JOPLIN CITY COUNCIL
INFORMAL MEETING MINUTES
AUGUST 20, 2018
602 S. MAIN ST.
JOPLIN MO 64801

Mayor Shaw called the August 6, 2018 Informal Meeting of the Joplin City Council to order at 5:15 p.m.

In attendance were Council Members: Taylor Brown, Melodee Colbert-Kean, Doug Lawson, Diane Reid Adams, Mayor Gary Shaw, Ryan Stanley, Phil Stinnett, and Jim West. Absent: Anthony Monteleone.

Citizen Request Tracking System presentation by IT Director Mark Morris

IT Director Mark Morris presented a power point on SeeClickFix, which is a citizen request tracking system. This program is a management tool that makes it easier for local governments to citizen complaints and concerns such as pot holes, graffiti, etc. - with efficiency in the following ways: The main objective with implementing this type of system is to boost service, provide better service to the customer/citizen; increase operational efficiency between our departments allowing data to be seen between departments (i.e. odor complaints) to determine if there is overlap of departments or no coverage at all. This is an App-based system that can:

- Simplify internal communication & stop using email, spreadsheets, or sticky notes.
- Reduce calls with a mobile app & web tools that let citizens report issues on-the-go.
- Save time & money with data driven decisions.
- Increase civic engagement by involving citizens in community dialogue

The cost of this program is a one-time purchase charge of $15, 000.00. Director Morris researched 5 companies that offer similar programs, and most were above the $15K amount. The ongoing maintenance fee would probably be 3% - 5% of initial costs.

After the presentation, Mayor Shaw asked if there would be some personnel savings realized if this program was to be implemented. Director Morris stated he would have to research this issue to get a better idea of an answer. Mayor Shaw also asked if we can customize the program by changing some of the verbiage, such as changing the word “complaint” to “concern”; and change the name “reporter’ on the request form to “citizen”. Director Morris replied stated that it is customizable.

Mr. Stanley asked if there was feedback or reviews from other cities who have used this program. Director Morris replied that the quotes he used in the presentation were direct quotes from the cities he contacted regarding the program. Mr. Stanley also asked if there is a way to connect pay (sewer bills). Director Morris replied he did not explore the connections options as much as just finding out if there is the ability to “build a bridge” down the road. Mr. Stanley also asked if this program can be used to push positive messaging such as upcoming city events, and Director Morris replied that we have that capability now, so he thinks we would still be able to do this with the new app.

Mr. Brown stated he was in favor of this program, but he would suggest taking our time so that if we did approve it, the implementation would be seamless because it does have good potential. Director Morris stated he thought 60-90 days is a reasonable timeline to get this implemented.

Mr. Brown stated he would like to see yearly reports on what types of concerns have been reported.

Mr. Lawson asked if citizens have to have the app to use this program and Director Morris replied that in order to use it on their phone or handheld device, they do need the app. Links can be provided to the SeeClickFix portal on our website if citizens don't want to access it with an app.

Citizens can still call City Hall with a concern by dialing the city's main number and hit 0.

The cost of this program is based on bedtime population. For Joplin's population of 50,000, it's this price for set-up and you can have up to 40 back end accounts. Mr. Stanley asked about checking into a volume discount, for example, a 1-year contract versus a 3-year contract.

Mr. Stinnett cautioned there are many citizens who are not in the electronic age and we've got to be able to accommodate them with whatever programs we have. He would like to explore this further to find out how much time and dollars would really be saved. He wants to know more about response time. Director Morris replied that a work flow could be built to address these concerns.

Mayor Shaw stated we have a mixed community and we want to be progressive; we have to take care of the older population as well as keep up with the younger generations who are more technologically advanced.

Boards/Commissions - Reappointments & Appointments

Mr. Stanley made a motion to approve all the reappointments. Mr. Brown seconded the motion. The motion was approved 8-0-1. Absent: Monteleone.

Health Board: Mr. West nominated Kathy Bridges. Mr. Lawson nominated Diane Fauss. The vote was 5-3 to appoint **Kathy Bridges** to the Health Board.

Building Board of Appeals: Mr. Stinnett nominated Curtis Ledford. Mr. West nominated Joe Adams. The vote was 5-2 (abstention: Reid Adams) to appoint **Curtis Ledford** to the Building Board of Appeals.

Parks & Recreation: Mr. Brown nominated Bryan Bridgford. Mr. Stanley nominated Chris Williams. Mrs. Colbert-Kean nominated Chalice Cooper. The vote was 4-2-2 to appoint **Chalice Cooper** to the Parks & Recreation Board**.**

Solid Waste Commission: Mr. Stanley nominated Jacob Calvin. The vote was 8-0 to appoint **Jacob Calvin** to the Solid Waste Commission.

City Manager Sam Anselm stated there has been a lack of a quorum for the past two Capital Improvement and Public Safety and Sales Tax Oversight Committee meetings. Mr. Stinnett asked for an attendance record to be sent to the council members.

The meeting adjourned at 5:42 p.m.

Submitted,

Barbara J. Gollhofer, City Clerk