



CITIZEN INNOVATION AND TECHNOLOGY PANEL

Quality Services for a Quality Community

MINUTES

December 14, 2016

7:00 p.m.

Courtroom 1

East Lansing 54B District Court

101 Linden St.

MEMBERS

Margy Barile
East Lansing

Dennis Bond
East Lansing

Doug Couto
East Lansing

Lauren Douglass
East Lansing

Jonathan Irvin
East Lansing

Thasin Sardar
East Lansing

Bruce Edwards
East Lansing

City Council Liaison
Erik Altmann

Staff Liaison
Thomas Crane

City of East Lansing
INFORMATION
TECHNOLOGY
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1. CALL TO ORDER

a. OPENING

Couto called the meeting to order at 7:03 p.m.

b. ROLL CALL

At the taking of the roll, all panel members were present except Barile and Bond.

c. APPROVAL OF AGENDA FOR DECEMBER 14, 2016

d. APPROVAL OF MINUTES FOR NOVEMBER 16, 2016

e. NEW MEMBER INTRODUCTION

Couto introduced Bruce Edwards as a new advisory panel member. Edwards provided the group with a brief work history and a brief update on his technology background which included working as a luminary with big data and cloud arenas for Oracle.

2. COMMUNICATIONS

None received.

Ways for Obtaining Community Input for Making East Lansing a Vibrant Thriving Digital Community

1. Review Previous Community Surveys
2. Conduct a Survey in 2017
3. Host a Technology Round-Up
 - A. Invite Business to sponsor
 - B. Highlight technology activities in East Lansing
 - C. Create a competition for small groups, students, startups with a scholarship award.
 - D. Define problems areas for competition.
 - E. Invite venture capitalists to attend and/or invest
4. Host a Tech-A-Thon Focused on A Specific Community Issue
 - A. Cyber Threats. Invite business, state, MSU chief security officers to participate/judge.
 - B. Address issues related to making East Lansing more welcoming as a destination by making parking and driving more friendly.

Possible Survey Questions:

1. The City of East Lansing formed a Citizens Innovation and Technology Panel to consider recommendations for using technologies to make our community a better place to live, work, play and learn. What area do you see as a way that technology could make our community a better place?
2. How could EL better use technology to serve the needs of the community?
3. Do you conduct any transactions with the City? Are there any that you would suggest for being part of an electronic suite to simplify the process?
4. Do you use any of the current electronic services available at the Library or Community center? Which is the most useful for you?
5. Would you be interested in applications that allow you to conduct business with the city using your smart phone?

Areas that may be helped by technology:

1. Payment of Property Taxes
2. Parking locations and payment
3. Cyber risks and scams
4. Other payments for trash pickup, yard waste, parking fees, water bills, Hannah Center
5. Look at preorder and prepayment model similar to Uber and Lyft for city services.
6. Reporting sidewalk hazards, downed trees, potholes,
7. Trash pick-up after special MSU events
8. Using Social Media for Building Community
9. Public Safety Alerts
10. Public Access Everywhere to WiFi

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3. OLD BUSINESS

a. PANEL ORGANIZATION

Irvin proposed that the advisory panel operate with one chair and one vice-chair. Irvin motion, Edwards seconded, motion passed. Couto was elected to serve as chair and Irvin to remain as vice-chair.

b. UPDATE FROM THE CITY CLERK

Crane spoke with the city clerk and updated the panel. Crane stated that the city clerk would like to re-evaluate the need for replacement laptops before starting the procurement process. Crane also stated that the city clerk can be most assisted by the panel through volunteering during major elections.

c. WEBSITE SURVEY UPDATE

Crane updated the panel on the use of Peak Democracy and the city's citizen survey. Irvin spoke about using other options such as Survey Monkey. Couto designated Irvin to capture, track, and report panel action items.

4. NEW BUSINESS

5. COMMITTEE OF THE WHOLE AND ACTION ITEMS

a. SURVEY QUESTIONS

The panel discussed some of the parameters using a shared file repository. The panel agreed to work on creating a question for the city satisfaction survey by the next panel meeting.

b. BRAINSTORMING ACTIVITIES FOR 2017

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Save and publishing options for the Agenda Center were discussed. A more mobile solution that integrates a barcode or swipe solution that could be used at all of the parks and recreation services was discussed. The idea of offering coupons or incentives could be passed on to residents in a more efficient manner. Couto proposed the idea of having a technology round-up or a hack-a-thon. Crane preferred not to sponsor an event to encourage individuals to hack city technology services. Crane suggested calling it a tech-a-thon. The panel suggested a tech-a-thon for friendly parking or website design. The idea of inviting some venture capitalists to event was mentioned.

The panel considered activities for 2017. The complete list is attached. Ideas from the public are welcome.

Douglass questioned what services were included with the City's website and whether Civic Plus has a mobile and/or an app version of the City's website. Crane discussed some of the features that may be included with our city website. Douglass shared the idea of a municipal Internet concept that has been mentioned by many of the library's patrons. Irvin suggested that a priority list be created to help ensure that the panel can stay focused.

c. PANEL DELIVERABLES

Create a technology based survey question for the city satisfaction survey. Continue some discussion about becoming a digital city. Crane will contact Civic Plus about additional services and update the panel with the findings.

6. REPORT BY COMMITTEE OF THE WHOLE AND ACTION ITEMS

Crane informed the panel that the updated rules of procedure needed to be approved by the city council.

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Sardar suggested that some discussion regarding social media engagement should be added to the next meeting's agenda.

7. ADJOURNMENT

Irvin moved to adjourn the meeting. Douglass seconded. Meeting adjourned at 8:57 p.m.