



Office of Mayor Lenny Curry

Infrastructure Sub-Committee Task Force on Neighborhoods Meeting

June 29, 2015

Jacksonville University
Davis College of Business
Public Policy Institute
2800 University Blvd, Room 288

IN ATTENDANCE:

Ed Burr Chair
Wight Gregor, Task Force Chair
Dane Grey, Member
Scott Shine, Member
Jacquie Gibbs, Member
Mike Anania, Member
Jody Brooks, OGC Representative
Chief Charles Moreland, Co-Chair Transition Team

GUESTS:

Monica Cichowlas, COJ
Mike Brost, JEA
Rob Zammataro, JEA
Mark Merritt, Jacksonville Public Library
Stacey Burch, COJ
Solomon L, CPAC
Mary Beth Ridderman, COJ
Ms. Marlene Russell, Transition Team
Ms. Wendy Jones, Recorder

Task Force Chair Wight Greger called the meeting to order at 2:08 p.m.

The Chair introduced Monica Cichowlas from 630City who told the Task Force about the background of the call center. She mentioned that over the 14 ½ years that she had been at the call center it had been under 7 different departments with the best fit being under Central Operations/Public Information. There are a number of reasons for this such as it is a neutral department as there are times she must

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work with department heads on settling issues regarding divisions in their departments. Also this is a good fit because if they are under Public Affairs they would receive information that needed to be disseminated to the Public first instead of last and then they would have a clear message from the Mayor's office. The Call center takes on average 25 to 30 thousand calls per month and 300 thousand annually. There is a 5 percent increase this year. They also take non-media public information requests for the City with a total of 22 staff members.

Scott Shine mentioned the that wait times have increased in the past few years when he has called in to 630City to which he was informed that this was due to staff and budget decreases in the past years. The Center does have measurements and tracking mechanisms in place and they are reported on the scorecard for the division. She stated that the optimum staffing would be 46 people. The Call Center handles over 15 hundred types of service requests and should average 3 minutes per call.

There was discussion that followed regarding the return side of the Call center which had been discussed in previous meetings. Mike Anania mentioned that Citizens are not getting calls or emails back when issues are being closed out. It was also stated that some are not asked if they would like a call back or an email in regards to their issue. Monica Cichowlas said that she would look into this as staff was responsible for asking if Citizen wanted contact back. It was mentioned that there needs to be a standardization of close out of issues.

The discussion then moved on to the draft of recommendations and how to prioritize them from their discussions. The discussion leads to the following evaluation of priorities regarding Neighborhoods:

- 1 – Re-establish Neighborhood Department
- 2 – Clarify the lines of who the Department reports to
- 3 a – Proactive communications
- 3b – Develop feedback loop
- 4 – Reincorporate neighborhood planning
- 5 – Update Action plans

Chair Ed Burr presented a letter from the Jacksonville Public Library to the Task Force. The discussion regarding the Libraries was that they provide a valuable service to the Neighborhoods. Mark Merritt from the library believes that the most effective reporting place for the Library is reporting to CAO instead of Intra-Governmental Services. Having good Libraries is like having good roads. Libraries are an asset in the Neighborhood tool box that enrich and sustain neighborhoods with the synergistic relationship that they have with the communities.

Question was raised in regards to how some grants have caps on them and if Social Services grants are moved under Neighborhoods would it cap some of the grants that Neighborhoods and Social Services would be eligible for. Another potential legal issue could be multiple divisions of the same department applying for Community Planning Grants

Parks do contribute to the rebuilding of neighborhoods; however, the Task Force does believe that the Community Services portion of the current structure of Parks does need to be moved to Neighborhoods.

There was discussion regarding leaving Municipal Code under Regulatory Compliance to help make the Neighborhood Department not so weighty.

Priority listing regarding CPACS:

- 1 – Staffed appropriately
- 2a – Improve lines of Communication
- 2b – Align CPACs
- 3 – Program side of CPAC's
- 4 – CPAC members integrate in City CIP process

The Chair mentioned that they need to think about matrix that is tangible and quantifiable. What programs make CPACs strong?

Meeting was adjourned at 3:45 p.m.



Office of Mayor-Elect Lenny Curry

AGENDA

Date: June 29, 2015



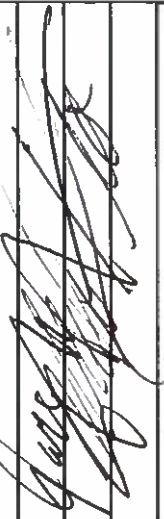

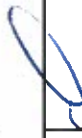





Time: 2:00 p.m.

Committee: Infrastructure – Task Force – Neighborhoods/CPAC

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| I. | Welcome | Wight Greger, Chair |
| II. | 630-City | Monica Cichowlas |
| III. | Metrics | Committee |
| IV. | Adjourn | |

Infrastructure Sub-Committee Task Force Neighborhood/CPAC

June 29, 2015

Name	Title	Signature
Mr. Ed Burt	Chair	
Ms. Wight Greger	Task Force Chair	
Mr. Dane Grey	Member	
Mr. Scott Shine	Member	
Mr. Rick Morales	Member	
Ms. Jacquie Gibbs	Member	
Mr. Mike Anania	Member	
Mr. Greg Nettuno	Member	
Ms. Jody Brooks	OGC Representative	
Chief Charles Moreland	Transition Team	
Guests / Visitors:		
Monica Cichowlas	COJ / BORO CITY	
Mike Brost	JEAF	
Rob Zammitaro	IGA	
Mark F. Merritt	COJ / JPL	
Stacey K. Burch	COJ	
Selemou L	NEW CPAC	

Name	Address	Signature
MARY BETH RIDDERMAN	Co 5	<i>MARLENE</i>