

PUBLIC NOTICE CITY OF BERKLEY

Citizens Engagement Advisory Committee Meeting
Wednesday, 11/14/2019
6:30pm—Public Safety Building, 2nd Floor
248-658-3300

Call to Order – 6:34PM

In attendance: Liz Petry, Sue Citraro, Chris Copacia, Natalie Price, Tammy Polk, Colleen Graveline, Brandon Alger

City Council attendance: Eileen Steadman

City Staff attendance: Torri Mathes

Approval of Minutes from 10/2/2019 Meeting

- Liz to approve
- Tammy to second

Citizen Comments

- Melinda
 - Shared concerns about some of the volunteers on the CEAC board and some of the comments made on social media. Stated she was accused of tampering and being dishonest by photoshopping city council election results.
 - Discussion of her concerns and steps that have been taken
 - Citizen sent an email to the council members and inquired about filing a filing an official complaint
 - Discussion of the people signing a code of ethics and made recommendations to revisit the ordinance

Order of Business

1. Appoint a new Chair
 - a. Discussion of appointing a new chair now or after the swear-in of Natalie to City Council
 - i. Board decided to wait until after swear-in
 - b. Discussion of Natalie now being the city council liaison
 - c. Discussion two applicants wanting to join the CEAC
 - i. Decision to hold off until next meeting when the appointment of the new Chair has happened
 - ii. Procedurally the Vice-Chair will run the December meeting
2. Appoint a liaison to Technology Advisory Committee
 - a. Discussion to wait to appoint until we have a full group with new applicants
 - b. Discussion of Liz to be the liaison in the interim
3. Reports from liaisons to DDA, Parks and Rec Advisory Board
 - a. DDA
 - i. Discussion of new liaison for the DDA
 1. Board decided to wait until we have a full group with new applicants

2. Sue/Brandon will attempt to attend meeting in the interim
- ii. Updates from the DDA
 1. Shared that they need with volunteers
 - a. Natalie shared the discussion of a portal systems and they were interested in that
 2. Shared they are working with the Chamber with Berkley Business Podcast
 - a. Natalie shared details of the walkabout tool
 3. Discussion of the new director
 - a. DDA is restarting the process and looking to establish a more attractable position
 4. DDA will be kicking off their events for Merri-Month
- b. Parks & Rec Advisory Board
 - i. Have not received updates yet from Theresa
4. Provide feedback on TownWeb.com and resident-focused modules (like SeeClickFix)
 - a. Discussion of positive items to note
 - i. Complete redesign every 2 year which is included in the cost
 - ii. Launch within 2 weeks
 - iii. 24/7 responsive support
 - iv. Accept credit card payment
 - v. ADA compliant such as audio
 - vi. Mobile friendly
 - vii. Discussion of paying in different ways (i.e. monthly, quarterly)
 - viii. Discussion of having two other website comps
 - ix. Discussion of privacy concerns and making sure that there are clear terms
5. Provide feedback on volunteer organization portals like OrgSync, Handshake, and VolunteerHub
 - a. **Torri to share documentation research she conducted via email due to not being able to show reference on the screen**
 - b. Discussion of VolunteerHub
 - i. Has email reminders, engages with gamification and users can receive points/recognition. Has a signup calendar.
 - ii. Can mirror the City's site design.
 - iii. Price based on number of volunteers
 1. Plus \$150/a month, \$260/month,
 - iv. Discussion of outside orgs paying part of the service
 - c. Discussion of using a free model of any portal first then look into utilizing a paid version later
 - d. **Discussion of CEAC reach out to other boards/commissions to gain feedback on whether there would be interesting in a joint volunteer portal**
 - i. Dads club, Holiday Lights Parade – Liz
 - ii. Junior Woman's Club, Berkley days – Sue
 - iii. Chamber - Chris

- iv. Friends of Berkley Parks & Rec, Environment, Tree Board, - Brandon
- v. BAC – Not meeting until March
- vi. Cruisefest – Liz
- vii. NHS – CEAC to research email contact
- viii. Military/VFW/Etc. – Colleen
- e. Discussion of calendar groups as an additive service for the portal system
- 6. Continue review of Communications Plan in preparation for submission to City Council
 - a. **CEAC to review of the first 3 chapters of the plan for the audience sectors/goals/objectives/future initiatives portion**

Additional Committee Member Comments

- Discussion of employee attitudes in City Hall
- Discussion of doing an anonymous satisfaction survey
 - Discussion of ways for raising employee retention
 - Discussion of a general awareness of actions
 - Discussion of building department having a conversation about a resident
 - Discussion of putting a face behind government
- Discussion of expanding our committee
 - Discussion of having alternates
 - Discussion of adding 2 more people and no more than 4
 - **Natalie to follow up with council**

Staff Comments

- Discussion of upcoming projects/initiatives happening in the City that we would like to hear feedback on in the coming months

Adjourn – 8:02 PM

Action Items:

- Torri to share documentation research she conducted via email due to not being able to show reference on the screen
- CEAC to reach out to other boards/commissions to gain feedback on whether there would be interesting in a joint volunteer portal
- CEAC to review of the first 3 chapters of the plan for the audience sectors/goals/objectives/future initiatives portion
- Natalie to follow up with council on expanding the board