



MEETING MINUTES

SPECIAL CITY COUNCIL MEETING

Monday, January 31, 2011

7:00 p.m.

City of Evanston, Illinois

Council Chambers

LORRAINE H. MORTON CIVIC CENTER
2100 RIDGE AVENUE, EVANSTON 60201

Members Present: Alderman Fiske Alderman Tendam
 Alderman Jean-Baptiste Alderman Grover
 Alderman Wilson Alderman Rainey
 Alderman Holmes Alderman Burrus

Members Absent: Alderman Wynne

Staff Present:

Presiding Member: Mayor Tisdahl

Declaration of Quorum

With a quorum present, Mayor Tisdahl called the Special meeting to order at 7:08 p.m.

The City Manager gave an announcement concerning the impending storm approaching the Evanston area. He also directed everyone's attention to the City's website and the red banner symbolizing weather warnings that will be updated every time new information is known. Parking ban and snow removal will be posted and all or most land line phone numbers will be contacted that are registered in Evanston.

Public Comment:

These persons spoke against the 3-1-1 issue:

Kevin O'Connor, 1227 ½ Isabella stated his concerns with the 3-1-1 program and its operations. He also asked questions concerning staffing, funding, hours of operation, and the experienced operators taking responsibility for their functions. He also requested a detailed report of the remaining budget from the City Manager for the taxpayers.

Junad Rizki, 2262 Ridge Ave. stated he felt the spending of funds for the 3-1-1 program was a waste of the tax payers' money. He spoke of the water fund transfer and how they have dropped due to lower consumption. He finally stated with the cuts from previous years the financial reserves have been reduced as well.

These persons spoke on the occupancy ordinance:

Ben Berkman, 562 Lincoln Street stated that he had a problem with the ordinance and that it was prejudice towards poorer students and lower class residents forcing them to be evicted and pushing the students even further from the campus.

Claire Lew, 1012 Garnett Place, also a student at Northwestern and the president of the Student Body. She stated she had met with the Mayor and City Manager to obtain clarification on misinformation that was released earlier. She stated she was looking forward to talking with the Council members and invited them to attend a Student Body Meeting. She also thanked the City Manager, Mr. Bobkiewicz for sending out a statement to correct some misinformation that was previously distributed to the Northwestern and Evanston community.

Susan Besson, 1300 Isabella Street gave an update report of the numerous activities that the Evanston Environmental Board, and how happy they were with the assistance of Mr. Carl Caneva, Div. Manager Environmental Health who is a great help to them as well as the one who take the minutes of the meetings. She also stated they have new members on the board and their credentials will be attached to the written report that the Council will receive.

311 Service Level Agreements

Mr. Joe McRae, Assistant City Manager, announced an overview of the presentations that Council and the viewing public would hear tonight. He then asked that Susan Pontarelli, Supervisor of the 311 Center as well as the Police Service Desk. She stated the 311 Center would begin on March 1, 2011 (311). It is a Customer Service Center for all non-emergency issues and will be operational from 7 am until 7 pm every day. The software in use is Web QA will be accessible 24/7 as well as via the web. The only phone company that is not capable to work with the system is ATT U-verse, as expressed by Mr. McRae.

Mr. McRae then gave a brief description of the Service Requests by departments which included the length of time it would take until completed. He also stated this initial list of 140 requests will be updated as other requests evolve. All the suggested time frames are the time to contact the customer and inform them when the service will be initiated.

Susan Pontarelli came back to report on the Fire and Health Department Service Requests. The explanations of both Ms. Pontarelli and Mr. McRae gave insights to the changes in service for the citizens of Evanston and the surrounding communities. They also answered questions posed to them from the Aldermen with clarity.

Finally, Mr. McRae spoke of the marketing plan for the 311 project. He stated the information was included in the January water bill statement. Marketing also included the following items:

- 1. PSA on PEG channels & Comcast cable**
- 2. Advertisement in Evanston Round Table & Evanston Sentinel for 6 months**
- 3. City Web: www.cityofevanston.org/311**
- 4. E-newsletters**
- 5. Social Media**
- 6. Radio PSA**
- 7. Spanish media outreach**
- 8. Banners on City buildings**
- 9. Presentations to local business organizations & community groups**

The Mass Notification System

Mr. McRae asked Ms. Adelita Hernandez, Outreach Specialist to come and explain the Mass Notification System that will be going into effect soon. She gave a report on what was involved, which are:

1. Improvement of emergency communication
2. Email, text, phone, cell and fax
3. Quick info dissemination by geographic area
4. Residents provide preferred contact info via website
5. Roll out is tomorrow February 1, 2011
6. Priority communications – Level 1 Citywide
 - a) Health and snow emergencies
7. Priority communications – Level 2 Geographical area
 - a) Utilities Emergencies
 - b) Police Emergencies
8. Public Information – Level 3
 - a) Special Events
 - b) Programs
 - c) Services
 - d) Public/Ward meetings
9. Call down drill – Level 4
 - a) Call backs/Emergency response
 - b) CERT Team
 - c) Volunteers

The City Manager stated about eight to ten phone calls would be directed to each Evanston residents' home landlines, and probably more in the winter due to snow. This was in response to a question posed by Alderman Jean-Baptiste.

Ms. Hernandez then demonstrated how to register online to obtain information. She also stated that the system recognizes twelve languages and could be answered in that language as well. There are also various options to pick and choose what a resident would like to be informed of.

City Manager then asked for the Council to approve the 311 proposal and the Mass Notification System, both with the amendments that were suggested by Council.

ADJOURNMENT

The meeting was moved and seconded to adjourn. A Roll Call vote was taken and the motion was approved at 9:00 p.m. Monday, 01/31/2011.

Respectfully Submitted,
Rodney Greene
City Clerk, Clerk's Office