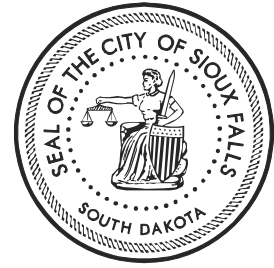


# Minutes

Monday, May 11, 2009



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## Public Service Committee

4:55 p.m.  
Carnegie Town Hall  
235 West Tenth Street

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Members Present: Kenny Anderson Jr., Vernon Brown, and Kermit Staggers  
Members Absent: De Knudson  
Staff Present: City Clerk Debra Owen and Assistant City Clerk Jamie Palmer  
Guests: Council Members Greg Jamison and J. Pat Costello; Planning and Building Services Director Mike Cooper; Public Health Director Judy Buseman; Central Services Director Mike Hall; City Attorney Robert Amundson; and Argus Leader Reporter Jonathan Ellis

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### 1. Call To Order

Committee Chair Anderson Jr. called the meeting to order at 4:55 p.m.

### 2. Review and approval of Minutes dated April 13, 2009

A motion was made by Brown and seconded by Staggers to approve said minutes. A voice vote was taken and all members voted yes. **Motion Passed.**

### 3. Code Enforcement

#### **De Knudson arrived at this time.**

Cooper stated that Central Services Director Mike Hall will update the committee on the code enforcement reporting process and the website; Public Health Director Judy Buseman will update the committee on the customer service processes that are being implemented; and City Attorney Robert Amundson will address citation collections.

Hall shared aspects of the city website that make code enforcement reporting much easier. He gave a short demonstration of the enhancements on the city webpage including the "Click or Call City Hall" link. He demonstrated the standardized on-line complaint form. HelpLine 211 call center is taking the calls from the main line information number which is 367-8000. The number is currently being answered Monday through Friday during the hours of 8 a.m. to 5 p.m. The HelpLine center is working on a proposal to answer calls from 7 a.m. to 7 p.m. seven days a week.

Hall shared a copy of the results of their website feedback survey. A total of 83 surveys were completed. The survey is located online and is available for anyone to complete. A short discussion followed. Hall stated that customer follow-up is completed if the person leaving the complaint provides call back information. If they prefer to remain anonymous, then the follow-up isn't completed.

Buseman shared information regarding some customer service standards. She stated that several departments (Parks & Recreation, Community Development, Building Services, and Health) met to identify the customer service standards each department was utilizing. The group will continue to meet to discuss implantation of these standards so that they become part of employee orientation.

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## Minutes for Public Services Committee

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Amundson stated that he was asked to come today to give an update on the citation procedure and collection process for unpaid citations. He shared that Senate Bill 99 is effective July 1, 2009 and will allow the city attorney's office to send unpaid citations to small claims court vs. circuit court. He stated that time will tell if this is a better process for collecting the unpaid citations. Discussion followed.

Cooper stated that there are many uniform reporting standards (to the council) that are being discussed also. Some include monthly or bi-monthly reporting but no decision has been made.

Brown asked how the 367-8000 number is being promoted or advertised. Hall stated that they have discussed and are considering billboards, bus billboards, and Channel 16 public service announcements.

Knudson asked about the possibility of hiring an intern/student to create necessary software/database necessary for tracking the complaints. Hall stated there is a module that exists that they feel would best suit their needs. The cost has been incorporated into the proposed budget but has not yet been approved.

Cooper stated that another task that they are working to compile all code enforcement related ordinances and give a presentation to the council. This will assure that steps aren't being duplicated or processes aren't outdated.

Discussion occurred about a website where citizens can see the progress of complaints. No action was taken at this time.

### 4. Open Discussion

Anderson Jr stated that as a result of the Community Forum held on May 5<sup>th</sup>, the issue of Affordable Housing has been delegated to the Public Services Committee. The item will be on the Public Services Agenda next month.

A brief update was given by Buseman regarding security issues at the Health Department. Buseman stated that they are "learning the building" and are working to make the environment safe for employees and visitors. Anderson Jr. stated that he is a member of the Multi-Cultural Center Board of Directors and the board has made a request to the police department to reassess the entire building for safety measures.

### 5. Adjournment

A motion was made by Knudson and seconded by Staggars to adjourn the meeting at 5:50 p.m. Brown called for a voice vote on the motion and all members voted yes. **Motion Passed.**

Jamie L. Palmer  
Assistant City Clerk