

MINUTES OF RAVENNA CITY PERSONNEL COMMITTEE MEETING
February 13, 2012

The February 13, 2012, meeting of the Ravenna City Personnel Committee was called to Order at 6:00 P.M., by Chairperson, Amy Michael. In attendance were Sharon Spencer, Fred Berry, Jack Ferguson and Fran Ricciardi. Also attending were Mayor Joe Bica, Kelly Engelhart, Bob Finney, Elaine Van Hoose and Bob Wain. Also in attendance were Donna Swigart of 528 East Riddle Avenue, Ravenna and Marc Resnik of 1102 East Riddle Avenue, Ravenna.

Ms. Michael said the first item for discussion is the Parks contract employee.

Ms. Van Hoose said in the payroll ordinance states there are four people who would assume the position in the parks maintenance at 30 hours each. In a week that comes to 120 hours. She spoke with the mayor and he said he was okay with this if council is okay with it. She is proposing to keep the same number of hours, 120 per week but divide that between six people which gives them a few more bodies to work on the weekends or when Gary Livengood may need them. It's a little bit more manpower. They are just asking to change the number of employees from four to six but still dividing that number by 120 hours per week.

Ms. Michael said that this could help with staffing issues.

There being no questions or comments, it was decided by those present that a tracking sheet would be submitted for Finance Committee approval.

Mayor Bica said he would like to add the IT Technician position to the agenda.

Mayor Bica said this was reviewed again. He asked the IT director to come tonight to discuss it. They are looking to hire a fulltime IT person and to outsource 50% of that person's time to the Ravenna School System and 50% of the time, the person would be working for the city internally. The IT director as well as the IT director for Ravenna School System compiled a job description for the position. It is a position that is about a level two; certainly not an upper level person who would be doing network type work but more of a troubleshooter, day to day operational PC issues, printer issues, login issues.

Mr. Wain said that it's a support technician in high level one or level two.

Mayor Bica said when computers come in, dispatching, going out and putting those computers in; installing software; looking in to RecWare coming up to speed on RecWare so they can be a point person for that. Intermediate type person with a good knowledge. The pay range would be range 18 so the low end would be \$34,923.00; the high end is \$44,324.00. After the meeting today with Mr. Cecora, they are suggesting the person come in at Step C which would be \$38,438.00.

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Ms. Michael asked why that was.

Mayor Bica said that they believe it is a fair wage. The total with all of the rollups would be \$56,764.00. That would be with PERS, hospitalization, etc. They are proposing to bill the school at a flat hourly rate of \$40.00 per hour for the services of this individual which would cover all of the incidentals. The one thing he would like to impress upon them is that the IT department is the only department in the city that touches everyone. Mr. Wain is very behind. It's not any fault of his it's just the nature of the beast, trying to keep up with not only the ongoing transition and change of IT equipment but the constant fire drills that happen every single day that once he starts something and goes to do that then he gets a call with some sort of an emergency going on and he has to stop what he's doing and rush over to that particular scene and correct the problem. The other issue they are having problems with is the long term planning and the things they should be focusing on, they don't have time to do such as phone systems. They need to do a complete evaluation of phone systems. They had to raise the overall budgeted expenses this year on phone systems by 5% because they are caught with the long distance carriers with the phone systems right now. That needs to be evaluated. The city of Tallmadge is saving quite a bit of money right now. They did their evaluation and changed phone systems. Video capability is another thing.

Mr. Wain said that it is an issue of the day to day operations, having that individual handle those fire drills that happen and he wouldn't have to drop everything he is doing to take care of that. By and large, that's the biggest thing he has. Once he starts to get into research on any issues such as phone systems or video systems, you are quickly side tracked. Having that extra person to take care of those issues is important.

Mayor Bica said he thinks the most economical way to handle this is to hire a fulltime person and split them. They have not had any luck at all with a part-time individual that is qualified to do this position.

Mr. Berry asked if the school's need right now is greater than the city's.

Mayor Bica said he would say it's about the same.

Mr. Wain said he met with the IT director for the schools. They have a lot more help than he does but they also have a lot more computers and a lot more people. It's one of those things that at any given time, it could flip flop. It could be the other way around. There is no rhyme or reason for the way these things go. It's like anything else, you get busy, you get slow.

Mayor Bica said the one thing about the school system that is difficult to compare with the city is that the city's largest computer user is the police department and their computer usage is like a life and death situation. When they're talking about the dispatch area and IT is needed in dispatch itself, that is significant priority then when considering the school system. He wouldn't venture to say or guess what the school system's needs are. He knows they have quite a few more terminals than the city. He thinks they have double the number of terminals.

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Mr. Berry said for some reason he thought the school's need was much greater than that of the city's. If that were the case, he was wondering why the school system couldn't hire this person and then the city could utilize that person on an hourly rate; just reverse the situation Mayor Bica is talking about.

Mayor Bica said they did discuss that. The issue with the school hiring the person is the actual union issues involved with hiring an IT person. They indicated they would have union issues if they tried to hire somebody.

Mr. Berry said he knows they talked about city of Kent possibly being involved; could that person be hired by them.

Mayor Bica said so they should have the city of Kent hire somebody and then they'll outsource to the city of Kent, the school system and Ravenna?

Mr. Berry said that if he understands Mayor Bica correctly, they're doing the same thing having them outsource to us.

Mayor Bica responded in the affirmative, stating there is a two way split here of a resource. They were trying to keep it to only two entities, not only because of the geographical location and they felt they both had enough work to keep this person working 50% of the time. the city of Kent has expressed interest in that; of course, they want 50%.

Ms. Michael asked what would be the difference if they used Kent vs. the school systems. It would be the same kinds of computers and systems rather than what they're using at the schools. Right now, Kent is in a better financial situation and they could hire the person and the health benefits, etc., would come from Kent; what would be the pros and cons from that.

Mayor Bica said they approached the school system. They talked with the school system about it first. They did not talk to Kent about it. They talked to Kent about HR, but not IT. They could think of it like that but to him, it makes more sense with the school system because of the geographical location. One of the reasons he thinks it would be best if the city hired the individual is that they have complete control over that individual long term.

Ms. Engelhart said she thinks it's important from the standpoint of strengthening the relationship with the school district. This is not the only thing they are talking to the school district about in regards to working collaboratively. It was the one that came to the top because it had the highest need for both. She thinks that if they would go back and say to the schools that they are not interested but they're going to go with Kent, it would be difficult in the regards to the relationship they are trying to maintain and to strengthen. A couple of the areas that they already have; school systems have consortiums where they do joint purchasing. They've talked about the city being able to join that. They purchase benefits together which previously had been exclusive to school districts but they are talking about expanding those to allow municipalities to join that as well.

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Mr. Cecora said he realizes Mr. Cecora is at this meeting but could Mayor Bica talk about the various funding sources that could be used for this position.

Mayor Bica said half of the gross cost would be \$28,382.00. That is what the city would be fundamentally on the hook for this employee; 76% of that would need to come from the General Fund because they allocate funding based on computer terminals. The more computer terminals you have, the more you get dinged from a funding perspective. The rest of the money would come from water, sewer, storm, recycling, etc. They budgeted \$18,720.00 for the last three years for outsourced technical assistance. They are looking at adding another \$2,850.00 to this year's budget to cover this individual. At \$40.00 an hour, they are actually billing a little bit more than the true root cost of the individual. They would be in line to make a little bit more off of the school.

Mr. Ricciardi said that in establishing that relationship, they are actually dinging them.

Mayor Bica responded in the negative, stating because they need to make a little bit more than 50% of the gross. How Mr. Cecora explains it is, it's that hospitalization stop-loss. That little issue that if there is a significant occurrence with an individual, you have to have some built in reserve. There is a little bit more they would be charging than just the true 50% of that \$28,300.00.

Mr. Ribelin said that it is a lot less than what was discussed previously at \$40.00 an hour.

Mayor Bica responded in the affirmative.

Mr. Ricciardi asked how much of that \$18,700.00 that was budgeted last year has been used for outsourcing computer services.

Mr. Wain said they used some for programming issues.

Mayor Bica said he would say roughly about \$5,000.00.

Mr. Ricciardi asked how many hours do they think that took up.

Mayor Bica said it's hard to tell because he thinks some of that was not based on hourly rates but on overall job.

Mr. Wain said that another thing to point out is, if they are talking about flip-flopping it to another entity and we utilize the time, there are security concerns. This person would be working within the police department at times; in the fire department at times; state computer network, LEEDS, NCIC, that type of thing. He would like a full background check on the individual because this person does have access to every piece of data they have. Outside of that, the state has some pretty stringent requirements on the accessing of data and that type of thing. He needs to make sure this person is in IT and realizes they are in IT and realizes the gravity of what they are able to get at, at all times.

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Ms. Michael asked if the school system would also be interviewing and have a say in who is being hired.

Mr. Berry said that if they are talking about a fulltime city employee then there is no need for the school to be involved with it.

Mayor Bica it isn't but they agreed it would be best if the school's IT director was part of the interviewing process. If they are going to share 50% of an individual, it would make sense for them to be a part of the hiring process.

Mr. Ricciardi asked what happens if this person is at the school putting out a fire there and there is a fire here.

Mr. Wain said that he would be putting out the fire here.

Mr. Ricciardi noted then he will be doing what he is doing now.

Ms. Spencer asked what kind of an impact is this person going to have on Mr. Wain's position.

Mr. Wain said that it's going to allow him to focus on whatever tasks the mayor sends his way, whether it's phone systems or video systems, evaluating those types of things. He won't necessarily have to field every help desk call that comes through. The other thing is, as technology changes, there is need for additional training. There is training he has put off to come up to speed with new technologies because they've been busy and he hasn't had time to do that. The last time he was here, the biggest piece of it is the help desk stuff; having that person who can go out and sit with the users and take care of their immediate issues and provide ongoing support and give him a little bit more time to spend with the users than he currently has.

Mr. Berry asked if Mr. Wain would say that a lot of the issues with those users are small issues, monitors; logging on issues, nothing really major.

Mr. Wain said a lot of it is smaller but to the end user, it's big. He would say major issues, in the past year, as far as impacting someone's ability to do their job, there has been one that comes to mind and that was the slow down issue at the annex that took awhile to troubleshoot. There were two different network engineers besides himself to look at that issue and it wound up being a four pronged issue with the combination of an anti-virus system that was hogging the network; some user activity; a bad switch and some updates that haven't happened on the PC end of it and a piece of cable. It was a very complicated issue and took awhile to troubleshoot and to fix because whenever you would go in to look at the issue, the issue wasn't happening. By and large, if you went through the help desk tickets or how ever the signal comes to him that they need help, it is, how to send an envelope through the printer or how to change the margins on a Word document, that kind of thing.

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Mr. Ricciardi asked if that isn't training issue for the employees.

Mr. Wain responded said that some of it is.

Mr. Ricciardi asked if they are hiring a person fulltime to tell them how to put an envelope in the printer. There is a little icon to tell them which way it goes.

Mayor Bica said there are a hundred PCs in the city and it's growing. It's the demands. That's just PCs. That isn't talking about servers, phone systems, video equipment, the dispatch center. They're not talking about any of that other stuff they are dealing with.

Mr. Finney said that in twelve years he has gone to training a one two-day session for the Auto CAD program. The point is, they don't get trained.

Mr. Ricciardi said that's what he is saying. Wouldn't it cheaper to train the employees who sit at these things every day on how to run a Microsoft Word program than to hire another person fulltime individual.

Mr. Finney said that's not the only function this individual is going to do.

Mr. Ricciardi said what he is saying, in terms of end users ability to use that thing; wouldn't that be cheaper than hiring a person fulltime.

Mr. Finney responded in the negative.

Mr. Ricciardi asked, if it really wouldn't be?

Mr. Finney said he did not think so.

Mayor Bica said that he thinks that is addressing only about 25% of the problem.

Mr. Ricciardi said if 25% of the problems were taken care of, it would reduce the need to have somebody come in here fulltime.

Mr. Finney said that the technology has changed to the point where they can see webinars now, if the internet is working so the training portion isn't as great of a need. You can't get a webinar to figure out how to put an envelope through.

Mr. Ricciardi said the only reason it's a need is because these people can't figure out how to put an envelope in the printer or how to set the margins on Microsoft Word.

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Mr. Finney said Mr. Ricciardi is micro-analyzing the situation. Because he is not an end user.

Mr. Ricciardi said that is what Bob Wain just told them.

Ms. Engelhart said that is just one example.

Mr. Ricciardi said that a lot of the end users have with their computers, how they fix them, ultimately, is to turn the thing off, wait 30 seconds and turn it back on. That's how it works.

Ms. Van Hoose said she can't do that and function every time there are issues down at the RAC. They have way too many people come in. She needs a person in her department, a person to go to and Mr. Wain isn't always available.

Mr. Ricciardi asked if she is saying they need someone fulltime down there to help with that.

Ms. Van Hoose responded in the affirmative stating she has five PCs in her department where they can have issues at any time.

Mr. Ricciardi asked what has been Ms. Van Hoose's biggest and worst issue.

Ms. Van Hoose said that the computer is slow at the RAC. The computers freeze up and there is a line of people waiting to either clock in or they're waiting to enroll in a program.

Mr. Ricciardi asked what the usual fix is for slow computers that freeze up.

Mr. Wain said the only thing he knows of was when they were having trouble with that four pronged issue. It's his understanding that the issue has been resolved.

Ms. Van Hoose said that it still happens at the RAC. But, Mr. Ricciardi I probably right that turning it off and then back on will probably solve the issue at that moment. It does not solve the major problem. It doesn't happen every day between 2:00 and 2:15 and goes on to 3:00 and that's when you have the bulk of people coming in. It's not always a daily fix.

Mr. Ricciardi said that would be a good problem for someone with a contract to look at if Mr. Wain doesn't have time to do it.

Ms. Van Hoose said that is just one problem along with others that she can't think of at the top of his head right now.

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Mr. Ricciardi said here's his problem with this; the last time he asked Mr. Wain how many hours a week this individual would be need, Mr. Wain said he didn't know; maybe three; maybe 30. It would just depend on the situation. That's number one. Number two is they are talking about \$56,000.00 with the benefits. Of that some \$28,000.00 would be the city's half; 76% of that would be coming out of the general fund. They have budgeted \$18,700.00 in the past for assistance on these problems. They haven't even used all of that. They have no obligation with the Ravenna School District. Would it be nice to have a relationship; okay, sure. But his problem is this: they have employees that they cut the hours back to assist with a deficit in the general fund. It's his understanding there is a deficit that still exists in the general fund. In order to reduce spending in the general fund, they have asked department heads to reduce their budgets substantially. Now they are talking about adding a person, fulltime, even though they are splitting that cost with someone else but they haven't restored these people who took hourly cuts.

Mayor Bica said the only people he is aware of is the health department. Those hours are not going to be replaced until the health board decides that it is a prudent move because they have not made decisions on how that department operates currently.

Mr. Ricciardi asked if there is anybody else in the city whose hours have been reduced.

Mayor Bica responded in the negative.

Mr. Engelhart said that the nurse's hours have been restored. Kem Cipriano's hours are the only one that has not been restored in the health department because they are closed on Fridays.

Mr. Ricciardi said that his problem remains they are still operating at a substantial budget deficit in the general fund.

Mayor Bica asked how much is that.

Mr. Ricciardi said that the last he knew it was around \$270,000.00.

Mayor Bica said that it is \$272,000.00. That is pretty close. Would Mr. Ricciardi know that; does he look at the budget on a regular basis? Is he aware of all the cuts they have done and how they've tried to smooth the operation of the city substantially in order to save money.

Mr. Ricciardi said that he is aware of some of the things he's been told. Mayor Bica doesn't always share with them. That's why none of them knew some of these hours had been restored.

Mayor Bica said that if Mr. Ricciardi would pick up one of these budget books, he would know.

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Mr. Ricciardi said that would be an interesting thing and he does do that occasionally. Even if he doesn't do that, does that make the deficit any less in the general fund?

Mayor Bica said that this administration has made major cuts.

Mr. Ricciardi said he is not talking about the administration. He is talking about hiring someone in a department on a fulltime basis when they have a deficit in the general fund; 76% of an individual's pay is going to come from a negative fund. That's what he is talking about.

Mayor Bica said they are recommending to hire this individual for 50% of the time, splitting that cost with another governmental agency so that they get the very best they can from this individual. Yes, that amount is coming from the general fund to make the efficiency of this city run better.

Mr. Ricciardi said he's hearing they are talking about a low level individual in terms of his computer expertise.

Mayor Bica interjected stating they are looking for a level 2.

Mr. Ricciardi asked how many levels are there.

Mayor Bica said there are three.

Mr. Ricciardi said so this person would be in the middle of the road. He's still not sure how many hours a week they are talking about utilizing this person's services.

Mr. Wain said that to clarify, when asked at the first meeting how much he would utilize this person, he was basing that on the knowledge this was going to be split between the schools and the city. He believes he responded, and he might be wrong, 20 hours one week, 40 hours another week, depending on the workload. He said that with the thought in mind that would leave hours available if the school needs them. He can't say for sure at any one time how much time he'll need that person in a week or how much time the school will need them. That was his thought process when he was asked that question.

Mr. Ricciardi asked how much of the \$18,700.00 that was budgeted was utilized last year.

Mayor Bica said that the total that was encumbered for 2011 was \$11,844.00. The remaining balance was \$6,404.00.

Ms. Engelhart said she thinks Mr. Ricciardi's point is taken with regards to the general fund and not every one has been brought back to their hours before the cuts. But the issue with this is they are trying to spend the money where the biggest need is. She, as the interim health

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commissioner, does not feel that she can bring back Kem Cipriano to fulltime when there's not a demand for that need. The work is still getting done with 32 hours. She feels that the general fund and the money that's being saved with that cut with eight hours, would be better served by hiring an IT person that is touching every department in this city that is maintaining their efficiencies to be able to do their jobs the most effective that they can.

Mr. Ricciardi asked if they wouldn't save some money by leaving this \$11,000.00 and have someone come in on an as needed basis. He understands the mayor says that hasn't really worked in the past but he doesn't know how many times they've tried it.

Mayor Bica said they've tried it for the last three years.

Mr. Ricciardi asked how many contract employees have they had.

Mayor Bica said they hired one and then they tried to use Hard Parts where they could. It just doesn't work efficiently. You cannot depend on these individuals. You need someone who is your person to assign these tasks to, set priorities with and tell them to go and do this stuff.

Mayor Bica said that if the committee could just tell them yes or no, that is fine.

Mr. Finney said that he would say, if they want them to continue providing the services they do, in today's world, they have to have their computers operating and it is nothing against Mr. Wain. He is well over taxed. If the police department has an emergency, if he's pulling computer forensics or whatever, that's a priority. They're stuck. In his office, if Gini's machine is down, she is writing hand receipts. They can't get them into the system until it's back up. That would be the same thing with their technician. They are stuck. That's the point they are at with technology. That is how they are able to do what they do with a limited staff, is depending on the computer for filing, the go to system. Everything is at their fingertips on that system. If it's down, they are stuck.

Mr. Ricciardi said that happens to a lot of different people at a lot of different places. It's not unusual.

Mr. Finney said that it is more apparent because they are understaffed. They aren't complaining about being understaffed, they are complain when the system doesn't run. Five years ago, when the building department had three people fulltime which they don't any more, they are doing the same amount of work with less because they have gone to a computer system. They didn't have that system in the past. They were still typing letters and envelopes. They don't do that stuff because they are able to rely on the database and the systems they have. Without the database and systems, they slow way down. They can't do it.

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Mr. Ricciardi said he's telling him a problem that just about every business in America and governmental entity has on a daily basis. That's not anything new. It happens in his office as well when they have a computer go down. If they can't get someone there instantaneously, which is usually the case, either that person finds another terminal or they start doing something else that does not require their immediate attention and not focused on the computer until such time as someone gets back and takes care of it.

Mr. Finney said, unfortunately, they cannot go to another terminal because the software is loaded on one PC. They don't have that capability.

Mr. Ricciardi asked if there is something besides licensing that prohibits that software from being put on to another terminal.

Mr. Finney said that's how they've evolved. With the new systems coming in, they will probably share software such as that.

Mr. Ricciardi said then they would have the ability to go to another terminal.

Mr. Finney said they now have the ability to share files that they didn't have over the last couple of years.

Mr. Ricciardi asked if that's a function of the software or a function of the IT department.

Mr. Finney said that it's a function of IT and he's done a great job for where they are at but they have a long way to go. The reason they're not there is because he has billion things he does on a regular basis and he understands there are levels of priority and that may not be a level of priority.

Mr. Ricciardi said that's the way they have to work.

Mr. Finney said they shouldn't have to. If they're going to provide they are going to continue to provide that council wants them to provide, then they need this.

Mr. Ricciardi said in a perfect world, the computers would never go down and they would all keep running as soon as they got hit with electricity. That is in a perfect world. We don't live there.

Mr. Finney said that he had one computer for eight years and it went down once. He really doesn't have a problem with the computers going down, it's all the other things that continue to get them to function. He won't even get into this map they see in front of them; the stuff he wants them to have access to at their fingertips. But they need help to do that. That's a whole other story but again, it's coming back to what service do they want the staff to provide to council. Mr. Wain can't get to all of these things with his workload as it is.

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Mr. Ricciardi asked if that isn't true when they say to all department heads they need to cut their budget by 10% or 20%? Doesn't it all come back to what service do they want them to provide.

Mr. Finney responded in the affirmative, adding he hasn't heard them say not to provide that service any more. They never once said back off on that service. We don't need that service any more.

Mr. Ricciardi asked what service is he referring to.

Mr. Finney said, property maintenance, for instance. They continue to want them to provide the same service, which is fine. They are going to do the best that they can.

Mr. Ricciardi said he doesn't know that anybody ever said to provide the same. He thinks that when they did those budget cuts, they knew there were going to be cutbacks somewhere, whether it was service, or in materials that were purchased or maybe even staffing. They all knew that and when they do that, there is probably going to be a concurrent reduction in the level of services or maybe an elimination of some services altogether. They know that. They don't have to vocalize it.

Mayor Bica said they have done their very best not to cut any services while still trimming the budget. They're talking about enhancing their IT level of service when they are talking about just chronic nuisance and keeping track of problem properties, rentals, housing inspections, etc., again, with another IT based program that they are doing right now that is consuming his time, beta testing this stuff, trying to get that up and running so that they can track the chronic nuisances and the dog complaints, etc. Again, they are relying on more IT than they are personnel and trying to get more connectivity with this information to get it out there to all of the departments; to council so that they can keep track of this stuff.

Ms. Michael asked if Mayor Bica is saying that maybe the IT department is becoming a more important department than the other departments so does he think maybe adding hours in other departments, are they are up to this.

Mayor Bica responded that he is certainly saying that IT touches every single department.

Ms. Michael asked if Mayor Bica thinks it might be reasonable to cut hours in other departments along the way to help compensate for the position.

Mayor Bica said why would they cut at this point, they are stable. As he thinks they have mentioned, they are not cutting any more operationally. They can't. They are working on the revenue side now.

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Ms. Michael said what she is trying to say is that Mayor Bica is saying that IT is becoming more important than some of the departments. She is just trying to think of ways to come up with additional money.

Mayor Bica said they arguing over \$2,580.00.

Ms. Michael asked if that is including the benefits such as insurance.

Mayor Bica responded in the negative stating that is the gross. Mr. Ricciardi is arguing with them over \$2,500.00. He would rather not hear from the president any further. He would rather hear from the committee members.

Mr. Berry said he asked those questions at the beginning because he knows Mr. Wain has been busy ever since he has been on council. He knows Bob is doing the best that he can. At the same time, he just has to ask himself what is the best way to address it and is bringing on another fulltime employee the best way to do it. He has to convince himself that it is. That is why he asked those questions earlier. Mayor Bica mentioned the \$11,000.00 budgeted for those services. They haven't used that.

Ms. Michael asked why they couldn't take a bigger portion from the other funds, rather than the general fund.

Ms. Engelhart said the water plant has two computer terminals. Even though they have a large budget with the enterprise fund. The wastewater plant only has two computers. They charge by the terminal. So the majority of the terminals come out of the general fund. The largest user is Police. Public Safety is 68% of the general fund.

Mr. Ricciardi asked if that formula is created by the state; charging the departments by the number of terminals.

Mr. Wain said they counted the PCs and established a percentage based on the number of PCs.

Mayor Bica said they took the example from the county. That is how the county allocates their funding for computers. It's based by terminals.

Mr. Ricciardi asked if there is anything in the code that mandates how they determine; not just for the IT department.

Mayor Bica said they did ask that question. They were trying to figure out the best way to allocate by department was and the example was always based on per terminal.

Mr. Ricciardi said that even if they would base it on Mr. Wain's time in any given department, he's sure that the police would probably take up the vast majority of that.

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Mayor Bica said if they were to allocate his time then he would have to track his hours and then back bill.

Ms. Engelhart said that the police chief said he has enough need that he could use a fulltime body just for the police IT side.

Ms. Michael said she doesn't think anybody is questioning that. She knows Mr. Wain is booked a lot. She is just trying to figure out ways that they can get money from the other places vs. the general fund because it does take up so much. She understands they used the formula the county did but can't they create another formula for this.

Mayor Bica said what they are saying is that they would like to add another \$2,850.00 to the \$18,720.00 that was already budgeted for the last three years.

Ms. Michael said they've been talking about this for quite a long time.

Ms. Spencer said Mr. Wain would know better than anybody what is necessary; what is needed; what this person needs to do; what kind of qualifications they need to have. She would hope that he's had input on this.

Mr. Wain said he met with the IT director at the schools and came up with a job description.

Ms. Spencer asked what did they come up with and what does he think is the most important thing.

Mr. Wain said that the most important thing is someone who will answer to him that he can send out. If he has five help desk tickets, he can send them out and take care of those issues where he can go on with whatever project he is working on. That is what he is looking for. He doesn't want anybody who is high level, taking on big projects, etc. that's what he's supposed to be here for. It's to put out the little fires. The money wasn't spent a lot of the times is because the expectations of the users in the city is that they don't want any downtime. Really, in many cases that is the case. The network hasn't been down that he knows of yet individual PCs will periodically have an issue. He prioritizes those based on if someone can use another PC in their department. But, it has come to the point where if a PC goes down, they need to fix it within an hour. He doesn't go to Hard Parts for that kind of thing because he thinks they recently took a fire department computer there and it was three or four days before it came back. He thinks that in all fairness, they are above the bar on response times for emergencies. The things that prevent people from doing their jobs are resolved quickly. That has transcended into everything; well, I saw that one get fixed in an hour; why can't you fix this thing in an hour. When he tries to explain that they have another computer to go to; that is an inconvenience and they don't get there. A lot of that money doesn't get spent because he can't afford to have it down for three hours or three days at Hard Parts. Or, it may be an issue with the network slow down. The two

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other engineers who assisted him are people he knows and has done work for them in the past. It was just talking to him and not having to enter into a contract with them or paying them anything. For him to enter into a contract with a networking company to resolve a problem, would take dates because by the time he got a quote and got the necessary paperwork filed for most of the companies. It's just days out. If he fixes it in-house, it goes quicker. He thinks this person is going to be that person who he can send out on these tasks. The school IT director feels the same way about it. It would be someone they can send out on these level 1 or 2 support issues. If they can't figure it out, they report directly back to them and they deal with it. There is a lot that can be triaged initially that doesn't have to come to them.

Ms. Spencer said, in the so called perfect world, how many people would he ideally like to have apply for this.

Mr. Wain said he would like to get a large number. He doesn't want just one or two applicants. He wants to look at a large number of people. He has a type of person in mind. Someone just out of college, looking for experience. It's a level 1 or level 2 support technician. It's not going to be an IT director, a programmer or a Sysco engineer. It is going to be someone with computer knowledge; A+ certification; someone who can think on their feet; self-starter.

Mr. Ricciardi asked if they really want somebody with no experience. Isn't that what the mayor indicated when they have people on contract, that they come in here to get experience and then they go look for another job.

Mr. Wain said that he thinks at this salary range, they're not going to get anyone with a lot of years experience. If you look at the salary studies for IT, Ravenna City is well below. IT director position, he is less than the first percentile. That position, if you look at an IT technician level 2, the median salary for that is \$68,000.00 in the Akron area. They are asking someone to come in at well less than the fifth percentile.

Mr. Ricciardi asked what happens if they can't find a level 2 person to come in at that pay range.

Mr. Wain said he thinks they'll find someone coming out of school who is looking for a start and get some experience. He thinks that is why they will end up getting that type of person.

Mr. Ricciardi asked what is the difference in the skill set between a level 1, level 2 or a level 3.

Mr. Wain said he doesn't have a description in front of him but it has to do with the types items they can troubleshoot; how far they can go before calling the next level. It varies from company to company. It's something he and Steve York would have to get a little bit more specific on how far they go before it becomes a director issue. In the case of the school, he believes they already have some level 2 or level 3 technicians on staff.

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Mr. Ricciardi said that if somebody coming out of school, if they have a level of designation as they come out of school.

Mr. Wain said it's not a certification. It is a job classification. It just spells out what their duties are.

Mayor Bica said he would think somebody with an undergraduate degree in computer science would be a level 2.

Mr. Wain said that for the city's needs, even somebody with an A+ certification, which is general computer knowledge, the general day to day stuff. A lot of what they do is very specialized and they're not going to be able to get someone to handle all of it, no matter how hard you look. It's going to take time.

Ms. Spencer asked if Mr. Wain is going to be a significant part of the interview process.

Mr. Wain said he plans to be.

It was decided by those present that a tracking sheet would be submitted for Finance Committee approval.

There being no further business before the Committee, the meeting adjourned at 6:54 P.M.

ATTEST:

Clerk of Council

Amy Michael, Chairperson
Personnel Committee