

September 21, 2022

To: Mayor and Members of City Council

From: Sheryl M. M. Long, City Manager *WW*

202201807

Subject: Emergency Ordinance – Emergency Communications Center (ECC): 311 Service Line Transfer

Attached is an Emergency Ordinance captioned:

AUTHORIZING the transfer of the sum of \$240,000 within Street Construction Maintenance and Repair Fund 301 from and to various operating accounts for the purpose of transferring the funding and employees of the City's 311 Service Line from the Department of Public Services to the City Manager's Office, Emergency Communications Center in accordance with the attached Schedule of Transfer.

This Emergency Ordinance would authorize the transfer of the sum of \$240,000 within Street Construction Maintenance and Repair Fund 301 from and to various operating accounts for the purpose of transferring the funding and employees of the City's 311 Service Line from the Department of Public Services to the City Manager's Office, Emergency Communications Center in accordance with the attached Schedule of Transfer.

In Fiscal Year 2022, the Emergency Communications Center (ECC) assumed responsibility for the City's 311 Service Line, which provides citizens with a method to make non-emergency service requests for concerns like potholes, tall grass, and missed trash-pick up. The Department of Public Services had previously managed non-emergency requests for service.

The efficient oversight and integration of the 311 Service Line requires the transfer of employees from the Department of Public Services to the Emergency Communications Center. The Emergency Communications Center will assume responsibility and management of 4-full time positions and 1 part time position, totaling 4.73 FTE, effective October 16, 2022. The Emergency Communications Center will also assume responsibility for filling any vacant positions following the transfer.

Funds need to be transferred from the Department of Public Services to the City Manager's Office, Emergency Communications Center to provide for the reassignment of these duties.

This Emergency Ordinance is in accordance with the "Live" goal to "[c]reate a more livable community" as described on pages 156-163 of Plan Cincinnati (2012).

The reason for the emergency is the immediate need to transfer the resources needed for the 311 Service Line to the City Manager's Office, Emergency Communications Center, to ensure the uninterrupted continuation of services.

The Administration recommends passage of this Emergency Ordinance.

cc: Andrew Dudas, Budget Director
Karen Alder, Finance Director

Attachment

