

THE CITY OF STREETSBORO, OHIO

**SERVICE COMMITTEE MEETING MINUTES**

Monday, February 12, 2024

This Service Committee Meeting was called to order on Monday, February 12, 2024 at 7:29 p.m. by Tony Lombardo, Chairman.

PRESENT: Justin Ring, Jon Hannan, Anthony Lombardo, Lisa McDaniel, Steve Michniak, Jennifer Wagner, Marianne Glenn

ABSENT: None.

ALSO PRESENT: Glenn Broska, Mayor  
Frank Beni, Law Director  
Patricia Wain, Police Chief  
Rob Reinholz, Fire Chief  
Matt Miller, Finance Director  
Bill Miller, Service Director  
Justin Czekaj, Municipal Engineer  
John Cieszkowski, Planning Director  
Patrick O'Malia, Economic Development Director  
Greg Mytinger, Parks and Recreation Director  
Shawna Lockhart-Reese, HR Manager  
Matt Coffman, IT Network Administrator  
Caroline Kremer, Clerk of Council

**Disposition of Minutes**

**MOTION: TO ACCEPT THE REGULAR SERVICE COMMITTEE MEETING MINUTES OF JANUARY 8, 2024 AS WRITTEN.**

Moved by Mr. Hannan, seconded by Mr. Michniak. Upon voice vote, **motion carried.**

**Old Business**

None.

**New Business**

**Update on the Water Meter Replacement Program**

Bill Miller said the replacement program had started last week. There were a lot of comments on Facebook. 364 new water meters had been installed, 315 appointments had been scheduled for installation, and 3,500 door hang tags to request people to call for appointments had been distributed. The scheduling company, Envocore/RTS, was responding to calls ASAP in the order they were received, along with the daily incoming calls, so it may take a day or so to respond to

messages that were left over the weekend. Bill Miller had met with Envocore/RTS today and they were working on getting a second scheduler to help handle calls.

There were also some questions about the radio read facts and he had sent Council an email on how things worked. The large commercial meters were tentatively scheduled to start installing at the end of the month because they were waiting on some necessary parts. At the end of February and into March installation of both the large commercial meters and the residential meters would both be happening all at one time. Envocore/RTS was switching their schedule so they would be doing Wednesday to Wednesday 10 hour days and working Saturdays and Sundays; everything was by appointment only because the customer had to be there to let the technicians into the home/business. Then they would have six days off and re-set their schedule. If the customers kept calling and scheduling appointments for the replacement meters then Envocore/RTS would bring more people in to accommodate the need. The City was working with Envocore/RTS to try to keep this process as efficient as it could be.

Mr. Hannan said he appreciated talking with Bill Miller today about the customer service issues and learned how busy Envocore/RTS was with only one person handling calls. Bill Miller explained that the hang tags include the phone number to call to schedule the replacement meter appointment for Envocore/RTS to do the work. If there were any issues the City needed to address, the City staff would work with Envocore/RTS and go to those locations when needed. They were expecting to complete the meter replacement project by June 30, 2024 because the support of the software for the old Neptune meters runs out on June 30, 2024.

Bill Miller explained the blue hang tags were distributed. The second set of hang tags would go out when the calls for appointments slowed down. There would be a third tag distributed, if needed, with a 7 day shut off notice, to get the last ones to make an appointment to get their water meter switched out. If there needed to be a shut off, the City staff would handle that so the City would have that control.

Mr. Hannan said there was some confusion expressed on social media regarding an opt out process, but he clarified that for the meter reading process to work it needed to be universal. It was a different meter, there was different software, the old software would not support the old Neptune meter equipment any longer, so everyone would need to get switched out and be on the new Kamstrup meter system to be properly billed from the City. The old meters would not be able to be read after June. Bill Miller added that a benefit for switching to the new system included not having to do drive-by reads which took staff time to do. Now the reads would be recorded by two electronic collectors. Final reads could be done immediately by the Water Department Clerks through the system without a special trip by a technician to get a final read. The new system sent out a transmission every three hours to kind of monitor the meter; if there was a leak in the house, the system would flag it in the system, so the staff could check and see if there was something wrong. In the cold weather, to prevent frozen pipes, when the meter hits 40 degrees, the system sends an alert about the cold temperature, so it could be addressed. There had already been one customer who had just received the new meter who had an outdoor hose running for two days and the system alerted the City, who contacted the customer who found the hose running and shut it off; that potentially saved that customer from a huge quarterly water bill. That was a huge benefit

because the City did not want to be wasting water and the City did not want the customers to have huge water bills. Once the new acoustic Kamstrup meters were installed in all the residential areas the system could alert the City if there were any main waterlines leaking in the City's system to help with water loss and maybe find the leaks early to prevent any bigger waterline breaks in the system. There were over 5,000 meters in the City that needed changed out.

Mr. Hannan appreciated the update. He asked Bill Miller to maybe give another update in a couple months on how the change out was going and any issues they might be having. Bill Miller agreed and offered to answer any questions that Council Members may have before that too.

Ms. Wagner asked, if a toilet was running, how long before an alert would be noted in the system. Bill Miller answered usually about 24 hours; it would have to run constantly for 24 hours for the system to consider it abnormal use.

Mrs. McDaniel said this was an exciting update today. She had a few questions. She'd heard that the City would no longer have a software that could read the current Neptune meters. She supported having an opt out option, but it sounded like that was not possible with this. She wondered, if there were people that did not want this, was the only option to shut their water off? She wondered if the City could have both systems for the few that wanted to opt out, if any. Bill Miller said he wouldn't have any way to read their meters, without getting into their house each quarter and that was not practical. Bill Miller didn't understand why anyone would want to opt out because any meter the City would have selected would have this new technology. Mrs. McDaniel said there was actually a law in Ohio to allow opt outs for electric meters and they would have updated technology. She understood there were benefits to the new technology, but some people didn't want it (for whatever reason), so why couldn't the water system be like the electric system? She wondered if there was any way to serve those customers that may want to opt out. Bill Miller noted that the electric meters of those that may opt out could be read outside the house, but the water meters were inside the house. Bill Miller said he had only talked to one person that had pushed back against the water meter change out.

Mrs. McDaniel asked if the Water Department staff had a good understanding of this technology if customers called in with questions because she had a resident tell her the Water Department staff had said these new meters were not smart meters, but everything on Kamstrup's website said they were a smart utility, so did everyone have the right information to talk with the customers. Bill Miller answered that the staff was learning on that aspect also as this issue was ongoing. He could look into more training if necessary so there was no confusion.

#### T-7557 Authorize Annual Waterline Replacement and Repair Parts

Bill Miller said this was just the annual standard authorization to expend money for waterline replacement and repair parts throughout the year; to have materials and parts on hand for repairs as needed. The total cost for the year with the various vendors would go over the Board of Control threshold.

**MOTION: TO MOVE THIS TO TONIGHT'S REGULAR COUNCIL MEETING.**

Moved by Mr. Ring, seconded by Mr. Hannan. Upon voice vote, **motion carried.**

T-7558 Authorize Annual Hydrant Replacement and Repair Parts

This was the same as above for the hydrants and would come out of the account line 501-53-5742 to keep parts in stock for repairs as needed.

**MOTION: TO MOVE THIS TO TONIGHT'S REGULAR COUNCIL MEETING.**

Moved by Mr. Ring, seconded by Mr. Hannan. Upon voice vote, **motion carried.**

T-7559 Authorize Annual Asphalt Paving Products and Services

This was the same concept as the last two agenda items for annual expenditures with different vendors to have products and services available for street repairs as needed. These expenditures would come out of account line 401-61-5717 Paving.

**MOTION: TO MOVE THIS TO TONIGHT'S REGULAR COUNCIL MEETING.**

Moved by Mr. Ring, seconded by Mr. Hannan. Upon voice vote, **motion carried.**

T-7551 Annual Maintenance Agreement w/Signal Service

Bill Miller said this was for the annual hourly rate for Signal Service who did all the traffic signals and any street lights the Service Department staff could not get done. Signal Service was on call for any traffic signal repairs. They charged \$70/hour on an on-call basis plus a 1.75 hours port-to-port charge to come to the City; the average traffic light repair cost around \$300 to \$400.

**MOTION: TO MOVE THIS TO TONIGHT'S REGULAR COUNCIL MEETING.**

Moved by Mr. Ring, seconded by Mr. Hannan. Upon voice vote, **motion carried.**

T-7552 Two Year Contract w/GPD for Engineering Services

T-7553 Two Year Contract w/EDG for Engineering Services

Mr. Czekaj said this was the renewal of the GPD and EDG two-year contracts to support the Engineering Department. This was done every two years. Mr. Ring asked that next time Mr. Czekaj provide the current rate and the new rate so any increases would be clear. Mr. Czekaj said the rates were going up somewhat this year. He would provide this year's information to Council after this meeting.

**MOTION: TO MOVE T-7552 AND T-7553 TO TONIGHT'S REGULAR COUNCIL MEETING.**

Moved by Mr. Ring, seconded by Mr. Hannan. Upon voice vote, **motion carried.**

T-7554 Apply for and Accept BRIC Grant for Stormwater Study

Mr. Czekaj said the federal government had money for studies to build resilient communities, which would help with any flooding mitigation. There had been flooding in the Valley Brook

Subdivision area for which this study was proposed, luckily it had all been surface flooding, but the City needed a better way of moving the water from the west side of SR 14 through the Valley Brook Subdivision and then behind the Service Department. This study was conducted through the federal government; the grant was paid through the federal government. The study would cost approximately \$148,000; \$37,000 would come from the City from the Storm Sewer fund.

**MOTION: TO MOVE THIS TO TONIGHT'S REGULAR COUNCIL MEETING.**

Moved by Mr. Ring, seconded by Mrs. Glenn. Upon voice vote, **motion carried.**

T-7555 Adopt 4<sup>th</sup> Quarter Code Updates

Mrs. Kremer said this was the usual quarterly update to have our codifying agent make sure the online Code was accurate. There were hard copy update pages distributed to Council to insert into their Code Books. Mrs. Kremer offered to do the updates for any Council Member that wanted it. Adoption of these updates made the incorporation of State initiated changes official in the City Code so the Police Department could site under those ordinances.

**MOTION: TO MOVE THIS TO TONIGHT'S REGULAR COUNCIL MEETING.**

Moved by Mr. Ring, seconded by Mrs. Glenn. Upon voice vote, **motion carried.**

Discuss Rental Rates for Community Center

Mr. Mytinger said the new Community Center was almost completed so they were preparing to be able to rent the available rooms with rental rates and rental procedures. He presented the rates they had developed for discussion tonight; they could be revised and adopted at a later date.

The large event room could host 140-190 individuals based on how the room was set up. It would be rented at \$90/hour for residents, with a 3-hour minimum (including the set up and tear down). The two-thirds space would be next to the kitchen and the center space would rent for \$60/hour for residents, with a 3-hour minimum. Rental of one-third of the event space next to the kitchen would be \$30/hour for residents and did not need to be a 3-hour minimum during regular business hours. There was a security deposit of \$250, and \$500 if there would be alcohol at the event. There was a wedding/banquet package for a 15-hour rental period.

Mr. Ring had some questions about the Rules and Guidelines. He wanted clarification on not returning the deposit if the renter arrived early or stayed later than scheduled. Mr. Mytinger said the deposit would not be kept for a few minutes over, but if it was significant and could cost the City money for extra staff time it would be kept. Mr. Ring wanted a little more specificity because he was concerned about something discretionary like that not being handled evenly or consistently. Mr. Mytinger understood, but it was difficult to set an exact amount of minutes.

Mr. Ring wanted the last item to not return the deposit on page 2 regarding "police were called to the address for an incident" stricken from the guidelines. He said calling the police did not cost the Parks and Recreation Department more, so it should not be an "extra charge" by keeping the deposit. Damage or mess was already covered under another part of the guidelines, so this item

was not needed. Mr. Ring also questioned a few other items in the guidelines. It was mentioned that there would be City staff there to lock up after the renters left. A Streetsboro police officer was required if alcohol was to be present, but if no Streetsboro officer was available, the Streetsboro Police Department had a list of surrounding agencies that wanted to do side jobs. Mr. Michniak was concerned that an officer from an outside agency would not have legal jurisdiction to arrest someone if an incident happened, so on-duty Streetsboro patrol officers would be called, if needed, but the outside agency officers could act as security guards and prevent incidents. The rental application would require the deposit and an attached form if alcohol was to be present, so the renter could contact the Police Department to indicate the need for an officer, so that could be scheduled. Mr. Mytinger also mentioned tobacco was not allowed 150' from the ball fields, courts, and City Park structures but that was not enforced unless an issue arose that needed enforced. Mr. Ring wanted that clarified for the rental events because the renters may not understand. Mayor Broska suggested a designated smoking area 150' from the Community Center at the corner of the parking lot with a cigarette butt receptacle.

Mr. Hannan said this was great information and he was excited for the Community Center to be opened. He wondered if the local youth programs could rent the larger event space for a reduced price for short (hour-long) award assemblies. Mr. Mytinger said he did not know yet what the demand would be for the facility, so some of those things had not been worked out yet. Youth organizations and non-profit organizations currently were rented at resident rates, but he would consider over the next year or so if they needed to be discounted further depending on demand. He wanted to be sure the costs of staffing and upkeep of the building were being covered. Mr. Michniak suggested including a paragraph in legaleze that allowed any of these provisions to be modified in writing ahead of the rental with the approval of the Parks and Recreation Director, so Mr. Mytinger would have some leeway to accommodate non-profits, etc. Mr. Mytinger mentioned that within the fees and pricing guide and philosophy that was adopted 20+ years ago, that provision was already in there for the purpose of some flexibility.

Mr. Hannan said it was a Community Center, so the more events hosted there, especially for local youth programs and organizations, the better. He didn't want those small local groups to get priced out or scheduled out by bigger outside organizations. Mr. Mytinger agreed.

Mrs. Glenn wondered why the security deposit was the same whether the renter was requesting the whole space, 2/3 or 1/3 of the space. Mr. Mytinger thought it was set that way because it was easier for the staff to keep track of one price instead of all the different ones, and it was refunded anyway. Mrs. McDaniel thought the deposit was a lot for just renting 1/3 of the space for a short event.

Mr. Lombardo thanked everyone for all their work on this. It was clarified that the Senior Center, which was a Streetsboro Parks and Recreation program, would not be charged to rent the event space for an event, but there might be program fees to the participants to put on the event. Mr. Lombardo recommended being careful with offering special discounts yet because it needed to be determined if it was cost effective and to be administered fairly across the board. He also agreed with Mr. Ring to not keep the security deposit if the police were called.

Mr. Ring thought alcohol was not permitted in City buildings at all, so he wondered how that would be rectified. Mr. Mytinger wasn't sure if it was part of the ORC, or City Code, or Parks Rules, but there was a sign at the entrance to City Park that said "no alcohol permitted," so there would have to be some kind of exception for banquets/weddings, etc. written in the ordinances and/or Park rules before the rentals started. The City would not be selling any alcohol.

Ms. Wagner also agreed the security deposit should not be kept just because the police were called just because two people can't get along. She asked for clarification if no police officer was available for an event with alcohol. Mr. Mytinger said if it came to that, the City might have to look toward a private security company. Council suggested that last resort option be included in the guidelines, so Mr. Mytinger had that discretion.

Mrs. McDaniel asked why the renter had to provide the name of the caterer and if they were licensed. Mr. Mytinger said it was good to have their contact information to maybe explain procedures and features of the facility and knowing they were licensed was a safeguard for the renter and it would help build a list of available caterers over time.

Mr. Hannan suggested expanding the seating descriptions for the various room spaces, so renters could see more options.

#### T-7556 Amend Ord. No. 2024-12 Security Cameras for Service Department

Mr. Coffman said this legislation was to amend the vendor that the security cameras would be purchased from. After the discussion at the last meeting regarding the types of cameras (bullet or dome) he went back to the Ubiquiti vendor and they determined that only one more expensive bullet camera facing the future refueling station would be needed and the rest could be a smaller bullet camera. They had recommended all bullet type cameras instead of bullet and dome cameras because the dome camera gave a wide picture and the bullet camera was more appropriate for what the City needed at the Service Department. The smaller bullet cameras were \$89 more than the dome cameras, but the purchase changed from 4 of the \$2,500 bullet cameras to one, so there was overall cost savings with the new vendor.

**MOTION: TO MOVE THIS TO TONIGHT'S REGULAR COUNCIL MEETING.**

Moved by Mr. Ring, seconded by Mrs. Glenn. Upon voice vote, **motion carried.**

Matt Miller asked to make a correction on T-7551 Annual Maintenance Agreement w/Signal Service to change the account number to 201-61-5453 because that's where those expenses were budgeted for 2024.

**MOTION: TO AMEND SECTION 2 OF T-7551 TO ACCOUNT NUMBER 201-61-5453, SO IT WOULD NOT HAVE TO BE CHANGED ON ANOTHER NIGHT.**

Moved by Mr. Ring, seconded by Mr. Hannan. Upon voice vote, **motion carried.**

### **Citizens' Comments**

Mary Kay Reynolds, 9174 Olga Avenue, said the seniors of the Senior Center had a few questions for Mr. Mytinger to clarify. She asked who would be the cleaning company for the new Community Center because the seniors had a couple concerns. Mr. Mytinger clarified the cleaning company would continue to be RKS. He cleared up her concerns regarding a past incident. Mr. Hannan clarified that it was the same cleaning company for all the City buildings. Mrs. Reynolds also wanted to know if the Community Center would be a secured building with limited access and security cameras inside and out in case rentals go out of control. Mr. Mytinger explained the building would be locked during off hours and open to the public during open hours. There would be an entry way that led to a concourse area with a reception area. Mr. Mytinger planned to have staff members at the reception area/in the building at all times. The flexible event space would be just beyond that where a majority of the programming and activities would take place. There would be a game room/multipurpose room designated for senior activities that would be locked after Senior Center hours so others would not have access. There were security cameras inside the building and outside the building. Mrs. Reynolds thanked Mr. Mytinger for the information and said the senior citizens were excited for this new center.

### **Announcements**

A Regular Council Meeting will immediately follow this meeting.

There being no further business to be addressed by this committee, and upon motion by Mr. Ring, seconded by Mrs. Glenn, this meeting adjourned at 8:48 p.m.

ATTEST:

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Caroline L. Kremer, Clerk of Council

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Anthony Lombardo, Chairman