



SHAKER HEIGHTS

Administration Committee Agenda Via Video Conference - Zoom Tuesday, April 13, 2021, 8:00 a.m.

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1. Approval of the March 9, 2021 meeting minutes

Documents:

[ADMINMIN030921 DRAFT.PDF](#)

2. Property Casualty Insurance Renewal

Documents:

[PROPERTYCASUALTY NSRENEW-41321.PDF](#)

3. Discussion on Telephone System Replacement Project

Documents:

[TELEPHONE SYSTEM REPLACEMENT.PDF](#)

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SHAKER HEIGHTS

DRAFT

Administration Committee

Tuesday, March 9, 2021

8:00 A.M.

Via Teleconference - Zoom

Members Present: Carmella Williams, Chairperson, Council Member
Rob Zimmerman, Council Member
James Brady, Resident Member
Tamika Rashid, Resident Member

Others Present: David E. Weiss, Mayor
Jeri Chaikin, CAO
Bill Gruber, Law Director
Sandra Middleton, Human Resources Director
Frank Miozzi, Information Technology Director
Julie Voyzey, Communications & Marketing Director
Diana Simeon, Communications & Marketing
Laurie Gundlach, McGowan Insurance

The meeting was called to order by Chairperson Carmella Williams at 8:00 a.m.

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Approval of the February 2, 2021 Meeting Minutes

Chair Williams asked if there were any changes or comments to the minutes of the February 9, 2021 meeting minutes.

It was moved by Member James Brady and seconded by Member Tamika Rashid that the minutes be approved as submitted.

Minutes of the February 9, 2021 meeting were approved as submitted.

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Property Casualty Insurance Renewal

Human Resources Director Sandra Middleton informed the committee of a correction to the attachment memo in the second to last paragraph which indicates any increase in rates requires Council approval. However, Council approval is not required provided the City remains with McGowan Governmental Underwriters and funding is approved in the 2021 budget, which is the City’s intention. Still, the department would like this committee’s input regarding the renewal of insurance, not yet received for this year.

CITY OF SHAKER HEIGHTS

Director Middleton provided some background on how the City acquires insurance coverage. Periodically, the City issues requests for proposals (RFP) for an insurance broker, currently McGowan and Company, the City's broker for over 27 years. In response to the 2018 RFP, McGowan submitted the only proposal and awarded the contract, which states that provided funds are budgeted for renewal and the broker remains McGowan, Council approval is not required. Annually, the insurance broker solicits quotes from insurance companies, currently Argonaut, for the City's property casualty business. The renewal date for insurance moved from January to April at the 2018 recommendation of the Risk Management Task Force as the market is particularly busy in January and it was difficult to obtain quotes. However, the April renewal date is having similar problems in obtaining quotes in a timely manner. Although the department would like this committee's input, the City has not yet received the renewal quotes.

Laurie Gundlach of McGowan Insurance explained the insurance industry is extremely busy even when trying to work 90 or 120 days out, it usually comes down to the last two weeks. We felt moving the renewal from January to April would be seamless, but we are seeing increases, reductions in limits, and higher deductibles. McGowan issued requests in quotes in January to four different carriers and to date, we have received two quotes. One carrier declined to quote while another has yet to submit their quote. Once we receive all quotes, we will provide a comparison to the City. Typically, quotes are requested 30 days in advance. Unfortunately, we are at the mercy of the underwriters. Director Middleton added two carriers had several questions about the dams in Shaker, which is always a concern for the underwriters and limits the market availability.

The Committee briefly discussed the renewal date of April 1. There will not be time to bring the renewal quotes to the Committee for review. McGowan requested the current carrier extend the current coverage for 30 days to provide time for committee review, but they declined. It was suggested that since this must be completed by the end of the month, analyzed results and the recommendation can be circulated to the committee by email.

An inquiry was made regarding anticipated policy coverage changes. Gundlach responded there could possibly be larger increase in deductions than anticipated. Although, there has been no indication of any changes in deductibles or limits, this is what has been seen in other renewals for the last quarter of 2020.

Chair Williams thanked everyone and asked if the committee approved moving forward with securing the insurance and receiving an update via email. Committee members agreed.

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Shakeronline.com Website Overview

Director Voyzey stated it was good timing to be presenting an overview of the website as the department is currently conducting a survey on the City's social media asking residents what sources they uses for City new. The website ranks at the top along with Shaker Life and City ENews, and the Mayor's Report.

The director stated that after a year of analysis and research, the website relaunched in February 2019. Civic Plus, the chosen vendor, specializes in government communication and is used by over 3,000 cities and counties across the country. They provide templates, resources and tools that are easy to use. They also provide a proprietary analytics system, which the City uses along with Google analytics and Google search console. As a result of the robust analytics, the City has a solid understanding of what information is useful to residents and what pages they are accessing such as information on trash pickup, jobs, parks, recreation and police. In 2020, the department added a section on coronavirus, and it was one of the most viewed sections. The data also revealed that 55% of users access the website on a mobile device, which is important as it dictates the layout and presentation of information.

Director Voyzey introduced Diana Simeon, Senior Communications and Marketing Specialist. Simeon was responsible for the analysis that went into the relaunch and acts as point person with staff. Simeon conducts an annual web audit, critical to keeping the website current. She also developed a web governance policy and procedure document, setting standards for what belongs on the website as well as what does not belong, such as big data sets, old initiatives, or historical data.

Diana Simeon stated the City has a couple objectives when designing the website. One was to create a contemporary design that said Shaker, resulting in a full width banner video “Shaker is the Place”. The other was customer service so the site was organized in a way that people could find information as quickly and easily as possible, hence the top menu labels. She reviewed the top menu labels including government, under which are agendas and minutes along with audio; the “How Do I” section is frequently sought information. Since the top menu items can be customized, the City was able to launch a full coronavirus section, which has become one of the most popular areas. It includes resources such as the food distribution calendar as well as the DEI initiative.

Simeon directed the committee to the buttons shown on the site which are aligned with the most popular searches including parks and recreation, jobs, trash and recycling, police and the permits button is what people are looking for when they go to building/housing. The “stay connected” button is to encourage people to sign up for the various newsletters and follow the City of social media.

Scrolling down the site, you will find the news area, which highlights important information as it comes in, and then calendars, which include calendars for public meetings, community events and recreation events. One feature of the calendars is they can appear on any page. For example, an event on the food distribution calendar is tagged to appear on the food distribution page.

Next on the homepage is a promotional area “This is Shaker” where information is provided for new residents or those interested in the City. The top of the homepage there is the search box, the second most popular area of the website, where residents can quickly find what they are looking for. The web pages are mobile friendly with 55% of users being mobile devices. The site is responsive as it detects what type of device is used and automatically resizes and reorganizes the information. In addition, using Civic Plus the site is 100 percent ADA compliant. The template system created by

Civic Plus takes care of the compliance and the City only needs to do a couple things when adding images or creating links.

On the backend, the website uses modules, which has helped streamline a lot of work for both Communications and Marketing as well as other departments. One example is the module form center. Using this module the City was able to streamline the contract request process, formally a paper-based process, and the City's benefits enrollment, where employees sign up online through the intranet section rather than completed and submitting paper forms. Another aspect on the backend is the ability to empower other employees to be editors. For example, a public works employee may update information about trash collection and our department can review and approve at which point it is immediately published.

Chair Williams commented she likes the website, how it flows and the access to information as well as the search engine. She inquired if there was an ideal number of clicks in mind for people to reach their desired information. Simeon replied the information is as intuitive as possible including placing many items on the second tier of the menu so people do not have to click much farther.

In response to a question regarding the ability to sign up to receive specific meeting information such as Safety and Public Works Committee or Recreation to which Simeon stated there is currently one list for all public meetings in which recipients receive the calendar at the beginning of the month and then notice of any changes. Although it is possible to have lists for various different groups, it would require someone on the backend to send all the individual notifications. Director Voyzey added packaging the public meetings into one piece is most efficient.

An inquiry was made regarding signing up for recreational events and if the functionality to do so has been added to the website. Director Voyzey responded a system, called E-Track, has been added to the Recreation pages. She added Recreation maintains their pages and does a good job considering the continual changes that need to be made.

Director Voyzey also informed the committee that one of the department's goals is to convert paper forms into online electronic forms and have made a lot of progress in doing so. This provides a more modern way of doing business. Each time the department receives a request to reprint forms the first question is "can the form be an electronic form" instead of paper. Civic Plus has been great to work with in terms of creating these forms.

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There being no further business, the meeting was adjourned at 8:36 a.m.

Carmella Williams, Council Member, Chair
Administration Committee



SHAKER HEIGHTS

Memorandum

To: Members of Administration Committee
 From: Sandra Middleton, Director of Human Resources
 cc: Mayor David E. Weiss
 Chief Administrative Officer Jeri E. Chaikin
 Date: April 13, 2021
 Re: Property casualty insurance renewal Update

At the last Administration Committee Meeting, the City had not received insurance quotes for the Committee to review. We discussed the renewal process and received an industry overview by Laurie Gundlach, from McGowan Governmental Underwriters, the City’s insurance broker.

McGowan Governmental Underwriters received two quotes for the City’s property casualty business. Quotes from Argonaut and Liberty Mutual were received on March 25. Here is a comparison of premium and deductible cost from both quotes compared to contract that expired on 3/31/21.

	Argonaut 2020-2021 (Current)	Liberty Mutual Quote 2021-2022	Argonaut Quote 2021-2022
Annual Premium	\$354,857	\$282,842	\$351,811
Umbrella Policy	\$40,426	\$45,700	\$39,751
Optional Excess Premium Indication Quote		\$11,000	
General Liability Deductible	\$25,000	\$25,000	\$25,000
Law Enforcement, Public Officials Deductible	\$50,000	\$25,000	\$50,000
Add to Fleet Coverage	Automatic coverage for vehicles valued less than \$250,000	Endorsement required to add onto policy (est. \$400-\$600 per vehicle)	Automatic coverage for vehicles valued less than \$250,000
Auto Comprehension & Collision Deductible	\$500	\$1000	\$500

Argonaut's quote excluded the dam downstream exposure for Upper and Lower Dams until recommendations and compliance on the Dam Inspection Report are met. Excluding the dams presents a high-risk exposure to the City; as a result, the Argonaut quote was unacceptable.

Liberty Mutual quote includes several differences compared to the current contract. Most notable are:

- Reduction in the Law Enforcement and Public Officials deductible from \$50,000 to \$25,000.
- Charging for each vehicle added to the policy. Estimated cost is an additional \$10,000 based on the vehicles included in the capital budget for 2021.
- Increases auto deductible to \$1000 from \$500.
- Excluding Silo Aggregates for excess liability coverage. Silo aggregate makes the maximum coverage available per incident. The exclusion of the silo aggregate means that \$10,000,000 is the maximum amount of excess liability coverage available for the term of the policy regardless of the number of incidents. Liberty Mutual offers an excess premium indication quote for an additional \$5,000,000 in coverage for \$11,000.
- Excludes property in the flood zone. Property located in flood zone are the restrooms and shelters at Horseshoe Lake.

Adding the estimate cost to insure vehicles purchased in 2021 and purchasing additional excess liability coverage increases the Liberty Mutual quote by \$21,000. With the additional cost, Liberty Mutual's quote is approximately \$58,000 lower than Argonaut and includes coverage for Upper and Lower Dams.

The policy with Argonaut expired on 3/31/21. The City accepted the Liberty Mutual quote before the 4/1/21 renewal. The annual premium cost is included in the 2021 budget and requires no action by Council.



Memorandum

To: Members of Administration Committee
From: Frank J. Miozzi, Director of Information Technology
cc: David E. Weiss, Mayor
Jeri E. Chaikin, Chief Administrative Officer
Date: April 13, 2021
Re: Telephone System Replacement

The City's existing telephone system is an antiquated digital Private Branch Exchange (PBX) system, a private telephone network used within a company or organization. The City's system was last upgraded in 2004 with the construction of FS#1 on Chagrin Blvd. The system has more than exceeded its life expectancy and we have been attempting to move forward with replacement of the system. The following is a discussion of the process to date on which we are seeking the Committee's input.

This work began in 2019 prior to the current pandemic. The City engaged the services of Business Communications Specialists. This firm was hired to gather information from City Department Heads to define the scope and scale of the phone system replacement project, review existing equipment and present the city with recommended design, engineering and project cost estimates. This resulted in a Voice Platform Requirements document for the City's seven buildings and 325 telephones. The Chief Administrative Officer and I reviewed the requirements document and considered hiring a Communications consultant for preparation of bidding documents versus soliciting vendor proposals via existing Cooperative purchasing contracts based upon the Voice Platform Requirements document. Since technology solutions in this area involve vendor proprietary software, it was determined seeking proposals via Cooperative purchasing contracts would allow the City to leverage vendor contracts from varying manufacturers for competitive pricing and maximum design efficiency by allowing vendors to customize proposals based upon their solutions licensing and features.

We moved forward with seeking at least three proposals and were reviewing our first proposal when the pandemic began. Technology assignments relating to the pandemic resulted in the need to defer the telephone system replacement project for some time. In the second half of 2020, we were able to reach out to other vendors for additional proposals and now have three proposals. One proposal was based off of GSA contracts and two are based off of other cooperative purchasing contracts available to Ohio municipalities. Our purchasing ordinances will require that any award from the other cooperative purchasing contracts will require Council approval. We are presenting this item today to gauge the support for continuing to move forward with this project based on this process. The proposal that is recommended later in this document is based on a cooperative purchasing contract that the City has previously utilized.

The next steps in our process requires a more extensive audit of the onsite facilities. Each telephone set location must be identified and cabling/wiring requirements determined in order to identify the exact amount of networking equipment and services that will be needed. It is not feasible for City staff to conduct this level of analysis multiple times with the different vendors, so we are recommending proceeding with the vendor that provided the proposal believed at this time to be the best solution for the City. This site work will allow the vendor to prepare a “final” proposal for the City which can then be brought to the Mayor and Council for award.

Of the three proposals we received, the solution from Laketec is recommend due to its completeness, responsiveness to our needs, ability to deliver and system related costs. Laketec is an Information Technology company headquartered in northeast Ohio since 1989. They have presented the City with a proposal for a new onsite Avaya communications system. Their proposal was the most detailed and clear proposal received. Our project includes the requirement for managed voice system support services. Laketec provides this service as well and clearly details these services in their proposal. Finally, we did consider a fully-cloud based communications system. Cloud or fully-hosted solutions are user subscription based and significantly higher in cost when assessed over a 5 year period. Subscription based solutions do have advantages when the number of users varies significantly, when locations change frequently or when frequent feature modifications are necessary. These do not apply to our situation.

Certainly the virus pandemic has brought awareness to a number of additional configuration decisions, but these are provide for in the implementation services proposed. With the Committee’s support, we recommend moving forward with Laketec to complete a walk-through at each site to evaluate the location and/or need for a Controller, determine circuit and any requirements for local trunks, review cabling infrastructure in each building to support IP or Digital handsets, and obtain the required handset/user counts. Completing this task will allow Laketec to provide a firm equipment quote and associated detailed Scope-of-Work for the Professional Services included in the implementation of a new system for presentation to the Mayor, Council and Committees.

Budgetary Proposal Summary

Description		Meritech	Laketec	BCS
Solution Type		Hosted/Cloud	On-Prem	On-Prem
Contract Vehicle		TIPS Contract 180304	NCPA Contract #01-97	GSA Sched 70 GS-35F-0085u
Hardware Purchase		\$47,000	\$122,000	\$153,000
Initial Services (Config/Install/Train)		\$15,000	\$60,000	\$39,000
Hdwe/Software Maint or Subsc. - 5 Yr		\$398,000	\$13,000	\$67,500
MAC services - 5 Yr		\$72,000	\$31,000	Included
		\$532,000	\$226,000	\$259,500
Network Cabling		TBD	TBD	TBD
Network Equipment		TBD	TBD	TBD
Network Management/Svc		TBD	TBD	TBD
Current Maint+MACs Cost x 5 Yrs	\$69,000			
NCPA (National Cooperative Purchasing Alliance)	City of Shaker Heights Already A Member			
TIPS (The Interlocal Purchasing Number)	City of Shaker Heights Already A Member			
GSA (Government Services Administration)	Council Authorized Coop Purch Program			