

- *John Michael moved and Richard Tolle seconded to donate \$1,000 to the American Legion for the food baskets. Roll call vote 3-0. Motion carried.
- Requested two income tax refunds for \$1,243.00 and \$79.11.
 - *Scott Willey moved and John Michael seconded to approve the income tax refunds as requested. Roll call vote 3-0. Motion carried.
- Read a letter from Chris Cook requesting an adjustment for his apartment building located at 305 Eastern Ave. According to Mr. Cook he had an unusually high bill of 27,000 gallons for the November bill. Mr. Cook stated he had it checked for a leak and nothing showed up. In addition, Mr. Cook stated he asked all of his tenants if they accidentally left a facet or spigot on and they all denied it. Utility Clerk Teresa Smith stated the average for Mr. Cook's apartment building is 10,000 gallons. After discussion, Council feels that since they have approved adjustments in the past months they needed to approve an adjustment for Mr. Cook but they want some type of policy for this in the future.
 - *Scott Willey moved and John Michael seconded for Mr. Cook to pay the full water and to pay the average of 10,000 gallons for sewer (which would be \$115 for sewer per Teresa Smith) and waive all penalties. Roll call vote 3-0. Motion carried
- Requested Council join the Ohio Municipal League for the 2020 year.
 - *John Michael moved and Richard Tolle seconded to join the Ohio Municipal League. Roll call vote 3-0. Motion carried.
- Informed Council she had more information regarding the grant for the Sr. 28 Culvert and Headwall project. After informing Nicole Oberrecht from the County Commissioners Office that after the last meeting, the village was not interested in applying for the second round of the grant, Ms. Oberrecht stated that Hillsboro dropped out of the running and that Leesburg could be in line to have the entire project funded. However, Leesburg would still be responsible for their \$58,000 portion. Mrs. Rita Smith Daulton asked if she could address Council on this matter. Mrs. Daulton stated that as a new Council member taking office in January, she believes if Council continues with this project correcting a problem on a resident's private property, they are setting a precedent to fix other residents properties.
 - *Richard Tolle motioned to continue with the project. Motion failed for lack of second.

MISCELLANEOUS:

- Fiscal Officer Tracy Evans was concerned we would need to cancel the meeting because of lack of quorum. Solicitor Beery stated that due to Councilman Morgan Sheppard resigning from the last meeting, the council is now comprised of five members. Therefore, a quorum would be three members so we can proceed with the meeting.
- Utility Clerk Teresa Smith asked Council if she could speak. Mrs. Smith informed Council of a moral issue among the employees. Mrs. Smith stated Council needs to do something to make it like it used to be when everyone worked together. Mrs. Rita Daulton also stated we need to get back as a team and do our job together. Mrs. Smith then asked Council if any of them had every made a mistake before and were they not human to make a mistake?

- Richard Tolle moved and Scott Willey seconded to adjourn at 8:30 PM. Roll call vote 3-0. Meeting adjourned at 8:30 PM.

RITA's Full Service Tax Collection and Systems	
Description	Included in Agency Standard Cost
	✓
Taxpayer Registration:	✓
Real Estate Transactions	✓
Criss Cross Directories	✓
Internet Searches	✓
State Add Data	✓
Municipal Licensing/Utility/Permits Data	✓
Rental Property Owners	✓
Matching W-2s from Business Withholdings Against Individual Accounts	✓
Individual Tax Accounts:	✓
Tax Return Processing, Audit & Customer Service	✓
Call Center - Customer Service & Taxpayer Assistance	✓
Tax Return Processing & Audit	✓
Annual Tax Filing Reminder Notices	✓
Quarterly Billing Statements	✓
Business Compliance:	✓
Business Tax Return Processing, Audit & Customer Service	✓
Call Center - Customer Service & Taxpayer Assistance	✓
Tax Return Processing & Audit	✓
Monthly & Quarterly Billing Statements	✓
Annual Tax Filing Reminder Notices	✓
JEDD / JEDZ Administration	✓
Payment and Filing Collections:	✓
Collection of Delinquent Non-payers	✓
Legal Audit	✓
Non-filer and Administrative Subpoena Programs	✓
Small Claims, Civil Actions, Bankruptcy, Consumer Credit Counseling, Estate Claims	✓
In-house Attorneys - Tax Ordinance review, Board of Appeal assistance	✓
Federal Tax Information (FTI) IRS Data Exchange:	✓
Identification & Compliance	✓
Assessment & Collection	✓
Records Management:	✓
Data Entry	✓
Imaging	✓
Records Retention	✓
Information Technology:	✓
Development/Programming	✓
Information Security	✓
System Operations	✓
Helpdesk Support	✓
Support Services:	✓
Administration	✓
Finance	✓
Member Relations	✓
Building Security/Reception	✓
Computer Hardware & Software Systems:	✓
Tax: Account Detail, Refunds, Billings, Payments, Correspondence, Legal, Compliance	✓
RITAX Annual Maintenance, Upgrades, Enhancements	✓
Data Warehouse: Management Reports	✓

RITA's Full Service Tax Collection and Systems

Description	Included in Agency Standard Cost
Data Warehouse Annual Maintenance	✓
eServices: Web applications, Tax Forms, Tax Ordinances	✓
eFiling	✓
ePayments	✓
eRegistration	✓
Document Imaging: Electronic Retention and Retrieval of Tax Records	✓
FileNET Imaging Annual Maintenance	✓
Customer Relations Mgmt w/ Computer Telephony Integration (CTI)	✓
Siebel Annual Maintenance	✓
Interactive Voice Response Telephone (IVR) 24/7 self service	✓
Avaya Annual Maintenance	✓
Federal Tax Information: IRS Data Exchange Program	✓
STAX & FEDTAX Annual Maintenance	✓
Virtual Private Network: Secured Email, Tax System Access, Member Portal	✓
Secured Credit Card Processing	✓
Tax Software Vendor & Payroll Processing Partnerships	✓
Facilities:	
Tax and Administrative Offices	✓
IT Programming & Computer Operations Center	✓
Record Storage	✓
Offsite Secured Storage of Data System Backups	✓
Disaster Recovery Warm Sites for Systems and Staff	✓
Maintenance & Repair	✓
Janitorial	✓
Backup Power Generators	✓
Outside Services/Partnerships:	
Printing of Tax Forms & Refund Checks	✓
Printing of Correspondence & Billing Statements	✓
Postage and Envelopes - Mailing of Forms, Bills, Correspondence & Refund Checks	✓
Receipt of Tax Forms and Payments in Secured Bank Lockbox	✓
Other Services:	
Secure Lockbox	✓
Business Interruption - Resumption Coverage	✓
Membership in Municipal Organizations	✓
Monitor/Participate in On-going Tax Legislation Activities	✓
RITA Speakers Bureau	✓
Court Hearings Attendance - Small Claims & Civil Actions	small charge
Outside Attorneys - Post Judgment Collections	18% "R.I.T.A." rate
Administrative Subpoena (each)	\$1 or \$8