

# CITY COUNCIL STUDY SESSION

**TO:** Mayor and City Council  
**FROM:** Mari E. Macomber, City Manager  
**SESSION DATE:** July 15, 2013  
**TIME:** 4:30 p.m.  
**PLACE:** Second Floor Conference Room of City Hall

## **AGENDA:**

- **CITIZEN COMMUNICATIONS**
- **PUBLIC WORKS UPDATE ON PROJECTS**
- **COUNCIL MEETING PROTOCOLS**
- **REVIEW NEWSLETTER – July 12, 2013**
- **REVIEW COUNCIL AGENDA**

## **CITIZEN COMMUNICATIONS**

Citizen communications is so important to our mission, which states that we will be democratic and proactive in our practices and in the services we provide to our citizens.

The word “democratic” meaning that the work we are doing whether as elected officials or city staff should appeal to or be available to all citizens we serve. The word “proactive” meaning that we will work to actively anticipate future problems, needs or changes that will need to take place within the City. We do our best with the information that we have and the research that we do. But sometimes what is missing is feedback and input from our masses.

Certainly over the past few months we have had groups of individuals attend Council meetings with very specific interests. It has been easy to figure out what it is these groups want from their City. And as Council members it is your responsibility to establish policies and guidelines based upon what you believe to be in the best interest of all of the citizens within the community.

So for the most part we operate with little response and input from the citizens, and the Council makes decisions based on individual opinions. What we are trying to figure out is how do we get the word out to the public so that they know more about what is going on? Or what methods can we implement within the resources we have that will garner input.

We want to review what it is we are doing to communicate with the public and ask that you think about ways in which you receive information. What thoughts do you have on what does and does not work.

## **PUBLIC WORKS PROJECT UPDATES**

We are mid way through our construction season. This is a good opportunity to review with the Council where we are with the various infrastructure projects. This information should be useful to the Council as you are asked from time to time the status of these work projects. Interim Public Works Director Ed leans will be in attendance to give the Council this report.

### **COUNCIL MEETING PROTOCOLS**

Included with this Study Session Packet is a copy of the City Council's policy regarding meeting procedures. The procedures are in place for good reason. They allow you to conduct your business with professionalism and consistency.

During the last City Council meeting some things took place that was not in adherence to existing policy. The City Council needs to discuss these issues to make sure that everyone is on the same page.

Items to discuss:

- Overflow Capacity exceeding occupancy limits
- Responsibility of the Chair
- Inappropriate comments from the audience
- Discussion of questions after vote is taken

### **NEWSLETTER REVIEW – July 12, 2013**

### **REVIEW COUNCIL AGENDA**

Attachments

- Staff Report Sarah Halstead Communications
- Council Policy
- City Ordinance

## KIRKSVILLE CITY COUNCIL STUDY SESSION ATTACHMENT

**SUBJECT:** Community Web Portal/Citizen Communication

**STUDY SESSION MEETING DATE:** July 15, 2013

**CITY DEPARTMENT:** Economic Development/Public Information

**PREPARED BY:** Sarah Halstead, Community Services Coordinator

The City of Kirksville has made great efforts to provide numerous ways in which we communicate, disperse and receive information reach out and communicate with the citizens of Kirksville. The City has Citizens can sign up to directly receive press releases, digital copies of the Kirksville Connection, and other announcements through TextCaster and QNotify. This can be done through the city website Newsletters & Notifications button, or by calling the Public Information or Parks & Recreation offices.

- **Press Releases:** Press releases are sent out to all media, through the website and TextCaster, and depending on the information may be posted to CableOne Channel 3. Press releases are used to inform citizens about important City updates such as water shut offs and boil advisories, street closures, office closures, events, scheduling of street repairs, emergency situations, etc.
- **TextCaster:** The City uses a system called TextCaster where citizens can register to receive text and/or e-mail updates from the City. There are numerous categories that can be selected under the main categories of Kirksville City News, Meetings & Announcements, Recreation Programs and Announcements, Aquatic Programs and Announcements, Police, and Sever Weather Warnings.
- **City Website:** All current and archived press releases are listed on the main page of the city website under News & Announcements. Press releases are also sent out through a notification system through the website called QNotify at the same time they are posted to the News & Announcements.
  - City Staff are in the process of researching an update to the website. Currently the website is not as user friendly as we would like. It is difficult for citizens and people that are not familiar with city functions to find information on the website. This is due in part to the growth of the website in the 4 years since it was implemented. City Staff hopes to have a new website and a mobile application in place by the end of 2013, or beginning of 2014.
- **CRT System:** In March 2011, the City implemented a new web-based Citizen Request Tracker (CRT) System through CivicPlus. The intent of this system was to streamline the process, allow for better communication/interaction with the citizens, and increase effectiveness. The CRT is an online portal that citizens and staff can use to create and track Citizen Service Requests (CSR's). The system sends reminders at specified times to the departments/department heads with CSR's that need attention. Citizens can enter an e-mail address, phone

number, etc., and list their preferred method of contact. When Staff enters an update, the citizen is automatically updated. Requests for service may be submitted to the Codes Enforcement, Engineering Department, Police Department, Public Works and Other/General Categories.

- **Facebook/Twitter:** Parks & Recreation and Police Department both have a Facebook page and the Police Department also has a Twitter account. Parks & Rec has their facebook linked to TextCaster, and is able to disperse the same information to both locations at the same time. PD has Facebook and Twitter linked, and it will post to both simultaneously. PD uses their Facebook, Twitter and TextCaster website portal to communicate pertinent information such as Fugitive of the Week, Missing Persons, Advisories for citizens, etc.
- **City Videos:** The City has a YouTube channel that for Council Meeting videos, Parks & Rec videos, and Airport videos. During the school year, (September – first part of May), Truman News 36 records City Council meetings and they are aired the following weekend on CableOne Channel 3, and are posted to the City's YouTube channel.

With ever changing technology, City Staff continue to seek ways in which we can more effectively reach the citizens of Kirksville.

### **III. PUBLIC CONDUCT AT CITY COUNCIL REGULAR SESSIONS**

Regular Sessions of the City Council are considered “Open Meetings”, and are a time for the City Council to formally meet, discuss and consider topics that affect the City government and community.

A Citizen Participation time is provided on the Agenda which allows individuals to speak for no more than five (5) minutes on a subject matter that is not on that Agenda. Individuals who attend the Regular City Council meetings, and wish to speak to the Council, are asked to observe the following:

- A. Proceed to the podium
- B. Address the Council after the Mayor, or Mayor Pro Tem, has given the go ahead.
- C. State your name and address for the record
- D. Limit remarks to no more than five (5) minutes
- E. Do not demand or request a response or action by the City Council

Individuals are invited to speak on topics which appear on the agenda at the time the issue is discussed. The Mayor will extend a general invitation to the audience inviting individuals to speak. Individuals who wish to address an item on the agenda should observe the same requirements noted above.

### **V. PUBLIC CONDUCT AT CITY COUNCIL STUDY SESSIONS**

Study Sessions are considered “Open Meetings” and are a time for the City Council to meet and study issues, to learn and share ideas and information with each other on topics that affect the City government and community.

Individuals are encouraged to attend the Study Sessions to listen to the discussion. From time to time individuals outside of the City organization may be invited to attend the meeting by the City Administration to participate in the presentation of information at a Study Session. The attendance of these individuals is noted in the Study Session packets.

### **VI. PUBLIC HEARINGS**

The City Council may find a topic of particular interest to citizens and may choose to conduct a public meeting for the sole purpose of gathering citizen input. In these instances, the City Council will be prepared to give each individual or group an opportunity to speak under the same parameters that are established for our public comment portion of the Regular City Council meeting. As the presiding officer for the City Council, the Mayor has the right to limit comments to new ideas and information to minimize redundancy.

## Sec. 2-3. Rules of procedure for meetings of council and all boards and commissions.

(a) The following rules of procedure will govern the conduct of all meetings of the city council and all boards and commission created by the Kirksville Code with memberships appointed by the city council. Except as otherwise provided by state law or local ordinance, meeting procedures delineated herein may be suspended by the consent of a majority of the city council, board or commission after having recorded the same in the official minutes of the meeting.

*Rule 1.* The mayor, chairman or other duly authorized presiding officer, shall decide all questions of order. The presiding officer may seek counsel or other parliamentary advice and he/she considers appropriate in order to resolve procedural questions, but the final decision on points of order and meeting procedure shall rest with the chair.

*Rule 2.* Except as otherwise required, public hearings shall be declared to be open by the chair once the chair determines that the legal requirements for convening the hearing have been met. The names of persons testifying at a public hearing shall be recorded in the minutes along with their address. Persons making comments at a hearing shall first be recognized by the chair, and shall address their comments to the members of the council, board or commission convening the hearing.

*Rule 3.* Only procedural motions shall be permitted during a hearing. All other motions shall be out of order. Except as otherwise provided, public hearings shall be declared to be at an end by the chair once all persons wishing to speak or make other testimony have been given the opportunity to speak at least once or submit written comments. By a majority vote of the council, board or commission, any public hearing may be delayed, postponed or rescheduled to an alternate time or location. Council, board or commission action on an item that has been the subject of a public hearing may be taken at any time following the end of the hearing; it may occur immediately afterward, but need not occur at the same meeting.

*Rule 4.* A roll call vote of yeas and nays, or a show of hands vote, shall be taken and recorded in the journal of the council, board or commission for all ordinances or propositions which shall create any liability against, or obligation upon, the city for the expenditure or appropriation of funds, and in all other instances where a request for same is made by any member of the council, board or commission.

*Rule 5.* The published agenda of all meetings of the city council, city board or commission appointed by the city council, may be altered or suspended by a consensus vote or a majority vote of the council, board or commission

present and voting, and having recorded the same in the official minutes of the meeting.

*Rule 6.* Any item on the agenda of all meetings of the city council, board or commission appointed by the city council, shall be considered defeated if no motion is made to discuss the proposed item. If no motion is made after the presiding officer has called for a motion two (2) consecutive times, the proposal shall not be discussed at that meeting by the council, board or commission appointed by the city council.

(b) The general public shall be afforded an opportunity to address public meetings of the city council and other city boards and commissions. Except as provided herein, the council, as well as each board and commission, may establish their own rules governing the receipt of public comment. However, protracted, repetitive, irrelevant or abusive remarks from the public may be terminated or closed off at any time by the chair or other presiding officer.

(c) The rules contained in the current edition of *Roberts Rules of Order Newly Revised* shall be the parliamentary authority and shall govern the conduct of all meetings of the city council, and boards and commissions appointed by the city council, in all cases where they are not inconsistent with Missouri Revised Statutes, or ordinances of the City of Kirksville, including this section.

(d) A quorum shall be required for any council, board or commission to take formal action. A council, board or commission may meet as a committee-of-the-whole in the absence of a quorum, but its proceedings shall not be binding and shall not constitute a meeting of the council, board or commission. A quorum shall consist of a majority of the membership of the council, board or commission duly elected or appointed.

*(Ord. No. 11306, §§ 1—4, 8-18-97)*