

Ordinance No. 367-2026

**By Council Member Griffin
(by departmental request)**

AN EMERGENCY ORDINANCE

Authorizing the Director of Innovation and Technology to enter into one or more contracts with United Way of Greater Cleveland to provide answering services to route 3-1-1 calls, for the Department of Innovation and Technology, for a period of one year beginning April 1, 2026, with two one-year options to renew exercisable by the Director of Innovation and Technology.

WHEREAS, under Ordinance No. 1266-2022, passed December 5, 2022, and Board of Control Resolution No. 42-23, adopted February 8, 2023, as amended by Board of Control Resolution No. 121-23, adopted March 22, 2023, the Director of Finance entered into Contract No. CT-1511-PS2023-0082 with United Way of Greater Cleveland (“Consultant”) for the professional services necessary to provide after-hours answering, documenting, and routing services for 3-1-1 calls for a term of one year with two one-year options to renew; and

WHEREAS, although Contract No. CT-1511-PS2023-0082 expires March 31, 2026, due to the critical nature of the services, the City desires to continue this public service after March 31, 2026, without interruption by contracting with Consultant for a new term starting April 1, 2026; and

WHEREAS, this ordinance constitutes an emergency measure providing for the usual daily operation of a municipal department; now, therefore,

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF CLEVELAND:

Section 1. That the Director of Innovation and Technology is authorized to enter into one or more contracts with United Way of Greater Cleveland on the basis of its Price Quote dated March 10, 2026 (the “Proposal”), for the following professional services for 3-1-1 calls: answering, documenting, and routing services after normal 3-1-1 business hours (“after-hours service”) as well as during extraordinary service events and operational service coverage meetings whether occurring during or after normal business hours; 24-hour coverage during City-recognized holidays; providing staffing to answer, document, and route services for 3-1-1 calls received from both English-speaking and non-English speaking callers; communicating with appropriate City staff in emergency situations; and increasing staffing levels as necessary to accommodate any call volume increase during the term, for the Department of Innovation and Technology

Ordinance No. 367-2026

for citywide use, for a period of one year beginning April 1, 2026, with two one-year options to renew exercisable by the Director of Innovation and Technology.

Section 2. Based upon the Proposal, the compensation for Consultant's services shall be \$111,454.00 for the first year and each of the two one-year options to renew, provided, however, if the 3-1-1 call volume increases by an average of 8% or more over the 1,600 calls per month baseline in the 10 months preceding exercise of the first renewal option or in the 10 months preceding exercise of the second renewal option, then Consultant may increase its fee for that option year by an amount determined by the City as the same proportion of the preceding year's fee as the increase in call volume and associated services for that year but not exceeding 5% of that preceding year's contract amount.

Section 3. That under Section 108(b) of the Charter, the services authorized by this ordinance may be obtained through cooperative arrangements with other governmental agencies. The Director of Innovation and Technology may sign all documents that are necessary to obtain such services and may enter into one or more contracts with the consultant(s) selected through that cooperative process.

Section 4. The contract or contracts shall be paid from Fund No. 70 SF 101.
(RQS 1601, RL 2026-12)

Section 5. That this ordinance is declared to be an emergency measure and, provided it receives the affirmative vote of two-thirds of all the members elected to Council, it shall take effect and be in force immediately upon its passage and approval by the Mayor; otherwise it shall take effect and be in force from and after the earliest period allowed by law.

JBM:nl
3-23-26

FOR: Director Crowe

