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| **GREG B. ANDERSON**  **PRESIDENT**  Council Member,  At-Large Group 4  Office (904) 630-1398  Fax (904) 630-2906  E-Mail: GAnderson@coj.net |  | 117 West Duval Street  City Hall, Suite 425  Jacksonville, FL 32202 |
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| **OFFICE OF THE CITY COUNCIL** |
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April 20, 2016

9:00 a.m.

**Meeting Minutes for March 21, 2016**

**Council President Greg Anderson and Council Vice President Lori N. Boyer**

**Topic**: Communication Tracking Software Follow Up

**Location**: 117 W. Duval Street, Ste. 425, Conference Room A

**In Attendance**: CP Greg Anderson, CVP Lori N. Boyer, MC Danny Becton, CM Joyce Morgan, Rayan Wallace (Smarsh-Via Phone Conference), Steve Cassada (CC), Louie Marino (CC), Kenneth Lathrop (ITD), Craig Galley (ITD), Peggy Sidman (OGC), Merriane Lahmure (OGC), Jordan Elsbury (Office of the Mayor), Ali Korman Shelton (Office of the Mayor, Nicole Spradley (ECA, Dist. 5), Terrance Freeman (ECA, Dist. 3), Darren Mason (ECA, Dist. 1), Chiquita Moore (ECA, At-Large Group 5), Leeann Krieg (ECA, At-Large Group 4)

**Please refer to Sign-In Sheet for full list of attendees.**

**Meeting Convened**: 3:00 p.m.

Council President Greg Anderson opened the meeting by thanking everyone in attendance for working together to find a solution for archiving electronic messages. Craig Galley (ITD) informed the attendees that Mr. Ryan Wallace from Smarsh was on the conference call and would be providing a demonstration of their product.

Mr. Wallace began the demonstration with an explanation of the program’s specific options with regards to text message archiving. He stated that the company is based in Portland, Oregon, and services over 24,000 customers. They manage accounts for both private companies and public entities. The storage of data is fully protected and searchable by authorized administrators. All actions taken on the accounts are tracked. Smarsh allows for the user to search by words or time periods.

CP Anderson asked for clarification as to whether the company is privately owned and Mr. Wallace confirmed that they are privately owned. Council Vice President Lori N. Boyer raised a question concerning the idea of information being sorted upon ingestion into the system. Mr. Wallace explained that Smarsh allows for certain sources or contacts to be excluded from retention such as messages from one’s spouse or children. This exclusion can be put in place at any time throughout the process to prevent transitory messages from being included.

Mr. Wallace continued by detailing the process of searching and managing the messages through the platform through a demonstration. While managing a search, certain keywords, names or times can be input as part of the criteria. When pulling messages, the entire thread is pulled to provide context. There is not a limitation to the volume or length of time the data is able to be stored.

Council Member Danny Becton asked if the platform has the ability to identify and exclude certain phone numbers or persons from the capture. Mr. Wallace did state that would be a rule that could be created at the Administration level and this designee would be authorized to make these policies. Mr. Wallace further detailed this process step-by-step. Carla Miller (Ethics Office) asked if there were any other municipalities in Florida using Smarsh. Mr. Wallace stated that they are currently being used throughout the Tallahassee area. Mr. Wallace stated that all of their data centers are housed in the United Sates. Ms. Miller asked if they would be willing to offer a copy of the stored data to the City of Jacksonville (COJ) and Mr. Wallace confirmed this would be possible. He stated that if the situation arose that the COJ no longer wished to use Smarsh, they would happily provide a copy of the stored data to the COJ.

Mr. Wallace stated that the current cost is $4.50 per device, per media type. In addition, there is an archiving fee as well as an implantation fee. CVP Boyer asked Mr. Wallace to describe the process of a customer subscribing to this service. He replied that it could be as simple as sending a text authorizing the service or downloading an application to the device. Smarsh currently services only certain cellular carriers. CVP Boyer raised the point that this highlights the need for all Council Members to carry a COJ issued device so that everyone is using the same device type and is on the same carrier. CP Anderson agreed to that point. CVP Boyer voiced her concern that CM’s currently use various types of devices for city business and the need to narrow the scope to one device. CP Anderson thanked Mr. Wallace for his time and stated that he would be in contact.

CP Anderson asked CM Becton is had any concerns with the proposal to which Mr. Becton voiced his concerns with having all text messages housed in the cloud. CM Becton furthered stated that he would prefer to not carry two devices and having a separate device for city business would not be practical. CVP Boyer stated that she would prefer to have a separate device for city business.

CP Anderson stated the he is in the process of creating a Special Committee to study the texting issues. He clarified that there is a difference between an archived message and a message that is a public record. All archived messages are not public records and messages will be reviewed prior to being provided for an official public records request.

CP Anderson asked Ms. Miller if she had any concerns. She referred to the previous policy where all CM’s had city issued Blackberries that were backed up. Ms. Miller asked ITD if that were still possible and they stated it was not possible. With the expiration of Blackberries went that capability. Mr. Galley stated that Smarsh is similar to the product that was used to backup the Blackberries.

CP Anderson stated that he would look into the cost of having city issued cell phones for the Council Members. He also reminded the attendees that there would be a Special Committee formed to address this issue in-depth. CP Anderson thanked everyone for attending the meeting.

**Meeting Adjourned**: 4:15 p.m.

**Minutes:** Leeann Krieg, ECA to CP Greg Anderson.

**Attached:** Meeting Notice, Sign In Sheet, Disc.

cc: Council Members/Staff

Cheryl Brown, Director/Council Secretary

Dana Farris, Chief, Legislative Services Division

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