

MINUTES  
NORTHEAST OHIO REGIONAL SEWER DISTRICT  
BOARD OF TRUSTEES MEETING  
June 3, 2021

A Regular Meeting of the Board of Trustees of the Northeast Ohio Regional Sewer District (NEORSD) was called to order at 12:31 p.m. by Darnell Brown.

President Brown opened the meeting by addressing the COVID-19 pandemic, and read the following statement:

Due to the COVID emergency, we are again conducting our board meeting via live stream video conference using the Zoom Video Communications tool and pursuant to continuing authority of House Bill 404.

Members of the public may observe and hear the meeting using the Zoom login link found on the top of the District website, and those who wished to address the Board were able to make that request through the Zoom system prior to the start of the meeting.

I. Roll Call

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

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

II. Approval of Minutes

**MOTION** – Mayor Bacci moved, and Mr. Sulik seconded to approve the Minutes of the May 3, 2021 Special Board Meeting as well as the Minutes of the June 3, 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 NEORSD's ongoing COVID-19 pandemic response. Ms. Dreyfuss-Wells informed the Board that as of June 3, 2021, NEORSD staff continues to have no active COVID-19 cases. There are no symptomatic employees awaiting test results. There are currently no NEORSD employees who are remaining at home because a member of their household has tested positive for COVID-19. There has been a total of ninety-one employees with confirmed diagnoses since the beginning of the pandemic, all of whom have recovered and returned to work.

NEORSD has reviewed its COVID-19 protocols in light of the recent changes to the Ohio Department of Health orders. This includes the social distancing and face coverings policies, as well as administrative policies such as the daily health assessment and COVID-19 vaccination leave policy.

Beginning on June 7, 2021, face coverings will no longer be required when working outside or outside of District facilities. However, during the month of June, face coverings will continue to be required indoors, subject to the same exceptions that were in place previously. Employees choosing to wear a face covering outdoors can continue to do so. Additionally, beginning in July, it is anticipated that the face coverings and social distancing requirements will end provided that conditions continue to improve; however, those who choose to continue to wear face coverings can do so.

On June 7, 2021, a portion of Sewer District cubicle staff teleworking will return to their District locations and in July, all Sewer District staff will return to their District locations bringing an end to telework. A matrix of the changes for June is available on the intranet and changes will be updated for July.

On May 21, 2021, Titles I, II, and V were sent to all member communities to begin the thirty-day notice period, ending on June 21, 2021, related to the changes in the sewer and stormwater rates, as well as those non-rate related changes that are proposed to the Code of Regulations. An update will be provided at the July 1, 2021 Board meeting on any comments received from the member communities, although none have been received to date. It is anticipated that the sewer and stormwater rates will be presented for the Board's consideration at the July 15, 2021 Board meeting.

Additionally, Constance Haqq, Chief Administrative Officer and Ken Duplay, Chief Financial Officer, will give an update and overview of plans to increase enrollment in the proposed enhanced Affordability Programs at the July 1, 2021 Board meeting.

Lastly, the state legislature is reviewing the potential extension of the virtual meeting provision and a decision is expected by June 30, 2021. However, due to the close proximity of the deadline to the

next Board meeting, the July 1, 2021 Board meeting will be held in person. NEORS staff will seek the Board members' guidance on how to proceed once a final decision from the State on the provision for virtual meetings is available.

V. Action Items

Authorization to Advertise

Resolution No. 167-21            Authorization to publish notice calling for bids, in accordance with Ohio Revised Code Chapter 6119.10, for Grit and Screenings Removal Services at all Wastewater Treatment Plants with an anticipated expenditure of \$851,000.00.

Resolution No. 168-21            Authorization to publish notice calling for bids, in accordance with Ohio Revised Code Chapter 6119.10, for the Chippewa Creek Bank Stabilization at Route 21 in Brecksville project with an anticipated expenditure of \$1,546,000.00.

Resolution No. 169-21            Authorization to publish notice calling for bids, in accordance with Ohio Revised Code Chapter 6119.10, for the Rocky River Stream Stabilization and Sewer Protection in North Royalton project with an anticipated expenditure of \$816,000.00.

**MOTION** – Mr. Joyce moved, and Ms. Dumas seconded to adopt Resolution Nos. 167-21 through 169-21. After the following discussion, without objection, the motion carried unanimously.

Mr. Brown noted that, regarding Resolution No. 167-21, it is an extension of the Sewer District's ongoing process with Kurtz Brothers to add beneficial uses and come up with an effective reuse plan. Mr. Brown requested an update on the program.

Frank Foley, Director of Operation and Maintenance (O&M), explained that as Mr. Brown noted, the Sewer District engaged Kurtz Brothers in 2019 to look into potential reuse options for the grit that is generated from NEORS facilities and that available treatment options, reuse options, and regulatory approval requirements were investigated. As a result, it was determined that the best option is to take the material to a Class II composting facility approved by the Ohio Environmental Protection Agency (EPA) where it is composted and becomes available for reuse.

Mr. Foley continued by noting that the request for authorization to advertise would provide options for the contractor to either landfill the grit or dispose of it through the composting process, with the anticipation that composting will result in a lower cost. Mr. Foley also noted that screenings will continue to be landfilled.

Authorization to Issue Request for Proposal

Resolution No. 170-21                      Authorization to issue an RFP, in accordance with Ohio Revised Code Chapter 6119, to implement the 2022 Green Infrastructure Grants Program for the Combined Sewer Area (GIG Program) and expand the GIG Program in accordance with revised policies and procedures including the addition of design-only awards.

**MOTION** – Mayor Bacci moved, and Mayor Alai seconded to adopt Resolution No. 170-21. After the following discussion, without objection, the motion carried unanimously.

Mr. Brown inquired whether the resolution is for design and construction or for design only and noted that the Board would like to revisit the details of the Green Infrastructure Grants Program, recalling that there was a lot of discussion around green versus gray infrastructure and the cost per gallon for sewage during Consent Decree negotiations. Mr. Brown continued that it was proven that the Sewer District's approach was the most efficient and cost-effective, but there is still an application for green infrastructure and the intent would be to discuss the conclusions and the payoff of the program.

Frank Greenland, Director of Watershed Programs, provided an update on the Green Infrastructure Grants Program, explaining that it is both design-only and construction, depending upon the readiness of the applicant. The program encourages design on certain projects in order to educate the entities on the actual concept of the design and prepare them for future awards to help with cost savings.

Mr. Greenland continued by providing a graphic showing the statistics of the program awards to date. \$9.2 million in grants have been awarded to projects over the course of the program which have subsequently removed about 30 million gallons of stormwater per year. Mr. Greenland also clarified that a gallon of stormwater does not equate to a gallon of combined sewer overflow (CSO); however, the stormwater management component is important for the smaller, more site-specific projects. The result of the smaller projects is the removal of significant volumes of water from the combined sewer system and as long as they are maintained, they are a good community amenity.

Additionally, Mr. Greenland elaborated on the large green infrastructure projects constructed by the District and gave a summary of how much stormwater is captured in a typical year, which is a lot more than with the smaller projects. Depending on the location in the sewer system, five (5) to ten (10) gallons of stormwater must be removed to equate to one (1) gallon of combined sewer overflow removed. To date, 15.7 million gallons of CSO were removed through the Sewer District's green infrastructure efforts at a cost of \$59 million.

Mr. Greenland also noted the significant cost difference between green and gray infrastructure

with green infrastructure having a high cost of \$3.76 per gallon of CSO removed due to a tight urban area, interferences, utilities, and bad subsurface conditions, as compared to the tunnels and pump stations, which are between \$0.50 and \$0.70 per gallon of CSO removed. Mr. Greenland further continued that the tunnel scenario works for the Sewer District, in addition to green infrastructure, due to the higher standard for capturing peak rates of flow from large storms, whereas certain communities utilizing solely green infrastructure for CSO control reach approximately 80% capture and green infrastructure alone would not be sufficient to achieve the capture the Sewer District requires.

Authorization to Purchase

Resolution No. 171-21            Authorization to purchase Polychem metallic sludge collector replacement parts, as-needed, from sole source vendor Pelton Environmental Products, necessary for the Primary Settling Tanks used at the Easterly and Southerly Wastewater Treatment Plants in a total amount not-to-exceed \$270,000.00.

**MOTION** – Mayor Alai moved, and Mr. Sulik seconded to adopt Resolution No. 171-21. Without objection, the motion carried unanimously.

Authorization to Enter Into Agreement

Resolution No. 172-21            TBD – After Executive Session

Resolution No. 173-21            Authorization to enter into a two-year professional services agreement with RoviSys for task-order based peak workload and professional staff augmentation support services with the District’s instrumentation diagnostics and process control equipment under the Support Services for Controls II project, in a total amount not-to-exceed \$600,000.00.

**MOTION** – Mr. Joyce moved, and Mr. Sulik seconded to adopt Resolution No. 173-21. Without objection, the motion carried unanimously.

Authorization to Enter into Contract

Resolution No. 174-21            Authorization to enter into contracts with AIG/Lexington National Insurance Company, Hamilton, Inc., Travelers Insurance, Berkley National Insurance, Arch Insurance Group Inc., Chubb Limited, and Brit for the respective portions of the District’s operational insurance program for the period July 1, 2021 through June 30, 2022, as

presented, in a total amount for all contracts not-to-exceed \$1,289,050.00, including allowance.

Resolution No. 175-21 Authorization to enter into a requirement contract with Jordan Services, LLC for closed-circuit television services to assist with culverted stream and separate storm sewer infrastructure inspections in an amount not-to-exceed \$107,909.76.

**MOTION** – Mr. Sulik moved, and Ms. Dumas seconded to adopt Resolution Nos. 174-21 and 175-21. After the following discussion, without objection, the motion carried unanimously.

Mr. Brown noted that, regarding Resolution No. 174-21, there appear to be increases in the property and cyber cost and that the Board would be interested in commentary on the implications of those increases.

Mr. Duplay explained that the renewal of the operating insurance program represents a 10.6% increase in total from last year's program for substantially similar coverage, except for a reduction in the cyber area. The primary drivers of the cumulative increase are property, at a 13.5% increase over last year driven by the recent history of large natural disasters throughout the country that have impacted insurance agencies in general, as well as the cyber policy. The cyber policy has increased 125% from last year, to about \$50,000 as a result of the increasing frequency and size of the cyber security incidents that have occurred throughout the country.

Ms. Dumas asked if the property increase is due to the property valuations going up or just natural disasters. Mr. Duplay elaborated that it is a combination of those factors, as policies are driven by a variety of drivers, and the number of properties that the Sewer District has acquired for the Consent Decree program and the Stormwater program have also increased the base of property involved, thereby making it a factor. However, the primary driver for the percentage remains the occurrence of natural disasters.

Authorization of Contract Modification

Resolution No. 176-21 Authorization to modify Contract No. 18006081 with Great Lakes Petroleum Company for fuel management services at all District facilities for a six-month time extension with no change in the contract amount.

Resolution No. 177-21 Authorization to modify construction Contract No. 20003771 with DiGioia-Suburban Excavating, LLC for the Miscellaneous CSO Improvements project to add work scope necessary to address additional sewer repairs and illicit lateral connections discovered from in-progress investigative work and for handling and disposal of

additional contaminated or hazardous material encountered during construction and to increase the contract amount by \$450,000.00, thereby bringing the total contract amount not-to-exceed \$2,540,483.03.

**MOTION** – Mr. Joyce moved, and Mayor Bacci seconded to adopt Resolution Nos. 176-21 and 177-21. Without objection, the motion carried unanimously.

Authorization of Amend Agreement

Resolution No. 178-21                      Authorization to amend Agreement No. 20003647 with Baker Tilly Municipal Advisors for financial advisory services, to exercise the first one-year option to renew the agreement for the period of May 21, 2021 to May 20, 2022, with the costs for such expenditure included within the prior authorization of the original agreement.

**MOTION** – Mayor Alai moved, and Mayor Bacci seconded to adopt Resolution No. 178-21. Without objection, the motion carried unanimously.

Authorization of Amend Resolution

Resolution No. 146a-21                      Authorization to amend Resolution No. 146-21, adopted May 6, 2021, authorizing the District to acquire one parcel in fee simple located at 8173 Twin Oaks Drive, in the City of Broadview Heights, known as PPN 581-08-065, owned by Branko Bosiljcic, necessary for the construction and maintenance of the Chippewa Creek Flood Reduction Project Near Echo Lane, to increase the total consideration from \$290,000.00 to \$309,000.00.

**MOTION** – Mr. Sulik moved, and Ms. Dumas seconded to adopt Resolution No. 146a-21. Without objection, the motion carried unanimously.

Property Related Transaction

Resolution No. 179-21                      Authorization to enter into a license agreement with the City of Cleveland for the temporary use of the property known as PPN 762-15-001, located on East 177<sup>th</sup> Street, in the City of Warrensville Heights, owned by the City of Cleveland, necessary for the construction of the Debris Racks and Access Road Improvements at Various Locations project with total consideration of \$1.00.

- Resolution No. 180-21 Authorization to enter into a right of entry agreement with Beccir Construction Company for the temporary use of the District-owned properties known as PPNs 003-23-009 and 003-23-010, located on Riverbed Street, in the City of Cleveland, with total consideration of \$1.00.
- Resolution No. 181-21 Authorization to acquire one temporary easement at the property known as PPN 581-08-095, located at 8197 Twin Oaks Drive, in the City of Broadview Heights, owned by Clifford E. Kneblewicz, necessary for the construction of the Chippewa Creek Flood Reduction Project Near Echo Lane with total consideration of \$3,000.00.
- Resolution No. 182-21 Authorization to acquire one permanent stormwater easement and one temporary easement at the property known as PPN 581-07-050, located at 2745 Oakview Circle, in the City of Broadview Heights, owned by Kevin and Jacqueline Vajda, necessary for the construction and maintenance of the Chippewa Creek Flood Reduction Project Near Echo Lane with total consideration of \$6,500.00.
- Resolution No. 183-21 Authorization to acquire two permanent stormwater easements and one temporary easement at the property known as PPN 581-07-053, located at 8247 Twin Oaks Drive, in the City of Broadview Heights, owned by James M. and Antonette Toth, necessary for the construction and maintenance of the Chippewa Creek Flood Reduction Project Near Echo Lane with total consideration of \$9,750.00.
- Resolution No. 184-21 Authorization to acquire one permanent stormwater easement at the property known as PPN 581-08-072, located at 8152 Twin Oaks Drive, in the City of Broadview Heights, owned by Jeannette M. Durkot, Trustee of the Jeannette M. Durkot Living Trust dated December 19, 2017, necessary for the construction and maintenance of the Chippewa Creek Flood Reduction Project Near Echo Lane with total consideration of \$1,700.00.
- Resolution No. 185-21 Authorization to acquire one permanent stormwater easement and one temporary easement at the property known as PPN 581-08-084, located at 8080 W. Ridge Road, in the City of Broadview Heights, owned by Armando R. Monday, Jr. and Carolyn Monday, necessary for the construction and maintenance of the Chippewa Creek Flood



Reduction Project Near Echo Lane with total consideration of \$2,850.00.

Resolution No. 186-21 Authorization to acquire one temporary easement at the property known as PPN 871-28-018, located at 29976 Gates Mills Boulevard, in the City of Pepper Pike, owned by Bradley E. Cohn, necessary for the construction of the Pepper Luce Creek at Gates Mills Blvd. project with total consideration of \$1.00.

**MOTION** – Mr. Sulik moved, and Mayor Alai seconded to adopt Resolution No. 179-21. 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. Sulik moved, and Mr. Joyce seconded to adopt Resolution Nos. 180-21 through 186-21. Without objection, the motion carried unanimously.

Authorization to Update

Resolution No. 187-21 Authorization to amend the District's Equal Employment Opportunity Statement contained in the Employee Handbook, to bring it into alignment with current local, state, and federal laws and regulations, and to authorize the CEO to make any necessary future amendments of the Statement to remain in compliance with such laws and regulations without further Board authorization.

**MOTION** – Mayor Bacci moved, and Mr. Sulik seconded to adopt Resolution No. 187-21. After the following discussion, without objection, the motion carried unanimously.

Ms. Dumas asked why the Board's authorization is required to bring the Equal Employment Opportunity Statement into alignment with local, state, and federal laws and regulations rather than as a matter of policy.

Eric Luckage, Chief Legal Officer, explained that the existing statement was previously approved by the Board a number of years ago and in order to amend it at this time, Board authorization is required to do so because of the prior approval. In order to allow the CEO to make necessary future amendments to remain in compliance with laws and regulations, the second part of the resolution was added.

Authorization to Update Budget

Resolution No. 188-21                      Approval of NEORSD's 2022 Operating and Capital Budgets for the year ending December 31, 2022, as presented.

**MOTION** – Mr. Sulik moved, and Mayor Alai seconded to adopt Resolution No. 188-21. After the following discussion, without objection, the motion carried unanimously.

Mr. Brown noted that the 2021 budget was adopted recently, and this Resolution removes the need to do a temporary appropriation in the fourth quarter of this year for a temporary 2022 budget. Mr. Duplay confirmed Mr. Brown's statement and elaborated that adopting the estimated budget at this time allows the Sewer District to operate until the completion of the budget process, review with the Finance Committee, and budget approval in March 2022.

VI.     Information Items

Ms. Dreyfuss-Wells introduced Marie Fechik-Kirk, Sustainability Program Manager, and invited Ms. Fechik-Kirk to present an update on the Sewer District's sustainability work as it knits together across Strategic Planning, Diversity, Equity and Inclusion, and Sustainability.

Ms. Fechik-Kirk began her update by sharing that the Sewer District's first sustainability plan was drafted in April 2021 and the process began by defining sustainability, which is to meet the needs of the present without compromising future needs. The definition of sustainability was then further defined by creating sustainability principals specifically for NEORSD and those principals capture shared understanding and highlight broad areas of alignment across the Sewer District and provide a framework for future sustainability efforts.

The sustainability principles drive the sustainability plan, as well as frame goals and objectives. Ms. Fechik-Kirk explained that sustainability is not new for the Sewer District and is something that has been done for years; however, this is the first time that a District-wide sustainability strategy has been developed and it shows how sustainability can frame decisions, spur innovation, and drive learning and engagement. The District-wide approach was intended to enable senior staff, plant leadership, and internal sustainability champions to help co-create the sustainability principles and to edit and revise the plan. The cross-functional team also partnered with Ms. Fechik-Kirk to develop success stories and ultimately created thirteen goals, forty-two objectives, and one hundred and twenty-two tactics that comprise the plan.

Ms. Fechik-Kirk continued by noting that the plan will impact everyday work by setting goals for utility reductions, creating sustainability guidelines for purchasing, and developing decision-making tools to better integrate sustainability into the Sewer District's work. Many employees and departments were involved in creating the plan, and many employees are tied to individual plan objectives.

Ms. Fechik-Kirk further explained that while the plan involved significant staff involvement, water utility sustainability efforts were benchmarked to find best practices and areas for improvement. The EPA's Effective Utility Management Primer was utilized to find proven practices for enhancing sustainability efforts. As a result, the Sewer District's Sustainability Plan is well aligned with sustainability efforts from a local to a global scale, such as the Cleveland Climate Action Plan, the Cuyahoga County Climate Action Plan, and the United Nations Sustainable Development Goals.

The reporting efforts for the Sustainability Plan are also intentional and Key Performance Indicators (KPIs) are being used to track plant progress and a reporting tool has been developed. Ms. Dreyfuss-Wells will receive quarterly updates and the Board will receive annual updates. Additionally, the plan is available on the Sewer District's website at <https://www.neorsd.org/about/what-we-do/sustainability-program>.

Ms. Fechik-Kirk concluded her update by acknowledging her colleagues for their work and thanking Ms. Dreyfuss-Wells for her leadership, as well as thanking senior staff, O&M leadership, Communications and Community Relations (CCR), and the Sustainability Employee Resource Group (ERG) members for their involvement and perspective.

Mr. Brown thanked Ms. Fechik-Kirk for the Sustainability Plan update and expressed interest in reading and understanding the recommendations, particularly in terms of aligning with others in the industry, and invited Mohan Kurup, Director of Information Technology (IT), to provide the June department update.

Mr. Kurup began the update by covering ongoing, completed, and upcoming project statuses, as well as Information Security Workshop progress, IT Service Performance updates, some examples of implemented process improvements, and IT metrics.

Several projects were executed in the first half of 2021 including Environmental, Health, and Safety Program management software, the Sewer District's geographic information system (ArcGIS) upgrade, various infrastructure upgrades, project cost and cashflow reporting, web branding that was recently rolled out, and Diversity, Equity, and Inclusion (DE&I) reporting.

Mr. Kurup provided details regarding the Environmental, Health, and Safety Program management software called EHS Insight. The new tool is in use and enables incident reporting, automated notifications, investigation workflows, corrective action tracking and centralization of all documents associated with accidents and other tracked events. Previously, these were tracked using Office documents, such as Excel files and Word documents. The new system is an integrated solution and contains five prior years of accident data to allow for business intelligence and trend tracking. There is a training records and request module, as well as a safety alert resource library built in. The alert resource library will be accessible to all employees by the third quarter of 2021.

Mr. Kurup also discussed the Geographic Information System (ArcGIS) upgrade done in partnership with the Sewer District's GIS team, outside consultant ESRI, and the IT Department. The system was upgraded from version 10.5.1 to 10.8.1 and included an upgrade of the underlying Oracle database from 12c to 19c. Additionally, there were several modules implemented including a Portal for ArcGIS; Goevent, which allows streaming of live event data; and several ArcGIS components that allow for data management and empower users. Security is also further enhanced by the elimination of the need for users to have direct access to the GIS database. As a result of the upgrade, the GIS team has reported improved performance in the new version and a new module called Drone2Map, which streamlines drone-captured images to 3D models in minutes and automates the image processing routines. Lastly, sign-on was integrated with the Active Directory and allows for single sign-on, enabling staff to use Sewer District credentials to log in.

Additionally, there were a number of infrastructure upgrade projects that are not typically visible to staff, but are important nonetheless, including VMware, which is software that allows for virtual servers that run on a single piece of hardware. The Sewer District has more than three hundred and sixty (360) virtual servers running on seventeen (17) physical servers, all of which serve different purposes. The upgrade consisted of the creation of the servers that host the virtual servers, including the addition of memory to each and updated firmware. Mr. Kurup also detailed the ZENworks Configuration Manager (ZCM) update, which allows the IT Department and the Process Control and Automation (PC&A) Department, headed by Bob Meholif, Manager of Process Control and Automation, to manage desktop software on both networks. On the business network side, IT has upgraded all of the servers and is in the process of rolling out the client, which is nearly complete.

The remaining infrastructure projects included the ProWatch software used for managing the key card systems at the George J. McMonagle Administrative Building, the Environmental and Maintenance Services Center (EMSC), Easterly Wastewater Treatment Plant, and Southerly Wastewater Treatment Center was upgraded and a review of access to sensitive areas of the Sewer District was conducted, the Open Enterprise Servers (OES) which are comprised of thirteen servers responsible for hosting shared drives, printing services, name resolution, and handing out network addresses to machines joining the network were upgraded, and the ReACT server, which allows contractors to access SharePoint and reset passwords, was also upgraded.

Mr. Kurup continued with a summary of the project cost and cashflow reporting project, intended to give the Project Controls and Finance teams the ability to report on actual spend for any given project for a specified time period. The project reduced the manual effort for project cost reporting and increased reporting efficiency and accuracy. Both departments have easy access to project costing and cashflow reporting through Oracle Analytics Cloud, a dashboard solution used extensively within the Sewer District.

Lastly, one of the IT Department's DE&I goals was to find a way to aggregate the information from all the Sewer District departments, and capture and report on it. Each department has a

representative who updates DE&I goal progress, which is captured in a central system. The IT Department is currently working on a solution for visual dashboards for an at-a-glance status that will be available on the intranet for staff. IT has also supported CCR with the web branding update, called the Communications Alignment Project (CAP) to implement some of the project's solutions, including the external website with new colors, logos, fonts, and graphics to improve the visual clarity of the website and optimize the layout on mobile devices. There will be additional branding opportunities through the year.

Mr. Kurup also discussed upcoming IT projects including the NextGen interface with the Sewer District's financial system Oracle E-Business Suite (EBS); the OnBase document management implementation; some HR and Purchasing projects, the Network Infrastructure upgrade, and an Enterprise Wireless project.

IT is handling the integration of Oracle EBS and the new Computerized Maintenance Management System (CMMS) for the Technical Service Group's Work and Asset Management (WAM) replacement project with the use of the Integration Platform as a service and a middleware product called Dell-Boomi. The middleware simplifies the interactions that happen between the two systems and allows for rapid deployment through simplicity and versatility, as well being low or no-code, allowing for support by many different users. As a result, the Sewer District's dependence on outside contractors is less and due to being cloud-based, there is no hardware or software to procure or maintain, updates are performed automatically for security, and it has the capability to be utilized for future interfaces with other products, specifically anything that interfaces with Oracle EBS such as several project on the horizon.

The OnBase document management implementation for the Legal and Accounts Payable (AP) departments was started in October 2020 and is on schedule to be completed in Q4 2021. The goals were to implement a secure, on-site platform for managing legal matters and to support additional legal business processes in the future, as well as to help support and streamline the AP invoice process and make invoice retrieval easier. The OnBase system allows for secure team collaboration, improved organization for managing legal matters, a central content repository for each legal matter that accepts many file types, quick retrieval of related documents, and the configuration of automated forms and workflows. Trained users in the Legal Department can maintain the system to a high degree due to it being low or no-code and minimizes the Sewer District's reliance on outside firms. Mr. Kurup noted that the Legal Department's scope is nearly complete, and it is anticipated that the system will be live the third week of June 2021, followed by the AP portion being completed this year.

Mr. Kurup noted that the IT Department is always looking to get away from manual processes and the HR Case Management and Performance Management are currently handled manually utilizing Excel sheets, but they are not in the UKG/UltiPro system. The future implementation of Case Management and Performance Management integrations will allow for more thorough analysis of metrics and data. The Electronic Bidding solution for the Purchasing department is also meant to

be one central repository in order for all information and processes to be in one place for data analysis and simplified auditing, instead of collaborating with vendors via e-mail and requesting submissions and collating individual files and proposals.

The Network Infrastructure upgrade will target replacing end-of-life hardware such as core routers and switches to provide improved support for certain kinds of devices and improve router resiliency as a result of the upgrades. This project is part of ongoing network maintenance, in addition to firmware and rule set upgrades on an as-needed basis. Lastly, the Enterprise Wireless project will bring wireless capability to the Southerly Wastewater Treatment Center, Westerly Wastewater Treatment Center, and Easterly Wastewater Treatment Plant, expanding on the existing wireless capabilities at GJM and EMSC. Staff will be able to connect with laptops, a guest network for visiting vendors will be available, as well as the possibility of mobile classrooms with laptops without the need for hardwiring and solutions like the temperature monitoring solution that utilizes a wireless connection to bring a variety of efficiencies.

Mr. Kurup discussed the Information Security Workgroup update as well, noting that the group continues to create policies, refine processes, discuss issues, and analyze risks. The IT Incidence Response and Disaster Recover Plans, including recently conducted business impact analysis, are being updated. Additionally, the IT Department has previously recommended additional training for Sewer District departments, primarily phishing training, and expanded on that this year with targeted training for groups with elevated privileges or access to sensitive systems. 75% of all NEORS D employees have completed the assigned training with a due date of June 30, 2021.

Mr. Kurup noted that IT provided the Board with an in-depth discussion of cyber security at a recent Executive Session and anticipates scheduling another session in the near future to discuss further details. Mr. Kurup also discussed HelpDesk ticket volume and the surge during the COVID-19 arrangements. At this time, the ticket volumes are trending to normal numbers although those are expected to increase as staff reconstitution takes place. Additional efforts for the IT department have included the following process improvements: electronic documentation and certification that computers being retired from service with Personally Identifiable Information (PII) are being sufficiently wiped and all Sewer District data is removed prior to being sent off-site, as well as an agreement with the service partners to do an additional data wipe; an IT asset management process to label and identify assets that are on litigation holds to ensure that data is preserved as necessary and required by the Legal Department, as well as regular and frequent patching triggered by automated, recurring web server tickets.

Mr. Kurup also detailed the Oracle database environment, which has largely transitioned from 12c to 19c as a result of the previously noted upgrade. The applications running on the database environment include Oracle EBS, the data warehouse, GIS, as well as lab software such as LIMs and PIMs. Most of the databases have been upgraded, but some remain to be upgraded, which is important to maintain support and monitor costs. The database upgrade process is complex and

includes difficulties such as ensuring the proper function of the applications, as well as the associated application interfaces and automated processes.

Mr. Kurup described that system monitoring utilizes the Zabbix tool, which runs on one hundred and four (104) hosts or servers with almost four thousand items being monitored such as disc space issues, stopped processes, and server outages, allowing the IT Department to react before an issue occurs. For instance, disc space can be addressed to prevent a server crash, which is much preferable to waiting for an end-user to report an outage. Additionally, a tool called Rundesk is utilized as a front end to the automation of certain processes such as creating a clone of an environment to eliminate the time intensive and complicated manual task and improve accuracy by reducing human error and ultimately saving time. Mr. Kurup gave a few examples of the automation ability by referencing cloning an Oracle application and reducing the eight hour manual process to a one and a half hour process with a single instance of human interaction as well as the WAM environment disaster recovery time from six hours to just over 15 minutes.

Lastly, Mr. Kurup noted that the IT Department has used Cherwell to track metrics since 2019, which measures the overall internal customer satisfaction, customer service, communication, and timeliness of issue resolution for the entire department. This year, the department has a 4.88 overall customer satisfaction rate, with values ranging from 4.89 to 4.90 over the last three years of capturing the data. Mr. Kurup praised the hard work of the staff in the IT Department, especially considering the adverse conditions of the past few couple years.

Mr. Brown thanked Mr. Kurup for the thorough update and expressed appreciation for the issues of connectivity and efficiency and what that has meant to the Sewer District in the last year in terms of work mobility. Mr. Brown also noted that these updates mean that the Sewer District is positioned to take advantage of additional opportunities, in addition to maintaining existing success.

Per Ms. Dumas' suggestion, Mr. Kurup will provide the IT Information Item presentation to Board Members.

#### Open Session

President Brown indicated that it is necessary to appoint a Nominating Committee for the nomination and election of officers for the upcoming year, and requested that Mr. Sulik lead the Committee with assistance from Mayor Bacci and Ms. Dumas, to create a slate of officers for recommendation to the Board, in time for officer elections at the first Board meeting in July. Mr. Sulik agreed to lead the Committee.

#### VII. Public Session (any subject matter)

There were no items.

VIII. Executive Session

Mayor Bacci, pursuant to Ohio Revised Code Section 121.22(G)4, moved, and Ms. Dumas seconded to enter into Executive Session to prepare for and review negotiations and bargaining sessions with District employees concerning their compensation and their other terms and conditions of employment. By roll call vote, the Board voted unanimously to enter into executive session at 1:36 p.m.

IX. Approval of Items from Executive Session

Resolution No. 172-21                      Authorization to enter into a three-year collective bargaining agreement between the Ohio Patrolmen's Benevolent Association and the District, including those substantive terms and conditions set forth in the Tentative Agreements presented, and any other mutually agreeable terms and conditions for the period of July 1, 2021 through June 30, 2024.

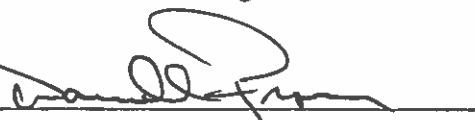
The Board returned to open session at 1:53 p.m.

**MOTION** – Mayor Bacci moved, and Ms. Dumas seconded to adopt Resolution No. 172-21. Without objection, the motion carried unanimously.

X. Adjournment

**MOTION** – President Brown stated business having been concluded, he would entertain a motion to adjourn. Mayor Bacci moved, and Mr. Sulik seconded the motion to adjourn at 1:54 p.m. Without objection, the motion carried unanimously.

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

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