

On Wednesday, August 10, 2016, at 8:31 a.m., the Dayton City Commission met in regular session in the Commission Chambers of City Hall.

CALL TO ORDER

Mayor Whaley called the meeting to order.

INVOCATION

Commissioner Joseph gave the invocation.

PLEDGE OF ALLEGIANCE

Mayor Whaley led the public in the Pledge of Allegiance.

ROLL CALL

Roll call was taken and Mayor Whaley, Commissioners Williams, Joseph, Mims, and Shaw were present. The Clerk of Commission, Ms. Rashella Lavender, and the City Manager, Ms. Shelley Dickstein, were also present.

APPROVAL OF MINUTES

Commissioner Mims made the motion to approve the minutes from the August 3, 2016, meeting. Commissioner Williams seconded the motion. The previous meeting minutes were unanimously approved.

COMMUNICATIONS AND PETITIONS

There were no communications or petitions.

SPECIAL AWARDS/PRESENTATIONS

Dayton Delivers

Mayor Whaley invited City Manager, Ms. Shelley Dickstein, to begin her presentation on the City of Dayton's Customer Service Initiative. In February 2015, The City Commission directed the City Manager's Office to develop a culture of customer service and streamlined municipal processes in order to deliver better, faster and smarter services.

This includes developing customer service policies and procedures across all City departments. The City Manager formed a team to focus on recommendations to improve service which included: employee recruitment and training, ongoing customer surveys, and creating a customer service culture.

There are three plan components in developing a culture of exceptional customer service. First, the City must hire employees who have the aptitude to provide excellent service. Secondly, employees must receive training that teaches the competencies that allow them to provide that excellent service. And finally, processes in the City must not impede the delivery of such service, but rather encourage it.

The Customer Service Task Force is comprised of representatives from a wide range of departments that initially met every two weeks. First, they gathered baseline input from internal and external customers through pulse point surveys. They are also currently aggregating data from a more scientific survey and will be able to use that in the future to improve the initiative.

City Manager, Ms. Shelley Dickstein, then invited Public Affairs Manager, Ms. Toni Bankston, to speak about the primary objectives of the Task Force Communications Team. Ms. Bankston stated that her team sought to develop a campaign that would promote the core values and commitment to service to both employees and Dayton residents and to identify and promote the channels that customers have to contact the City about issues or concerns that they have. The Communications Team is highlighting employees and services on social media and in public spaces. This team also identified methods by which citizens can offer feedback on City services and interactions with employees. Other plans are underway, but will be revealed in the coming months.

Ms. Bankston invited Mr. Ken Couch, Director of Human Resources, to speak about internal efforts to improve customer service. First, new training modules were implemented, starting with Department Directors and Division Managers. Soft skills training is being introduced in August 2016, including team building and coaching, how to have difficult conversations, and how to delegate. Leadership, workforce development, and succession planning training has also been added for supervisors. Additionally, the on-boarding orientation for new employees is now a more robust program that introduces new employees to the City's customer service culture, as well as welcoming them to the City of Dayton and public service. Training for new hires will occur at multiple times during their probationary period. All job descriptions and evaluations are being revised to align with the core customer service values.

Mr. Couch invited Mr. Fred Stovall, Director of Public Works, to speak about Dayton Delivers All Stars, the new employee recognition program that has been developed. Each quarter, up to six employees who have demonstrated exemplary internal or external customer service will be publically recognized, after nomination by both fellow employees and citizens. The selection committee will include representatives from General Fund Departments, Water, Aviation, Public Safety, Commission Office, and two Neighborhood Presidents. Employees being recognized will receive one personal leave day.

Commissioner Williams thanked the presenters for the updates, noting that this is the type of project that is often discussed in a Work Session and not recorded for the public but that it is an important effort that should be shared widely. Commissioner Williams commended the work of the Task Force members. He asked whether citizens would be able to comment on customer services experiences electronically or just in person, on paper. Ms. Dickstein responded that there are efforts underway to make electronic responses easier, and comment cards are available on the website.

Commissioner Joseph thanked the Task Force. Commissioner Mims commented that there must be movement on the feedback received from employees and citizens. The City must always be willing to make adjustments to the process, to continually improve it.

Commissioner Shaw commended the Task Force and commented that he had already heard positive feedback from community members.

Mayor Whaley thanked the Task Force, City Manager Dickstein, and her fellow Commissioners for their work on this issue. She commented that she would like to see citizens have the opportunity to give feedback on their customer service interactions immediately after interacting with a City of Dayton employee, allowing the City to gather feedback demonstrating where customer service gaps exist. City Manager Dickstein reported that options allowing immediate feedback are being explored by members of the Task Force, and some are already in process.

City Housing Code

Mayor Whaley then invited Mr. Aaron Sorrell, Director of Planning and Community Development, to discuss the City Housing Code and housing code violation process. The City of Dayton enforces the exterior maintenance of all properties. This includes trash and debris, junk or abandoned cars, structural conditions of buildings including paint, failing roofs, and sagging porches.

Enforcement activities follow a seasonal schedule. In colder months, inspectors sweep for building conditions focusing on exterior issues and these issues set the work plan for the following year. This allows owners time during the spring and summer to make repairs and bring the property up to code. In the summer, the City focuses on tall grass and following up on the structural orders written during the winter. There are two methods to file a complaint. Citizens can call 333-4800 or submit a complaint electronically through the Dayton Delivers app or online through the website.

Commissioner Williams asked Mr. Sorrell about ways in which citizens who are frustrated with neighborhood property conditions can contact the City. Mr. Sorrell answered that citizens should contact the City before they become exasperated by the condition of homes in their neighborhoods because each time that a call comes in about a property it is logged and inspected. If citizens do not call, the City cannot investigate or cite properties that are in violation of the housing code. Additionally, if citizens are anonymous with their complaints no follow up with them is possible.

Commissioner Williams then asked about citizens who may live on the borders of two cities. Mr. Sorrell suggested that those citizens call the City and referrals can be made.

ADDITIONS OR DELETIONS TO THE CALENDAR

The Clerk of Commission, Ms. Rashella Lavender, added Emergency Ordinance No. 31505-16 regarding Petitioning the County Commissioners of Montgomery County, Ohio, for Annexation of Approximately 157.234 Acres of Land, Consisting of the Dayton International Airport, to the City of Dayton.

The City Manager, Ms. Shelley Dickstein, had no additions, deletions, or comments to the calendar.

REPORTS:

A. Purchase Orders, Price Agreements and Contracts:

(All contracts are valid until delivery is complete or through December 31st of the current year).

1. Purchase Orders:

AVIATION

A1. Fryman Kuck General Contractors, Inc. (underground natural gas line repair and replacement services) **\$19,704.00**

FIRE

B1. Stryker Medical (seven stair chairs) **18,900.00**

1. (Cont'd):

POLICE

C1. Dell Marketing LP (16 computers and 16 monitors) **18,672.80**

PUBLIC WORKS

D1. Beau Townsend Ford, Inc. (one 2017 Ford F-450 utility truck with lift gate) **56,419.00**

D2. Reliable Transmission Service Midwest, Inc. (parts, supplies and labor to repair heavy-duty transmissions as needed through 12-31-16) **30,000.00**

D3. Michigan Playgrounds LLC dba Playworld Midstates (repair materials for playground borders and half ramps) **22,817.00**

D4. Snider Recreation, Inc. (1,800 cubic yards of wood fiber mulch) **36,900.00**

WATER

E1. Houser Asphalt & Concrete, Inc. (parking lot and driveway asphalt pavement sealing services) **10,900.00**

E2. John A. Becker Company dba Becker Electric (electrical parts, supplies and related items as needed through 12-31-16) **20,000.00**

E3. Sullivan Environmental Technologies (Moyno brand secondary sludge pump) **23,776.00**

-Depts. of Aviation, Fire, Police, Public Works and Water. **Total: \$258,088.80**

2. Mont. County Transportation Improvement District – Contract Modification – for First Amendment to Air Cargo Access Improvement Projects Management and Financing Agreement – Dept. of Aviation. **\$2,829,881.00**

3. Synagro Central, LLC – Service Agreement – for the Biosolids Land Application and Disposal Program – Dept. of Water/Water Reclamation. **\$3,030,000.00**
(Thru 12/2018)

B. Construction Contracts:

4. John R. Jurgensen Co. – Award of Contract – for the 2016 CDBG Residential Asphalt Resurfacing (10% HUD Section 3) (Federal Construction Funds) – Dept. of Public Works. **\$920,000.00**

5. Staffco Construction Co. – Award of Contract – for the Signage and Fence Replacement Project at Dayton International Airport (Open Market Contract) – Dept. of Aviation. **\$275,200.00**
(Thru 6/2017)

6. W.C. Jones Asphalt Paving Co., Inc. – Award of Contract – for the 2016 Alley Asphalt Resurfacing (10% HUD Section 3 Participation Goal/10% HUD Section 3 Participation Achieved) (Federal Construction Funds) – Dept. of Public Works/Civil Engineering. **\$285,200.00**

CITIZENS' COMMENTS ON CALENDAR ITEMS

There were no citizens' comments on calendar items.

DISCUSSION OF CALENDAR ITEMS

There was no discussion of calendar items.

APPROVAL OF CITY MANAGER'S RECOMMENDATIONS

Commissioner Mims made the motion to approve the City Manager's Reports. Commissioner Williams seconded the motion. The City Manager's Reports were approved with a 5-0 vote. Voting in the affirmative were Mayor Whaley, Commissioners Williams, Joseph, Mims, and Shaw.

LEGISLATION

RESOLUTIONS –FIRST READING

Resolution No. 6202-16—Declaring the Intention of the Commission to Vacate Bank Street from 57 Feet South of the South Right of Way Line of West Third Street to West Fourth Street.

Resolution No. 6203-16- Declaring the Intention of the Commission to Vacate Cline Street from Warren Street to Nathan Place.

Resolution No. 6204-16- Declaring the Intention of the Commission to Vacate West Fourth Street from Cedar Avenue to Bank Street, Cedar Avenue from West Fourth Street to the I 75 LA ROW, and the Alley South of West Fourth Street from the I 75 LA ROW to Bank Street.

THIS ITEM WAS ADDED

EMERGENCY ORDINANCE-FIRST AND SECOND READING

Emergency Ordinance No. 31505-16- Petitioning the County Commissioners of Montgomery County Ohio for Annexation of Approximately 157.234 Acres of Land Consisting of the Dayton International Airport to the City of Dayton and Declaring an Emergency.

Commissioner Joseph moved that this being an emergency measure for the immediate consideration of the Ordinance. Commissioner Shaw seconded the motion. The motion was passed with a 5-0 vote. Voting in the affirmative were Mayor Whaley, Commissioners Williams, Joseph, Mims, and Shaw. The question being shall Emergency Ordinance No. 31505-16 be passed. A roll call vote was taken resulting in a 5-0 vote. Voting in the affirmative were Mayor Whaley, Commissioners Williams, Joseph, Mims, and Shaw. The Emergency Ordinance was passed.

CITIZENS' COMMENTS

There were no citizen's comments.

COMMENTS BY THE CITY MANAGER

The City Manager, Ms. Shelley Dickstein, stated that the City of Dayton recognizes the need for a good supply of healthy food in the City and thus, with Montgomery County, the City has pledged \$10,000 each to the food co-op project highlighted recently in the Dayton Daily News. Five thousand of the pledge is through the City's contract with the Democracy Collaborative and will be awarded once a solid and sustainable business plan is in place.

COMMENTS BY THE CLERK OF COMMISSION

The Clerk of Commission, Ms. Rashella Lavender, had no closing comments.

COMMENTS BY CITY COMMISSION

Mayor Whaley

Mayor Whaley congratulated Commissioner Mims on his participation in the Big Brothers Big Sisters Over the Edge Event. She also congratulated Oakwood City Schools on the ground breaking of their new athletic field. Mayor Whaley then congratulated and thanked the members of the Montgomery County Commission for directing \$3.5 million extra to addiction services in Montgomery County, a direct result, she said, of the joint work session on opiate addiction held earlier this year.

Commissioner Shaw

Commissioner Shaw invited everyone to participate in the Dayton Police Department listening tour event at Ruskin School.

Commissioner Williams

Commissioner Williams congratulated the 105th graduating class of the Dayton Police Department and noted that the class was very diverse, including one member who was an arson investigator. He thanked Chief Biehl for his leadership in focusing on the importance of community-police relations.

Commissioner Mims

Commissioner Mims thanked the Human Relations Council for hosting a great event with Mr. Norris Cole at Welcome Stadium and Chief Biehl for encouraging some of his officers to participate.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:29 a.m.

Mayor Nan Whaley

Attest: _____
Clerk of Commission