

Proposed: 5/1/2023

RESOLUTION NO. 078-2023(CRR),  
*Second Reading*

By Councilmembers Russell, Larson,  
and Cuda

A Resolution supporting a mayor's action call center with all actions necessary, including the expenditure of funds, hiring staff, and/or, if needed, purchasing implementing equipment, and declaring the necessity that this legislation become immediately effective as an emergency measure.

WHEREAS, residents need a centralized resource system to report needs and obtain services for numerous activities and services in the City, such as, but not limited to noise complaints, needed street repairs, graffiti removal, abandoned trash, illegal parking, code enforcement/neglected and distressed properties, how to obtain a permit; and

WHEREAS, the development and creation, funding, and staffing for a centralized resource system for residents will satisfy the need identified herein; and

WHEREAS, the creation, funding, and staffing for a centralized resource system for residents will provide the city with a central data collection center to analyze, survey, audit, and study the needs and concerns of City residents; and

WHEREAS, While the purpose of a centralized resource system for residents is to provide high quality customer service, data, and information during normal hours of operation, residents will continue to have access to emergency services directly from safety 9-1-1 emergency services; and

WHEREAS, the centralized resource system should be fully responsive to the non-emergency needs of residents and should be accessible to our residents by all possible mediums to address as many socio-economic barriers as possible.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Cleveland Heights, Ohio, that:

SECTION 1. Cleveland Heights City Council hereby authorizes the funding, for a "Mayors Action Call Center for Residents":

A. the "Mayors Action Call Center for Residents" will be administered by the Mayor, and Cleveland Heights city staff.

B. Once a "Mayors Action Call Center for Residents" is up and running, a central data collection system should be established, and a summary of this data should be provided to members of City Council quarterly.

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SECTION 2. This resolution is timely in support of a Mayors Action Call center in response to concerns and needs of residents in the City of Cleveland Heights. Therefore, it is necessary that this resolution become immediately effective as an emergency measure simply stating a centralized resource system will be established for the resident of Cleveland Heights.

SECTION 3. Notice of the passage of this Resolution shall be given by publishing the title and abstract of its contents, prepared by the Director of Law, once in one newspaper of general circulation in the City of Cleveland Heights.

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MELODY JOY HART  
President of the Council

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ADDIE BALESTER  
Clerk of Council

PASSED:

Presented to Mayor: \_\_\_\_\_

Approved by Mayor: \_\_\_\_\_

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KAHLIL SEREN  
Mayor