

MEETING OF THE CITY COUNCIL
Heman Park Community Center
975 Pennsylvania
University City, Missouri 63130
Monday, September 23, 2019
6:30 p.m.

A. MEETING CALLED TO ORDER

At the Regular Session of the City Council of University City held at the Heman Park Community Center, 975 Pennsylvania, on Monday, September 23, 2019, Mayor Terry Crow called the meeting to order at 6:33 p.m.

B. ROLL CALL

In addition to the Mayor, the following members of Council were present:

Councilmember Stacy Clay
Councilmember Paulette Carr
Councilmember Steven McMahon
Councilmember Jeffrey Hales
Councilmember Tim Cusick
Councilmember Bwayne Smotherson (*Excused*)

Also in attendance were City Manager, Gregory Rose, and City Attorney, John F. Mulligan, Jr.

C. APPROVAL OF AGENDA

Councilmember Cusick moved to approve the agenda as presented; it was seconded by Councilmember McMahon.

Voice vote on the motion to approve the agenda, carried unanimously.

D. PROCLAMATIONS

1. McKnight Extended Care 25th Anniversary

Mayor Crow said members of Council would sign the Proclamation at the conclusion of tonight's meeting.

E. APPROVAL OF MINUTES

1. September 9, 2019, Study Session (Police Annex) Minutes were moved by Councilmember Carr; it was seconded by Councilmember McMahon and the motion carried unanimously.

F. APPOINTMENTS TO BOARDS & COMMISSIONS

1. Susan Greenwald was nominated for re-appointment to the CALOP commission by Councilmember McMahon.

G. SWEARING IN TO BOARDS & COMMISSIONS

2. James M. Jean Russell to be sworn in to the CALOP Commission. - REMOVED
3. Mark Harvey to be sworn in to the Plan Commission. - REMOVED

H. CITIZEN PARTICIPATION (Total of 15 minutes allowed)

I. PUBLIC HEARINGS

1. Proposed Annual Property Tax Rates

Mayor Crow opened the public hearing at 6:35 p.m., and hearing no requests to speak the hearing was closed at 6:35 p.m.

J. CONSENT AGENDA – Vote Required

1. Community Development Block Grant (CDBG) Asphalt Overlay in Various Locations – Contract
2. Final Payment of Osage Conversion Build Ambulance
3. Betty L. Thompson Lifetime Achievement Award Ceremony and “I Pledge 2” March

Councilmember Hales moved to approve the Consent Agenda; it was seconded by Councilmember Carr and the motion carried unanimously.

K. CITY MANAGER’S REPORT

1. Planning and Zoning Software
(PRESENTATION ONLY)

Mr. Rose stated that the Planning Director, Clifford Cross would be giving a brief presentation. Mr. Rose said some of the challenges in code enforcement are tied to the software we currently use; that does not meet our needs. Mr. Cross will share information on proposed new software and the options that would fit better in our environment.

Software Utilized:

Mr. Cross stated the software currently utilized is MyGov; highlights of the software are:

- ▶ City Implemented in April 2011
- ▶ Web Based System

Mr. Cross stated the concern with a web based system is when the signal is lost; it disables the use of the tablet; which houses the built-in library and reference information that should automatically generate a report in the system.

- ▶ Utilize on Tablet
- ▶ Permitting, Plan Review & Code Enforcement

This is primarily a tracking system that tracks the process from the beginning to the final close out of a specific permit. Regarding the code enforcement portion; when a violation is identified, the notice of violation is generated; if compliance is not met, the system generates a citation or ticket that ultimately goes to the Courts.

- ▶ Occupancy Permits / Business Licensing

This is utilized for occupancy permits. The business licensing component is not used; these licenses are processed through the finance department using the New World software system. However the commercial occupancy is processed in the Planning department; once completed, it moves to the business licensing phase which is done in Finance.

- ▶ Costs (\$3,720.00 @ \$620.00 Module – 10% Increase Annually)

The cost with the MyGov system has increased annually at approximately 10% since 2011. Currently we pay \$3,720.00 per month with includes 6 modules. We do not use all of modules, so it’s not the best bang for our buck. We use the code enforcement when we write up citations.

- ▶ Code Enforcement Subscription
- ▶ GIS Monthly Subscription

This is the computerized mapping system which is not used to the full extent. This is the key component that identifies all property owners and geo references everything back to a specific property. In a perfect world, this would serve as a way of identifying the individual property owner on a consistent base through St. Louis County. This system has not been updated since 2011; this is a simple process if the software is working correctly. The tax ID number is entered and the system links it to the property. When there’s a citation, it’s entered in the system and is self-generating.

Today the inspectors have to physically cross check every violation with St. Louis County’s records to ensure the violation is being sent to the correct individual.

- ▶ License & Registration Subscription

The license and registration subscription is used to register all contractors.

- ▶ Permits & Inspections Subscription

The permits and inspections subscription is used with the building department.

- ▶ Request Manager Subscription

The request manager subscription is used; members of the community can request certain investigations.

- ▶ Work Order Subscription

The work order subscription is not used. This should be used to actually generate the work order to go cut the grass or some other abatement action. For example to tow automobiles; we physically fill out a separate paper form; this should be handled through the software.

This is not workflow management software system; it's a tracking software system. It does not perform efficiently for workflow management.

Some of the areas of concern are:

- ▶ Scheduling

This is biggest concern because once a violation is identified, there's a 10 day compliance period; the system should self-generate a follow up inspection report, but it does not. The inspectors must manually track when the re-inspection needs to happen. This causes many disconnects when issuing conditional occupancy permits with a 60 day compliance period. We are leaving it up the individual requester to be honest and call to schedule the re-inspection. This is inefficient; it drops the ball and it adds additional work for the administrative staff.

- ▶ Notices For Staff

There are not notices which cause things to be missed.

- ▶ Web Based System

Because it's solely a web based, when you lose the signal, your tablet stops working. MyGov is working on resolving this issue.

- ▶ GIS Setup for Efficient Use

The tax id is a problem. From the building end; the original setup was done for 1 parcel only; not by address. This is difficult when you have multiple addresses for 1 building i.e. 525B is automatically linked to 525. This makes it difficult identify with the permits.

- ▶ Updating

There is limited in-house ability to update administratively; numerous tickets to MyGov for things that should be accessible in-house.

- ▶ Reporting

This is an issue with accountability; for instance with creating a quarterly report. The ability to create reports or templates with specific information/areas should be available when needed; quarterly or more often.

Software Options:

Staff has reviewed the options below; MyGov has some of the capabilities but it does not have the important workflow management piece.

- ▶ Tyler Technologies (New World)

This is the software we currently use in finance; they have a code enforcement and community development component as well as public safety. They are one of largest and they have multiple modules.

- ▶ SmartGov

This is similar to what we use today but with the added workflow management component. They step outside of the box.

- ▶ CityGrows
- ▶ CityWorks
- ▶ GovPartner
- ▶ GovPilot

CityGrows, CityWorks, GovParnter and GovPilot all do tracking; Code Enforcement, Compliance Management, Finance, Utility Management.

Software Comparison:

Below is the comparison between MyGov and SmartGov; they are very similar. The items highlighted in yellow are their primary functions. The main exception is that SmartGov offers compliance management; that is the business we're in. Having a software system that doesn't support compliance management is a real concern. Taxation & Assessment ties back to the GIS issue; which is needed to better understand what we actually have in the community and to address the GIS tracking.

<u>MyGov</u>	<u>SmartGov</u>
Budget & Forecasting	Budget & Forecasting
Code Enforcement	Code Enforcement
Compliance Management	Compliance Management
Fixed Asset Management	Fixed Asset Management
Inventory Management	Inventory Management
License Issuance	License Issuance
Permit Issuance	Permit Issuance
Purchasing & Receiving	Purchasing & Receiving
Self Service Portal	Self Service Portal
Taxation & Assessment	Taxation & Assessment
Utility Billing	Utility Billing
Work Order Management	Work Order Management

Goal of Software:

- ▶ Automate Scheduling

Key component

- ▶ Build Stop/Go/Alert Dates

This allows us to create a timeframe based on the current codes. The clock starts when the application is received; it reminds the inspector of the 3 day window, then 2 days etc. The supervisor is notified and supports accountability. Staff is working hard but it's easy to miss things when you get busy.

- ▶ Reporting / Accountability

This supports staff; this will allow for documenting causes of delays; maybe it's the contractor etc. We need to show that we are performing per the code, if amendments are needed to the code, then we have options to change it and readjust the software to accommodate the change.

- ▶ Efficient/Easy to Use (Public & Staff)

This allows for creating an online or kiosk to generate occupancy permits; which will be much easier for the residents.

- ▶ Administratively Controlled

We need the ability to make changes as needed to allow the system to evolve to meet our needs.

Moving Forward:

All Systems will address:

- ▶ Public Access
- ▶ Security
- ▶ Permit Intake/Billing/Issuance
- ▶ Reporting
- ▶ Support
- ▶ Licensing
- ▶ Training
- ▶ GIS Utilization

If we consider a new software package, we should look for:

- ▶ Template Reporting or Not

Mr. Cross believes we need this and the ability to create future templates and generate individual reports.

- ▶ Scheduling

The biggest component; prevents dropping the ball and automatically notifies the inspectors.

- ▶ Built In Clock

It will allow us to stay on track.

- ▶ Easy Updating/ In House

It must be a Workflow Management System – Provides Accountability to Improve Efficiency

Estimated Costs/Needs:

- ▶ **Approximately 25 Licenses**

All licenses are built into one package which would include all of the inspectors in Community Development/Planning divisions, Public Works department and the Finance department.

- ▶ **Annual Cost is Expected to be Similar – Setup Cost For New System**

The annual cost would be about \$40,000 a year. There will be an initial setup cost which will most likely be equivalent to one year's subscription.

- ▶ **Setup Will Vary Dependent Upon Vendor, Library, Etc.**

The setup cost will vary based upon bringing in software from the old system, starting fresh from day one. The library will have to be built; now is a good time because we are adopting new building codes. We will want hands on training to help us get setup and going correctly.

Q. Councilmember Cusick asked how would the success of the software be monitored or determined?

A. Mr. Cross stated the reporting would allow for identification of compliance rates and timeframes; which would be a good measurement tool. It will allow us to see how consistent and how much time residents need to come into compliance. How long does it take; 7-10 days? Is a little more time needed to bring violation up to code?

Mr. Rose stated that it is also an issue of being accountable; it allows for reporting to Council as well as to the public with regards to the status of a particular violation or citation. Today this would need to be done manually with this software it is a matter of pushing a button.

Q. Mayor Crow asked if the modules that are not currently being used; historically were they ever used?

A. Mr. Cross stated that he did not believe that the work order management module had never been used; it seems we used outside contractors to do towing or so forth. There's no evidence that any self-generated notification was ever pushed to Public Works or Finance.

Q. Councilmember Clay asked if the system is successful in generating notices/citations to allow for timelier follow up with the residents; for those offenders that don't comply; can our court systems handle the more robust activity. Are we putting the infrastructure in place on the back end to handle the increase?

A. Mr. Cross stated that getting a court component is being discussed which would allow for better documentation for the Courts. The nuisance ordinance refers to the steps to take after the citation, fees, and court have been done. If no compliance; this system would have a built in mechanism to track chronic issues to help the inspectors stay on the top of the situation to make sure the case is followed all the way through.

Mr. Rose is also looking into adding a second housing docket. Mr. Cross is leading the charge for changing the approach we use for code enforcement. For several years, when a complaint is received, the inspector would go out to perform an inspection, but Mr. Cross is looking into having the inspectors do patrol's again. This will allow us to identify the violations up front; thus the need for the additional housing docket. This is why the issue of follow up is so important and the new package will allow us to do a better job in this area.

Q. Councilmember Hales stated that he finds MyGov to be cumbersome and difficult to use for residents and contractors. He said there is no follow up function in the workflow and that's a huge hole in the system. With the number of problem properties that we have; a lot is falling through the cracks. Is there a preferred program of the ones presented today? And what is the optimal timeline for implementation?

A. Mr. Cross stated the best fit is probably SmartGov, because it has a lot of the same components and things that we need with the scheduling and accountability component. The price is also about right. New World is the top of the line, it's amazing and does everything, but it's very expensive. Regarding the timeline; we would like to have things in place by the early part of next year, which allows for a good amount of training time before the busy season. By spring of 2020 which aligns with the work being done around adopting new codes and building the library. This will make us more proactive and will allow us to identify the top 10 problem properties.

Q. Councilmember Clay stated that there are some properties that have been problems for years; so the belief is with the new software and added housing docket we can begin to excrete those problems correct?

A. Mr. Cross stated this will help with situations where the owner's name is switched on vehicles to avoid the fines. Having the ability to communicate directly with St. Louis County will help us tracking these changes so we can stay on top of the situation.

L. UNFINISHED BUSINESS

- 1. BILL 9392** - AN ORDINANCE AUTHORIZING THE CITY OF UNIVERSITY CITY TO ENTER INTO AND EXECUTE A CONTRACT WITH ST. LOUIS COUNTY, MISSOURI, FOR VECTOR CONTROL SERVICES AND AUTHORIZING AND DIRECTING THE CITY MANAGER OF UNIVERSITY CITY TO ENTER INTO ON BEHALF OF SAID CITY A CONTRACT WITH ST. LOUIS COUNTY, MISSOURI, FOR VECTOR CONTROL SERVICES." Bill Number 9392 was read for the second and third time.

Councilmember Carr moved to approve; it was seconded by Councilmember Hales.

Roll Call Vote Was:

Ayes: Councilmember Carr, Councilmember McMahon, Councilmember Hales, Councilmember Cusick, Councilmember Clay, and Mayor Crow.

Nays: None.

Councilmember Smotherson was excused.

M. NEW BUSINESS

RESOLUTIONS

- 1. Resolution 2019-15** A RESOLUTION ORDERING THE LEVY AND FIXING THE RATE OF PROPERTY TAXES TO BE COLLECTED IN THE CITY OF UNIVERSITY CITY FOR THE YEAR 2019 TO PROVIDE FOR GENERAL REVENUE, POLICE AND FIREFIGHTER RETIREMENT PLAN, AND FOR THE UNIVERSITY CITY LOOP SPECIAL BUSINESS DISTRICT AND THE PARKVIEW GARDEN SPECIAL TAXING DISTRICT.

Councilmember Cusick moved to approve; it was seconded by Councilmember McMahon and the motion carried unanimously.

BILLS

Introduced by Councilmember McMahon

- 2. BILL 9393** - AN ORDINANCE TERMINATING THE UNIVERSITY CITY COMMISSION ON HUMAN RELATIONS. *Bill Number 9393 was read for the first time.*

N. COUNCIL REPORTS/BUSINESS

1. Boards and Commission appointments needed

2. Council liaison reports on Boards and Commissions

Councilmember Clay reported that at the last Senior Commission meeting Supervisor Lynda Euell-Taylor were present and shared her thoughts and vision for the way forward for the Commission. Members reviewed the results of the senior survey which was enlightened; one big take away was needed for informational resources. Where we can provide information about resources in St. Louis County or the region, we should make every effort to do so. Regarding Make a Difference Day; there are changes with how it will be administered and what the City's roles will be, but it will still happen.

3. Boards, Commissions, and Task Force minutes

4. Other Discussions/Business

O. CITIZEN PARTICIPATION (continued if needed)

Mary Weber, 7250 Orchard Ave, University City, MO

Ms. Weber asked if there were speed limit signs posted in the Loop, from the round-about to Skinker and where does the City's responsibility for posting start?

Mr. Rose asked the director of Public Works to stand and asked that he connect with Ms. Weber to address her questions. Mayor Crow reconfirmed that Sinan would address Ms. Weber's questions.

Steve Glickert, 7750 Blackberry Ave., University City, MO

Mr. Glickert thanked Mr. Rose for connecting him with Mr. Cross. He stated that he and Mr. Cross had a great conversation where he shared his concerns and Mr. Cross shared some of his plans for moving forward and he hopes to see good things to come. He stated he wanted to reply to a couple of comments made at the last meeting regarding due process. Out of the 55 violations that he reported this past week, 41 are 16 months old. He stated instead of commenting on due process and dodging the issue, how about giving a message to the people who have to live next to door to the problem, they have to look at that every day. What if someone is trying to sell their house? This reflects on all of us.

He stated that Mr. McMahon described very vividly the calls of everyone calling him with high praises on the great job and how well it works in the third ward and that they receive the same as everyone else. You described the process:

- Call the hotline (Mr. Glickert stated this was the only link in the chain that he missed)
- Connect with your Councilmembers, if that doesn't work,
- Connect Staff; if that doesn't work,
- Call the City Manager, if that doesn't work,
- If none of this works, then come to a Council meeting and let us know.

After 16 months and that neighborhood still looks the same. Mr. Glickert asked who he should believe; due process or great results that you've go? Why are people from the third Ward calling you; because things are not getting done? Hopefully Mr. Cross can get this cleaned up but he has quite a hill for him to clean up. Good luck Mr. Cross.

P. COUNCIL COMMENTS

Councilmember Cusick thanked everyone who supported the U City in Bloom Plien Air Art event and the garden tour on yesterday. All of the gardens were wonderful; of special note the high school student's vegetable garden at Brittany Woods was very good.

The students pulled the garden together in about 8 months and were very excited and proud and they should be. He also thanked everyone who purchased art work yesterday.

Councilmember Clay stated that tonight's meeting is being held at the Community Center due to issues with the elevator at City Hall. Unfortunately for a number of residents its' become unusable and as a practical matter for conducting City business. As we go forward in thinking about our facilities and Civic Plaza, we should bear in mind all of our facilities. This says to him, that we have a City Hall that could really use some attention. He would ask that we continue to think comprehensively and as broadly as we can about what we do next with our facilities. This serves as a reminder that this issue is in the for-front.

Councilmember Hales moved to adjourn the meeting, the motion was seconded by Councilmember Carr and the motion carried unanimously.

Q. ADJOURNMENT

Mayor Crow adjourned the regular City Council meeting at 7:13 p.m.

LaRette Reese
City Clerk