

CITY OF ROCK ISLAND
CITY COUNCIL STUDY SESSION
City Council Chambers, City Hall, 3rd Floor,
1528 Third Avenue, Rock Island, IL

9/11/2023 - Minutes

1. Call to Order

Mayor Thoms called the meeting to order at 6:00 p.m. and welcomed everyone.

2. Roll Call

Mayor Thoms asked City Clerk Samantha Gange to call the roll.

Present: Alderpersons Moses Robinson, Judith Gilbert, Jenni Swanson, Dylan Parker, Mark Poulos, Bill Healy, and Mayor Mike Thoms.

Absent: Alderperson Randy Hurt.

Staff: City Manager Todd Thompson, Attorney Allison Wright, City Clerk Samantha Gange, and other City staff.

3. Public Comment

Mayor Thoms asked if anyone in the public wished to speak. No residents were signed up.

4. Presentations

a. CivicClerk Agenda Software Public Portal Demo

Stephen French with CivicClerk presented virtually on the new agenda software. He provided a visual of a City that currently uses the software and provided details of the capabilities of the public portal, including allowing the public to search for specific items. The public can sign up to receive notifications for any board and commission in the City under the subscription sign up option. Mr. French discussed what the public would see on the City website, commonly known as the public portal. He used the city of Port Orange, FL as an example, and explained formatting options on the main public page. He discussed various options for residents to obtain agenda and minutes information on the page, as well as methods to be notified of new postings.

Alderperson Robinson asked if this would be accessible to anyone who has access to the page, or just Rock Island residents. Mr. French replied anyone can access the page. He discussed further information on how to navigate the main page. Alderperson Robinson asked if the website gathered user or resident information for staff once a subscription has been set for notifications. Mr. French replied that staff could pull a report to see subscription information, and asked if the City used CivicPlus website software. Clerk Gange confirmed the

City had subscription capabilities with the former Agenda Center software. Mr. French said notifications from the main website could be incorporated with those from the new CivicClerk site to residents.

Mr. French described how residents can click on the agenda tab specific to the date they would like to view. He noted residents can view the public portal on any device, including but not limited to iPad and phones, and can download the agenda or agenda packet. He showed Council an example of a Port Orange agenda and how to navigate the menus. He discussed having unlimited number of attachments for each item. He said the other option to view the agenda is to download it as a PDF, and then view the attachments as bookmarks.

Aldersperson Robinson asked if what was being shown would be the same for Council. Mr. French replied that since the City was not going to utilize the board portal for Council, it would be the same. Clerk Gange noted Aldersperson Gilbert's concern regarding a glitch in formatting when attempting to view these items on an iPad. She noted that the CivicClerk team was aware of the glitch, and was working to resolve it.

Aldersperson Gilbert said the names of attachments do not transfer from the agenda to her iPad upon attempts to save. Mr. French encouraged Council to continue viewing the board portal, because if annotations were made, the changes would be saved and could be accessed at any time. Alderspersons Gilbert and Robinson noted that the Apple pen was not able to be utilized within the board portal version of the agenda. Mr. French indicated he would submit a support ticket for this item.

Mr. French said those that sign up for a subscription to a board or committee will have the option to email it to others. When minutes are completed, they are published on the website, and residents can download as PDF or plain text. Aldersperson Poulos asked if there was a cost for residents to subscribe to a board or committee. Mr. French said it only requires a name and email address.

Aldersperson Gilbert asked where the minutes were posted. Mr. French reviewed how to access the minutes within the public portal. He added that CivicClerk is in the process of adding historical data from the previous website Agenda Center to the CivicClerk interface. Aldersperson Poulos asked if other minutes could be included in the portal with regards to the downtown project, as well as the West End Revitalization. City Manager Thompson said it might be a good idea, but the Downtown Alliance was not an official City committee.

Mr. French thanked Council for their time.

b. Demo from IT Director Tim Bain on SeeClickFix Citizen Request Software

Information Technology Director Tim Bain discussed a new communications tool for the City with SeeClickFix module through CivicPlus. He said if one is to use the board portal, the same credentials for the CivicClerk software would also work with SeeClickFix. He reviewed the public portal for the module, which is meant to be incorporated under the report a concern tab on the City website. This software can be downloaded as an app and installed on a phone or smart device. Every new request is map driven, including the ability to type in an address if that is preferred.

Mr. Bain provided a demo of what a citizen would do if they are reporting an issue. The software can be customized to be specific to the City. He said there are standard items such as potholes for a resident to select from, and the software also provides a box that allows for someone to type a more specific problem.

Aldersperson Gilbert asked if Council members would have to sign in for staff to see that they were the ones reporting an issue. Mr. Bain said both Council members and residents could report the issue, and noted that Council could be set up as staff as well, with access to the system. Aldersperson Robinson asked that if users submit their concern, would it automatically create a notification trail that would allow the user to see the status of the issue. Mr. Bain replied affirmatively, and said the submissions could be made by the user, a guest, or a hidden identity.

Aldersperson Gilbert asked if there was a way to alert someone choosing the hidden option that the City would have no way to follow up with them. Mr. Bain said it currently does not have that capability, but if an email is provided, the item can be tracked throughout the process. Aldersperson Robinson asked if there was a way to have a Ward-specific notification of any issue. Mr. Bain said that was possible, but also Council could be provided with staff access to the system.

Mayor Thoms asked if the issue would be directed to the appropriate department. Mr. Bain said that is part of the back end processing work, and depending on the category, the issue is routed to the correct location. Aldersperson Poulos commented that having tracking of the workflow allows the resident to see that the issue is being addressed.

Aldersperson Gilbert said she preferred that the system identify the correct Ward based on the address, and that the specific Council member receive the notification. Mr. Bain said that would be preferable. Aldersperson Gilbert asked whether or not this program was indicative of having to keep CivicPlus for the current website management. Mr. Bain said that was not the case, but he did recommend keeping it. He added that the issue is less who is hosting the website as much as who is responsible for website content.

5. Adjourn

- a. Motion: Motion whether or not to adjourn.
- VV: Voice vote is needed.

MOTION:
Aldersperson Poulos moved to adjourn; Aldersperson Swanson seconded.

VOTE:
Motion passed on a 6-0-1 voice vote.

The meeting adjourned at 6:43 p.m.

Josh Adams, Deputy City Clerk