetings have been cancelled. Amy and I conduct daily status meetings to avoid redundancy and ensure all applicant's needs are addressed. Brian touches base daily with Mayor and Debbie.

My primary concern is a delay beyond 4/13 is the Planning Commission conditional use requests and BZA variances. Both of these items can't be completed via online meeting according to Bill Hanna. Therefore, next week we will likely have to reschedule those requests.

- Is it possible to phase in workload; e.g. staggering work force, phasing in purchase request by department N/A
- Describe your action plans if the shutdown continues until after April 13 or your workforce is down due to illness

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**ALL DEPARTMENTS: INCLUDE QUESTIONS, CONCERNS, SUGGESTIONS FOR THE GOOD OF THE ORDER**

We receive zoning permit applications and payment in the mail and therefore are concerned about the information "sitting" somewhere and not being processed to our attention. Moreover, we are instructing applicants to send payments for permits via checks. Given the uncertainty of office staff availability and the need to be business friendly, perhaps Finance can explore the ACH payment option to avoid mailed checks.

We need to confirm the status of the 4/22/2020 BZA meeting. We have two applicants and one of which is Mr. Simic in connection with Court Judgement related to the zoning violations on Brush Road. BZA cannot be held online and I have confirmed this with Bill Hanna.

We have a 4/14 Planning Commission meeting with numerous items scheduled, two of which was scheduled to be heard at the meeting cancelled this Tuesday night. The 4/14 meeting does contain a conditional use permit request and Bill Hanna doesn't believe we can hold a conditional use permit hearing online. This is a logistical issue like the BZA noted above. Regarding both BZA and Planning, Amy needs to print labels, letters, envelopes, and meter each item with postage. This again presents a logistical issue.

Regarding accessibility, both Amy and I are connected into the network with Village lap tops and have full access to our phones. All lines are routed to my cell phone. Working remotely is being accomplished fairly good to date.

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Payroll is due Monday and we plan to submit hours as normal unless I'm told to use a different payroll code.

Regarding accessibility, both Amy and I are connected into the network with Village lap tops and have full access to our phones. All lines are routed to my cell phone. Working remotely is being accomplished fairly good to date.

## Service Department

*Chris is on-site but also has a laptop as of 3/25 to remote. All other staff are at home but on call for service requests. Cheryl has a laptop as of 3/25 to remote.*

### **CALL HANDLING:**

**3/20/2020:** Service Director 45 calls approximately 15 voicemails and Assistant Desks 10 +voicemails.

Corona related calls: Approximately 10-15%

Purpose of calls: Calls/voicemail to assistant desk Ref. Sewer service setup, utilize our lot at 3921 for equipment parking by Shelly Co, Brush on Broadview, Metro Parks requesting to drop off payment and obtain permit, BZA call from an Architect for Zoning – forwarded to Amy, Cemetery issues, Conference call with Service group, trash questions.



**3/27/2020:** Service Director 55 calls approximately 30 voicemails and Assistant Desks 36-voicemails

Corona related calls: *Approximately 30 %*

Purpose of calls: *Calls/voicemail to assistant desk Ref. Sewer connection inspections, Metro Parks requesting to drop off payment and obtain permit, Cemetery issues, Conference call with Service group, trash questions, water service question, request for mile markers at Richfield Woods pond.*

**EMAIL HANDLING:**

**3/20/2020:**

Number of incoming: *Service Director 97 (10= +/- Virus Related) emails, Assistant 46 emails*

Number of outgoing: *Service Director 90 emails*

Include the purpose; i.e. note emails that were corona related or those specific to the operations of your department *Referring to: permits, cemetery monuments, recycle carts, Legal ads for Asphalt bids, delivery of supplies from Supplyworks, Bond forms, vendor notices for COVID-19, Tim Baker computer items, Gas distribution station work, cancelling Peggy, Website info notice update needed, ADP issue for seasonal worker, CRAG grant work, ROW forms, Hydrant use letter, Lockart Concrete gas bill payout, NEORSD meeting notice and subsequent information, Supplies supplier information to Tim Baker, Summit County PIPE meeting cancellation and subsequent flyer information, Conference call coordination email to service group, Gas ROW permits for Brecksville Rd and Gianni Way, Trash service continuation notice, GPD invoices for payment processing, etc.*

**3/27/2020:**

Number of incoming: *Service Director 71 (20 +/- Virus Related) emails, Assistant 77+ emails*

Number of outgoing: *Service Director 99 emails*

Include the purpose; i.e. note emails that were corona related or those specific to the operations of your department *Referring to: permits, cemetery monuments, recycle carts, Legal ads for Asphalt bids, delivery of supplies from Supplyworks, vendor notices for COVID-19, Tim Baker computer items, ADP entry, CRAG grant work, Hydrant use letter, Lockart Concrete gas bill payout, NEORSD, Supplies supplier information to Tim Baker, Summit County PIPE flyer, Conference call coordination email to service group, Trash service notice, invoices for payment processing, succession plan for Service provide to Mayor etc.*

**DEPARTMENT OPERATIONS:**

Number of call outs for service & reason, including hours, i.e. sewer, storm damage:

*03-17 Pumps Station checks @4.5 hrs. x 3*

03-19 Pump Station issues @ 18 hrs. x 2

03-18 Cleaning @ 2 hrs. x 3

03-18 PD Car Fix @ 1hr x 2

03-19 Burial @ 6 hrs. x 3

03-19 FD Meeting & Rec Center Review @ 2 hrs. x 1

03-20 Sign Correction @ 1 hr. x 1

Number of service requests: 3

Describe the which office function can be performed by others through the use of written or verbal instruction if remote capabilities are not available. *Cheryl has been monitoring emails and phone calls at home. She is assisting as much as feasible with day to day issues.*

Number of call outs for service & reason, including hours, i.e. sewer, storm damage:

3-23: Pump station checks @ 4.5 hours x 3

3-24: PD Cruiser repair @ 3 x 2 hours

3-24 through 3-27: Cleaning @ 2 x w hours x 4 days

3-23: 3921 Brecksville Grounds area quarantine zone clearing @ 8 hours x 5 + 3 hours

3-25 & 3-26: Playground closure work and material acquisition @ 3 x 4 hours + 6 hours

3-25: PD Cruiser pick up from body ship @ 2 x 1.5 hours

3-2: PD Cruiser service & admin @ 3 x 4.5 hours

3-27: Grounds admin 1 x 2 hours

3-27: Bathroom closure locks @ 1 x 4 hours

Number of service requests: 6

Describe the which office function can be performed by others through the use of written or verbal instruction if remote capabilities are not available. *Cheryl continued monitoring emails and phone calls at home. On Wednesday she picked up a laptop and now has VPN access to our system. She is scanning invoices marked with PO information for payment by Finance, creating documents, and assisting as much as feasible with day to day issues.*

#### **OTHER PROJECTS / WORK IN PROGRESS (WIP)**

*(Programs are being evaluated and may be postponed to next year; details forthcoming)*

**3/20/2020:**

List general projects that in process or WIP – *Sewer billing – ours collected waiting on Cleveland reads, CRAG grant submittal, NEORSR reimbursement submittal, prepping list of headstone foundation requests for spring pours, Beacon Journal ad running two Fridays with bid opening expected Monday, April 6<sup>th</sup>.*

Status of general projects, have you evaluated their priority and can they be delayed once operations are resumed - *Sewer billing will need done unless we do a double billing or two close together in which case residents should be notified, CRAG being done from home other than needs signed, same for NEORSR reimbursement. Headstone requests and requests for foundations*

Identify if your WIP are delayed due to other agencies shutting down.

Describe plans upon returning to work; i.e. how will you accomplish day to day operations WITHOUT use of overtime – *Hoping to get VPN access to work from home on more files, not sure with influx of requests I expect we will have we can catch up without OT.*

Is it possible to phase in workload; e.g. staggering work force, phasing in purchase request by department *See Service Director's email dated 03/23/2020*

Describe your action plans if the shutdown continues until after April 13 or your workforce is down due to illness – *We are currently working with limited staff and handling emergencies as they occur. IE. Sewer dept checking stations one – two times per week, burials as needed, vehicle and building maintenance as needed, etc. Service Director put out a protocol for call-ins and essential task work process and protections.*

**3/27/2020:**

List general projects that in process or WIP – *See attached capital status sheet*

Status of general projects, have you evaluated their priority and can they be delayed once operations are resumed - *Sewer billing moving forward, Asphalt Program bid opening are being delayed, Historic Ramp and Highlander crosswalk projects suspended, numerous capital projects put on hold.*

Identify if your WIP are delayed due to other agencies shutting down.

Describe plans upon returning to work; i.e. how will you accomplish day to day operations WITHOUT use of overtime – *VPN access obtained on Wednesday, work being done as much as possible from home utilizing Village laptop, personal scanner and cell phone.*

Is it possible to phase in workload; e.g. staggering work force, phasing in purchase request by department  
*See Service Director's email updated 03/26/2020*

Describe your action plans if the shutdown continues until after April 13 or your workforce is down due to illness – *Phone calls and emails are being handled as they come in. With VPN*

*access we are able to write POs and process bills using scanning and email for transfer of documents. We are continuing to work with limited staff and handling emergencies as they occur. IE. Sewer dept checking stations one – two times per week, burials as needed, vehicle and building maintenance as needed, etc. Service Director put out a protocol for call-ins and essential task work process and protections.*

**ALL DEPARTMENTS: INCLUDE QUESTIONS, CONCERNS, SUGGESTIONS FOR THE GOOD OF THE ORDER**

**3/20/2020:**

Service:

- *Some thought should be given to protecting our staff's privacy rights with regard to illness.*
- *Succession plans should be considered for all departments*
- *Some thought should be given to communicating Village's position on coming in, paid overtime outside normal work hours, ADP codes and guidance for time*
- *Contingency plans if PPE run low or run out.*

**3/27/2020:**

- *Consideration for holding IAP meetings mostly through teleconference.*
- *Develop a protocol for receiving fee for permits, etc.*

## **Finance**

*Sandy and Kevin have been remote working since 3/16 but also are on-site as indicated in the department report. Jo Ann and Mindi do not remote but are on-site as needed.*

**CALL HANDLING:**

**3/20/2020:**

Approximately 28 -31 phone calls requesting income tax info to complete filings, and a few payroll related information.

**3/27/2020:**

Approximately 75 phone calls requesting income tax info to complete filings, and a few payroll related information with ADP or employees.

## EMAIL HANDLING

### 3/20/2020:

I had 87 emails this week and sent out 88 emails. Don't know about the # staff received. Discussed with Mike Swanson a credit card purchase and sales tax. Asked Jo Ann about the OPERS March 31 annual conversion plan that needs to be filed. Reminded Jo Ann we need to make sure we Hiram's invoice for March. Canceled Paylocity meeting scheduled for next week. Pat Healey asked for 2020 budget materials that I resent to her. Distributed govdeals bank info that they sent. Discussed Fire's possible need to assist with applying for a BWC grant for a power cot. Laurie Pinney indicating that she was making payment on the two Township contracts. County sent the ACH notification that we can expect. Ohio Deferred Comp indicating that there may be delays in processing as they too are working from home. Shared with staff State media clips, auditor's news articles, and department head reports. Approved 9 purchase requisitions and moved monies to cover two of the requisitions.

### 3/27/2020:

Had 188 emails this week and sent out 83 emails. The State Auditor began the audit of the JEDD account, so we provided requested information for the audit, worked on payroll/timesheets, talked to ADP to set up the Assistant Fire Chief; Kevin set up the Family First Paid Sick Leave time off code and assigned that code to all employees, Kevin continues to process income tax returns, we postponed the income tax filing deadline and payments to July 15<sup>th</sup> to mirror the Feds and State is also going to extend. Forwarded Pat Healey Cemetery capital project information. Lifeforce responded to State audit request. Looked into Huntington's positive pay exception notifications,

Discussed with Mike Swanson donated gift cards. We need to make sure we get Hiram's invoice for March. Mindi assisted Fire with applying for a BWC grant for a power cot. Shared with staff State media clips, auditor's news articles, and COVID articles. Approved 17 purchase requisitions and moved monies to cover one of the requisitions. Researched purchase orders and printed appropriate ones out for bills received in order to process the warrants.

## DEPARTMENT OPERATIONS:

### 3/20/2020:

- Number of outstanding accounts payable checks, including the purpose, due for payment **Don't know without going into the office to go through mail.**
- Number of accounts payable checks **that could be delayed until after the end of the month Any payments that are sitting in the mailbox at the office.**
- Number of accounts payable checks that can be defined as critical and must be processed, include details of check, purpose etc. **Paychecks are critical and have been processed this week along with the Mastercard bill and the payroll tax payment checks. In additional legal required payments like court ordered child support payments, etc. were also made this week. Health care checks were also processed.**

- Number of accounts payable checks that can be defined as non-critical and for the next three weeks be delayed, include details of check, purpose etc. **Utilities, supplies, products, health care checks, professional services rendered, etc.**
- List number of Federal, State, County reports that the deadline has been forgiven from these agencies **Have not received any notifications of deadlines being cancelled or delayed except for seeing on the news that the tax filing deadline has been extended to July so that means that our income tax collections will probably be spread out till then instead of getting the largest distribution in April. Right now, income tax receipts are down 10.5% for March with one 1/2 more weeks to go but we are still up 5.2% for the year.**
- List any issues with tax administration **N/A Kevin is coming in every other day and processing what he can and answering phone calls received.**
- List current revenue receipts (tax collected and other checks in) **We received \$1,068,305 in revenue (\$622,911 came from the Township for the two contract payments for police and fire services. We paid out \$309,859.**
- Describe the which office function can be performed by others through the use of written or verbal instruction if remote capabilities are not available. **Opening of the mail to determine if anything is critical to be processed.**

### **3/27/2020**

- Number of outstanding accounts payable checks, including the purpose, due for payment **Right now working on approximately 50 outstanding payable invoices.**
- Number of accounts payable checks **that could be delayed until after the end of the month Processing payments as time permits on the 50 outstanding invoices received.**
- Number of accounts payable checks that can be defined as critical and must be processed, include details of check, purpose etc. **Paychecks are critical and have been processed this week along with the Mastercard bill and the payroll tax payment checks. In additional legal required payments like court ordered child support payments, etc. were also made this week. Health care checks were also processed. The remaining payables are not critical and will be processed as time permits.**
- Number of accounts payable checks that can be defined as non-critical and for the next three weeks be delayed, include details of check, purpose etc. **Utilities, supplies, products, health care checks, professional services rendered, etc.**
- List number of Federal, State, County reports that the deadline has been forgiven from these agencies **Have not received any notifications of deadlines being cancelled or delayed except for seeing on the news that the tax filing deadline has been extended to July so that means that our income tax collections will probably be spread out till then instead of getting the largest distribution in April. Right now, income tax receipts are down 3.6% (or about \$29,000) for March with three days left in the month but we are still up 7.7% for the year.**
- List any issues with tax administration **Kevin is coming in every other day and processing what he can and answering phone calls received. He received about 200 pieces of income tax mail this week.**

- List current revenue receipts (tax collected and other checks in) **We received \$83,327 in revenue. We paid out \$125,056.**
- Describe the which office function can be performed by others through the use of written or verbal instruction if remote capabilities are not available. **Opening of the mail to determine if anything is critical to be processed.**

**OTHER PROJECTS / WORK IN PROGRESS (WIP)**

*(Programs are being evaluated and may be postponed to next year; details forthcoming)*

**3/27.2020:**

- List general projects that in process or WIP **Nothing to postpone just to play catch up when full services resume.**
- Status of general projects, have you evaluated their priority and can they be delayed once operations are resumed **Prioritization of the backlog will occur when operations are resumed.**
- Identify if your WIP are delayed due to other agencies shutting down. **Too early to tell. I'm assuming income tax payments will be delayed and possible sewer payment may be delayed also.**
- Describe plans upon returning to work; i.e. how will you accomplish day to day operations **WITHOUT** use of overtime Payroll **cannot be delayed, work with deadlines will take priority and the rest of it will continue until it is processed.**
- Is it possible to phase in workload; e.g. staggering work force, phasing in purchase request by department? **Bill paying will be prioritized by due dates and minimizing penalties.**
- Describe your action plans if the shutdown continues until after April 13 or your workforce is down due to illness **Prioritizing the work with the hands-on deck and if that becomes unmanageable looking to seek additional helps from other Village staff or temporary agency help.**

**ALL DEPARTMENTS: INCLUDE QUESTIONS, CONCERNS, SUGGESTIONS FOR THE GOOD OF THE ORDER**

**3/20/2020:**

**Lap top for Jo Ann and Mindi to work from home and moving the printers to home. Along with forwarding or delivering mail (both internal and external) to their homes. Should request no cash payments and only checks or money orders. Or cash payments can only be accepted at the Dispatch office where pre numbered receipts can be issued. (This would have to be discussed with Mike/Tim).**

## Mayor's Office

*At this time, the Mayor's office is not remoting in. The office is staffed during normal business hours and approximately 26 hours of additional time has been required to complete tasks associated with the COVID -19 or required to complete normal operational deadlines; i.e. additional phone calls, emails and COVID-19 conference calls.*

### **CALL HANDLING:**

**3/16 to 3/20: 236 phone calls were received and handled.**

**3/23 to 3/27: 194 phone calls were received and handled.**

**80% COVID-19**

**0% Parks and Recreation Calls**

### **EMAIL HANDLING:**

**3/16 to 3/20: 264 emails were received and handled.**

**3/23 to 3/27: 227 emails were received and handled.**

**80% COVID-19**

**1% Parks and Recreation (Community Garden Inquiries)**

### **DEPARTMENT OPERATIONS:**

**BWC: No activity. All required reports filed.**

**DFSP Mandatory Training: Cancelled and to be rescheduled.**

**Insurance: Renewal information continuing. Insurance enrollment and changes to enrollment completed, no delay or backlog.**

**Website: Updates continuing, no backlog.**

**Policies and Records: Administrative Code & Policy Review to be rescheduled.**

**Parks & Recreation Programs: Current programs suspended until further notice on 3/12.**



## **OTHER PROJECTS / WORK IN PROGRESS (WIP)**

*(Programs are being evaluated and may be postponed to next year; details forthcoming)*

**Charter Review Commission:** Last meeting held 3/9. Minutes still need to be distributed. All meetings cancelled effective 3/12. If stay at home order is extended, additional meetings may be cancelled or handled via teleconferencing.

**Arbor Day:** May be re-scheduled. Communication with ODNR suggests the selection of another date. Working out the details for the tree order. If the stay at home is not extended, drive through and other social distancing could be used to distribute trees.

**Parks and Recreation:** Project Pride may be cancelled and re-scheduled. Details are in process.

**Summer Concert Series** are not jeopardized at this time. An application for a NOPEC grant was made in February and the Village was notified that the Village will be awarded a grant in the amount of \$1,500. The grant will be used to offset the costs associated with the summer concert series.

- List general projects that in process or WIP: **Revision of the RC 2 (Records Retention Schedule)**
- Status of general projects, have you evaluated their priority and can they be delayed once operations are resumed? **RC 2 revision can be delayed.**
- Identify if your WIP are delayed due to other agencies shutting down. **None**
- Describe plans upon returning to work; i.e. how will you accomplish day to day operations WITHOUT use of overtime: **The Mayor's office continues to operate on a daily basis.**
- Is it possible to phase in workload; e.g. staggering work force, phasing in purchase request by department: **With the exception of the Records Retention work, workload is being handled without missing any deadlines.**
- Describe your action plans if the shutdown continues until after April 13 or your workforce is down due to illness: **Depending on the COVID-19 outbreaks in the Village, the Mayor's office will remote in to further strengthen the stay at home order.**

### **ALL DEPARTMENTS: INCLUDE QUESTIONS, CONCERNS, SUGGESTIONS FOR THE GOOD OF THE ORDER**

- **Mayor's office has identified a bigger need for remote accessibility and will be discussing the purchase of additional laptops.**
- **Develop a strategy for payroll processing if (1) Jo Ann is infected. Determine need for Mayor's assistant to work with Finance (Sandy and Kevin) if need or engage ADP to process.**
- **Commission & Boards:** With passage of HB 197, should Village consider identifying any boards or commissions essential; e.g. Charter Review. Social distancing and 10-person ruled needs to be in effect.