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Committee of the Whole

Documenter name: Mildred Seward

Agency: [Cleveland City Council](#)

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Summary

- The meeting was the first “operational review” of city Cleveland departments Cleveland City Council will be holding.
- This review focused on the Department of Public Works and the new Department of Parks and Recreation.
- Department of Public Works has been split into new divisions: Auditorium, Recreational, Parks and Urban Forestry and Special events divisions

Follow-ups

- How do they determine what streets need plowing first? From my experience, it seems side streets with less income housing don't get the attention that financially empowered neighborhoods.

Notes

The meeting began at 10:30 a.m. and ended at 1:30 p.m.

The council members present were:

- Kevin Bishop
- Deborah Gray
- Richard Starr
- Blaine Griffin, council president
- Danny Kelly
- Kris Harsh
- Jenny Spencer
- Brian Kazy

The purpose of this meeting was an operational review of the [Department of Public Works](#) and the new [Department of Parks and Recreation](#). Alex Nichols, director of the

city's new Department of Parks and Recreation, was presenting. Nichols said the Department of Public Works has been split into new divisions: Auditorium, Recreational, Parks and Urban Forestry and Special events. There is a master plan that will serve as a road map as the department works to enhance the quality of life for residents. Nichols said they have spoken to a consultant to develop a master plan for Parks and Recreation to identify operational efficiencies and implement goals.

Division of Parks Maintenance - Commissioner Troy Porch

Future Outlook/Considerations

1. Parks has been handed the full length of Opportunity Corridor to work on.
2. Parks management team to receive iPads to track productivity.
This will help improve communication going forward.
3. Implementing a fleet/equipment manager for the division
This allows someone to keep track of the equipment.

Porch: Had challenges keeping up with tractors. We have issues with age and equipment repair.

Council Member Richar Starr asked about trees on lines. Who do residents call when there is an issue with branches on lines?

Nichols said it depends on the wire.

Council Member Jenny Spencer: Is there something we can do to improve tree survivability along the Opportunity Corridor?

Jennifer Kipp, the Urban Forestry Commissioner, said the city received a \$3.4 million grant to improve tree survivability along that corridor. Soil testing is one example of the work they'll be doing.

Division of Public Auditorium - Commissioner Susie Claytor

Program Metrics

- The venue has had more events,
- ClevelandCharge, an NBA G League team, uses the venue as its home court
- 42 paid events
- 1,185 permits for events on the malls.

Highlights and success: Increase to auditorium staff and the mayor's back-to-school event

Future Outlook/Considerations:

- Enhance growth by targeting staffing, merge special events with the Public Auditorium team.
- Embrace innovation and strengthen infrastructure.

Division of Recreation - Commissioner Sam Gissentaner:

Consist of 21 recreation centers, one cultural arts center, 20 outdoor pools. The division also staffs 26 playgrounds.

Program Metrics:

17 outdoor pools operated in 2024, even with the shortage of staff.. Served more than 10,000 meals. Overnight camp attendance was low due to the conditions of the cabin. Parents were not comfortable leaving their children in the camps overnight. The Cavaliers have agreed to pick up the tab for renovating the cabin. The division has a problem retaining rec center instructors because of pay.

Highlights/Successes:

The Cleveland Browns are funding new turf field, maintenance equipment and scoreboard at the Collinwood Sports complex, Cavaliers youth basketball clinics have been added and will expand. We piloted the summer day camp. We picked up kids from key neighborhoods throughout the city and brought them out to the camp for an entire day of activities. Wee took them back at the end of the day. The division implemented new civic recreation software, a cloud-based program allowing customers to register for programs from home.

Directors' Administration:**Storm Response/Metrics:**

1. Duties include:
 - a. Pickup and disposal of tree debris
 - b. Clearing and cleaning roadways
 - c. Repairs of city buildings
 - d. Repairs of traffic signals and operating boxes
 - e. Extended recreation hours and food distribution
 - f. Fueling for fleet
 - g. Administrative coordination of storm response
2. Total cleanup cost: \$2.3 million
3. Total labor hours: 22,240

4. Total debris collected: 4,000 tons

Highlights/Successes:

The city services remained uninterrupted during the Aug 6 storm and there were collaborations both internally and externally,

Future Outlook/Considerations:

- Implement two locations for incident command
- Refine communications strategy
- Emergency contact readiness,
- Leverage technology for emergency storm response.

Division of Parking Facilities - Commissioner Kim Johnson

- We have 134 mobile payment zones with Park Mobile.
- Installed 75 pay stations with Flowbird.
- Increase in mobile payment revenue
- 88% are credit based and 12% coin.

Highlights/Successes

The information provided by [ParkMobile](#) provides data we can use to flex the operation, which will help users.

- Data provided from ParkMobile and [Flowbird](#) provide financial reports and information about usage
- Partnering with Property Management to enhance wayfinding in the Willard Garage and staff managing parking projects. We still have people who park in the Willard Garage and don't know where to go afterwards.
- We are doing whatever we can to enhance the parking experience whether on or off street.

Council Member Kris Harsh: A resident came to me and could not get out of the West Side Market garage parking lot because there was no cash option. Are we making sure cash is a payment option?

Johnson: The city does not manage the parking garage at the West Side Market.

Harsh: Is there a cash option for the meters operated under your division?

Johnson: Yes.

Future Outlook/Considerations:

- Extend enforcement hours
- Add automated vehicle location devices and complete installation of automatic license plate recognition in all parking enforcement vehicles

Division of Property Management - Tom Nagel Commissioner**Program Metrics**

- 70% of service requests have been completed or received
- 100% of work orders have been completed capital maintenance contracts, utilizing money used \$3,128,222
- Staffing is at 97% of the staffing budget

Highlights/Successes

- Changed Division of Fire HQ restroom and locker room to accommodate Americans with Disabilities Act (ADA) guidelines
- Managed and solved 36 tornado-related service requests
- Provided maintenance at Public Auditorium

Division of Waste Collection - Pruitt Commissioner**Program Metrics**

- The division does approximately 175,324 residential collection stops.
- Division has reissued the recycling program, which now has 78,000 households enrolled.
- Have retained 65% of new hires.
- Have 18 new vehicles, with a seven-year life cycle for each vehicle.
- We have enough black trash cans, we need blue trash cans. We have the funds; we need the authority to purchase them.
- For tire collection, we would like to purchase a tire shredding machine and repurpose the material, which would save the city money.

Division of Motor Vehicles Maintenance - Jeff Brown, Commissioner

- Focus on training and adding more electric vehicles

Program Metrics

- Reduced downtime for maintenance repairs,
- The delivery time for new vehicles reduced from 18-36 months to 10-24
- Continued to replace equipment for almost every city division.

Highlights/Successes

Close to filling all automatic and HD Truck technician vacancies. 76 or 77 positions have been filled. The recruitment methods are paying off, and we focus on training.

Number of battery powered electric vehicles has increased. We will be adding more and have done testing.

Finished installing new [Ekos Gasboy Fuel Management System](#), and updated fuel system. New trucks use diesel exhaust, and with the new system we have the ability to track data.

Division of Streets - Commissioner Randall Scott:

- Take care of 174 residential streets.
- Next year we will take on all 17 wards.
- We are ready for snow removal this year.

Department of Traffic Engineering - Commissioner Bob Mavec: C

- The division supports a lot of events throughout the city.

Program Metrics

- Lanes painted: 375
- 514 crosswalks painted
- 6,869 ign replacements
- 13 signal upgrades

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