



# CITIZEN INNOVATION AND TECHNOLOGY PANEL

Quality Services for a Quality Community

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## MINUTES

**October 18, 2017**

**7:00 p.m.**

MSU Innovation Center

325 E. Grand River Ave., Suite 350

East Lansing, MI 48823

### MEMBERS

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

The meeting was called to order at 7:17 pm.

### b. ROLL CALL

At the taking of the roll, all members were present except for Barile, Bond, Douglass and Irvin. Councilmember Altmann was not in attendance.

### c. APPROVAL OF MINUTES FOR SEPTEMBER 20, 2017

Sardar motioned for approval, Edwards second, minutes approved.

## 2. COMMUNICATIONS RECEIVED

None received.

## 3. PUBLIC ANNOUNCEMENTS

Couto reminded the panel about city income tax meeting.

## 4. ANNOUNCEMENTS

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## 5. UNFINISHED BUSINESS

### a. Senior Commission Activities

Couto mentioned that the Senior Commission was unavailable for the November meeting.

### b. Tour of MSU Innovation Center

Met with Amber Shinn, marketing director for MSU Innovation Center. Shinn provided a tour of the facility and spoke about several innovations that had occurred at MSU Innovation. Shinn and the panel members talked about possible collaboration efforts and other groups with shared interests.

Michigan State University through the Innovation Center shares its vast knowledge resources and capabilities and collaborates with individuals, organizations, and entrepreneurs to build sustainable businesses and communities. By connecting them with the right resources, educational opportunities, and funding, MSU helps spur economic growth and development in every county in Michigan. They are receptive to working with the East Lansing Leaders. They also operate the East Lansing Technology Innovation Center which serves the community as an incubator for start-up businesses.

Three areas emerged from this early discussion: First that they are open to sharing and hosting innovative programs to address city issues; second, they have some excellent ideas that may be useful for issues like expanding capacity for technology training to meet the increasing demand of seniors; and, finally start-up entrepreneurs prefer to locate in urban centers such as Albert Avenue in East Lansing (valuable information for the Planning Commission).

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## **c. Panel Member Digital City Findings**

In lieu of her attendance, Douglass posted her findings to the shared cloud drive for the panel to review. Sardar researched Boulder, CO and expressed the importance of a strategic plan. Sardar also researched Lynchburg, VA and commented that their open data portal was remarkable. Edwards researched Shawnee, KS and noted that there was no significant open data presence but was impressed by their Internet Exchange Parking Spaces program. Edwards also researched Schaumburg, IL and was very impressed by his findings. Edwards provided some background information about Schaumburg, IL and mentioned that they had a call center and 44 IT personnel. Edwards also spoke about their business hub, online metrics, and their KPI. Edwards also mentioned that he liked how they had a pull-down menu called “How Do I”. Couto researched Williamsburg, VA and mentioned that they had a small IT staff. Couto also remarked on how they were using an adopted Lean Six Sigma / ITIL model and that providing customer service was a key to their success.

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## **6. NEW BUSINESS**

### **a. Panel Member Assignments**

The panel decided to research more cities and report their findings in the next meeting. Sardar is going to research Westminster, CO and Edwards is going to research Brooklyn Park, TX. Couto stated that he would assign cities to the other panel members.

### **b. Letter of Recommendation**

Couto reminded everyone that they would need to update the letter of recommendation to city council.

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

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

## **9. ADJOURNMENT**

Sardar motioned to adjourn the meeting, seconded by Edwards, meeting was adjourned at 9:13 p.m.