

MINUTES
NORTHEAST OHIO REGIONAL SEWER DISTRICT
BOARD OF TRUSTEES MEETING
DECEMBER 2, 2021

A Regular Meeting of the Board of Trustees of the Northeast Ohio Regional Sewer District (NEORS) was called to order at 12:30 p.m. by Darnell Brown.

I. Roll Call

Present: Darnell Brown
Ronald Sulik
Jack Bacci
Samuel Alai
Terence Joyce
Timothy DeGeeter
Sharon Dumas

The Secretary informed the President that a quorum was in attendance.

II. Approval of Minutes

MOTION – Mayor Bacci moved, and Mr. Joyce seconded to approve the Minutes of the November 18, 2021, Board Meeting. Without objection, the motion carried unanimously.

III. Public Session

There were no items.

IV. Chief Executive Officer's Report

Kyle Dreyfuss-Wells, Chief Executive Officer, provided an update regarding NEORS's ongoing COVID-19 pandemic response and informed the Board that NEORS has seven active cases, and three employees with COVID-19-like symptoms awaiting test results. There are currently no employees remaining at home because a member of their household tested positive. There has been a total of 126 employees with confirmed diagnoses since the beginning of the pandemic, 119 of whom have recovered and returned to work.

On November 22, 2021, Cleveland Heights City Council unanimously provided their concurrence with NEORSD's recommendation to remove Horseshoe Lake Dam and restore Doan Brook. With this concurrence, both Shaker Heights and Cleveland Heights approve of the recommendation. NEORSD has received 11 proposals for the project which have been reviewed by the scoring committee and interviews are being scheduled. The scoring committee includes employees of the cities of Cleveland Heights and Shaker Heights, with the majority being NEORSD staff. The final consultant interviews will be scheduled for mid-December and are to include up to 12 representatives selected by the cities as observers. NEORSD has contracted with LAND Studio to facilitate this external involvement. LAND Studio has provided similar services for other large-scale public projects. While this external involvement is part of NEORSD's overall public engagement for this project, the selection of the consultants will be made by staff with a recommendation to the Board for approval as is the case for all District projects. NEORSD has detailed guidelines and expectations for the external participants, and those participants will undergo training with LAND Studio and NEORSD to learn the particulars of the public procurement process and professional services on December 10.

Ms. Dreyfuss-Wells acknowledged Pauletta Hubbard, Manager of Customer Service, and Raquel Gregory, Billing and Program Specialist, who were featured in a document titled "Building Blocks of Trust, Creating Authentic and Equitable Relationships Between Community Organizations and Water Utilities". The report was published by the River Network and the WaterNow Alliance, both national nonprofit organizations. The report focused on examples of partnerships between community organizations and water utilities that yield great projects for both entities. Ms. Hubbard and Ms. Gregory worked with CHN Housing Partners to tell the story of how CHN Housing Partners and NEORSD are working together to increase scope and participation in NEORSD's Affordability Programs.

President Brown thanked Ms. Dreyfuss-Wells for the update and congratulated Ms. Hubbard and Ms. Gregory on behalf of the Board for the work that was done for the billing program. President Brown added that the Affordability Program is something that should be optimized within the service area to ensure that customers who can benefit from cost savings have the opportunity to participate in the programs.

President Brown added that, regarding the Horseshoe Lake Dam project, it may be helpful to include someone from the City of Cleveland, particularly the Public Works Department, because the city is the property owner with long-term leases for use, and because there is an emergency response plan, to ensure that the City of Cleveland is aware as the process moves forward. Ms. Dreyfuss-Wells and Frank Greenland, Director of Watershed Programs, stated that NEORSD will ensure proper involvement.

V. Action Items

Authorization to Advertise

Resolution No. 376-21 Authorization to publish notice calling for bids, in accordance with Ohio Revised Code Section 6119.10, for the Easterly PLC Replacement project with an anticipated expenditure of \$9,800,000.00.

MOTION – Mr. Joyce moved, and Mr. Sulik seconded to adopt Resolution No. 376-21. After the following discussion, without objection, the motion carried unanimously.

President Brown indicated that he was aware that the Programmable Logic Controllers (PLCs) are outdated and asked whether the new technology will provide new capabilities, and what the project will entail overall.

Devona Marshall, Director of Engineering and Construction, advised that a similar project has already been completed at the Westerly Wastewater Treatment Plant (WWTP), and this project at the Easterly WWTP is the first of three additional PLC projects that will be completed. The remaining two projects, including the Southerly WWTP PLC project and the Collection System PLC project, are currently being designed.

In addition to replacing obsolete equipment, the project will provide significant benefits to Operation and Maintenance, including providing more reliable equipment to reduce the risk of equipment failure. The project will also improve the operator interfaces and the quality of data provided to better support the day-to-day operations of the system and its automated controls. Additionally, it will provide better documentation with labeling of the equipment and wiring to improve ease of maintenance. The improvements will also implement runtime tracking capabilities to assist Operation and Maintenance in identifying maintenance needs. Having the same type of equipment in the plants provides consistency for staff.

Authorization to Issue Request for Proposals (RFP)

Resolution No. 377-21 Authorization to issue an RFP, in accordance with Ohio Revised Code Chapter 6119, for energy procurement professional consultant services.

Resolution No. 378-21 Authorization to issue an RFP, in accordance with Ohio Revised Code Chapter 6119, for Radiation Consulting Services to maintain compliance with the District's Ohio Department of Health Radioactive Materials License and to support current and future Capital Improvement Program projects.

MOTION – Mayor Alai moved, and Ms. Dumas seconded to adopt Resolution Nos. 377-21 through 378-21. After the following discussion, without objection, the motion carried unanimously.

President Brown noted that renewable energy can reduce energy costs in some instances and increase spending in others and requested additional information regarding Resolution No. 377-21.

President Brown further noted that Cobalt 60 has been in existence at NEORS D facilities for some time and has a half-life, lifecycle and there are specific processes required to remove the contaminant. President Brown requested additional information regarding the process as it relates to Resolution No. 378-21.

Ken Duplay, Chief Financial Officer, advised the Board that the RFP associated with Resolution No. 377-21 is twofold. NEORS D is looking to retain a consultant to assist with the upcoming procurement of energy when the current contract for energy at the Southerly WWTP, the George G. McMonagle (GJM) Building and other facilities expires in May. The consultant will also assist with the development of a green energy strategy in a dynamic market. The consultant will assist with a long-term plan to incorporate green energy in a fiscally responsible manner, which may or may not be incorporated in the next energy procurement.

Mr. Greenland explained, regarding Resolution No. 378-21, that there is Cobalt 60 contamination in various areas of the Southerly and Easterly WWTPs. NEORS D is licensed by the Ohio Department of Health (ODH) to handle that material. NEORS D has been steadily removing facilities to lessen its reliance on Cobalt 60 under its ODH license. This request is for a renewal contract for the next couple of years to provide outside expertise to assist NEORS D in meeting its licensing requirements. There is an ongoing demolition project at the Southerly WWTP to remove structures to lessen Cobalt 60 associated responsibilities going forward.

If one were to go by half-life, Cobalt 60 contamination would not be eliminated until 2048. NEORS D has been steadily removing facilities over time. Robin Halperin, Regulatory Compliance Manager, and her team have been managing that contract and certain facilities/areas have already been removed from ODH license requirements. There is potential to start removing additional facilities in the near term with the hope that NEORS D will achieve substantial reduction or elimination of the requirements under the ODH license.

Authorization to Enter Into Agreement

Resolution No. 379-21 Authorization to enter into a restoration and asset transfer agreement with the City of Cleveland for the District's construction of a restroom facility on property owned by the City of Cleveland and located at the Cleveland Area Soapbox Derby racetrack, and for the transfer of long-term maintenance responsibilities for the facility to the City, as part of the final site restoration for the Westerly Tunnel Dewatering Pump Station project.

Resolution No. 380-21 Authorization to enter into a professional services agreement with Brown and Caldwell for the Southerly Second Stage Aeration Improvements project in an amount not-to-exceed \$5,449,151.00.

Resolution No. 381-21 Authorization to enter into a professional services agreement with Robert P. Madison International, Inc. for the Easterly Stockroom Relocation project in an amount not-to-exceed \$952,127.90.

MOTION – Mr. Sulik moved, and Mr. Joyce seconded to adopt Resolution No. 379-21. Without objection, by roll call vote, the motion carried with all present members voting yes and recusal from discussion and abstention from voting by President Brown and Ms. Dumas.

MOTION – Mr. Joyce moved, and Mayor Alai seconded to adopt Resolution Nos. 380-21 through 381-21. Without objection, the motion carried unanimously.

Authorization to Amend Agreement

Resolution No. 382-21 Authorization to amend Agreement No. 19003661 with WGL Energy Services, Inc. ("WGL") for electricity procurement to authorize the District to pay transmission charges for the Southerly Wastewater Treatment Plant directly to WGL pursuant to the Public Utility Commission of Ohio's (PUCO) approval of the District's application to participate in the FirstEnergy Non-Market-Based Rider Opt-Out Pilot, and for WGL to assume the responsibility of billing, collecting, and remitting to regional transmission organization PJM, the transmission charges that will be removed from FirstEnergy's billing, with no change in the agreement amount.

Resolution No. 383-21 Authorization to amend Agreement No. 20003679 with Solutient Technologies, LLC for Radiation Consulting Services by increasing the agreement amount by \$500,000.00, thereby bringing the total agreement amount not-to-exceed \$1,000,000.00.

Resolution No. 384-21 Authorization to amend Agreement No. 18001244 with Governmental Policy Group, Inc. for state advocacy services to exercise the third one-year option to renew the agreement for Year 2022 in an additional amount not-to-exceed \$72,000.00, for an amended total agreement amount not-to-exceed \$360,000.00.

MOTION –Ms. Dumas moved, and Mayor Bacci seconded to adopt Resolution Nos. 382-21 through 384-21. After the following discussion, without objection, the motion carried unanimously.

President Brown requested additional information regarding Resolution No. 384-21 and stated that it is helpful for the Board to understand the benefit received as a result of engaging parties to represent NEORSD at various levels of government.

Eric Luckage, Chief Legal Officer, explained that Governmental Policy Group (GPG) is NEORSD's state advocacy firm in Columbus. This is a request to exercise the third one-year option following the initial two years of the contract.

Danielle Giannantonio, Legislative Affairs Manager, coordinates efforts with GPG to engage local officials and assist in arranging meetings with legislators and executive branch officials. GPG provides real-time updates regarding general assembly and executive activity in Columbus. Their status reports and guidance on advocacy timing and strategy is critical.

As for government funding, regional districts have not been eligible for the federal COVID-19 relief funding such as CARES Act and ARPA dollars. GPG worked closely with lawmakers to ensure that water and sewer districts and stormwater utilities were eligible to receive the funds when distributed through the state. Ohio's share of the federal funding could be applied to various purposes allowing the state decision making authority as to how and where to appropriate the funds. GPG advocated for CARES funding to assist low-income assistance customers, ultimately helping to grant millions of dollars through the Home Relief Grant Program.

GPG lobbied policy makers to dedicate \$100 million of ARPA funds in the state operating budget to regional districts to use directly for projects. While those efforts were unsuccessful, it laid the groundwork for the \$250 million water and wastewater infrastructure grant program which could be used by all political subdivisions.

The ARPA funding was created under House Bill 168. NEORSD has submitted six projects for funding through that program, which are still awaiting approval. GPG worked closely with NEORSD staff in completing the application process.

Mr. Luckage acknowledged Ms. Giannantonio for her work in completing the applications along with Andrea Remias from Engineering and Construction, Janet Popielski from Watershed Programs, and Brandon Knittle from the Finance Department.

GPG also provides monitoring services and was at times monitoring over 70 bills in the general assembly for bills that may impact NEORSD. For example, HB 385 which will increase penalties on municipal wastewater systems and have the potential to prevent NPDES permits from being issued by the EPA. GPG coordinated the stakeholders and meeting with legislators on two bills that would prevent NEORSD from certifying its delinquent charges. Another example is HB 327, wherein discussions were held with lawmakers about the impact of the bill which would prohibit political subdivisions from training or discussions about what the bill refers to as “divisive concepts”.

Regarding NEORSD’s legislative contacts, while NEORSD has strong relationships with the Northeast Ohio delegation, NEORSD relies on GPG’s longstanding relationships with other members of the general assembly. For example, the debate over the state’s operating budget within the Finance Committees in the House and Senate is comprised of 33 members in the House and 13 in Senate. Relatively few of those members have ties to Northeast Ohio. GPG works to cultivate relationships and share NEORSD’s needs with that Committee.

GPG is at the forefront of educating members of the General Assembly and the Governor’s office about the value of regional districts’ sewer and stormwater issues, particularly NEORSD’s work as it relates to Lake Erie. GPG helps enhance NEORSD’s reputation among policymakers as a national leader and expert in sewer and stormwater issues and NEORSD receives related technical and legal inquiries from Columbus. When the General Assembly convenes interested party meetings regarding sewer and stormwater management issues or other local government issues, GPG is included in those discussions. This consistency is why NEORSD is looking to extend the contract for another year and continue to reap those benefits.

Mayor Alai added that the Mayors and Managers of Cuyahoga County and Northeast Ohio met on December 2, and Ms. Giannantonio and Matt Scharver, Deputy Director of Watershed Programs, were in attendance and updated the members at the meeting, allowing for him to see that advocacy in action.

Authorization to Ratify Expenditure

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| Resolution No. 385-21 | Ratification of expenditures in the amount of \$24,450.00 under professional services Agreement No. 16001846 with PRADCO for professional model development and security guard pre-hire assessment services, in excess of the existing \$26,750.00 not-to-exceed agreement amount. |
| Resolution No. 386-21 | Ratification of expenditures in the amount of \$2,000.00 under the Master Service Agreement with AT&T Wireless for telecommunications services, in excess of the existing \$160,000.00 not-to-exceed amount authorized, and reduction of \$2,000.00 in the |

existing \$570,800.00 not-to-exceed amount authorized under the Federal Government Services Administration (GSA) contract for Verizon Wireless, for an amended not-to-exceed amount authorized of \$568,800.00, with no change to the total not-to-exceed amount authorized of \$730,800.00.

MOTION –Mr. Sulik moved, and Ms. Dumas seconded to adopt Resolution Nos. 385-21 through 386-21. Without objection, the motion carried unanimously.

Property Related Transactions

Resolution No. 374-21 Authorization to enter into a memorandum of understanding with the Southwest Enforcement Bureau (SEB) to allow the SEB to store equipment at the District-owned property known as PPNs 521-16-001 and 521-16-004, located at 4700 East 49th Street, in the Village of Cuyahoga Heights with total consideration of \$1.00.

Resolution No. 387-21 Authorization to acquire one permanent stormwater easement and one temporary easement at the property known as PPN 489-14-063, located at 8053 Thornhurst Drive, in the City of North Royalton, owned by Patricia O. Pelc, necessary for the construction and maintenance of the Big Creek Flood Reduction Near Sprague Road project with total consideration of \$4,500.00.

Resolution No. 388-21 Authorization to acquire one temporary easement at the property known as PPN 453-24-003, located at 4850 Sprague Road, in the City of Parma, owned by Constance M. Pysz, necessary for the construction of the Big Creek Flood Reduction Near Sprague Road project with total consideration of \$2,000.00.

Resolution No. 389-21 Authorization to acquire one permanent stormwater easement at the property known as PPN 771-12-012, located at 4829 Derbyshire Drive, in the Village of North Randall, owned by Richard F. and Wendy Coppelino, necessary for the construction and maintenance of the Bear Creek Culvert Improvements project with total consideration of \$1,200.00.

Resolution No. 390-21 Authorization to acquire one permanent stormwater easement and one temporary easement at the property known as PPN 771-12-013, located at 4835 Derbyshire Drive, in the Village of North Randall, owned by James A. Thompson, necessary for the construction and

maintenance of the Bear Creek Culvert Improvements project with total consideration of \$1,700.00.

Resolution No. 391-21 Authorization to acquire one temporary easement at the property known as PPN 771-12-014, located at 4841 Derbyshire Drive, in the Village of North Randall, owned by Mary Ann Mullin, also known as Mary Ann Marcin, also known as Mary Ann Marcin Mullin, necessary for the construction of the Bear Creek Culvert Improvements project with total consideration of \$300.00.

Resolution No. 392-21 Authorization to acquire one parcel in fee simple known as PPN 489-02-015, located at 6300 Bunker Road, in the City of North Royalton, owned by Aundree N. Young, trustee of the Aundree Young Trust dated June 13, 2006, necessary for the construction and maintenance of the BC SWMP Problem Area 1 – Stream Restoration Upstream of Bunker Road in NR project, to enter into a lease agreement with Ms. Young, and to allow for the entirety of the payment plus closing costs to be disbursed to Northstar Title Services, LLC, with total consideration of \$253,000.00 plus closing costs.

MOTION – Ms. Dumas moved, and Mr. Sulik seconded to adopt Resolution No. 374-21. Without objection, by roll call vote, the motion carried with all present members voting yes and recusal from discussion and abstention from voting by Mayor Bacci, Mayor Alai, and Mayor DeGeeter.

MOTION – Mayor Bacci moved, and Mr. Sulik seconded to adopt Resolution Nos. 387-21 through 392-21. After the following discussion, without objection, the motion carried unanimously.

President Brown inquired, regarding Resolution No. 392-21, if it is an instance of purchasing a residence in a floodplain for demolition.

Mr. Greenland provided an image of the area at issue and explained that it is a residence in very near proximity to the Big Creek main branch in North Royalton. This project is interesting because it involves both the regional stormwater system and local stormwater drainage issues. NEORS is working with North Royalton to find solutions to address both the regional and local issues. Predesign activities are underway between both groups, all of which require the acquisition of this property to create floodplain and address erosion issues in the area.

Authorization for Bond Defeasance

Resolution No. 393-21 Authorizing the execution of a bond defeasance utilizing available cash on hand in an amount not-to-exceed \$31,000,000 for the 2049 maturity of the Series 2014 bonds, currently outstanding previously issued for the purpose of acquiring, constructing, and improving water resource projects.

MOTION – Mr. Joyce moved, and Mayor Alai seconded to adopt Resolution No. 393-21. After the following discussion, without objection, the motion carried unanimously.

President Brown requested additional information regarding Resolution No. 393-21, as to the reason for utilizing bond defeasance and whether it will result in cost savings. Mr. Duplay explained that this is part of NEORSD's ongoing financial planning. NEORSD has been working with its financial advisor, Baker Tilly Municipal Advisors, to seek out ways to continue to impact rates and minimize debt service. This \$31 million defeasance will retire \$27.42 million of outstanding 2014 bonds. The savings associated with the transaction will be approximately \$1 million per year in debt service savings, for a total of approximately \$28 million total in avoided debt service.

Authorization to Amend Resolution

Resolution No. 369a-21 Authorization to amend Resolution No. 369-21, adopted November 18, 2021, which authorized the District to enter into a loan agreement with the Ohio EPA and the Ohio Water Development Authority to accept WPCLF funding for construction costs related to the Shoreline Storage Tunnel project for an amount up to \$201,580,000.00, to instead authorize the issuance of a bond of the District in a principal amount not-to-exceed \$201,580,000.00 for sale to the Water Pollution Control Loan Fund of the State of Ohio to finance the costs of improvements to the District's wastewater system; pledging certain revenues from the District's wastewater system on a subordinated basis to secure the payment of the principal of and interest on the bond; and authorizing the execution and delivery of the bond and the trust agreement and other documents and the taking of other actions related to the issuance and sale of the bond.

MOTION – Ms. Dumas moved, and Mayor Bacci seconded to adopt Resolution No. 369a-21. After the following discussion, without objection, the motion carried unanimously.

President Brown requested additional information regarding Resolution No. 369a-21. Mr. Duplay reminded the Board that at the previous meeting, they approved a resolution allowing NEORSD to

move forward with a structured loan agreement, which NEORSD has not previously utilized, with the Ohio Water Development Authority (OWDA), to fund the Shoreline Storage Tunnel project. OWDA informed NEORSD that there needed to be a slightly different form to the resolution associated with the transaction. This is an administrative change to the paperwork. It will remain a structured loan with the details remaining as previously discussed.

VI. Information Items

Mohan Kurup, Director of Information Technology (IT) provided the November department update, beginning with a slide demonstrating a number of infrastructure upgrade projects including server upgrades, badge reader software upgrades, and a server that allows District contractors to manage accounts and passwords and noted that while these projects do not have a direct impact or are noticeable by the customers they serve, they are extremely important to update in order to receive vendor support for cybersecurity purposes.

The large network infrastructure upgrade project is underway to replace outdated network equipment such as routers and similar equipment. NEORSD encountered a supply chain delay of five to ten months to receive updated equipment from Cisco. However, NEORSD has support agreements in place and the IT team has been working to bypass equipment that is no longer supported, allowing forward progress.

Regarding the Enterprise Wireless project, which when last discussed in the June only had wireless support at Environmental and Maintenance Services Center (EMSC) and GJM, the project has since updated the servers, access points, and the software for the existing system, and expanded the coverage to provide wireless access at all NEORSD facilities. The upgrades are the backbone to enabling wireless in other areas at the request of the plants by putting up an access point and plugging it into the existing infrastructure, which allows room for growth.

Mr. Kurup advised that the OnBase implementation has been completed for the Legal Department. The software allows for consolidation of information about legal matters into a central, secure location, and allows for searchability. The Legal Department's implementation was to be followed by Accounts Payable, however, the Accounts Payable portion has been paused due to ongoing discussions with the vendor regarding licensing costs. Once a resolution is reached or IT concludes that an alternative solution would be more cost efficient for Accounts Payable, IT will move forward.

The CMMS - EBS interface, which is one part of the software that the District's Technical Services Group (TSG) is implementing to replace Oracle WAM and interfaces with the Oracle EBS system. The interface has been configured and is active and stable. IT utilized an application called Dell Boomi, an integration platform as a service, to develop the interface. Dell Boomi is beneficial because the platform is able to be reused for other future integrations with the EBS system, without the need for the development to start over from scratch.

Mr. Kurup continued on to the Diversity, Equity, and Inclusion (DE&I) Tuition Assistance Program (TAP) dashboard, which is a prototype dashboard to provide reporting on how money is being spent and provides spend data for employee education. It was built internally by IT in the Oracle APEX dashboard. Mr. Kurup displayed a sample view of the dashboard, illustrating that data can be broken down by demographics, department, salary-grade, gender, ethnic origin, or degree programs being pursued. This allows management to better manage resources, people, and this kind of data can benefit DE&I program initiatives. Additionally, the functionality can be expanded to other systems at the District for more robust reporting of information to inform decision making.

Additionally, Mr. Kurup discussed the Gauge Adjusted Radar Rainfall Services project in which IT partnered with George Remias, Watershed Programs and Manager of Stormwater Strategic Support. Initially, NEORSD had approximately 400 square miles covered by 30 rain gauges and the data lacked granularity. Since 2016, Mr. Remias and his team have been receiving Gauge Adjusted Radar Rainfall (GARR) data from the National Oceanic and Atmospheric Administration (NOAA) and the National Weather Service with adjusted rainfall data on a monthly basis since 2016. NEORSD is now loading the data into a data warehouse for detailed analysis. Regional coverage has increased to 1,300 square miles and combined with the local rain gauge data, provides NEORSD with more detailed data than was previously available. The rain gauge technology is used to develop reports across the service area to evaluate rain events and enable the District to deploy Stormwater Inspection and Maintenance (SWIM) teams based on the data. The data is also available to NEORSD's member communities upon request.

NEORSD recently implemented software from Diligent, formerly known as Galvanize, to develop a solution for managing the audit process while applying required regulations and standards such as National Institute of Standards and Technology (NIST) and Committee of Sponsoring Organizations (COSO) policies, as well as risks and remediations. This is a significant improvement from the replaced software. Internal Audit is currently focused implementing the software for the Finance and IT Departments, and additional departments will follow.

The affordability cost-savings program tracking effort is underway. Customer data will be taken from the data warehouse and pushed to SalesForce, which is utilized by Customer Service and will provide the service representatives with more information about customers, such as eligibility for cost-savings programs, number of people enrolled in an affordability program, and participation history for effective program management.

Mr. Kurup highlighted some upcoming IT projects. There will two projects for the Human Resources (HR) Department to improve processes related to case management and performance management. While the performance management process electronic, it would be preferable for it to be managed in a single location within an HR system. Other upcoming projects include an electronic bidding solution which would house all paperwork, documents, and supporting

information from vendors in one easily accessed system, requiring less manual work for department staff.

Mr. Kurup advised that one of the largest upcoming projects is the Oracle EBS project, which is an upgrade of the current version of EBS to the latest version. The RFP has been authorized and there has been interest from ten companies. The deadline for proposal submissions is December 3, 2021. The project is expected to encompass a large portion of future IT activity, as well as other departments that use the system so that additional functionality is captured for the upgrade.

The cross-departmental Information Security workgroup continues to develop policies. Currently, the group is working on recommending security training for 2022. Last year's implementation was different than previous years with specialized training recommended based on function. The workgroup continues to refine disaster recovery plans.

Mr. Kurup provided a graphic demonstrating the IT Department's ticket volumes over the past three years to illustrate a steady workload. The data indicated a spike during the pandemic when staff shifted to remote work with a return to normal ticket volumes more recently.

In terms of process improvements, Mr. Kurup noted that IT is constantly upgrading devices such as laptops, desktops, and upgrading operating systems to improve employee productivity. The ZENworks upgrade helped to better manage devices. An Active Directory change, which increased the complexity requirements for over 800 Active Directory accounts at NEORSD, will significantly improve security.

In addition to ticket volumes, IT tracks customer service satisfaction and has been capturing metrics for the last two years. A survey goes out for every case that comes to the HelpDesk and four areas are measured: overall satisfaction, customer service, communication, and timeliness. The goal is set for 4.85 out of 5 for the IT Department as a whole and currently, the average is 4.9 out of 5 for the overall IT satisfaction rating, and the other areas are also averaging 4.9 as well. The ratings reflect the work of the department as a whole because cases are handled and closed by every member of IT.

Open Session

There were no items.

VII. Public Session (any subject matter)

There were no items.

VIII. Executive Session

There were no items.

The Board returned to open session at 1:23 p.m.

IX. Approval of Items from Executive Session


There were no items.

X. Adjournment

MOTION – President Brown stated business having been concluded, he would entertain a motion to adjourn. Mayor Bacci moved, and Ms. Dumas seconded the motion to adjourn at 1:31 p.m. Without objection, the motion carried unanimously.



Timothy J. DeGeeter, Secretary
Board of Trustees
Northeast Ohio Regional Sewer District



Darnell Brown, President
Board of Trustees
Northeast Ohio Regional Sewer District