



# CITIZEN INNOVATION AND TECHNOLOGY PANEL

Quality Services for a Quality Community

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## MINUTES

**March 15, 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 7:03 p.m.

### b. ROLL CALL

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

### c. APPROVAL OF AGENDA FOR MARCH 15, 2017

Agenda was approved.

### d. APPROVAL OF MINUTES FOR FEBRUARY 15, 2017

Minutes were approved.

## 2. COMMUNICATIONS

None received.

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## **3. OLD BUSINESS**

### **a. RESIDENT PARKING PERMIT**

Altmann discussed some issues with the temporary parking permits and its online presence. Crane updated the panel on the current process for handling overnight parking. Crane discussed some current technology and how they could be expanded to accommodate some of the issues with the current temporary parking permit process. Bond thoroughly discussed the notion of using a strategic CRM solution. Bond also discussed some of the challenges with such a solution including funding and champion efforts.

### **b. LOCATION CHANGE FOR NEXT MEETING**

Couto reminded the group that the next meeting will meet at the East Lansing Public Library. Douglass confirmed this change and agreed to provide a quick tour of the facility. Boyd asked for the website be updated to show this location change. Crane stated that he would update the absent members of this location change.

## **4. NEW BUSINESS**

### **a. MAY MEETING WITH THE MAYOR**

Couto discussed the mayor's meeting with all of the commission leadership and neighborhood presidents.

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## 5. COMMITTEE OF THE WHOLE AND ACTION ITEMS

### a. Panel Deliverables

1. Douglass informed the group that Robot Week will be on September 17, 2017 and will be held at the Farmer's Market. Douglass also discussed some of the ways that the panel members can participate.
2. Sardar state that he was still in the process of prioritizing the list of brainstorming ideas.
3. Couto stated that Irvin would look into the opportunity for people to call in with questions or comments.
4. Crane updated the group on an email that he received from Edwards.

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

Crane discussed some efficient communication tactics involving the use of the city's website. Couto discussed some expanded uses for the Nextdoor app. Couto wanted to add a discussion item about the summer schedule to the May 2017 agenda.

## 7. ADJOURNMENT

Sardar moved to adjourn the meeting. Douglass seconded. Meeting adjourned at 8:32 p.m.