

**CITY OF CLEVELAND**  
**DEPARTMENT OF FINANCE, DIVISION OF PRINTING & REPRODUCTION**  
**LEGISLATIVE REQUEST – EXECUTIVE SUMMARY**  
**Ord. No. 623-2025**

**PURPOSE:** The Division of Printing and Reproduction is committed to providing innovated, sustainable, and cost-effective design, print, and mail solutions to the City of Cleveland. It is a full service shop that assumes undivided responsibility for projects from concept to delivery. The Division produces six million documents and processes over one million pieces of mail annually for all City departments, divisions, boards, and bureaus, including the Mayor's Office, City Council, and Municipal Court. This includes all forms, stationery, manuals, directories, reports, brochures, newsletters, posters, and other literature. Additionally, the Division manages the contract for the provision and maintenance of copiers and printers for the entire City.

The operations of the Division are led by the Commissioner and Assistant Commissioner, who have served the Division and City for decades. The Assistant Commissioner is planning to officially retire from the City during the first half of 2025, but is willing to continue to serve the Division under a professional service agreement (PSA). The primary goal of the PSA is for succession planning, which becomes more critical for the Division as the Commissioner is also contemplating official retirement in the near future.

**DESCRIPTION:** A primary purpose of the PSA would be to work with the Commissioner to develop a succession plan and train other staff in the Division to implement the succession plan, with the goal of enabling other staff to effectively manage the Division in the absence of the Commissioner and/or Assistant Commissioner. The succession plan will include milestones and deadlines, with implementation of the plan by the end of the PSA's term. In addition to the succession plan, the PSA will include the key activities to be performed under the agreement, which would also be a part of the succession plan. As a result, training staff on these activities will be expected under the PSA, such as training staff in USPS policies and protocols and in-house industrial mail inserters, meters, and postal software operation; and teaching staff to operate all serviceable equipment at the Division. Other key activities to perform and train include the following:

- Create a digital print requisition form that would give customers the ability to submit and track their jobs orders online.
- Replace outdated estimating software to ensure timely and systematic job costing.
- Assist in developing the Division's three-year Strategic Business Plan (2025-2028) by providing key insights, analysis, and recommendations that align with the Division's goals, market trends, and growth opportunities.
- Place a strong emphasis on worker safety with five in-house training sessions and ensure strict compliance with the City's *Employee Safety & Health Handbook* and all applicable OSHA rules & regulations.
- Write equipment specifications and participate in the evaluation process.
- Manage bids, installations, service agreements, and billing for hardware/software contracts.
- Review monthly financial reports for accuracy in coordination with Financial Reporting and Control, assist in developing budgets, and perform inventory maintenance.
- Monitor goals and performance metrics, including job status, production summaries, job turnaround times, graphic design assignments, and monthly billing accuracy.
- Position the Division as communication experts capable of offering a variety of static and non-print solutions tailored to customer requirements.
- Support the City's fleet of technology devices, including copiers, printers, and scanners.
- Perform other responsibilities as assigned by the Commissioner and/or Director of Finance.

**TERM:** One year, with one-year option to renew

**AMOUNT:** \$115,000 annually.

**FUNDING SOURCE:** Division's internal service fund budget