



Village of Roaming Shores

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RoamingShoresOH.gov

ADMINISTRATOR'S REPORT

DATE: March 8, 2024

TO: Mayor & Council

FROM: Lukas Darling, Administrator

MEETING DATE: March 11, 2024

Utilities/Public Works

Lien Processing

The Clerk-Treasurer and I are setting up another meeting with Muni-Link to discuss how lien balances will appear in the system. Unfortunately, the support technician we were working with is no longer with the company. Once this is complete, we will start our first lien process of 2024. Lien balances will not appear on the individual bills.

Utility Billing Issues

We are working with Muni-Link to address several issues with their billing platform:

- 1) **Due-Date Tables.** On our most recent billing, the due-date, balance due, and balance due after due date table was missing on all Consolidated Bills.
- 2) **Master Accounts signed up for E-Bills.** Each month, when we issue bills, all our Master Accounts that are signed up for e-bills also receive a paper bill. The support team has not been able to provide a solution to this issue.
- 3) **Rebalancing within Master Accounts.** Our team currently does not have the option to rebalance between sub-accounts within a Master Account. We have several Master Accounts that show a negative balance on the Consolidated Bill but have several sub-accounts with positive balances (and accumulate late fees because of this).

These issues were shared with our Customer Support Specialist, and he reported that their team is looking into these issues.

If you have any additional issues or concerns with Muni-Link, please let us know so we can pass them along to our Customer Success Representative.

Due-Date Tables were partly fixed in the March billing and should be fixed in all accounts for the April billing.

OEPA Public Water System Equipment Grant

The Village was informed on 1/31/2024 that we were awarded a \$10,900 grant to purchase two valve exercisers and two adjustable gate valve keys. This is a reimbursement grant. We are working with the OEPA Division of Drinking and Ground Waters to obtain a grant agreement for this project.

Policy Updates

Due to feedback, we are implementing the following policy changes in the Utility Billing Office:

- 1) **Courtesy Calls.** Billing Clerks will no longer provide courtesy calls to residents prior to shutting off their water service.
- 2) **Voicemails.** If there is an issue with an account or water service, Billing Clerks will no longer share that information via voicemail. They will now say “There is an issue with your account, please call us back during business hours.”
- 3) **Checks-in-Hand.** Billing Clerks have been instructed to remind customers that we need payment in-hand prior to shutoff. Simply stating “the check is in the mail” is not evidence of payment and will result in late fees and/or shutoff (we will be sending out a press release to this effect as well).

The following policy changes will occur in the Public Works Department:

- 1) **After-Hours Turn-Ons.** Employees are no longer authorized to initiate water service turn-ons after 3pm. After-hours turn-ons will not be conducted.

Village Engineer

Village Engineer Meetings

The Village Engineer meeting is on the third Tuesday of every month at 2:00pm via Microsoft Teams. If you would like to attend a Village Engineering Meeting, please let me know.

Water System Study (Task Order #2)

- Task Order #2 was approved at the October 3 Council Meeting.
- This study would cost around \$30,000.
- A PO was submitted to the Clerk-Treasurer’s office on 1/31/2024.
- The PO will be issued after the 2024 budget is approved.

Copper and Cyanide Study (Task Order #3)

- CT submitted the completed Copper and Cyanide Study to OEPA on February 22, 2024.

WWTP Headworks Project (Task Order #4)

- CT has started the engineering/design for this project. Georgia Conway from CT Consultants met with Duane Helms on-site on February 22nd to view the site.
- Timeline:
 - o Bid Date: May 1, 2024
 - o Construction Start Date: June 1, 2024
 - o Expected Completion Date: July 1, 2025
- The Village will need to utilize a construction loan from OEPA. This loan is expected to be awarded in late June.

Pavement Condition Rating (PCR) Study (Task Order #5)

- This will involve analyzing the surface conditions of the Village’s streets, as well as some boring samples (to determine street bed conditions).
- The PCR study will only take place on Village-owned streets. Township, county, and private streets will not be part of this study.
- CT had a team out the week of February 19th to do the field work for this project.
- We have received a draft with street segment ratings.
- We are awaiting the final study.

Dam Engineer

2022 HHPD Lake Roaming Rock Shore Dam Grant

- We received \$58,500 in grant funding, with a \$31,500 match.
- DLZ will be taking over administration and implementation of this grant once the contract has been signed by ODNR.
- ODNR has been working with FEMA to move their HHPD grants along. The bulk of the wait has been project review (for construction projects, which we are not a part of) specifically the Environmental and Historical Preservation investigation that the federal government conducts. ODNR reports that FEMA is finished with their requests for information, and we are beginning to see some light at the end of the tunnel.
- FEMA is finalizing the review with a 30-day comment period for local tribes and the State Historic Preservation Officer. Once the 30-day time period is up and there are no outstanding concerns from the mentioned parties, they will finalize their review and we are planning to move forward with the grant.
- While we are not a construction grant, we are lumped in with all of ODNR's HHPD grants.

Non-Disclosure Agreements

We have asked the Solicitor to draft a blanket nondisclosure agreement for all village employees who handle personal data. This would prohibit employees from disclosing personal data related to billing and other government services, clarifying the Village's existing position. This will also be reinforced in the Employee Handbook when amendments are proposed.

On hold – pending the appointment of the new Solicitor.

Insurance

Group Term Life Insurance

- Our current group-term policy with Principal renews in June 2024.
 - o We plan to have Love Insurance receive quotes from New York Life, Guardian, Lincoln, Anthem, Prudential, Unum, Pacific Life, and Voya, among others.
 - o We are working with Love Insurance to develop a timeline for quotes.
- Two employees are currently not covered under the policy, and two other employees are underinsured.
 - o All paperwork to bring our employees into the policy has been submitted to Love Insurance.
- The Village currently offers a \$50,000 policy for all full-time employees. Per IRS regulations, policies up to \$50,000 are a tax-free benefit. If the village were to offer insurance in excess of \$50,000, employees would be taxed on the fringe benefit.

ORWA Utility Rate Study

- The draft Utility Rate Study (2023-2024) was presented to the Public Works Committee on March 7, 2024. The Committee had several notes and requests that the study show additional information. Changes will be made to the study, and it will appear in the April 2nd Council packet.
- We are planning to have Corey Timko present to Council at the April 16th Council meeting.

Village Hall Repairs & Maintenance

Fire Alarm System

- Vector Security will be installing a cellular communicator in both the Village Hall alarm system and the Village Hall fire alarm system. Vector has submitted the permit application to the County Building Department, and we are awaiting their approval.

HVAC

- We are working with HAVE and Gardiner to better understand and more efficiently use our current system.
- Gardiner is looking for technicians that might be proficient in JCI controls systems.
- The current conclusion is that the system is overengineered for our building's size.

Village Solicitor Position

The position announcement was sent to the Ashtabula County Bar Association, Lake County Bar Association, Geauga County Bar Association, Trumbull County Bar Association, and Mahoning County Bar Association. Direct emails were sent to the four (4) individuals recommended by Solicitor Smith. A press release was also sent to Gazette News, Star Beacon, and the News-Herald. The position opening was also posted on the Village Website.

The Human Resources Committee will review applications at their March 11th meeting.

Solicitor Smith's last day is April 1, 2024.

Equipment

1986 Ford F350

The vehicle approved for sale by Ordinance 851-11-2022 will be listed with GovDeals. The title has been located. The auction will last 16 days, and no reserve will be set. The truck is sold as is/where is without guarantee. We will send out an email when the auction goes live.