

MINUTES

COUNCIL-MANAGER BRIEFING

MAY 11, 2009

The Council-Manager Briefing was called to order by Mayor Ronald A. D'Epifanio at 6:00 p.m. at the Fairfield Community Arts Center, 411 Wessel Drive with the following Councilmembers present Tim Abbott, Terry Senger, Mike Snyder, Mike Oler, Marty Judd, Tim Meyers, and Mitch Rhodus. Also present: Art Pizzano, Dennis Stuckey, Mike Dickey, Dave Butsch, Mary Hopton, Rick Helsing, Dave Crouch, Tim Bachman, Dena Morsch and Carol Mayhall.

On-line Services Update

Finance Director Mary Hopton gave a brief description of online services. She briefly discussed the traffic on the website from January through April 2009, noting on average there are 1,150 daily visitors. She explained the total number of visitors to the website between January and April 2009 was 138,067, with 71,641 of those being new visitors. Ms. Hopton explained the majority of the visitors come from search engines. She stated the direct traffic is just under 30% and comes from those people who have us linked as a favorite or type in our web address. Ms. Hopton explained the third way is from links on referring sites and that makes up 16.46%. Ms. Hopton described the types of online services offered which include information, regulation, collection and documentation. She described the collection of money which is handled through our website or a third party. She explained that the City is subject to the Federal Trade Commission's Red Flag Rules which deals with preventing identity theft. Ms. Hopton stated the reason we fall under these rules is because we extend credit and bill in arrears for our utility accounts. She explained we do not store or house credit card information and if it is a record it is destroyed after it is processed within our records retention. Ms. Hopton explained this is to provide a secure environment to transact business to reduce liability to the City and online customers. She stated about 15% of our customers are paying online. She explained we are working on the possibility of even billing and considering e-billing. Ms. Hopton discussed some of the online services in the works including bid process, class registration for CAC, court records, online calendars, email newsletters, income tax filing and mobile compatibility for blackberry and handhelds. Ms. Hopton explained part of the income tax filing was rolled out this year for people who live and work in Fairfield. Councilmember Meyers asked about e-auctions connected by the bids so the vendors can go out there and make bids for services or equipment needed by the City. Ms. Hopton explained we have tried to make things more accessible using the three click rule. Assistant City Manager Dennis Stuckey stated we are working with a company to be able to put the video of the City Council meetings on the website.

Review of Curfew Ordinances and Customer Relations

Police Chief Mike Dickey stated this is a continuation of the briefing back in January when we were talking about Council goals and issues. He handed out and summarized the existing curfew ordinance. Chief Dickey explained the manner in which we enforce it is pretty discretionary and officers have wide latitude in how we resolve the issue. He discussed the ordinance is used for routine juvenile inquiries as to their safety and for suspicious circumstances. Chief Dickey discussed that parents can be cited for violating the curfew ordinance. Mayor D'Epifanio discussed the need for stepping up and enforcing this very strictly to save some kids and some anxiety for the parents. Chief Dickey explained they will be establishing a formal method to track curfew activities by officers. He stated there is a lot of informal activity being done by officers, but it is informal and we don't have the ability to track it. Chief Dickey stated a second issue that he sees as a potential possibility however there are some legal issues there that we may have to consider is considering an amendment to the curfew ordinance to curfew school age children who are not in school during school hours to their residence that is the truant, suspended and others. Law Director John Clemmons stated he is not sure that if you are suspended or expelled from school you do not have the right to be in public places. Councilmember Oler suggested if there is not case law then try it. Chief Dickey stated unless he hears otherwise we will explore this further and get back to Council. Chief Dickey stated the second issue that was on the Council's goal setting session is to improve customer relations to customers issuing complaints. He reviewed complaints of officers received in 2008. Chief Dickey stated in 2008 we handled about 26,800 calls for service; we received 17 complaints. He further stated out of those 17 we sustained three. He commented that officers are doing an exceptional job. Chief Dickey stated there are times by the nature of the our work that we have to be direct and what we do is look at the complaint that an officer has handled and we make it a part of its value determination, did the officer say and do what he had to do under the circumstances, if he did we support him, if not we have a talk. He explained he is in the process of developing a customer service follow up card. Chief Dickey clarified that the number of complaints are for the entire Police Department including dispatch. Councilmember Oler discussed the need to make contact with the parents and make them part of the curfew enforcement process.

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Adjournment

The Council/Manager Briefing adjourned at 6:57 p.m.

Respectfully Submitted,

Angela Johns
Deputy Clerk of Council