



2024 PUBLIC MANAGEMENT ACADEMY 11 PROJECT PRESENTATIONS

February 23 & March 8, 2024
Zoom Webinar



February 23, 2024

Presentation Schedule

8:00 am - 1:05 pm

Webinar ID: 878 5844 5347

8:00 - 8:15 am **Center Staff - Welcoming Remarks**

8:15 - 8:45 am **Eric Vukmanic & Tom Allen**
Greater Cleveland Regional Transit Authority

8:50 - 9:20 am **Steven Zimmerman**
Greater Cleveland Regional Transit Authority

9:25 - 9:55 am **Scott King & Charity Robl**
Ohio Department of Commerce

10:00 - 10:30 am **Kirk Dimmick & Molly O'Donnell**
Greater Cleveland Regional Transit Authority



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10:35 - 11:05 am

Kyle Krewson

City of Shaker Heights

11:10 - 11:40 pm

Carla Regener

Cuyahoga Soil & Water Conservation District

11:45 - 12:15 pm

Rosa Allen-Lester

Ohio Department of Health

12:20 - 12:50 pm

**Toi Porch / Shelton Coleman /
LeKeya Montgomery**

City of Cleveland

12:50 - 1:05 pm

Center Staff - Closing Remarks



March 8, 2024

Presentation Schedule

8:00 am - 1:05 pm

Webinar ID: 825 9823 1318

8:00 - 8:15 am

Center Staff - Welcoming Remarks

8:15 - 8:45 am

Erica Thomas

Richland County Soil & Water Conservation District

8:50 - 9:20 am

Mohan Kurup

Northeast Ohio Regional Sewer District

9:25 - 9:55 am

Shola Ojo

Northeast Ohio Regional Sewer District

10:00 - 10:30 am

DiGi Mason & Martin Carreon

Cleveland Metropolitan School District



March 8, 2024

Presentation Schedule

8:00 am - 1:05 pm

Webinar ID: 825 9823 1318

10:35 - 11:05 am

Ruchi Grewal

Ohio Department of Administrative Services

11:10 - 11:40 pm

Chisa Clark / Chas McKnight /

Jeffrey Pewitt / San Antonio Gibbons

City of Cleveland

11:45 - 12:15 pm

Ashely Flowers

Ohio Department of Taxation

12:20 - 12:50 pm

Center Staff - Closing Remarks

Project Overviews

Budget Management Analyst Onboard Training

Eric Vukmanic & Tom Allen

Creation of a comprehensive onboarding program for incoming Budget Management Analysts to the Office of Management and Budget at the Greater Cleveland RTA. This program will cover all aspects of training from initial orientation to the completion of their first year. It also includes centralization and digitalization of instructional documents into an organized digital structure that will greatly benefit future new hires.

Quality Assurance and Improvement Program

Steven Zimmerman

The Greater Cleveland Regional Transit Authority's Internal Audit Department strives to meet and exceed the professional standards set forth by the Institute of Internal Auditors. To meet that goal, the department needs to implement a Quality Assurance and Improvement Program. This program will allow the department to measure performance, ensure a standard of quality, and identify opportunities for improvement through internal review and stakeholder feedback. Project success will be characterized by the integration of quality assurance procedures and processes into the standard audit workflow, the tracking of Key Performance Indicators against set goals, and the completion of annual internal assessments.

Planning for Success

Scott King & Charity Robl

This project pushes the boundaries of traditional succession planning by establishing a leadership and talent development program for employees. The goal is to create a deep pool of well-developed employees to draw from when critical roles become vacant. This program will allow Commerce to continue providing exemplary and uninterrupted services to our stakeholders and Ohioans. At the same time, it reinforces Commerce's commitment to its employees reaching their professional goals.

Geospatial Asset Maintenance for the Authority's Collective Memory

Kirk Dimmick & Molly O'Donnell

Our project developed a more sustainable engineering database of Greater Cleveland Regional Transit Authority (GCRTA) fixed bridge asset records within an electronic GIS mapped system. Our project also documented a process that can be used to create electronic GIS records for other infrastructure assets. Our project will result not only in cost savings for the Authority, but also will enable other departments to use archived engineering data more efficiently.

Modernizing the Point of Sale Applications, Inspection, and Escrow Process

Kyle Krewson

This project will consist of utilizing the customer addresses provided by Pitney Bowes presort services and reduce the amount of total mail returned to the Bureau of Motor Vehicles by 50% within the next two years. This will result in an approximate savings of \$125,000 per year in direct cost, while also reducing the delay and improving communication between the Bureau of Motor Vehicles and its customers.

Annual Report Dashboard

Carla Regener

This project has improved our method of reporting annual stormwater information to our stakeholders in a quick and easy format. A dashboard is used to summarize and convey the results of annual stormwater infrastructure inspections. The goal is that communities will utilize the information provided in this dashboard to assess their program, make informed decisions and, easily pull numbers for regulatory reporting. In addition, we can utilize this information internally to enhance our program to ensure it is making the greatest impact.

Process Improvement Team (PIT): Enhancing Efficiency and Effectiveness

Rosa Allen-Lester

The purpose of the Process Improvement Team (PIT) is to enhance the efficiency and effectiveness of internal bureau processes. All processes will be reviewed to identify deficiencies as well as opportunities for improvement. Our goal is to decrease the time from project conception to dispatching of the purchase order for commencement of work and to ensure that our processes are in line with the requirements of our federal funders to avoid future audit findings. This streamlined approach not only fosters quicker project initiation but also contributes to overall operational agility.

Effective Communication through the On-Boarding Process

Toi Porch / Shelton Coleman / LeKeya Montgomery

We are dedicated to creating an environment where employees are actively engaged in their work, empowered to make meaningful contributions, and inspired to reach their full potential. Through our evolving processes, we enable employees to take ownership of their work, leverage self-service technology, and access resources that facilitate their professional growth.

Standard Operating Procedures Manual for Richland Soil & Water Conservation District

Erica Thomas

In order to assist the Richland Soil & Water Conservation District's Board of Supervisors to plan for upcoming staff retirements and to keep the momentum of providing excellent services and programs, this project is developing a Standard Operating Procedures Manual for our District. A standard operating procedures manual will document our current processes with detailed steps so that new employees have something to refer to when learning their new job, and it will establish expectations for consistency and clarity. It will also be helpful for employee evaluations to make sure the job duties and goals are in alignment with our district procedures and policies.

DEI Progress Tracking and Reporting Tools for Northeast Ohio Regional Sewer District

Mohan Kurupo

This project centers around the development and implementation of tools that will enable the Northeast Ohio Regional Sewer District to track and report its progress in achieving DEI goals. These tools will be comprised of a range of data collection, analysis, and visualization capabilities, ensuring a comprehensive and accurate representation of our DEI initiatives. By utilizing business intelligence software, we will harness the power of data to shed light on our current position in the journey towards DEI and to showcase the strides we make over time.

NEORS Financial Reporting Enterprise System

Shola Ojo

The vision of this project is to improve the efficiency, accuracy, and compliance of financial reporting by migrating to a new financial reporting system. The new system will provide a more modern and secure environment for financial data reporting, which will allow for better end user experience, allow for collaboration opportunities, improved data visualization and data presentation structure.

Safe Settings

DiGi Mason & Martin Carreon

The aim of this project is to address the enormous toll that gun violence has taken on Cleveland Metropolitan School District. The objective is to use the data to create a program that will help educate and stop the gun violence among the youth. Students and parents will understand the importance of gun safety, so CMSD students will be safer at home and school.

IT Recruitment – Challenges and Solutions

Ruchi Grewal

This project explores the intricacies of Information Technology (IT) recruitment within the public sector, shedding light on the unique challenges faced by government organizations in attracting and retaining top IT talent. It examines the evolving role of IT in the public sector, the impact of digital transformation, and the specific challenges that government agencies encounter in recruiting IT professionals. Additionally, it offers potential solutions and strategies to address these challenges, ensuring that public sector organizations can effectively harness the power of IT to serve their constituents..

Next Level Employee Engagement

Chisa Clark/Chas McKnight/Jeffrey Pewitt/San Antonio Gibbons

We recognize the role of effective training and communication through employee engagement by implementing next level strategies. Strategies including redesigning current training practices, advancing effective communication methods within the organization, while aiming to support and retain long-term relationships in the workplace. By revitalizing current approaches of engagements for our employees, this effort will guide the City of Cleveland's employee experience through the Next Level Employee Engagement Project.

Improving Internal and External Communications

Ashely Flowers

This project focuses on improving the internal communications that were determined by our employee engagement survey. Our goal is to ensure that all communication is delivered clearly, effectively and inclusively in a timely and consistent manner. This has been a great initiative working together with each division to collaborate on ideas, and brainstorming on the importance of our core values as one agency. By implementing our goal, we believe this will help improve our internal and external communications at The Ohio Department of Taxation.