



# CITIZEN INNOVATION AND TECHNOLOGY PANEL

Quality Services for a Quality Community

## MINUTES

**January 18, 2017**

**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

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## 1. CALL TO ORDER

### a. OPENING

Couto called the meeting to order at 7:04 p.m.

### b. ROLL CALL

At the taking of the roll, all panel members were present except Douglass and Irvin.

### c. APPROVAL OF AGENDA FOR JANUARY 18, 2017

Sardar moved to approve the agenda, Edwards seconded, agenda approved.

### d. APPROVAL OF MINUTES FOR DECEMBER 14, 2016

Minutes were approved with corrections submitted by the Chair.

### e. APPROVAL OF THE RULES OF PROCEDURE

Changes to rules of procedure included the identification of Couto as the chair and Irvin as the vice chair, providing an appendix of brainstorming ideas, and other grammatical changes. Edwards moved to approve the rules of procedure, Sardar seconded, rules of procedure approved.

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## f. MEETING SCHEDULE

Couto suggested canceling both July and August meetings and use the time to work on specific projects and start the final report to the City Council.

## 2. COMMUNICATIONS

None received. Councilmember Altmann requested some suggestions on how to better collaborate and provide consistent document versions throughout the council process. Methods to display and provide consistent and up-to-date documents to residents was also discussed.

## 3. OLD BUSINESS

### a. TECHNOLOGY SURVEY QUESTION

Couto posted two technology survey questions for consideration by the panel. One question was chosen and Crane stated that he would submit that question to the City Manager for further consideration.

The further itemization of social media type of questions were discussed. The use of landlines during the survey was also discussed.

### b. WEBSITE UPDATE

Crane updated the panel on the specifics of the City's website and its provider. Crane stated that he would be meeting with the City's website provider to discuss some topics including website redesign, additional modules and mobile capabilities. Bond asked about website analytics information and ADA compliancy. Crane stated that he would research these issues and report back at the

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next meeting. Bond discussed both voice assistance and contextual information with regards to the City's web presence.

## **c. VOTING PRECINCT UPDATE**

Crane informed the panel that there would be an additional precinct being added to the City of East Lansing.

## **4. NEW BUSINESS**

## **5. COMMITTEE OF THE WHOLE AND ACTION ITEMS**

## **6. REPORT BY COMMITTEE OF THE WHOLE AND ACTION ITEMS**

Sardar discussed the topic of social media engagement to generate more traffic to the City's website. Suggestions to update the social media policy that the City of East Lansing currently is implementing. The panel discussed looking at the City's website analytics to help construct a strategy for website updates. Couto mentioned the idea of a technology round-up or a hack-a-thon and whether the panel should plan for these types of events. Robot week at the East Lansing Public Library was also discussed as an initiative that the panel may want to be included. Couto discussed the idea of an innovation position and initiatives with the City of East Lansing. The panel discussed the use of crowdsourcing to help garner feedback from residents and how to connect and use volunteers.

Couto proposed that each panel member agree to take on an idea that had been discussed and report back to the panel at the next meeting. Couto offered to contact his contacts with State of Michigan and Crane stated that he would update the group with his finding on the City's website.

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## **7. ADJOURNMENT**

Bond moved to adjourn the meeting. Sardar seconded. Meeting adjourned at 9:14 p.m.