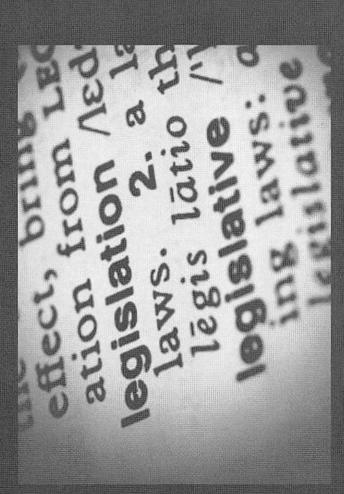# The Legislative Process

Presented by:

Margaret M. Sidman

Managing Deputy & Deputy of Legislative Affairs

Office of General Counsel

# Types of Legislation

- Ordinances
  - Official Legislative Action or regulation and enforceable as law
  - Examples
    - Appropriations
    - Penalties
    - Taxes, fees, or any other charges
    - Impose mandatory duties or obligations
    - Contracts
  - Necessary to amend previous ordinances
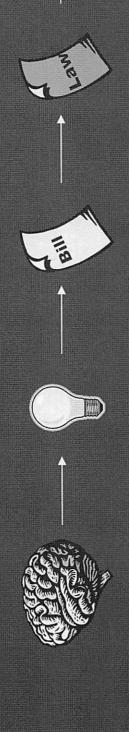    - Enacted

# Types of Legislation

- Resolutions
  - Matters of city administration
  - An expression of a temporary, advisory or exhortative character
  - Appointments
  - Adopted

# The Basics of Legislation

## Example 2018-133-A

Let's take a journey!

# Council Members' Idea

## Casablanca (1942)

"Louis, I think this is the beginning of a beautiful friendship."

Addendum to Agenda – Permission by Council President

**Filing Deadline** – Wednesday 1 week before Council Tuesday

Meet w/ OGC and requesting parties for drafting at least one week prior to filing deadline.

Bill

Introduced by Council President Brosche:

## RESOLUTION 2018-133

A RESOLUTION FINDING A NEED FOR AN EXAMINATION OF THE JACKSONVILLE CITY GOVERNMENT'S OPENNESS, ACCESSIBILITY AND TRANSPARENCY TO ITS CITIZENS; CREATING A TASK FORCE ON OPEN GOVERNMENT; REQUESTING ONE CYCLE EMERGENCY PASSAGE; PROVIDING AN EFFECTIVE DATE.

**WHEREAS**, a transparent and open government is an essential element of a free and democratic society, enabling citizens to exercise their civic duties of influencing legislation, holding government accountable, facilitating an informed public that supports public initiatives, and increasing public trust in government; and

**WHEREAS**, currently, the public engages with its government through phone calls, letters, e-mails, community meetings, and 3-minute public comment periods at City Council meetings, and these methods often involve one-way communication to the legislators and not meaningful two-way dialogue on issues. The public also engages with government through consuming media reporting on public sector activities, also one-way communication and not true engagement with representative government; and

**WHEREAS**, the legislative process is designed to allow direct public involvement through the typical 5-week cycle through which a piece of legislation must travel in the form of formal public hearings and opportunities for public participation and public comment, but these opportunities take place only at City Hall in the center of an 840 square mile city; often at committee meetings

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**Bill Summary from the Council Research Division**

# CITY COUNCIL RESEARCH DIVISION
LEGISLATIVE SUMMARY

**JEFFREY R. CLEMENTS**
Chief of Research
(904) 630-1377

117 West Duval Street
City Hall, Suite 425
Jacksonville, FL 32202
FAX (904) 630-3403

**Bill Type and Number:** Resolution 2018-133

**Introducer/Sponsor(s):** Council President Brosche

**Date of Introduction:** February 27, 2018

**Committee(s) of Reference:** R

**Date of Analysis:** March 1, 2018

**Type of Action:** Establishment of citizen task force; appointment of members; request for one-cycle emergency approval.

**Bill Summary:** The bill establishes a Task Force on Open Government and appoints 11 members and 2 co-chairs to the 13-member body. The task force's reporting deadline is June 30, 2018.

**Background Information:** The preamble to the bill states that a transparent and open government is essential to a free and democratic society and that, while the general public has a number of ways to interact with and provide input to its city government, there are opportunities for improvements in the accessibility and understandability of the city government. The Task Force is charged with making recommendations regarding how the City of Jacksonville can be more open and accessible to its constituents and can institutionalize transparency, taking into consideration the cost of benefits of any improvements that may be proposed. Attorney Hank Coxe and retiring Jessie Ball duPont Fund President Sherry Magill are appointed as co-chairs of the task force, which is composed of 11 other members with a wide range of backgrounds and experiences in the Jacksonville community. One-cycle emergency approval is requested to enable the task force members to begin meeting quickly in order to meet their reporting deadline of June 30, 2018.

**Policy Impact Area:** City government transparency and accessibility.

**Fiscal Impact:** Minimal to create the task force; implementation costs will depend on the recommendations produced.

**Analyst:** Clements

**2018-133**

RESO Finding Need for Examination of City Govt's Openness, Accessibility & Transparency to its Citizens; Creating a Task Force on Open Govt; (Clements) (Introduced by CP Brosche) Public Hearing Pursuant to Chapt. 166, F.S. & CR 3.601 -

1. **2/27/2018 CO  Introduced: R**

   3/6/2018 R Read 2nd & Rerefer

2. **3/13/2018 CO Read 2nd & Rereferred; R**

   3/20/2018 R Amend/Approve 7-0

3. **3/27/2018 CO Amend(FL)/Approve 19-0**

**Marked Rules Committee Agenda**

12.  2018-133

AMEND
Remove
emergency
language

RESO <u>Finding Need for Examination of City Govt's Openness, Accessibility & Transparency to its Citizens; Creating a Task Force on Open Govt; Request 1-Cycle Emerg Apv.</u> (Clements) (Introduced by CP Brosche)
1.  2/27/2018 CO  Introduced: R
    3/6/2018 R Read 2nd & Rerefer                                    **CP Brosche**
2.  3/13/2018 CO Read 2nd & Rereferred; R

Bill Summary

13.  2018-140

AMEND
Correct term to
first full term

RESO <u>Conf Appt of James P Citrano, Jr to Jax Housing Finance Authority, Replacing Latasha Green-Cobb for Partial Term exp 6/30/20.</u> (Sidman) (Req of Mayor)
1.  2/27/2018 CO  Introduced: R
    3/6/2018 R Read 2nd & Rerefer                                **APPOINTMENT**
2.  3/13/2018 CO Read 2nd & Rereferred; R

Bill Summary

14.  2018-141

Scriveners
Pg. 1 line 30 "an"

ORD <u>Setting a Public Straw Ballot Vote Referendum as to whether the Council should call a Binding Referendum to Apv Terms & Conditions of any Council Action selling more than 10% of JEA; Directing Supv of Elections to place Referendum Question on 2018 Gubernatorial General Election Ballot on 11/6/18; Provide Notice to Electorate; Provide Official Ballot & Title.</u> (Durden) (Introduced by CM Crescimbeni & Dennis)
Public Hearing Pursuant to Chapt 166, F.S. & CR 3.601 - 3/13/18
1.  2/27/2018 CO  Introduced: TEU,F,R
    3/5/2018 TEU Read 2nd & Rerefer                  **CMs Crescimbeni & Dennis**
    3/6/2018 R Read 2nd & Rerefer;   3/6/2018 F Read 2nd & Rerefer

RULES AMENDMENT

The Rules Committee offers the following amendment to File No. 2018-133:

(1) On **page 1, lines 9-10, strike** "REQUESTING ONE CYCLE EMERGENCY PASSAGE;";

(2) On **page 2, line 16**, after "President's" **insert** "Amended";

(3) On **page 2, line 16-17, strike** "**Exhibit 1**" and **insert** "**Revised Exhibit 1**, labeled as "Revised Exhibit 1, Revised Charge Memo, March 20, 2018 — Rules"";

(4) On **page 2, lines 21-23, strike** "A list of the members, who have wide experience and a variety of valuable perspectives on this issue, is contained in the Charge Memorandum attached hereto as **Exhibit 1.**";

(5) On **page 3, lines 2-8, strike** Section 4 (Requesting One Cycle Emergency Passage Pursuant to Council Rule 4.901 Emergency) in its entirety;

(6) Renumber remaining Sections accordingly;

(7) Remove **Exhibit 1** and replace with **Revised Exhibit 1** attached hereto, which attaches the revised Council President's Charge Memorandum to remove the member names;

(8) On **page 1, line 1**, amend the introductory sentence to add that the bill was amended as reflected herein.

Form Approved:

/s/ *Margaret M. Sidman*

Office of General Counsel
Legislation Prepared By:   Margaret M. Sidman

Rules Amendment

**ANNA LOPEZ BROSCHE**
**PRESIDENT**
Council Member
At-Large Group 1
E-Mail: ABrosche@coj.net

## OFFICE OF THE CITY COUNCIL

117 West Duval Street
City Hall, Suite 425
Jacksonville, Florida 32202
Office (904) 630-1393
Fax (904) 630-2906
TDD (904) 630-1580

March 21, 2018

5:00 .p.m.
AMENDED

### MEETING NOTICE

Notice is hereby given that Council President Anna Lopez Brosche and Council Member Al Ferraro will meet on Monday, March 26, 2018 at 1:30 p.m., Conference Room A, City Hall, 117 West Duval Street, Suite 425, Jacksonville, Florida 32202. The purpose of the meeting is to discuss the Transparency Task Force.

All interested parties are encouraged to attend.

Please contact Jeneen Sanders, ECA At-Large Group 1 at (904) 630-7361 for additional information.

ALB/js

## BROSCHE FLOOR AMENDMENT

Council Member Brosche Offers the following Floor amendment to File No. 2018-133:

(1) On **page 1**, lines 9-10, <u>strike</u> "REQUESTING ONE CYCLE EMERGENCY PASSAGE;";

(2) On **page 2**, line 16, after "President's" <u>insert</u> "Second Amended";

(3) On **page 2**, line 16-17, and line 23, <u>strike</u> "**Exhibit 1**" and <u>insert</u> "**Second Revised Exhibit 1**, labeled as "Second Revised Exhibit 1, 2<sup>nd</sup> Rev Charge Memo, March 27, 2018 – Floor"";

(4) On **page 2**, line 21, <u>strike</u> "thirteen" and <u>insert</u> "twelve";

(5) On **page 3**, lines 2-8, <u>strike</u> Section 4 (Requesting One Cycle Emergency Passage Pursuant to Council Rule 4.901 Emergency) in its entirety;

(6) Renumber remaining Sections accordingly;

(7) Remove **Exhibit 1** and replace with **Second Revised Exhibit 1** attached hereto, which attaches the second revised Council President's Charge Memorandum, which establishes the 12 member Task Force;

(8) On **page 1, line 1**, amend the introductory sentence to add that the bill was amended as reflected herein.

Form Approved:

/s/ <u>Paige Hobbs Johnston</u>

Office of General Counsel

Legislation Prepared By: Margaret M. Sidman

**Council President Brosche Floor Amendment**

# Committee/Council Weeks – Last Cycle

Noticed Meeting Occurred

Floor Amendment Requested

Rules Committee Amend/Approve 7-0

Council Agenda Meeting

3rd Read Council Meeting

Week 1. 1st **Read at Council**

Week 2. **Committee** (recommend 2nd Read)

Week 3. 2nd **Read at Council** (P.H. Ord's/Public Participation Reso's)

Week 4. **Committee** (Action)

Week 5. 3rd **Read at Council** (Vote)

Amendment applied to latest version of bill and filed with Legislative Services.

Enrolled

Signed by Mayor

"This ordinance shall become effective upon signature by the Mayor or upon becoming effective without the Mayor's signature."

Follow through w/ contracts for $$

Law

# Typical Council Night

## Agenda Items
Council Rule 4.301

(Regular Order of Business)

- Call to order
- Invocation and pledge of allegiance
- Roll call of the Council Members
- Approval of the minutes of previous meetings
- Communications from the Mayor
- Other miscellaneous communications and presentations
- Quasi-Judicial actions
- Consent agenda
- Public comment/Action upon Resolutions on first or second reading, regarding economic development investment incentives and related contracts, agreements and appropriations
- Action upon resolutions on third reading
- Action upon ordinances on third reading

- Public Participation/Action upon resolutions on second reading
- Action upon ordinances/resolutions on second reading
- Action on resolutions/ordinances/ordinances, emergency action
- Introduction of new resolutions, 1st Reading
- Introduction of new ordinances, 1st Reading
- Unfinished business (postponed)
- Addition of Addendum to Agenda
- Comments from the public
- Scheduled public hearings
- New business
- Comments from the public
- Roll Call
- Adjournment

# Contact Information

- ## General Counsel's Office

  - Margaret "Peggy" Sidman
    - Deputy Legislative Affairs and Managing Deputy
      - Office Phone: 630-4647
  - Paige Hobbs Johnston
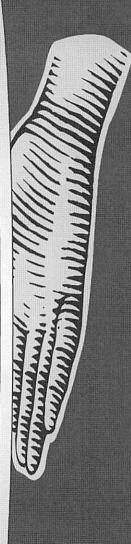    - Chief of Legislative Affairs
      - Office Phone: 630-3671
  - Jim McCain - **MBRC**
    - Assistant General Counsel & Corporation Secretary
      - Office Phone: 630-7130

# Welcome to Public Service!!

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|---|---|---|---|
| 18 | 19 | 20 | **February 21**<br><br>Legislation<br>Filed | 22 | 23<br><br>Appears on<br>Council Agenda | 24 |
| 25 | 26 | 27<br><br>1ˢᵗ Reading @<br>Council | 28 | **March 1**<br><br>Bill Summary<br>Complete | 2 | 3 |
| 4 | 5 | 6<br><br>2ⁿᵈ Reading @<br>Rules | 7 | 8 | 9 | 10 |
| 11 | 12 | 13<br><br>2ⁿᵈ Reading @<br>Council<br>(Public<br>Participation) | 14 | 15 | 16<br><br>Marked<br>Committee<br>Agendas | 17 |
| 18 | 19 | 20<br><br>Rules<br>Recommends<br>Approval<br>w/Amendment | 21 | 22 | 23<br><br>Committee<br>Amendments<br>Filed | 24 |
| 25 | 26<br><br>Noticed Meeting<br>between CP<br>Brosche & CM<br>Ferraro | 27<br><br>3ʳᵈ Reading @<br>Council –<br>Approved<br>w/Floor<br>Amendment | 28 | 29 | 30 | 31 |

**ETHICS IN A NUTSHELL   Jan. 2018**
**Government in the Sunshine:**
**A Guideline for Boards and Commissions**

**Carla Miller, Director Ethics, Compliance and Oversight, 630-1476**
**"ECO"  office; email at ethics@coj.net   Hotline: 630-1015**

All members of Boards and Commissions must know about and follow two important Florida laws: the Sunshine Law and Public Records Law. The purpose of these laws is to give the citizens of our community more transparency and information about their government.

I.  **SUNSHINE LAW**–(Florida Statute 286.011)

There are 3 major requirements of this law:
1) Your Board meetings must be <u>open</u> and accessible to the public
2) Reasonable <u>advance notice</u> of the meetings must be given
3) <u>Written minutes</u> must be taken and open for inspection

**\*\*<u>NOTICE MEETINGS; MAKE OPEN TO THE PUBLIC; AND TAKE MINUTES</u>!!**

What is considered a "meeting"? A meeting is any time you communicate (phone, mail, email, talking) with another member of your commission and you are talking about subjects that are likely to come up in front of your commission/board. This includes sub-committee meetings. You cannot discuss any public business or matters connected with your board with <u>another member of your board</u> outside of a "noticed meeting". This includes: casual gatherings, talking in the hall, chance meetings, emails, telephone conversations, and letters or emails that are used to develop a position.

**Activities which are OK:**
-- talking with other board members about your family or sports;

--having a holiday party with other board members (but you cannot discuss board business at the party)

--speaking with another commission member on a panel at a community forum (but you can't talk back and forth on issues with the other member from your board);

**-- sending out an email on an article you find interesting (but you can't put in the email: "What do you think about this for our Board? Email your comments to me") If you <u>receive</u> an email like this from another board member, do NOT respond to it! In other words, don't start a conversation about it.**

--You can talk to city staff but you can't use the staff to go back and forth with other members to build a consensus (to staff member: Can you go ask the other board members what they think of this and get back to me? That is <u>not</u> OK!)

–Do with extreme caution: an email or letter sending a report as to what will be discussed at the meeting is OK; do NOT interact with any of the members or talk to them about it or ask for comments. All of the discussion and comments should be at the noticed meeting.

– Do with extreme caution: you can send out a statement of your position or future actions you intend on taking. Although this is OK, make sure you do not ask for comments or feedback or start a conversation with other board members about it. Check with your city liaison if you have any questions before sending something like this out.

--fact finding activity only (but check with your board liaison if any question on this);

Because it can give the <u>appearance</u> to others that business is being discussed, try to avoid talking privately or whispering to another board member in an actual meeting. Don't chat about board matters right before the meeting officially starts or after the meeting has been officially adjourned.

**NOTICE** of meetings should be sent out at least 24 hours before the meeting, but it is much better to allow for 3 or more days. Your city liaison will send out the notice for you.

**MINUTES** You are responsible for keeping the minutes of your meetings, but usually this is done for you by a city employee assigned to your board. If no one from the city is there, you must take minutes yourself. (This usually happens in sub-committee meetings.)

**PENALTIES** Violation of the above laws is a criminal offense with up to 60 days in jail; even if you didn't mean to do it (no intent), you can be fined a civil penalty of up to $500. You can also be sued in a civil lawsuit if these laws are violated.

## II. PUBLIC RECORDS (Florida Statute section 119)

Requirements: Documents generated by a commission or board are public records and must be open for public inspection and copying. If you receive any request for the records or documents of your board or commission, immediately forward them to your city liaison so it can be handled correctly and in a timely fashion.

1. What items are covered as "public documents"?
Everything–all documents, papers, emails, letters, books, tapes, photos, software, videos, audio recordings, or other material regardless of how it is kept; if it is made in connection with the official business of your board or commission.
This can even include non-final documents, such as draft documents or notes you take to remember events.

2. What documents are not covered?
Personal notes used to prepare other documents, strictly personal emails or other personal writings; and notes given by you to someone else to type up a final document.
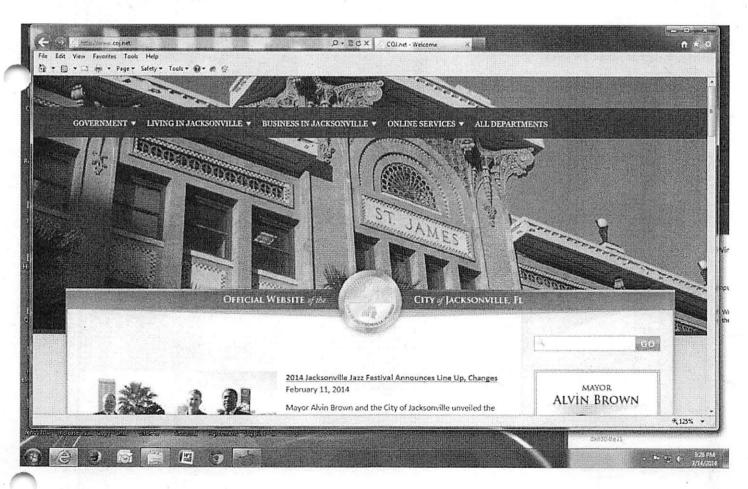
In general, however, you should assume that all of your writings in connection with your board duties may become public records as you write them and that citizens can ask for copies of them.
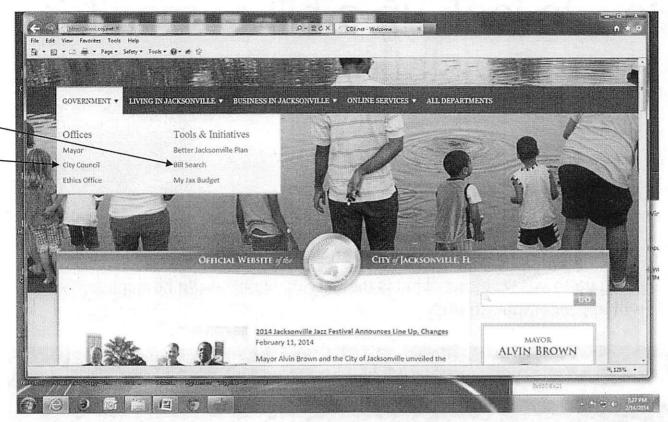
3. Penalties: up to one year in jail and fines; or a civil fine of $500 or civil law suits.

# How to look up a bill or monitor legislation online
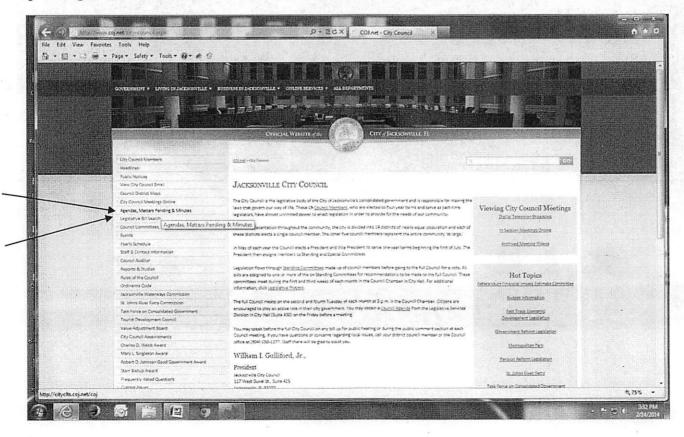
1. First log on to the Internet
2. Then go to www.coj.net  This is the City of Jacksonville homepage.
It will appear similar to this:
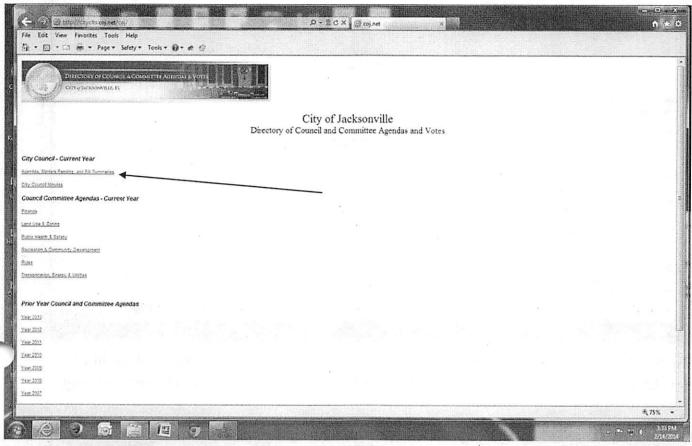
Click on the left tab "Government" and a drop down menu will appear. If you know the bill number you want to look up you can go straight to bill search at this point OR click on City Council for information on agendas, meetings, video archives, etc.
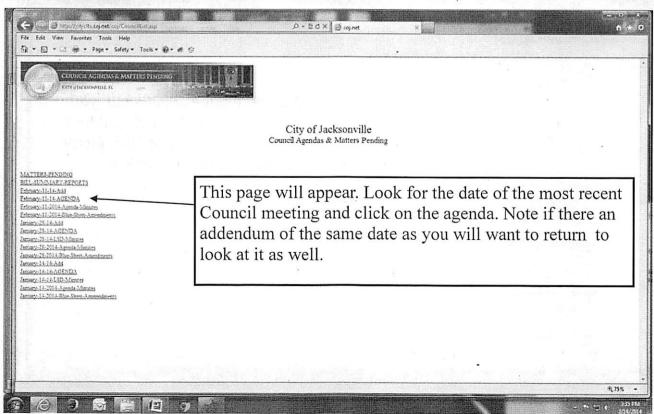


If you select City Council, you get this page. Note the choices include Agendas, Matters pending and Minutes as one item and Legislative bill search as another.
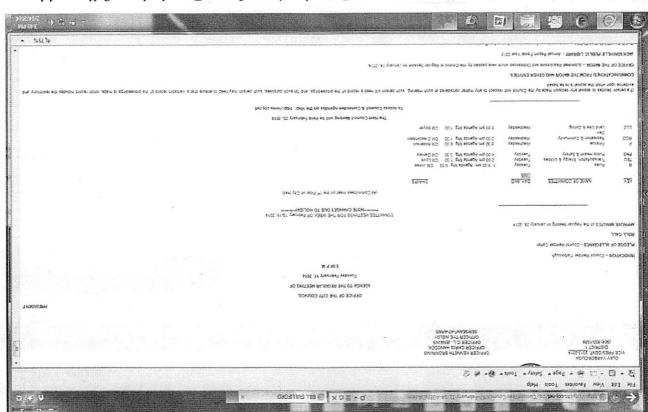
If you clicked on the Agenda, Matters Pending, Minutes tab, the page below will open. From there you can check an upcoming agenda for any committee OR if you are looking for new bills that might impact you, click on Agenda, Matters Pending and Bill Summaries under City Council





This page will appear. Look for the date of the most recent Council meeting and click on the agenda. Note if there an addendum of the same date as you will want to return to look at it as well.

The agenda will be multiple pages and the first page looks like this

---

Flip through the agenda until you come to Introduction of new Resolutions followed by New Ordinances. These are new bills and your first opportunity to find out what is being proposed.

---

**INTRODUCTION OF NEW ORDINANCES (1ST READING):**

**2014-93** ORD Approp $30,000 from the Air Pollution Tag Fee to allow Environmental Quality Div to maintain the Ambient Air Monitoring Network for FY 2014 & Comply with Fed Natl Ambient Air Quality Standards. (BT 14-019) (McCain) (Req of Mayor)
1. 2/11/2014 CO Introduced: PHS,F

**2014-94** ORD Approp $174,940 in Mosquito Control State I Funds from FY 2013 & Allocating for Insecticides, Parts & Svcs for FY 2014. (BT 14-023) (McCain) (Req of Mayor)
1. 2/11/2014 CO Introduced: PHS,F

**2014-95** ORD Approp $20,000 from Early Learning Coalition of Duval to the Jax Childrens Comm thru a Memo of Agreemt to Enable JCC Early Learning/Guiding Stars of Duval Staff to attend the Natl Assn for the Education of Young Children Professional Dev Institute in Minneapolis, Minnesota. (BT 14-010) (McCain) (Req of Mayor)
1. 2/11/2014 CO Introduced: PHS,F,RCD

**2014-96** ORD Apv Conveyance of a Perpetual Easemt to FDOT to Construct & Maintain a Storm Water Drainage System for State Rd 9B (McCain) (Req of Mayor)
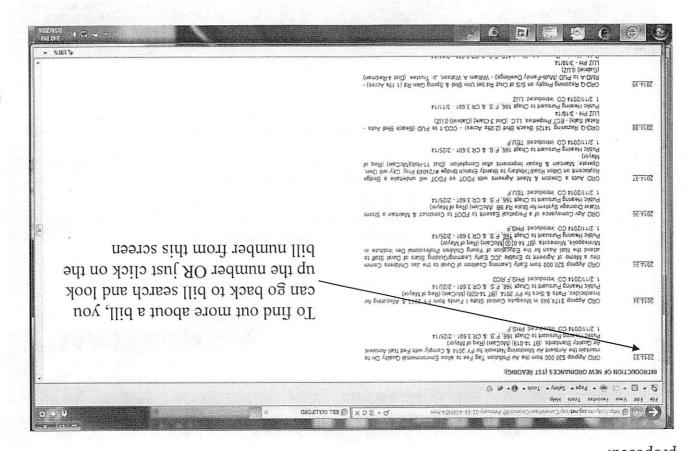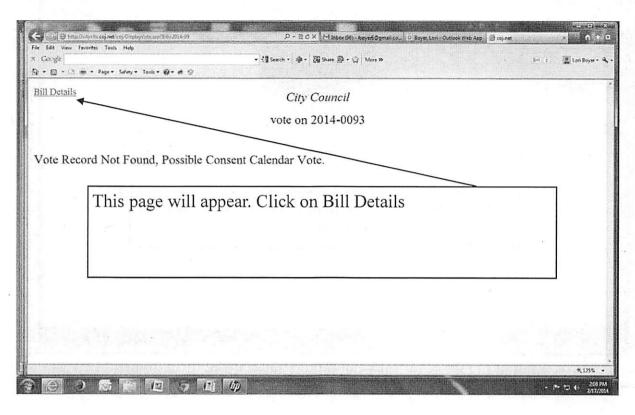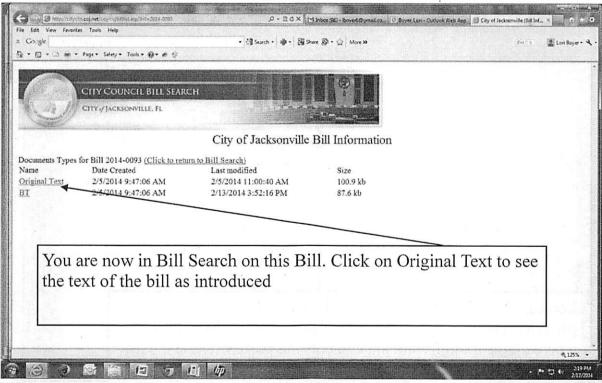1. 2/11/2014 CO Introduced: PHS,F

**2014-97** ORD Auth a Constr & Maint Agreemt with FDOT so FDOT will undertake a Bridge Replacemt on Dillon Road/Tributary to Brandy Branch Bridge #725049 Proj, City will Own, Operate, Maintain & Repair Improvemt after Completion. (Dist 11-Holt/McCain) (Req of Mayor)
1. 2/11/2014 CO Introduced: TEU,F

**2014-98** ORD-Q Rezoning 14125 Beach Blvd (2.894 Acres) - CCG-1 to PUD (Beach Blvd Auto - Retail Sale) - ECT Properties, LLC. (Dist 3-Clark) (Gabriel) (LUZ)
Public Hearing Pursuant to Chapt 166, F.S. & CR 3.601 - 3/11/14
LUZ PH - 3/18/14

**2014-99** ORD-Q Rezoning Propty on S/S of Cruz Rd bet Univ Blvd & Spring Glen Rd (1.194 Acres) - RMD-A to PUD (Multi-Family Dwellings) - William A Watson, Jr, Trustee. (Dist 4-Redman) (Gabriel) (LUZ)
LUZ PH - 3/18/14

To find out more about a bill, you can go back to bill search and look up the number OR just click on the bill number from this screen

Bill Details

*City Council*

vote on 2014-0093

Vote Record Not Found, Possible Consent Calendar Vote.

This page will appear. Click on Bill Details



City of Jacksonville Bill Information

Documents Types for Bill 2014-0093 (Click to return to Bill Search)

| Name | Date Created | Last modified | Size |
|---|---|---|---|
| Original Text | 2/5/2014 9:47:06 AM | 2/5/2014 11:00:40 AM | 100.9 kb |
| BT | 2/5/2014 9:47:06 AM | 2/13/2014 3:52:16 PM | 87.6 kb |

You are now in Bill Search on this Bill. Click on Original Text to see the text of the bill as introduced
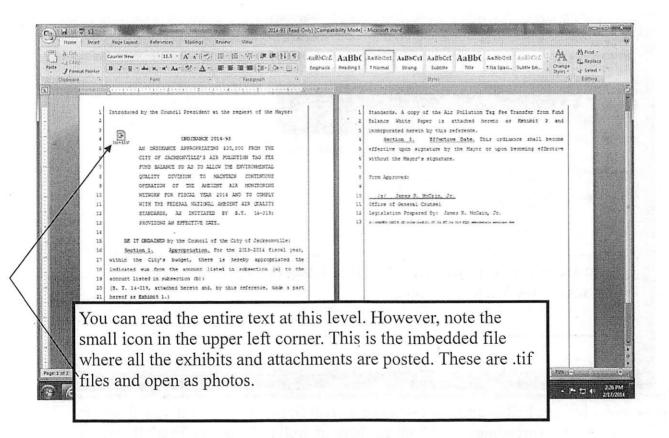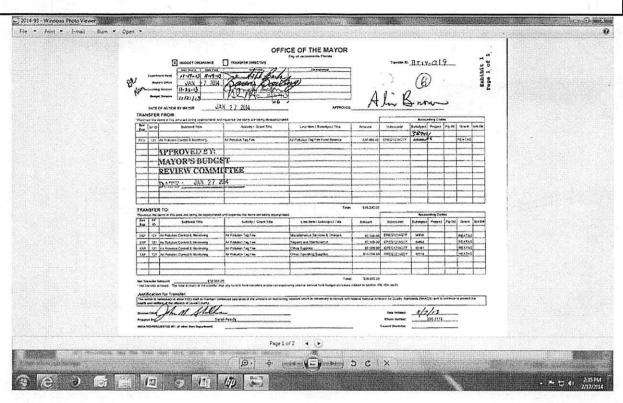
On many bills in Bill Search you will see a "Bill Summary" option in addition to Original Text. Amendments will appear here as well as "Current Text" if amendments were adopted. **Always look at Current Text for bills that have been en-**
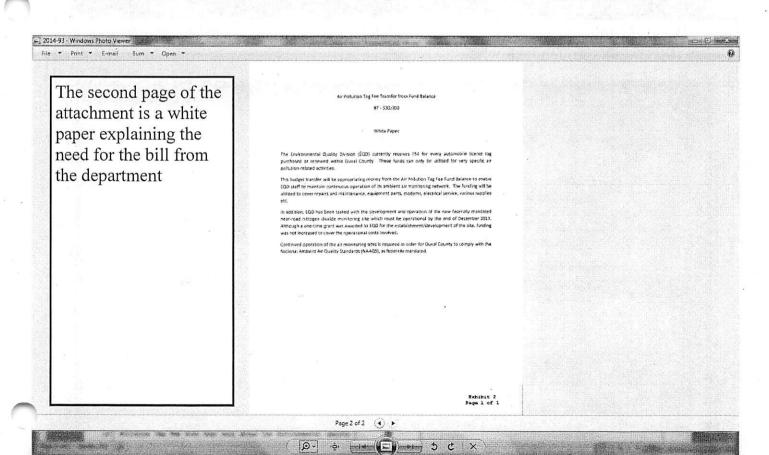
City of Jacksonville Bill Information

| Name | Last modified | File Type | Size |
|---|---|---|---|
| 2014-93.doc | 2/5/2014 11:00:33 AM | Wordpad Document | 100.9 kb |

Current text brings you to this screen. Now click on the bill number.

You will be prompted to OPEN or Save the bill.   Click OPEN. It will open in Word.



You can read the entire text at this level. However, note the small icon in the upper left corner. This is the imbedded file where all the exhibits and attachments are posted. These are .tif files and open as photos.
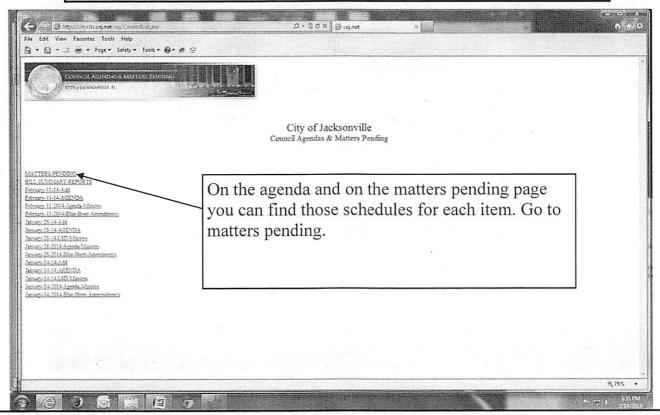
In our example, the first attachment is this budget transfer sheet that shows where money is coming from and going to.



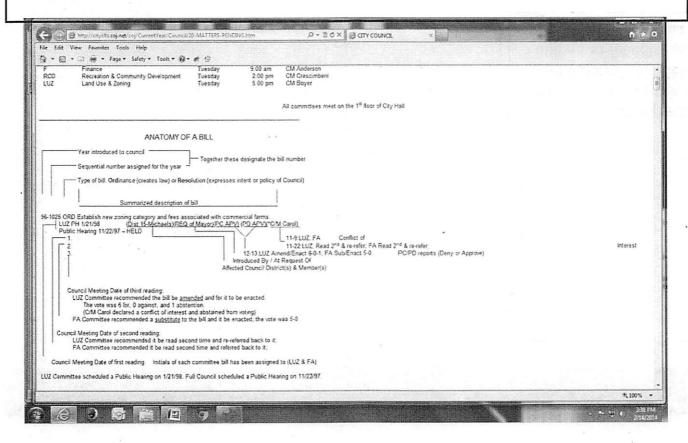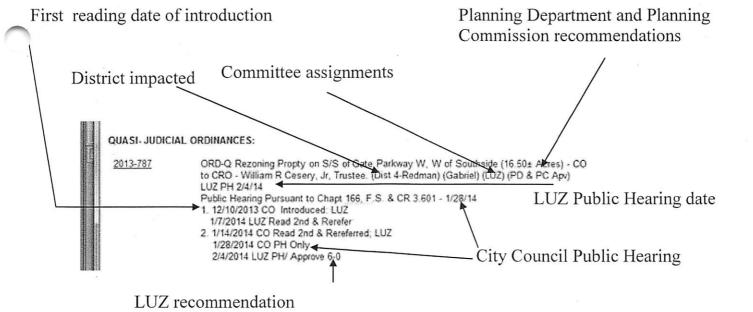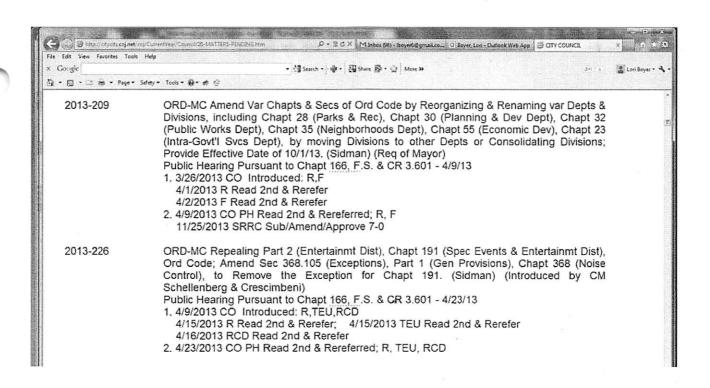The second page of the attachment is a white paper explaining the need for the bill from the department

What if you want to find out when public hearings will be held,
or when to expect action on a bill?



On the agenda and on the matters pending page you can find those schedules for each item. Go to matters pending.

You will see the following anatomy of a bill which looks really confusing but is really easy to follow if you walk through it slowly.



ANATOMY OF A BILL

Year introduced to council
Together these designate the bill number
Sequential number assigned for the year

Type of bill. Ordinance (creates law) or Resolution (expresses intent or policy of Council)

Summarized description of bill

96-1025 ORD Establish new zoning category and fees associated with commercial farms.
LUZ PH 1/21/98    (Dist. 15-Michaels)(REQ of Mayor)FC APV) (PD APV)(*C/M Carol)
Public Hearing 11/22/97 – HELD
1.
2.
3.
    11-9 LUZ, FA        Conflict of
    11-22 LUZ, Read 2nd & re-refer; FA Read 2nd & re-refer;
    12-13 LUZ Amend/Enact 6-0-1; FA Sub/Enact 5-0        PC/PD reports (Deny or Approve)        Interest
    Introduced By / At Request Of
    Affected Council District(s) & Member(s)

Council Meeting Date of third reading:
    LUZ Committee recommended the bill be amended and for it to be enacted.
        The vote was 6 for, 0 against, and 1 abstention.
        (C/M Carol declared a conflict of interest and abstained from voting)
    FA Committee recommended a substitute to the bill and it be enacted; the vote was 5-0

Council Meeting Date of second reading:
    LUZ Committee recommended it be read second time and re-referred back to it;
    FA Committee recommended it be read second time and referred back to it;

Council Meeting Date of first reading:    Initials of each committee bill has been assigned to (LUZ & FA)

LUZ Committee scheduled a Public Hearing on 1/21/98. Full Council scheduled a Public Hearing on 11/22/97.

First reading date of introduction

District impacted

Committee assignments

Planning Department and Planning Commission recommendations

**QUASI-JUDICIAL ORDINANCES:**

2013-787    ORD-Q Rezoning Propty on S/S of Gate Parkway W, W of Southside (16.50± Acres) - CO to CRO - William R Cesery, Jr, Trustee. (Dist 4-Redman) (Gabriel) (LUZ) (PD & PC Apv)
LUZ PH 2/4/14
Public Hearing Pursuant to Chapt 166, F.S. & CR 3.601 - 1/28/14
1. 12/10/2013 CO Introduced: LUZ
    1/7/2014 LUZ Read 2nd & Rerefer
2. 1/14/2014 CO Read 2nd & Rereferred; LUZ
    1/28/2014 CO PH Only
    2/4/2014 LUZ PH/ Approve 6-0

LUZ Public Hearing date

City Council Public Hearing

LUZ recommendation

2013-209    ORD-MC Amend Var Chapts & Secs of Ord Code by Reorganizing & Renaming var Depts & Divisions, including Chapt 28 (Parks & Rec), Chapt 30 (Planning & Dev Dept), Chapt 32 (Public Works Dept), Chapt 35 (Neighborhoods Dept), Chapt 55 (Economic Dev), Chapt 23 (Intra-Govt'l Svcs Dept), by moving Divisions to other Depts or Consolidating Divisions; Provide Effective Date of 10/1/13. (Sidman) (Req of Mayor)
Public Hearing Pursuant to Chapt 166, F.S. & CR 3.601 - 4/9/13
1. 3/26/2013 CO Introduced: R,F
    4/1/2013 R Read 2nd & Rerefer
    4/2/2013 F Read 2nd & Rerefer
2. 4/9/2013 CO PH Read 2nd & Rereferred; R, F
    11/25/2013 SRRC Sub/Amend/Approve 7-0

2013-226    ORD-MC Repealing Part 2 (Entertainmt Dist), Chapt 191 (Spec Events & Entertainmt Dist), Ord Code; Amend Sec 368.105 (Exceptions), Part 1 (Gen Provisions), Chapt 368 (Noise Control), to Remove the Exception for Chapt 191. (Sidman) (Introduced by CM Schellenberg & Crescimbeni)
Public Hearing Pursuant to Chapt 166, F.S. & CR 3.601 - 4/23/13
1. 4/9/2013 CO Introduced: R,TEU,RCD
    4/15/2013 R Read 2nd & Rerefer;    4/15/2013 TEU Read 2nd & Rerefer
    4/16/2013 RCD Read 2nd & Rerefer
2. 4/23/2013 CO PH Read 2nd & Rereferred; R, TEU, RCD

Try it yourself with a few other bills

# Land Use and Zoning - 101

## SE CPAC

July 25, 2016

# Basic Framework

**Comprehensive Plan**
- Controls over zoning
- Requires state review of changes
- General language/broad categories
- Many elements, not just land use

**Zoning**

Districts allow different uses

PUD's-Planned Unit Developments

**Development regulations**

Landscape, Parking, etc.

**Building Code**

# Types of Applications

- Land Use change (transmittal/adoption)
- Rezoning
- AD-Administrative Deviation
- Exception
- Waiver of Liquor Distance
- Waiver of road frontage/Sign Waiver
- Variance

# Who decides what?

- **City Council** - Land use changes, Rezonings, and sign and road frontage waivers; appeals from Planning Commission final decisions
- **Planning Commission** – Final Decision on exceptions and variances, waivers of liquor distance; recommends on Land Use amendments and Rezonings
- **Zoning Administrator**- Administrative Deviations

# How is a change initiated?

- Most actions initiated by <u>application from the owner or someone on their behalf</u>

- Can be initiated by a Council Member

- Contact information for Agent for owner appears on application form

# Timing

- If Council action required, introduced as a bill and will have minimum 6 weeks, with Public Hearing dates set before Council at outset

- If PC action only, timeframe may be shorter

- Notices mailed to owners within 350 feet at least 14 days prior to public hearing

- Notice published in paper at least 14 days before hearing

- Signs posted within 5 days of filing application

# Quasi Judicial

- Restricting constitutionally protected property rights of owner to use their land as they choose

- Must have notice and due process

- Must be found to be in the public interest based on **competent substantial evidence**

- Criteria in Code for each decision

# Why don't CPAC letters carry more weight?

- Are they based on competent substantial evidence?

- Did the CPAC fully understand the request and have all the evidence before them?

- **Opinion is not evidence** unless it is from an expert in their field of expertise- a real estate agent on property values, and engineer on traffic design

# Code provides criteria

The waiver for minimum distance requirements from a church or school for a liquor license location may be granted if there exist one or more circumstances which negate the necessity for compliance with the distance requirements, including, but not limited to the following:

(1)The commercial activity associated with the alcoholic beverage use is of a lesser intensity than the commercial activity associated with the alcoholic beverage use which previously existed; e.g., there has been a reduction in the number of seats or square footage or the type of license;

(2)The alcoholic beverage use is designed to be an integral part of a mixed planned unit development;

(3)The alcoholic beverage use is located within a shopping center with an aggregate gross leasable area of 50,000 square feet or more, inclusive of all outparcels and meets the definition of a "bona fide restaurant", as defined in Section 656.805(c);

(4)The alcoholic beverage use is not directly visible along the line of measurement defined in Section 656.806 and is physically separated from the church or school, thereby negating the distance requirement as a result of the extra travel time; or

(5)There are other existing liquor license locations of a similar nature in the immediate vicinity of the proposed location; provided, however, that no waiver shall be granted pursuant to this criterion if the proposed liquor license location is closer to the church or school than other existing locations

# Another Example

d) Street frontage waiver criteria. The waiver for minimum required street frontage may be granted if the Council makes a positive finding based on substantial, competent evidence that the application meets all of the following criteria:

(1) There are practical or economic difficulties in carrying out the strict letter of the regulation;

(2) The request is not based exclusively upon the desire to reduce the cost of developing the site or to circumvent the requirements of Chapter 654 (Code of Subdivision Regulations);

(3) The proposed waiver will not substantially diminish property values in, nor alter the essential character of, the area surrounding the site and will not substantially interfere with or injure the rights of others whose property would be affected by the waiver;

(4) There is a valid and effective easement for adequate vehicular access connected to a public street which is maintained by the City or an approved private street; and

(5) The proposed waiver will not be detrimental to the public health, safety or welfare, result in additional expense, the creation of nuisances or conflict with any other applicable law.

# So how can you be effective?
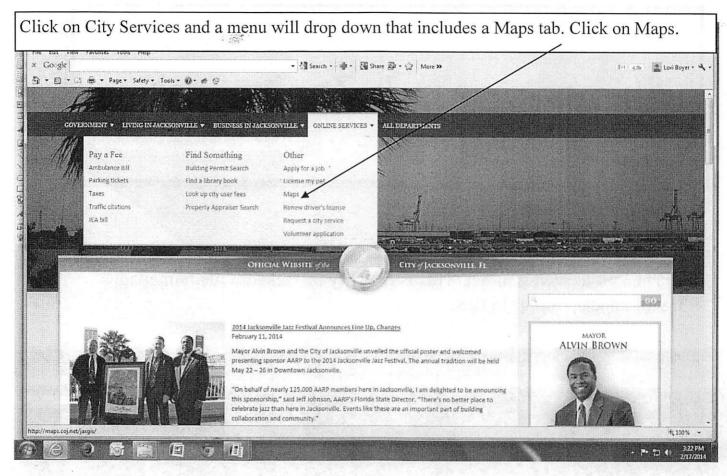
- Raise specific issues that your CM can ask staff to look into or question at the hearing

- Find an expert to address a specific criteria in issue

- Attend the Pubic hearings with lots of neighbors as early as possible in the process- this will identify issues up front

- Do your homework

# How to research Zoning online

1. First log on to the Internet
2. Then go to www.coj.net  This is the City of Jacksonville homepage.
It will appear similar to this:

# Using GIS mapping to find existing zoning and land use

Click on City Services and a menu will drop down that includes a Maps tab. Click on Maps.



Now click on Duval Property

From this screen you can search a property by address, name, or zoom in using the zoom

feature

Once you have zoomed in enough to see streets and parcels, click to make zoning visible and active. Then refresh map

This map shows current zoning. You can zoom in further. If you click on the "I" information button in the bottom toolbar and then on a particular parcel you will get owners names, etc. you will also get the specific PUD ordinance for PUD zoned property

In this case the PUD ordinance is 2001-0228

If you click on the ordinance number it will take you to Bill Search to research the approved PUD language. Usually the maps and written description are attached to the bill in the imbedded file. If not, how do you find them? Try the Land Use and Zoning Portal



From the City home Page, Click on Departments. This screen will appear. Click on Planning and Development

Now click on the Land Use and Zoning Portal



From this page you can search new zoning and land use applications

Or you can search archived PUD's

## Screenshot 1

Land Use & Zoning — Application Portal

View Archived PUDs

**Bill Year**
2001
1981
1982
1983
1984
1985
1986
1987
1988
1989
1990
1991
1992
1993
1994
1995
1996
1997
1998
1999
2000
2001
2002
2003
2004
2005
2006
2007
2008
2009
2010

**Bill Number**
0228     Open PUD

ve Acrobat Reader installed on your computer.
d, download and install the Acrobat Reader before continuing.

Log In
Search Zoning
Search Land Use
Archived PUDs
Contact Us
Home

65% of 2001-0228.pdf downloaded     23 sec remaining     Cancel  View downloads

> If you select the number of the PUD you are searching, in our example 2001-0228, and click on open PUD it will download as a PDF file the ordinance and exhibits including written description and site plans

## Screenshot 2

Land Use & Zoning — Application Portal

Search Zoning Application | Public view

Search by any of the fields below.

**Ordinance #** | **Date Submitted** --Select-- | **Planning District** --Select-- | **Council District** --Select--
**Application Status** --Select-- | **PUD Name** --Select--

Search   Clear

Log In
Search Zoning
Search Land Use
Archived PUDs
Contact Us
Home

> If you click on Search Zoning the following screen appears. You can search for applications by ordinance number, Council District, zooming in on the map, etc.

The portal is designed to include all pending applications – both conventional and PUD but does not include exceptions and administrative deviations. Some recently approved matters are included as well as pending. You can access the application, staff report, and supporting documentation through this portal

# Become a More Effective Advocate on Local Issues

I often hear from residents who are active in the community, involved in various initiatives, and frustrated about how to effectively advocate for or against legislation. As a Council member now, but someone who worked for many years with my neighborhood and various non-profits in an advocacy role before the Council, I realize the past mistakes and missed opportunities that were the result of not really understanding the City Council process and when and how to be effective. This primer is for the novice. Obviously, my limited time on the Council does not make me an expert. However, I can tell you how I get my information on legislation. I have already received so many emails and heard so many public comments that have less impact than they might otherwise have had if the advocate had a little more information about the process. Maybe I can shed a little light on the process. If your issue requires new legislation, or you oppose legislation that has been proposed, the following suggestions may be helpful, assuming you don't plan to hire a professional lobbyist.

1. **Build Relationships.**
   - Either individually, or as an organization, make the effort to get to know your District Council representative and other council members who may have an interest in your area of concern. For me personally, numerous individuals, who may identify themselves as members of a group, are more effective than communication from an entity purporting to represent its numerous members.
   - Develop relationships with those who work for the various City Departments responsible for the services or facilities of interest to you.
   - Be reasonable in your expectations, both as to the time someone can devote to your specific concern, and as to the amount of influence one person can have.
   - Don't expect that Council members are aware of any ongoing or prior discussions you may have had with staff or commissions.
   - Keep your communication civil and become a trustworthy resource for information. Try to get all the facts and be accurate in your representations. This is a tall order, but you will earn the respect and appreciation of those whose help you are seeking.

2. **Understand the roles of the Administration and the City Council.**
   The City Council reviews and adopts the budget, but the administration presents a budget to the Council. In preparing the budget, the administration has already set priorities and allocated expenditures among functions and services. While the Council may scrutinize expenditures and cut items in disagreement with the administration, it is unlikely that any department would come before the Council asking for increased funding and higher priority than assigned in the Mayor's budget- they work for the administration, after all. So for example, if you are concerned about funding for code enforcement or a park program, that advocacy is most effective if you are contacting the Mayor's staff and budget office before the budget is prepared- in the winter and spring. You can also contact Council members in that time frame to ask them to urge the Mayor to include the requested funding in the proposed budget.
   In other contexts, the role of Council is legislative versus the role of the administration to operate and manage our City government. This statement is obvious on the surface; but think through your advocacy in relation to the roles of various individuals. A Council member can often set up a meeting with representatives from various departments to address an issue or operational concern and act as a liaison with the administration, but these issues rarely are the proper subject for a legislative solution. For example, a number of constituents in my District have been concerned about the use of a particular park. I am bringing together representatives from the Sheriff's Office, Parks and neighbors to discuss options.

As a District representative, I am happy to serve as the contact point, but sometimes the solution is just not within my ability as a legislator. Such is the case with numerous calls I have received about a sewer gas problem. I have contacted JEA and they continue to work on the problem, but no bill will provide the fix.

3. **Nuts and Bolts of Monitoring Legislation.**

When legislation is introduced, it will appear on the *City Council Agenda* for a First Reading and will be listed in *Matters Pending* after the date of that Council meeting. Both the Council Agendas and Matters Pending are available on the City Council page of the City website. Unless a bill states that it is an emergency, there will essentially be three weeks from the first reading until the first committee vote. *This is the time in which you can be most effective as an advocate.* Thus, I would recommend that individuals or organizations take the time every two weeks to skim the First Reading Ordinances and determine if any impact your area of interest. This isn't as tough as it sounds. Most of the twenty or more new bills will not have anything to do with your area of interest, and unlike me, you won't have to read the others.

From either the City Council Agenda or Matters Pending, note the bill numbers of interest. Or, on the City Council website, go directly to Legislative Bill Search (you can search for bills introduced in the last three weeks). Click on the bill number of interest. You will have the option of selecting the Original Text, the Bill Summary, and sometimes additional choices such as the Fact Sheet, Current Text, Substitutes, etc. I suggest starting with the Bill Summary, if it is available. The Bill Summary is prepared by City Council Research and gives a basic understanding of the bill. The Original Text is the language of the Ordinance as introduced and Current Text reflects changes after introduction. When you open the Original Text, you will often see an imbedded file in the upper left corner. Click on this file to see Exhibits and supplemental information. This is where you will often be able to gain more insight into why the legislation was introduced or who you need to contact to get additional information. If there is a Fact Sheet, it will not only contain background insight, but will give the name and contact information for someone responsible for the bill. If the bill was introduced by a Council member, he or she is your primary contact for information and person with the most influence over changes in the bill. If the bill was introduced by the Council President at the request of the Mayor, it is an administration bill and most likely there will be a departmental representative listed as the contact.

Gather the facts. Find out what the bill really does, who wants it and why. If you disagree, be prepared to make a factual case against the legislation. You may have information on previous pertinent legislation, history surrounding the issue, or topical information that Council members don't possess. More than likely, if you are an issue advocate, you are far more knowledgeable on a topic than most Council members and a straightforward presentation of factual background or current research is helpful. This is the best time to raise policy disagreements or specific concerns with the language of the bill.

Contact the bill sponsor, your District council representative, and the At-Large council members. Perhaps there is a Council member who belongs to your organization. Civility will get you much further than threats. Make sure you include your address or let a District councilperson know if you live in his or her District. When I am receiving numerous emails on a subject, my first priority is to respond to people in my District. You may want to try to schedule an appointment if you need more time to explain your concern. Try to limit the amount of time you need to present your case to fifteen minutes recognizing that there are many people seeking the opportunity to advocate on different topics. If you can't get an appointment (remember most Council members have other jobs), try catching a Council member before or after a committee meeting or City Council meeting- most walk into the audience to greet visitors.

You will also have an opportunity to speak before the full City Council at the Second Reading of the bill, generally two weeks after the First Reading (special rules apply to Land Use matters). Public

comments are limited to three minutes per person, so you may want to coordinate to have several members of your group present different points in their allocated time at the City Council public hearing. This means that when the bill is discussed in committee the following week, Council members will be aware there are issues.

Committee meetings are open to the public, but public comment is only allowed with the permission of the Committee Chair, not by right. But committees and subcommittees are where the real work of vetting legislation occurs. Often, if one Council member can be convinced there is an issue with a bill, it can be deferred in committee for an additional two weeks, or longer, to allow time for concerned individuals to work with the Council member on possible amendments or solutions.

Bills can be assigned to multiple committees, and the video of committee meetings is available online from the City website. Even if your schedule prevents you from attending a committee meeting, if you watch the committee video discussion, you may discover a member who has reservations about a bill. If a bill passes every committee to which it is assigned unanimously, it is placed on the Consent Agenda at the next City Council meeting and is not voted on individually unless expressly pulled. If there is any opposition vote in committee, there will be an opportunity for discussion at full Council.

4. **Advocating for New Legislation.**

What if you believe there is a pressing need to address an issue, or want to fund a special project? You can work with a contact in the Mayor's office, a department that may be responsible for similar programs, your District Council member, or any Council member who may have a particular interest in the subject matter. An ordinance can be introduced by any Council member, a Council Committee or by the Council President at the request of the Mayor or other party. The details regarding the process for drafting and introducing legislation can be found at www.coj.net under City Council, Rules of Council.

The more work you have done, such as finding sample ordinance language from other jurisdictions, the easier it will be to get your legislation drafted and introduced. If your proposal requires funding, try to identify possible funding sources. One organization that recently met with me about prospective legislation, had met with the Council Auditor, identified funding sources, prepared draft legislation, garnered the support of the City department that would oversee the project, and had prepared an informational packet about the merits of the project for the meeting. While that type of preparation does not insure support, it certainly gets the project over many hurdles. Another group met with me recently advocating for specific park improvements in two locations. In contrast, they wanted me to identify possible funding options. With current budget constraints, and a lack of support from the administration, that project is not likely to get off the ground quickly. You should reasonably expect to spend several months researching and building support for legislation before it is introduced.

Don't forget that the Sunshine Law precludes Council members from discussing legislation with one another except in noticed meetings. Councilman Redman and I held a noticed meeting to discuss Monroe Street prior to introducing the legislation currently before Council, but the only other Council member who attended was Robin Lumb. Thus my advocacy for the bill has taken place in committee. So, even if you have a bill sponsor for a proposed piece of legislation, it will be your job to sell it to other Council members, as well. As individuals and groups, you can reach out to each member.

I hope these suggestions are helpful and provide an outline for neighborhood groups and others who wish to become more active. I am certain there are many other approaches which may be equally effective, but for the uninitiated, this article can serve as an introduction to becoming an effective advocate. Good Luck!

# Recommendation 8- Website Redesign

## Overview
From parking tickets to budget information, municipal websites offer a broad variety of information to constituents. The sheer amount of information leads to a web presence that can be unwieldy, disorganized and difficult to interact with. The Bridgeport website, in attempting to provide valuable constituent information, attempts to display everything you might need to know at one time in a visually unappealing layout that is cluttered and not user friendly. The website is also very information driven, but not interactive. For example, someone looking to participate in a recreation activity can find out about the types of programs available, but then is directed to call the recreation office for more information. Some of the more important items such as trash and recycling pickup schedules have not been updated since 2012, are not searchable by address and take you to third party websites with embedded advertisements.

## Recommendation
Municipal websites should be reflective of the needs of the constituents. The current design must be simplified, information can still be there, but a prioritization of needs must take place. The City should examine, not just from an online standpoint, which departments receive the most inquires and actions and design the website with those activities at the forefront. Priorities might include-

- Paying fees, taxes or fines
- Reporting a problem
- Trash and recycling pickup information
- Emergency information
- A status dashboard of city services: schools, public works, parking
  The City's website must serve as an interactive portal to municipal data systems. From bidding to parking tickets, the website is a tool for connecting constituents to the back end systems that support the work of the departments. These interactions must be seamless, with the goal of reducing manual and duplicate entry by staff, and decreasing the number of steps necessary on the public interface. The City must investigate systems that directly integrate with the website. For example, event calendars populated directly from scheduling software, permitting status populated from Energov, online job applications integrated into HR software, and a Bridgeport 311 widget embedded into the man page of the website.

## Summary
The demands of connected citizens requires that the City's website become an interactive and informative platform, capable of quickly providing constituents with pertinent information and extending the reach of City services. For too long government has been perceived as inefficient and the website is a reflection of these inefficiencies. Simply posting information and requiring follow-up steps, phone calls or trips to City Hall, is neither efficient nor adequate. Citizens are now accustomed to placing an online order and have same day delivery; they expect the same of government. Cities must embrace e-commerce like processes for constituent engagement and the website provides the storefront. Cities like Louisville, KY, Los Angeles, CA, and Atlanta, GA, have embraced municipal storefronts to engage and inform constituents, creating an environment that is efficient, effective and easy to use.

MaBilc

Explore the role of a Chief Data Officer-

One of the main takeaways from this assessment is the need to create a data architecture that is efficient, decreases the amount of data silos, produces relevant outputs and enhances the transparency between the city, its constituents and policy makers. In order to accomplish this goal, it is necessary to have an organizational structure in place to facilitate a comprehensive data strategy.

The notion of a comprehensive data strategy is typically associated with the MIS or IT department, but a modern data strategy is an organizational strategy with tools and processes supported by MIS. In Bridgeport, tools and processes have been siloed at the departmental level and communication between departments is manual and time consuming. The main goal of the data strategy would be to work with departments to refine processes and create integrations between departments. Bridgeport is moving in the right direction with initiatives such as Energov, and Open Budget/Checkbook, but more must be done to ensure data at all levels is accurate, organized, standardized and flows efficiently between departments.

Bridgeport has also made an effort to add a position within the MIS department to coordinate data initiatives and support applications. This position is important, as the MIS department is significantly understaffed to support any major data integration or application rollout undertaking. The currently posted position would assist in alleviating some the application rollout and support burden felt by the MIS staff. Data has become the centerpiece of government operations and policy decision-making; the role is too large for the traditional role of CIO. The CIO's role has expanded greatly and the operational responsibilities of the organization are so large that there is simply enough capacity to move the organization forward while "keeping the lights on".

Recommendation-

It is recommended that the city of Bridgeport explore creating the position of Chief Data Officer (CDO). This position would report to the Chief Administrative Office and be a peer to the CIO. Although a computer science background would be helpful, a background in statistics, public policy or public administration would be appropriate. The CDO will look at data as a service, a service that is available to all consumers of data; both internally and externally. To attain a high level of service, standardization is key. The CDO will work on data standardization and management. The CDO need not be an expert in all departments, but should have an understanding of the business objectives and the overall goals of the city. The CDO will then work to align business processes through open data with those overarching goals.

It is important that the role of the CDO expands to one that elevates the work that occurs at the department level. In many instances, department level work in Bridgeport

has been conducted using the same tools, processes and culture for a number of years. One of the main goals of the CDO should be to work with department staff on establishing buy in and instituting cultural change that is reflective of the goals of the administration. If departments are unaware of the big picture and how their work impacts governance, institutional change will be difficult to implement.

The city of Louisville, Kentucky, recently hired their first CDO. This is an example of the job posting for that position.

Data is an asset. When data is leveraged for insights and decision-making, it has the power to revolutionize government; enabling government to proactively meet the needs of individuals, allowing stakeholders to track the city's performance and helping residents better engage in community building.

The responsibilities of the Data Officer are threefold: constructing a comprehensive strategy for citywide data collection, usage, and storage; partnering with the city's analytical assets to facilitate data-driven decision-making through sophisticated analytics; and promoting transparency through open data. An ideal candidate for this position would have an advanced degree in computer science, economics, statistics, or mathematics as well as experience in public service and business processes.

The DO is the face of the city's open data effort, and will be an advocate for open data and innovation both inside and outside municipal government. This is an ideal position for an entrepreneurial executive interested in leading the adoption of innovative data-informed strategies that have the power to transform Louisville!
As a member of the leadership team of the Office of Performance Improvement and Innovation, the Data Officer will have the following responsibilities:

**Develop policies and practices for departments to use to identify, review, publish and maintain open data sets for internal and external consumers.
**Develop standards for implementing websites, applications and other technology projects by city agencies in a way that supports open data.
**Develop standards for implementing public facing APIs.
**Oversee the management of an open data portal that serves as the central directory for open data made available by the city.
**Engage data producers (city departments) and other internal stakeholders to convey the strategic importance of sharing open data,

both internally and externally.

**Engage with external consumers of open data to ensure awareness of available data, solicit feedback on data quality and obtain new ideas for future data releases.

**Pilot data analysis and mapping projects that demonstrate the value of data-driven decision making.

**Provide education and analytic tools for City departments to improve and assist with their data efforts.

**Coordinate the creation and sharing of internal City data sets.

**Serve as an advocate for open data within the city and articulate the innovation opportunities that can be realized by leveraging the city's data.

A successful candidate:

**Will have a strong sense of urgency to achieve results, a quick work pace, and the ability to be flexible in meeting changing priorities.

**Must have a collaborative approach to problem solving, balancing analysis with action, and the ability to communicate effectively and professionally across all levels of the organization.

A Master's degree from an accredited college/university (MBA, Statistics, Public Policy, Public Administration or related field) and two years of performance improvement coordination or management experience are required, however, an equivalent combination of education and experience may be substituted. Proven results in managing and developing employees and experience or certifications in Lean, Six Sigma, and/or Project Management are preferred.

Summary-

With the number of data driven initiatives currently underway in the city of Bridgeport, it is necessary to have the proper strategies in place for data transparency, standardization and communication. The addition of a CDO would allow for a comprehensive data strategy to be implemented while working with the current IT/MIS leadership to support current and future initiatives. The CDO would work with all departments to refine processes and support the goals of the administration; departmental efficiencies would be realized while information exchange and interoperability would be established across all areas of government. While there is some overlap, the role of a CDO is very different from that of a CIO. The CIO is responsible for supporting the infrastructure and strategies of the administration, while the CDO develops strategies and creates efficiency through business process enhancement and alignment.

# WEBSITE

The City's internet presence markets our programs and services and facilitates our ability to operate effectively. The site's design and use of the Content Management System (CMS) are the result of extensive research, analysis and planning and represent our best efforts to meet the changing needs of residents and departments.

The standards and guidelines were developed to present a uniform website that is easily navigated and contains useful information. By adhering to standards and guidelines, all of us contribute to the effectiveness of www.coj.net.

City departments are expected to follow the standards and guidelines for web development as identified in this document. Web content managers who consistently fail to follow these standards may lose their access rights.

The www.coj.net website is managed by representatives from both the Public Affairs Office and Information Technologies Division, operating under the guidance of the Mayor's Office. Web content developers throughout city government also have an ongoing role in the success of this website.



A Kentico 10 CMS Desk Content Management User Guide is available to Web Content Managers. Request a copy from the Public Affairs Office or Information Technology Department at ITDServiceDesk@coj.net.

# ROLES

**Author/Editor:** Any person who has been given rights to create content on the Kentico CMS system. Rights are given only for specific pages within a division or department's website. In some cases, rights will include full publishing rights to the Internet, and in other cases, rights are limited to the referral of changes to a Department Web Coordinator/Moderator.

**Web Content Manager:** Any person specified within a particular department responsible for working with subject matter experts to assess the type of information available on the website; reviewing existing posted material; setting priorities; researching and gathering content (text, graphics and links); and serving as the ongoing liaison between the department, Public Affairs and Information Technologies departments. Based on departmental preference, this person may have approval rights for all changes made by Author/Editors.

**Webmaster:** This is a trained communications professional in the Public Affairs Office.

# GENERAL STANDARDS/RESPONSIBILITIES

### AUTHOR/EDITOR
The subject matter expert for a specific area. As such, he/she has a responsibility when presenting material on the Internet to:

- ensure the accuracy and timeliness of the information presented;
- offer readers professional design and quality presentation;
- abide by City of Jacksonville publishing and identity standards;
- update published information regularly;
- understand and comply with copyright, privacy, intellectual property and libel laws; and
- respond to inquiries and comments regarding published material.

### UNDERSTANDING WEB PAGE PLANNING AND CONTENT DEVELOPMENT
Planning is an integral part of website development, in its initial and ongoing phases. The first step in site planning is to establish the site's purpose by posing the following questions:

- Who are your target audiences?
- What does your division/department do? What information and/or services do you provide?
- What are you trying to achieve by developing a site? What are the goals of your site?
- Why would your audience(s) want to visit your site?

If possible, target audiences should be surveyed about what information and services they need from your site. The internal audience perceptions of your organization may differ from those of visitors. Develop content that serves and meets audience needs. In addition, ask users to prioritize the importance of that information.

Next, develop a hierarchical outline for the site's content.

Determine the architecture and flow of your site. On a sheet of paper, draw a blueprint or outline of your site with the main page at the top and subcategories/subpages following. The main page should be general, with links connecting users to subpages with more specific information. Useful and readable content will contribute to effectiveness.

Write copy and information based upon the answers to the questions above, making sure it is written in terms audiences will understand.

## WRITING CONTENT FOR THE WEB
Some general rules for writing web content.

- **Write tight:** Web content should be brief and concise. A common suggestion is to write 50 percent less text for the web than for printed materials.

- **Write for scanability:** "Chunk" information beneath prominent, descriptive headlines. Use bulleted lists to maximize quick retrieval of information. Minimize scrolling by creating a table of contents with appropriate anchor links to subheadings within the document.

- **Context:** Make each document understandable on its own (i.e. the content can still be identified if extracted and printed independently).

- **Write with appropriate tone:** Write in a tone reflective of the professionalism of City government.

- **Use proper grammar and punctuation:** If in doubt, check it out. Remember, what you write represents Jacksonville to the world.

- **For consistency, www.coj.net relies on the Associated Press Stylebook (see page 28).**

- **Write in language understandable to your audiences:** Avoid using terminology unless appropriate or required for the site. Avoid the use of internal jargon, acronyms and abbreviations that may not be known to outside users.

- **Update content regularly:** To maximize the effectiveness of sites, keep content fresh and accurate.

- **Internal vs. External Content:** Make a clear distinction between City-developed content and communicate appropriately.

- **Include alternate text for every graphic element included on a page.**

- **Check Your Pages:** Spell check and proofread all pages before publishing, and verify the information is accurate, current, and attributed appropriately.

## CONTENT MANAGEMENT SYSTEM (CMS) TEMPLATE USE
One means of ensuring web design standards is the use of web page templates. This site uses a set of templates to assure that certain design elements such as branding, navigation, contact information and content are all included on each web page in a similar location for easy identification by website users. Without these important standards, site users would face difficulty in accessing and  navigating www.coj.net.

Deviation from these standards impairs the ability of the Public Affairs Office and ITD to troubleshoot departmental needs and integrate additional functionality such as data delivered through a database.  By following these standards, departments are positioned to tap into assets developed and available for your use. Additionally, templates allow changes to be made in one place while automatically updating pages throughout the entirety of the website.

Additional information on available templates is found in the Kentico CMS Desk Content Management User Guide.

## RIGHTS TO THE CONTENT MANAGEMENT SYSTEM
All authors/editors and web content managers creating and maintaining content must complete introductory training with a Public Affairs Office representative. Any author/editor or web content manager not conforming to the standards identified in this document, or who continuously demonstrates an inability to work within the City's content standards, may have publishing rights revoked.

Utilizing outside consultants (anyone who is not a City employee) for web content and support is discouraged and poses a great risk for the department. Designated persons within departments are responsible for the website. This person is responsible for ensuring all web publishing guidelines are followed. In addition, no links or banner ads soliciting services should be on the departmental site; this constitutes an advertisement on City-owned property, which is not permitted.

# CONTENT STANDARDS

All department and division home pages should provide a brief introduction to the department, division or activity, along with optional text links to other areas of the site. In addition, home pages should contain a telephone number, an email contact, a physical address and a mailing address if different from the physical address.

Try to limit home page content so users are not forced to "scroll" for further information (based on 800 x 600 screen resolution). Sub-pages may contain more information, but should not exceed three screen lengths of content unless the site is providing data-intensive information. Information provided as text (not graphics) within the main content area of the page, regardless of template style, will facilitate search engine indexing.

"Under-construction" pages are prohibited on City websites.

It is important to preview and test web page(s) frequently:

- Seek out members of your target audience and solicit their feedback on initial page designs, screen captures or HTML prototypes of your site.
- View pages in different browsers (e.g. Explorer, Safari, Firefox, Chrome). Since different browsers often support different technologies, a page designed for one type of browser may look significantly different in another type (or version) of a browser.
- When possible, view your pages on different computer platforms. Each computer platform has unique characteristics. PCs and Apple computers, for example, often differ in monitor brightness and system color. These factors may affect the appearance of your pages.

## NAVIGATION
The "breadcrumb trail" lets the user see the context in which the page exists.

### EXAMPLE: COJ.net > Mayor > Journey to ONE > Mayorthon

The breadcrumbs listed on the top of each page are generated automatically.

## USING GRAPHICS AND IMAGES
Understanding page weight and connection speed is an integral part of page design. The more graphics included on a web page, the longer it takes for the page to load. Be mindful of how many pictures you are uploading to your pages.

Please use graphics sparingly and only when they make a difference on the page, either as a design enhancement or to express a concept. Gratuitous use of graphics clutters the page and increases download time.

If graphics are part of your site design, it is important to choose the right file format to provide the optimal experience for the user. A graphic saved in the proper file format will download faster and look better. The Web Content Manager can provide assistance in finding or modifying graphics. Once the graphic has been placed in your media library, you will be able to insert it on your page and publish it to the internet.

Photographs and other images will generally be no larger than 700 pixels wide. This means that photographs of large groups of people generally will not reproduce well on the web. Talk with the Web Content Manager about image composition and special circumstances where larger images may be appropriate.

Animations, scrolling marquees, rotating images or text, and animated GIFs are not approved for use on the City website.

Background images and watermarks are prohibited on the City's website.

Use of the City of Jacksonville seal and logos on web content must meet the City's print graphics standards. To meet federal accessibility statutes, all images must use an alternative text tag to represent what the image contains. Using alternate text allows you to add a text description to an image that can be seen by users who are browsing with images turned off (this feature is set in the user's browser) and heard by visually impaired web surfers who use a screen reader. Be sure to describe all aspects of the image, including emotional responses you may be seeking.

**EXAMPLE: alt="Serene sunset over the Fuller Warren Bridge"**

Data and text should not be represented in an image format unless an alternative text tag can accurately represent the content of the image. Keep text references short and concise.

In compliance with federal accessibility statutes, clickable image maps must be accompanied by alternative text links for each clickable region.

**FONT AND TEXT ELEMENT STANDARDS**
NOTE: This formatting is automatic with CMS templates.

- Page titles and subtitles may not be presented as images.
- Size, placement and color of page titles and subtitles defined in a template may not be modified.
- With a few exceptions, content text should be displayed on a white field with black characters.
- Use of reversed text is prohibited on the City's website.
- Centered text should only be used in tables.
- Hyperlinks in body content must display as defined below:
  - Link: blue, underlined text
  - Active Link: orange, underlined text
  - Visited Link: purple, underlined text

**LINKS AND USING NON-HTML FILES**
Links to non-HTML documents and downloads should be accompanied by a notation that specifies the size and format of the file. Including a link to download any necessary plug-in or third-party software is optional.

All images and documents, including non-HTML documents, intended for linking from a web page should reside on an authorized web server, not on workstation hard drives or network drives (site users will not have access to those files due to security firewalls).

Hyperlinks on City websites should not point to content on the intranet or other servers inside the City's firewall.

Links to sites outside the City website should be designed to open in a new window.

A non-HTML file is any file format that requires software, a plug-in utility, or user action beyond normal display in a web browser such as Flash, Microsoft Word, etc. Links to non-HTML files are only appropriate if ALL of the following conditions exist:

The file...

- already exists in non-HTML format.
- ‚is a one-time or short term document.
- serves a specific audience that has the software and expertise to access the format.
- cannot be produced in HTML format without re-engineering the process that produces the file.

When linking to non-HTML files, the following information should accompany the link:

- File format (.PDF, .XLS, .ZIP)
- Special instructions (if needed)

Examples of non-HTML documents:

Tax Forms (.exe)
*EXAMPLE: Compressed, self-extracting file (.exe). Contains printable forms in rich text format (.rtf) for tax reporting. Will work with most word processing software. To open, please save to hard drive, then double-click the saved file.*

Adobe PDFs (Portable Document Format)
REMINDER: Links to PDF files should provide file format, file size, and basic content information.
*EXAMPLE: Jan 15 committee agenda. (PDF 235K)*


## POLICY ON WEB URLS IN PRINT PIECES
As a result of where a page is located in the site map for the website, specific page addresses may be quite lengthy. However, due to several new or improved features on the site, navigating to any page on the site can be a quick process.

Web addresses in print materials are best with few words, enabling internet users to easily and correctly enter the URL on the first try. Therefore, the URL www.coj.net is used any time a web address appears in a print brochure or other print piece as the single web contact point for all city departments, divisions, agencies, etc. that are on coj.net.

## PHOTOGRAPHY DIRECTION
Photos on www.coj.net depict real, professional people and reflect an optimistic, confident spirit. Photography selection promotes character, sincerity, and ingenuity.

City photography reflects the lives, needs, environments, culture and aspirations of residents enjoying city resources. Real, authentic photographic style shows the true character of individuals in a natural, genuine way. Whether it's an intimate personal portrait or a moment in life, photos are rich in color, simple in composition and honest in their human emotion. Creative use of size and scale, cropping, composition and contextual environments help create impactful images. Photos range from close-up views to more distant perspectives that provide greater context.

To connect citizens with businesses, encourage the use of photos that show people using technology in simple, real settings and environments. People always appear genuine, when their interactions are real and natural – not artificial or staged. Lighting should be natural and directional, creating a sense of depth. Color is used to enliven the image, but must not appear artificial.

## SUPPORTING IMAGERY
Supporting imagery is used to help tell a story, represent abstract concepts (e.g., partnering, adaptive enterprise, mobility, global reach) or convey the results or contributions of Jacksonville (resources, culture, a well-run environment). Supporting imagery should be graphic, bold, rich, dynamic, straightforward and honest.

## UNACCEPTABLE IMAGERY
People photography should not be artificial, stereotypical, or unnatural. Photos should not be cluttered with unnecessary props that distract from the story. Avoid using photos with content that is irrelevant to our city and citizens, distracting, or cluttered.

What to use
- images of people in action
- images with a candid, modern feel
- images that add detail to your message

What to avoid
- generic imagery
- posed close ups
- professional models

## ADA WEB SITE POLICY
The City of Jacksonville is committed to ensuring all City websites are accessible for all people. As of April 1, 2013, any new or updated website produced or sponsored by the City of Jacksonville is accessible and conforms to the Accessibility of State and Local Government Websites to People with Disabilities distributed by the U.S. Department of Justice (DOJ).

City websites are assessed for ADA compliance by simulating methods employed by people with various disabilities and by using validators to indicate potential accessibility issues. The City of Jacksonville has created ADA Web Accessibility Standards based on our assessment process and compliance with the DOJ Accessibility of State and Local Government Websites to People with Disabilities. We are committed to upholding our legal obligations to Title II of the Americans with Disabilities Act, the Rehabilitation Act of 1973, and the DOJ web accessibility directives.

This policy covers anyone who creates websites for the City of Jacksonville. In addition, employees designated as website content authors/editors/managers will also comply with the ADA requirements. To affirm our commitment, employees designated as website content editors will be trained in the functions of web accessibility tools and techniques. Periodic compliance scans of existing websites will be conducted to detect Section 508, and any errors corrected. Upon request, all information contained on City websites can be made available in an alternative format, or arrangements can be made by City staff to meet the needs of individuals with disabilities.

City of Jacksonville websites make use of industry-standard techniques and preferred practices to provide the highest level of ADA website accessibility for our users. These include, but are not limited to, the characteristics of usability for screen reader users, keyboard-only users, users with low/impaired vision, users who are deaf, and users who are color blind.

The ADA Compliance Manual for Website Content Managers covers best practices for images, alternative text, captions, color, contrast, links, forms, and documents. Request a copy from the Public Affairs Office or Disabled Services at DisabledServices@coj.net.

# CLEAR. CONCISE. CONCRETE. CORRECT. COHERENT. COMPLETE. COURTEOUS.

# NOTICE OF PUBLIC HEARINGS

## THE CITY OF JACKSONVILLE

## WILL HOLD PUBLIC HEARINGS

## CONCERNING THIS PROPERTY

## FOR A LAND USE CHANGE IN

## THE 2030 COMPREHENSIVE PLAN

FROM **AGR-III** TO **AGR-IV**

TELEPHONE 255-7888 FOR

INFORMATION ON **L-5286**

Carla Miller, Ethics Director

## Summary of Powerpoint—The Transparency Puzzle



- The world is in a culture shift to more "open/inclusive" governments—governments that redefine how they interact with citizens
- See Ash Center report, *Engaging Citizens*
- First emerging programs in U.S.: Participatory Budgets
- Create Structures that make the exercise of democracy possible

Ideas:
- A permanent Transparency Committee to continue the planning and work
- Examine existing city resources; coordinate
- Identify national and international resources
- Create a citizen manual with "how-tos". (how ideas become laws; zoning/land use; budget basics, etc.)
- Make city website more user friendly—a "Citizen Portal" (calendar of events, blogs, emails to officials, how to report issues)
- Engage CPACs –empower them to be effective in their communities

Key:  Change government processes to bring people together in new ways, not just overwhelm them with data.

**Have you ever contacted any of the City of Jacksonville's elected officials (in-person, phone, email or web) to express your opinion about a local law or policy?**

Yes                                                                          No

How satisfied were you with that experience? Very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied

If somewhat/very dissatisfied, why?

**Have you ever attended a City of Jacksonville's government meeting in person (City Council, town hall, committee, and boards/commission)?**

Yes                                                                          No

How satisfied were you with that experience? Very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied

If somewhat/very dissatisfied, why?

**If you have attended a meeting, have you ever spoken or given public comment at a City of Jacksonville's government meeting (council, town hall, committee, and boards/commission)?**

Yes                                                                          No

How satisfied were you with that experience? Very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied

If somewhat/very dissatisfied, why?

**Have you ever watched a City of Jacksonville's government meeting (City Council, town hall, committee, and boards/commission) on television or live streamed on the internet?**

Yes                                                                          No

**From which of the following sources do you usually get information about the City of Jacksonville new laws, programs or policies?** *Select all that apply.*

City email newsletter, Social networking sites (Facebook, Twitter etc.), Government meeting, Local television news, City website, Local newspapers (print or online), Local radio, Other

**Demographics:**

What is your age?

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65 and older

Race
Gender
Zip code and/or Council District

# Jacksonville City Council
## Task Force on Open Government
### Access to Government Survey
April 2018

**Q1.** In what way have you ever contacted any of the City of Jacksonville's elected officials to express your opinion about a local issue? **Select all that apply.**

1. Telephone
2. Email
3. In-person
4. Social media
5. Attended a government meeting (City Council, town hall, committee, and boards/commission)
6. I have never contacted any of the City of Jacksonville's elected officials

**Q2.** In what way have you ever contacted any of the other City of Jacksonville's departments to express your opinion about a local issue? **Select all that apply.**

1. Telephone
2. Email
3. In-person
4. Social media
5. 630-City
6. I have never contacted any of the City of Jacksonville's departments

**Q3.** Have you ever spoken or given public comment at a City of Jacksonville's government meeting (City Council, town hall, committee, and boards/commission)?

1. Yes
2. No
3. No, I have never attended a meeting

**Q4.** Have you ever listened to a City of Jacksonville's government meeting on the radio, or watched one on television or live streamed on the internet?

1. Yes
2. No

**Q5.** From which of the following sources do you usually get information about the City of Jacksonville's new laws, programs or policies? **Select all that apply.**

1. City email newsletter
2. Social networking sites (Facebook, Twitter etc.)
3. Government meetings
4. Local television news
5. City's website
6. Local newspapers (print or online)
7. Local radio
8. Other

Q6. How would you describe the City of Jacksonville's website?

1. It is easy to use to find what I need
2. It is not easy to use to find what I need
3. I have never used the City's website

Q7. Do you think that the local government in Jacksonville is open and accessible to the public?

1. **Yes**- briefly explain why

_____
_____
_____
_____
_____

2. **No** –briefly explain why not

_____
_____
_____
_____
_____

What is your age?

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65 and older

Gender _____

Race _____

Zip code _____

## OFFICE OF THE CITY COUNCIL

**Task Force on Open Government:
City Council Webpage Overview
April 24, 2018**

*Presentation provided by:*
Cheryl Brown, Council Director/Council Secretary
Carol Owens, Chief of Legislative Services
Steve Cassada, Information & AV Systems Manager
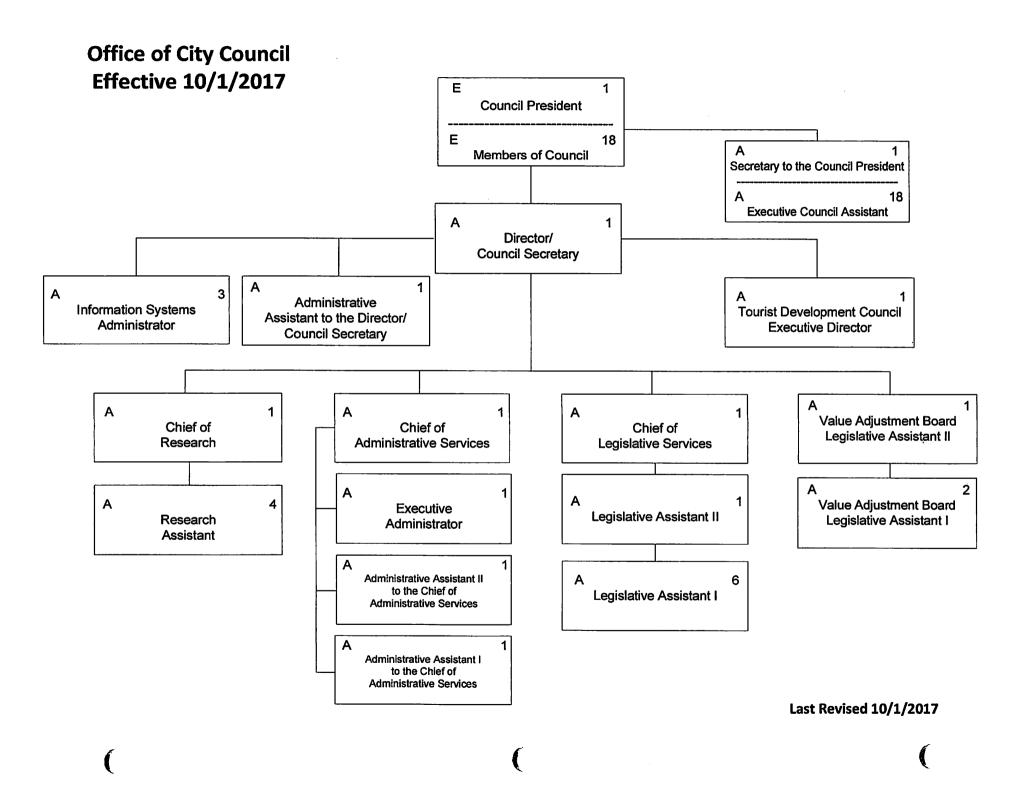Paula Shoup, Information Systems Administrator

## 1. Know Your City Council

- Role of City Council in local government

## 2. Public Records & Sunshine Compliance

- Overview of laws governing public notices & meeting documents

## 3. Transparency in Action

- Resources available on the City Council webpage

## 4. Navigating the COJ Legislative Process Online

- Bill walkthrough

## 5. Transparency Updates Coming Soon

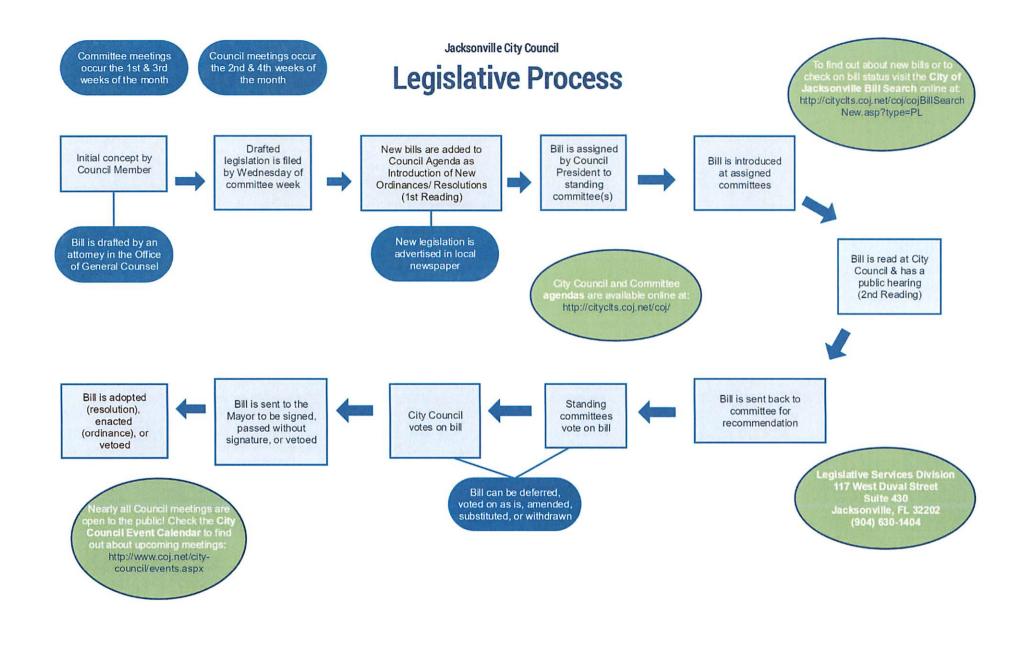- Overview of upcoming changes

# Jacksonville City Council

## Know Your Council

- The City Council is the legislative body of the City of Jacksonville's consolidated government, and is responsible for making the laws that govern our city.

- The 19 members are elected to four-year terms and serve as part-time legislators, and have almost unlimited power to enact legislation in order to provide for the needs of the Jacksonville community.

- For fair representation throughout the community, the city is divided into 14 districts of nearly equal population and each of these districts elects a single council member. The other five council members represent the entire community 'at large.'

- The City Council has full authority over the budgets of the general government and independent agencies of the city, although it has no responsibility for the operations of the administrative departments that is performed by the Mayor's Office.

- Council Members may only serve two consecutive four-year terms, and are paid an annual salary derived from a state formula based on population.

- In May of each year the Council elects a President and Vice President to serve one-year terms beginning the first of July. The President then assigns members to Standing and Special Committees.

*To learn more about your district council member visit:*
http://www.coj.net/city-council/city-council-members.aspx

# Office of City Council
## Effective 10/1/2017

| E | 1 |
|---|---|
| Council President | |
| --------------------------------- | |
| E | 18 |
| Members of Council | |

| A | 1 |
|---|---|
| Secretary to the Council President | |
| --------------------------------- | |
| A | 18 |
| Executive Council Assistant | |

| A | 1 |
|---|---|
| Director/ Council Secretary | |

| A | 3 |
|---|---|
| Information Systems Administrator | |

| A | 1 |
|---|---|
| Administrative Assistant to the Director/ Council Secretary | |

| A | 1 |
|---|---|
| Tourist Development Council Executive Director | |

| A | 1 |
|---|---|
| Chief of Research | |

| A | 4 |
|---|---|
| Research Assistant | |

| A | 1 |
|---|---|
| Chief of Administrative Services | |

| A | 1 |
|---|---|
| Executive Administrator | |

| A | 1 |
|---|---|
| Administrative Assistant II to the Chief of Administrative Services | |

| A | 1 |
|---|---|
| Administrative Assistant I to the Chief of Administrative Services | |

| A | 1 |
|---|---|
| Chief of Legislative Services | |

| A | 1 |
|---|---|
| Legislative Assistant II | |

| A | 6 |
|---|---|
| Legislative Assistant I | |

| A | 1 |
|---|---|
| Value Adjustment Board Legislative Assistant II | |

| A | 2 |
|---|---|
| Value Adjustment Board Legislative Assistant I | |

**Last Revised 10/1/2017**

Jacksonville City Council

# Legislative Process

Committee meetings occur the 1st & 3rd weeks of the month

Council meetings occur the 2nd & 4th weeks of the month

To find out about new bills or to check on bill status visit the **City of Jacksonville Bill Search** online at: http://cityclts.coj.net/coj/cojBillSearch New.asp?type=PL

Initial concept by Council Member

→

Drafted legislation is filed by Wednesday of committee week

→

New bills are added to Council Agenda as Introduction of New Ordinances/ Resolutions (1st Reading)

→

Bill is assigned by Council President to standing committee(s)

→

Bill is introduced at assigned committees

→

Bill is drafted by an attorney in the Office of General Counsel

New legislation is advertised in local newspaper

City Council and Committee **agendas** are available online at: http://cityclts.coj.net/coj/

Bill is read at City Council & has a public hearing (2nd Reading)

Bill is adopted (resolution), enacted (ordinance), or vetoed

←

Bill is sent to the Mayor to be signed, passed without signature, or vetoed

←

City Council votes on bill

←

Standing committees vote on bill

←

Bill is sent back to committee for recommendation

Nearly all Council meetings are open to the public! Check the **City Council Event Calendar** to find out about upcoming meetings: http://www.coj.net/city-council/events.aspx

Bill can be deferred, voted on as is, amended, substituted, or withdrawn

**Legislative Services Division**
117 West Duval Street
Suite 430
Jacksonville, FL 32202
(904) 630-1404

Chapter 15 - JACKSONVILLE SUNSHINE LAW COMPLIANCE ACT

Sec. 15.101. - Statement of purpose.

The purpose of the Jacksonville Sunshine Law Compliance Act is to ensure compliance with the Sunshine Law, F.S. Ch. 286, and to create procedures, methods, best practices and education that will enhance compliance with open meeting laws, and enhance and maintain public confidence and transparency in the legislative practices of the City Council.

(Ord. 2007-733-E, § 1)

Sec. 15.102. - Applicability; Public Meeting, Location defined.

(a) The Jacksonville Sunshine Law Compliance Act shall apply to the Jacksonville City Council and those public meetings of the Council that are contemplated by F.S. Ch. 286, including meetings of the Council and Council committees, and meetings between and amongst Council Members. These meetings shall hereinafter be identified in this Chapter as "Council Public Meetings". Since other agencies are already obligated to comply with Florida's Sunshine Law, Ch. 286, F.S., even if Council Members serve thereon or attend, the Jacksonville Sunshine Law Compliance Act shall not be applicable to the noticed meetings of the various other commissions and agencies established by law, ordinance or executive order.

(b) *Public location* shall mean any government owned building.

(Ord. 2007-733-E, § 1; Ord. 2010-135-E, § 1; Ord. 2013-285-E, § 1)

Sec. 15.103. - Notice of Council Public Meetings; posting and timing.

(a) All council public meetings shall be publicly noticed in a timely manner. The notices required shall include at a minimum (i) the date and time of the meeting noticed, (ii) the date and time the notices are posted, (iii) the location of the meeting, and (iv) the general subject matter of the meeting, and (v) the Council Member calling the meeting and any other Council Members who, at the time of notice, are expected to be in attendance.

(b) Council Public Meeting notices shall be provided on the Council's internet website, which utilizes modern technology and provides swift public notice to all of Jacksonville. In addition to the internet, posting of notices shall be made at such locations at City Hall where public meetings are generally noticed, and by such other methods as may be appropriate or required by particular circumstances.

(c) Notice of Council Public Meetings shall be posted for at least 24 hours prior to the meeting, not including weekends and holidays.

(d) Notwithstanding subsection (c) above, notice of Council Public Meetings may be posted for a period of less than 24 hours, only in the event of an emergency, and when approved in writing by the Council President and with notice to the City's Ethics Director.

(e) A copy of the notices of all Council Public Meetings shall be provided to and maintained in a retrievable format and filing system developed by the Legislative Services Division.

(f) The Director/Council Secretary shall develop and implement standardized policy and procedures for City Council sunshine meeting notices and uniform calendaring practices.

(Ord. 2007-733-E, § 1; Ord. 2008-329-E, § 1; Ord. 2013-285-E, § 1)

Sec. 15.104. - Public Meetings location.

(a) All Council Public Meetings shall be conducted in such places as will assure open, reasonable, and convenient acc public.

(b) The locations for Council Public Meetings include the Council Chambers and public conference, meeting, or committee rooms. Public meetings shall not be held in the individual offices of Council Members, except in the event of exigent circumstances.

(c) Public locations shall be used for all Council Public Meetings, unless other locations are approved in writing. A request therefore shall be made in one written submission to both the City Ethics Officer and the Office of General Counsel Ethics Liaison, with a copy thereof delivered to the Council President. Written approval shall be required from either the City Ethics Officer or the Office of General Counsel Ethics Liaison, with a copy thereof provided to the Council President and to the other approving authority.

(Ord. 2007-733-E, § 1; Ord. 2010-135-E, § 1)

## Sec. 15.105. - Public Meeting; commencement and adjournment.

The business and conversations conducted during a noticed Council Public Meeting shall commence upon the chair's or Council Member's opening of the meeting, and shall conclude upon adjournment. The mere fact that a meeting has been noticed, does not authorize action or discussions prior to the opening of the meeting or following its adjournment.

(Ord. 2007-733-E, § 1)

## Sec. 15.106. - Public Meetings minutes.

(a) Each Council member is responsible for the taking and preparation (or delegation thereof) of the minutes of each Council Public Meeting noticed by that Council Member, in a manner as required by F.S. Ch. 286, and subsection (c) below.

(b) The Director/Council Secretary shall be responsible for developing and implementing procedures for assuring:

(1) Minutes are written for all noticed Council Public Meetings;

(2) Minutes are filed; and

(3) A system for the maintenance and retrieval of minutes is developed for all minutes of Council Public Meetings.

(c) The minutes of every Council Public Meeting conducted between two or more Council Members outside of the regular Council meeting or committee meeting structure shall reflect, at a minimum:

(1) The location, date and time the meeting commenced and adjourned;

(2) The members of the Council, other public officials and employees, and registered lobbyists in attendance;

(3) The substance of the discussions and positions presented by the persons in attendance.

(d) A copy of the minutes of all noticed Council Public Meetings shall be kept, with the notice to such meetings, by the Legislative Services Division. The Legislative Services Division shall develop such systems and policies as are necessary for the orderly filing, maintaining and retrieval of minutes.

(e) No less than once every 30 days, the Legislative Services Division shall review notices of all Council Public Meetings to ensure that copies of the minutes of all applicable public meetings have been placed on file in the Legislative Services Division.

(Ord. 2007-733-E, § 1; Ord. 2010-135-E, § 1)

Sec. 15.107. - Biannual (every two years) review and report on Council notices, meeting locations, and minutes.

(a) The Inspector General's Office shall review information provided by the Legislative Services Division regarding:

(1) The notices of Council Public Meetings;

(2) The location of such public meetings; and

(3) Written minutes of such public meetings, and prepare an annual report thereon.

The Inspector General shall file such report with the Council committee to which audit matters are referred, the Council President, the City Ethics Officer, and the Ethics Commission, who may comment thereon.

(b) The report, as required by subsection (a) above, shall include confirmation, through methods and means developed by the Inspector General, that:

(1) Notices were public and timely, and not less than 24 hours exclusive of weekends and holidays, and accessible to the public by internet;

(2) That meetings were located in appropriate public rooms, with a list of all meetings held in Council Members' offices;

(3) That minutes were written, maintained in the filing system, and available for retrieval; and

(4) That all Council Members and Executive Council Assistants have received annual continuing education and training on the Sunshine Law;

and shall provide recommendations, as appropriate to improve compliance, as authorized by Section 15.109 below. The report shall be based upon a review of that information collected and provided by the Council Secretary/designee, and any other information that is known to the Inspector General.

(c) The Inspector General's review shall commence in even number years on May 1st, 60 days prior to installation of a new Council President, and the report shall be provided no later than June 1. The Inspector General's review shall be based upon statistically significant samples from the preceding two years.

(Ord. 2007-733-E, § 1; Ord. 2010-135-E, § 1; Ord. 2013-285-E, § 1; Ord. 2014-519-E, § 7)


Sec. 15.108. - Annual continuing education and training.

(a) Council Members and Executive Council Assistants shall receive, and the Office of the General Counsel, with the assistance of the City Ethics Director, the Director/Council Secretary and other supporting agencies, shall provide annual training on Government in the Sunshine, open meetings laws and ethics laws.

(b) The date, format, time, and duration of this training shall be determined by the Director/Council Secretary, Director of Ethics, and Office of General Counsel and shall be utilized to fulfill the requirements of F.S. § 112.3142.

(c) All Council Members and Executive Council Assistants shall be provided materials in electronic format.

(d) In addition to annual training, training on Government in the Sunshine, open meetings laws and ethics shall be provided upon special request. These presentations may be given at committee or Council meetings or at other times as may be directed by the Council President.

(Ord. 2007-733-E, § 1; Ord. 2008-329-E, § 1; Ord. 2010-135-E, § 1; Ord. 2013-285-E, § 1; Ord. 2016-6-E, § 1)


Sec. 15.109. - Recommendations for improved compliance.

The Director/Council Secretary, the City Ethics Director, and the Office of General Counsel, may make recommendations for improvements to this Chapter to the City Council.

(Ord. 2007-733-E, § 1; Ord. 2010-135-E, § 1; Ord. 2013-285-E, § 1)

Title X

PUBLIC OFFICERS, EMPLOYEES, AND RECORDS

Chapter 119

PUBLIC RECORDS

View Entire Chapter

CHAPTER 119

PUBLIC RECORDS

119.01   General state policy on public records.—

(1)   It is the policy of this state that all state, county, and municipal records are open for personal inspection and copying by any person. Providing access to public records is a duty of each agency.

(2)(a)   Automation of public records must not erode the right of access to those records. As each agency increases its use of and dependence on electronic recordkeeping, each agency must provide reasonable public access to records electronically maintained and must ensure that exempt or confidential records are not disclosed except as otherwise permitted by law.

(b)   When designing or acquiring an electronic recordkeeping system, an agency must consider whether such system is capable of providing data in some common format such as, but not limited to, the American Standard Code for Information Interchange.

(c)   An agency may not enter into a contract for the creation or maintenance of a public records database if that contract impairs the ability of the public to inspect or copy the public records of the agency, including public records that are online or stored in an electronic recordkeeping system used by the agency.

(d)   Subject to the restrictions of copyright and trade secret laws and public records exemptions, agency use of proprietary software must not diminish the right of the public to inspect and copy a public record.

(e)   Providing access to public records by remote electronic means is an additional method of access that agencies should strive to provide to the extent feasible. If an agency provides access to public records by remote electronic means, such access should be provided in the most cost-effective and efficient manner available to the agency providing the information.

(f)  Each agency that maintains a public record in an electronic recordkeeping system shall provide to any person, pursuant to this chapter, a copy of any public record in that system which is not exempted by law from public disclosure. An agency must provide a copy of the record in the medium requested if the agency maintains the record in that medium, and the agency may charge a fee in accordance with this chapter. For the purpose of satisfying a public records request, the fee to be charged by an agency if it elects to provide a copy of a public record in a medium not routinely used by the agency, or if it elects to compile information not routinely developed or maintained by the agency or that requires a substantial amount of manipulation or programming, must be in accordance with s. 119.07(4).

(3)  If public funds are expended by an agency in payment of dues or membership contributions for any person, corporation, foundation, trust, association, group, or other organization, all the financial, business, and membership records of that person, corporation, foundation, trust, association, group, or other organization which pertain to the public agency are public records and subject to the provisions of s. 119.07.

History.—s. 1, ch. 5942, 1909; RGS 424; CGL 490; s. 1, ch. 73-98; s. 2, ch. 75-225; s. 2, ch. 83-286; s. 4, ch. 86-163; ss. 1, 5, ch. 95-296; s. 2, ch. 2004-335; s. 1, ch. 2005-251.

Title XIX

PUBLIC BUSINESS

Chapter 286

PUBLIC BUSINESS: MISCELLANEOUS PROVISIONS

286.011   Public meetings and records; public inspection; criminal and civil penalties.—

(1)   All meetings of any board or commission of any state agency or authority or of any agency or authority of any county, municipal corporation, or political subdivision, except as otherwise provided in the Constitution, including meetings with or attended by any person elected to such board or commission, but who has not yet taken office, at which official acts are to be taken are declared to be public meetings open to the public at all times, and no resolution, rule, or formal action shall be considered binding except as taken or made at such meeting. The board or commission must provide reasonable notice of all such meetings.

(2)   The minutes of a meeting of any such board or commission of any such state agency or authority shall be promptly recorded, and such records shall be open to public inspection. The circuit courts of this state shall have jurisdiction to issue injunctions to enforce the purposes of this section upon application by any citizen of this state.

(3)(a)   Any public officer who violates any provision of this section is guilty of a noncriminal infraction, punishable by fine not exceeding $500.

(b)   Any person who is a member of a board or commission or of any state agency or authority of any county, municipal corporation, or political subdivision who knowingly violates the provisions of this section by attending a meeting not held in accordance with the provisions hereof is guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.

(c)   Conduct which occurs outside the state which would constitute a knowing violation of this section is a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.

(4)   Whenever an action has been filed against any board or commission of any state agency or authority or any agency or authority of any county, municipal corporation, or political subdivision to enforce the provisions of this section or to invalidate the actions of any such board, commission, agency, or authority, which action was taken in violation of this section, and the court determines that the defendant or defendants to such action acted in violation of this section, the court shall assess a reasonable attorney's fee against such agency, and may assess a reasonable attorney's fee against the individual filing such an action if the court finds it was filed in bad faith or was frivolous. Any fees so assessed may be assessed against the individual member or members of such board or commission;

provided, that in any case where the board or commission seeks the advice of its attorney and such advice is followed, no such fees shall be assessed against the individual member or members of the board or commission. However, this subsection shall not apply to a state attorney or his or her duly authorized assistants or any officer charged with enforcing the provisions of this section.

(5)   Whenever any board or commission of any state agency or authority or any agency or authority of any county, municipal corporation, or political subdivision appeals any court order which has found said board, commission, agency, or authority to have violated this section, and such order is affirmed, the court shall assess a reasonable attorney's fee for the appeal against such board, commission, agency, or authority. Any fees so assessed may be assessed against the individual member or members of such board or commission; provided, that in any case where the board or commission seeks the advice of its attorney and such advice is followed, no such fees shall be assessed against the individual member or members of the board or commission.

(6)   All persons subject to subsection (1) are prohibited from holding meetings at any facility or location which discriminates on the basis of sex, age, race, creed, color, origin, or economic status or which operates in such a manner as to unreasonably restrict public access to such a facility.

(7)   Whenever any member of any board or commission of any state agency or authority or any agency or authority of any county, municipal corporation, or political subdivision is charged with a violation of this section and is subsequently acquitted, the board or commission is authorized to reimburse said member for any portion of his or her reasonable attorney's fees.

(8)   Notwithstanding the provisions of subsection (1), any board or commission of any state agency or authority or any agency or authority of any county, municipal corporation, or political subdivision, and the chief administrative or executive officer of the governmental entity, may meet in private with the entity's attorney to discuss pending litigation to which the entity is presently a party before a court or administrative agency, provided that the following conditions are met:

(a)   The entity's attorney shall advise the entity at a public meeting that he or she desires advice concerning the litigation.

(b)   The subject matter of the meeting shall be confined to settlement negotiations or strategy sessions related to litigation expenditures.

(c)   The entire session shall be recorded by a certified court reporter. The reporter shall record the times of commencement and termination of the session, all discussion and proceedings, the names of all persons present at any time, and the names of all persons speaking. No portion of the session shall be off the record. The court reporter's notes shall be fully transcribed and filed with the entity's clerk within a reasonable time after the meeting.

(d)   The entity shall give reasonable public notice of the time and date of the attorney-client session and the names of persons who will be attending the session. The session shall commence at an open meeting at which the persons chairing the meeting shall announce the commencement and estimated

length of the attorney-client session and the names of the persons attending. At the conclusion of the attorney-client session, the meeting shall be reopened, and the person chairing the meeting shall announce the termination of the session.

(e) The transcript shall be made part of the public record upon conclusion of the litigation.

History.—s. 1, ch. 67-356; s. 159, ch. 71-136; s. 1, ch. 78-365; s. 6, ch. 85-301; s. 33, ch. 91-224; s. 1, ch. 93-232; s. 210, ch. 95-148; s. 1, ch. 95-353; s. 2, ch. 2012-25.
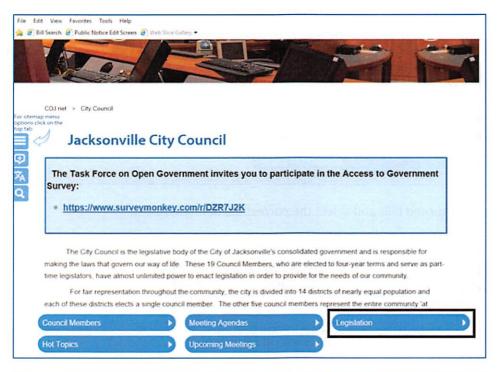
## _Transparency In Action_
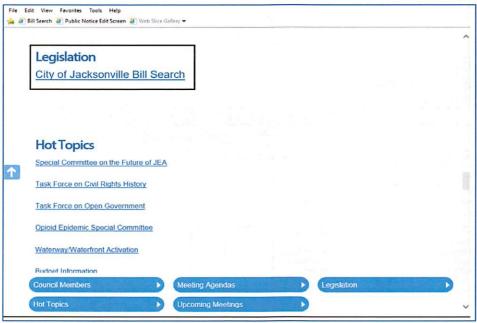
City Council provides a variety of resources to help the public access and become involved in the legislative process

- Public Notices & City Council's Upcoming Events page – to get information on upcoming City Council meetings, committee meetings and other noticed meetings and events.

- Council Committees, Boards & Commissions - View webpages for standing, special, ad hoc, and past committee pages.

- City Council Email - View the internal email received by the "Council as a Whole" for the last two weeks.

- Watch Live City Council Meetings Online

- Access Past Meetings through the video archive

- Agendas, Matters Pending and Minutes - View City Council meeting agendas and minutes

- Bill Search & Ordinance Code - Search for bills and legislation

- City of Jacksonville Ordinance Code – Search for local laws

- Budget Information - View notices, Handouts, Minutes and Video of all meetings of the Council regarding the budget process.

- Lobbyist Registry - View the Lobbyist Registry for the City

- Gift Disclosure Registry - View the Jacksonville City Council Gift Disclosure Registry

- Sunshine Training - View Council Member Sunshine Training compliance.

# Navigating the City of Jacksonville Legislative Process Online

1. Generally the first step in finding out information regarding a bill of interest is to determine a bill number. To do so, begin by scrolling to **City of Jacksonville Bill Search** under **Legislation** on the City Council front page.
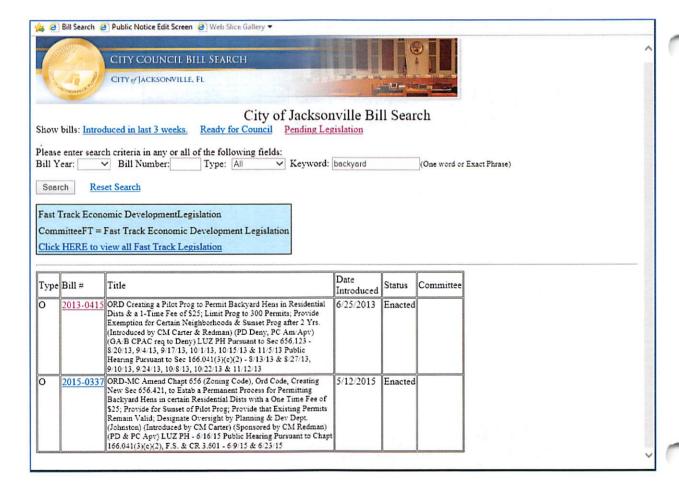
2. Enter a keyword or phrase of interest, for example: "backyard hens"

**CITY COUNCIL BILL SEARCH**
CITY of JACKSONVILLE, FL

Show bills: Introduced in last 3 weeks.    Ready for Council    Pending Legislation

Please enter search criteria in any or all of the following fields:
Bill Year: [ ▽ ]   Bill Number: [ ]   Type: [All ▽]   Keyword: [backyard hens] × (One word or Exact Phrase)

[ Search ]    Reset Search

Fast Track Economic DevelopmentLegislation
CommitteeFT = Fast Track Economic Development Legislation
Click HERE to view all Fast Track Legislation

3. Review the list of returned bills and select the correct bill of interest.

Bill Search | Public Notice Edit Screen | Web Slice Gallery ▼

**CITY COUNCIL BILL SEARCH**
CITY of JACKSONVILLE, FL

### City of Jacksonville Bill Search

Show bills: Introduced in last 3 weeks.    Ready for Council    Pending Legislation

Please enter search criteria in any or all of the following fields:
Bill Year: [ ▽ ]   Bill Number: [ ]   Type: [All ▽]   Keyword: [backyard]   (One word or Exact Phrase)

[ Search ]    Reset Search

Fast Track Economic DevelopmentLegislation
CommitteeFT = Fast Track Economic Development Legislation
Click HERE to view all Fast Track Legislation

| Type | Bill # | Title | Date Introduced | Status | Committee |
|------|--------|-------|-----------------|--------|-----------|
| O | 2013-0415 | ORD Creating a Pilot Prog to Permit Backyard Hens in Residential Dists & a 1-Time Fee of $25; Limit Prog to 300 Permits; Provide Exemption for Certain Neighborhoods & Sunset Prog after 2 Yrs. (Introduced by CM Carter & Redman) (PD Deny, PC Am/Apv) (GA/B CPAC req to Deny) LUZ PH Pursuant to Sec 656.123 - 8/20/13, 9/4/13, 9/17/13, 10/1/13, 10/15/13 & 11/5/13 Public Hearing Pursuant to Sec 166.041(3)(c)(2) - 8/13/13 & 8/27/13, 9/10/13, 9/24/13, 10/8/13, 10/22/13 & 11/12/13 | 6/25/2013 | Enacted | |
| O | 2015-0337 | ORD-MC Amend Chapt 656 (Zoning Code), Ord Code, Creating New Sec 656.421, to Estab a Permanent Process for Permitting Backyard Hens in certain Residential Dists with a One Time Fee of $25; Provide for Sunset of Pilot Prog; Provide that Existing Permits Remain Valid; Designate Oversight by Planning & Dev Dept. (Johnston) (Introduced by CM Carter) (Sponsored by CM Redman) (PD & PC Apv) LUZ PH - 6/16/15 Public Hearing Pursuant to Chapt 166.041(3)(c)(2), F.S. & CR 3.601 - 6/9/15 & 6/23/15 | 5/12/2015 | Enacted | |

4. The **Status** indicates where the bill is at in the legislative cycle. Enacted, adopted, or withdrawn under status indicates a bill has passed City Council. Click on the bill to review the legislative documents.

| Type | Bill # | Title | Date Introduced | Status | Committee |
|---|---|---|---|---|---|
| O | 2013-0415 | ORD Creating a Pilot Prog to Permit Backyard Hens in Residential Dists & a 1-Time Fee of $25; Limit Prog to 300 Permits; Provide Exemption for Certain Neighborhoods & Sunset Prog after 2 Yrs. (Introduced by CM Carter & Redman) (PD Deny, PC Am/Apv) (GA/B CPAC req to Deny) LUZ PH Pursuant to Sec 656.123 - 8/20/13, 9/4/13, 9/17/13, 10/1/13, 10/15/13 & 11/5/13 Public Hearing Pursuant to Sec 166.041(3)(c)(2) - 8/13/13 & 8/27/13, 9/10/13, 9/24/13, 10/8/13, 10/22/13 & 11/12/13 | 6/25/2013 | Enacted | |
| O | 2015-0337 | ORD-MC Amend Chapt 656 (Zoning Code), Ord Code, Creating New Sec 656.421, to Estab a Permanent Process for Permitting Backyard Hens in certain Residential Dists with a One Time Fee of $25; Provide for Sunset of Pilot Prog; Provide that Existing Permits Remain Valid; Designate Oversight by Planning & Dev Dept. (Johnston) (Introduced by CM Carter) (Sponsored by CM Redman) (PD & PC Apv) LUZ PH - 6/16/15 Public Hearing Pursuant to Chapt 166.041(3)(c)(2), F.S. & CR 3.601 - 6/9/15 & 6/23/15 | 5/12/2015 | Enacted | |

CITY COUNCIL BILL SEARCH

CITY of JACKSONVILLE, FL

Documents Types for Bill 2013-0415 (Click to return to Bill Search)

| Name | Date Created | Last modified | Size |
|---|---|---|---|
| Substitutes | 6/19/2013 5:14:39 PM | 10/23/2013 11:20:43 AM | 51.7 kb |
| Reports | 6/19/2013 5:14:39 PM | 10/31/2013 3:20:23 PM | 1493.9 kb |
| Original Text | 6/19/2013 5:14:39 PM | 11/8/2013 12:45:53 PM | 51.7 kb |
| Current Text | 6/19/2013 5:14:39 PM | 5/12/2015 4:54:35 PM | 631.3 kb |
| Bill Summary | 6/19/2013 5:14:39 PM | 6/27/2013 9:41:40 AM | 84.5 kb |
| Amendments | 6/19/2013 5:14:39 PM | 11/15/2013 3:41:20 PM | 493.6 kb |

5. The final date listed on the **Current Text** document will indicate when the bill was passed by City Council.

```
 1   Introduced by Council Members Carter and Redman and substituted and
 2   amended by the Land Use and Zoning Committee and amended twice on
 3   the floor of Council:
 4
 5                        ORDINANCE 2013-415-E
 6           AN   ORDINANCE   CREATING   A   PILOT   PROGRAM   FOR
 7           PERMITTING     BACKYARD     HENS     IN     CERTAIN
 8           RESIDENTIAL  DISTRICTS  SUBJECT  TO  A  ONE  TIME
 9           FEE  OF  $25;  LIMITING  THE  NUMBER  OF  PERMITS
10           ISSUED   UNDER   THE   PILOT   PROGRAM   TO   300;
11           PROVIDING     EXEMPTION     FOR     IDENTIFIED
12           NEIGHBORHOODS;  PROVIDING  FOR  A  SUNSETTING  OF
13           THE  PILOT  PROGRAM  AFTER  TWO  YEARS;  PROVIDING
14           FOR  EVALUATION  AND  REPORTING  OF  THE  PILOT
15           PROGRAM  BY  MUNICIPAL  CODE  AND  COMPLIANCE  AFTER
16           EIGHTEEN  MONTHS;  PROVIDING  FOR  SEVERABILITY;
17           PROVIDING AN EFFECTIVE DATE.
18
```

6. To see committee and council vote records for the bill, open the City Council minutes for the date the bill was passed (Council minutes can be found under **Meeting Agendas** on the City Council front page). Search for the bill number using CTRL + F.

DIRECTORY OF COUNCIL & COMMITTEE AGENDAS & VOTES
CITY of JACKSONVILLE, FL

# City of Jacksonville
## 2013 Council and Committee Agendas

**City Council - 2013 Year**

Agendas, Matters Pending, and Bill Summaries

City Council Minutes

**Council Committee Agendas - Current Year**

Recreation & Community Development                    Land Use & Zoning
Finance                                              Rules
Public Health & Safety                               Transportation, Energy & Utilities

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CITY COUNCIL MINUTES
CITY of JACKSONVILLE, FL

# Jacksonville City Council
## 2013 City Council Minutes

Public-Comments-December-10-13
December-10-13-LSD-Minutes.mh
November-26-13-LSD-Minutes
Public-Comments-November-12-13
November-12-13-LSD-Minutes
Public-Comments-October-22-13
October-22-13-LSD-Minutes
October-8-13-LSD-Minutes
Public-Comments-10-22-13
Public-Comments-October-8-13
Public-Comments-September-24-13
September-24-13-LSD-Minutes
Public-Comments-9-10-13
September-10-13
August-13-13-LSD-Minutes
Public-Comments-8-13-13
July-23-13-LSD-Minutes
Public-Comments-7-23-13
June-25-13-LSD-Minutes
Public-Comments-June-25-13
June-11-13

73. **2013-415** AN ORDINANCE AMENDING SECTION 656.401(A)(3), PART 4 (SUPPLEMENTARY REGULATIONS), SUBPART A (PERFORMANCE STANDARDS AND DEVELOPMENT CRITERIA), CHAPTER 656 (ZONING CODE), ORDINANCE CODE, TO DISTINGUISH BETWEEN CHICKENS ALLOWED IN AGR AND RR ZONINGS DISTRICTS AND CHICKENS IN OTHER RESIDENTIAL ZONING DISTRICTS; CREATING A NEW 656.401 SUBSECTION (LL), ENTITLED CHICKENS (GALLUS DOMESTICUS) IN RESIDENTIAL ZONING DISTRICTS (OTHER THAN AGRE AND RR ACRE), REGARDING THE KEEPING OF CHICKENS IN RESIDENTIAL ZONING DISTRICTS SUBJECT TO REQUIRED PERFORMANCE STANDARDS; AMENDING CHAPTER 462 (ANIMALS), PART 1 (GENERAL), SECTION 462.102 (DEFINITIONS,) TO REMOVE CHICKENS PERMITTED UNDER SECTION 656.401(LL) FROM THE DEFINITION OF POULTRY; PROVIDING FOR SEVERABILITY; PROVIDING AN EFFECTIVE DATE; 6/25/2013 - Introduced: LUZ; 7/23/2013 - Read 2nd & Rereferred; LUZ; 8/13/2013 - PH Addnl 8/27/13; 8/27/2013 - PH Contd 9/10/13; 9/10/2013 - PH Contd 9/24/13; 9/24/2013 - PH Contd 10/8/13; 10/8/2013 - PH Contd 10/22/13; 10/22/2013 - PH SUBSTITUTED/Rereferred; LUZ

REPORT OF THE COMMITTEE ON LAND USE & ZONING: November 05, 2013

The Chair OPENED the Public Hearing and extended the Privilege of the Floor to anyone in the audience desiring to address the Committee. The Chair CLOSED the Public Hearing.

Recommend to AMEND and APPROVE.

COUNCIL MEMBERS - Bishop, Boyer, Holt, Love, Redman, Schellenberg, ( 6 )

REPORT OF COUNCIL: November 12, 2013

The Chair OPENED the Public Hearing and extended the Privilege of the Floor to anyone in the audience desiring to address the Council. The Chair CLOSED the Public Hearing.
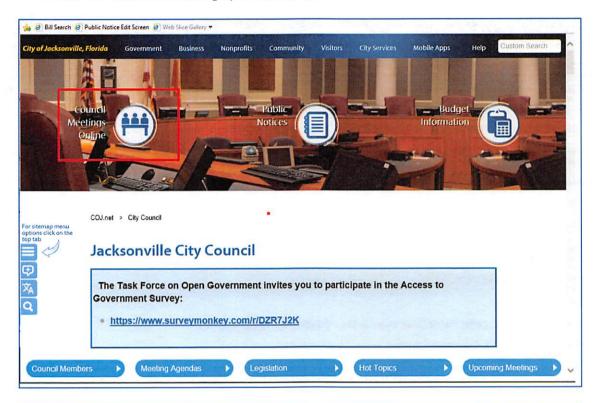
The Floor Leader moved the AMENDMENT(S). The motion CARRIED.
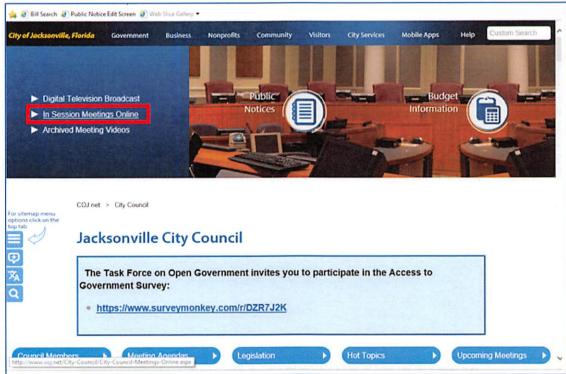
Roll Call was ordered
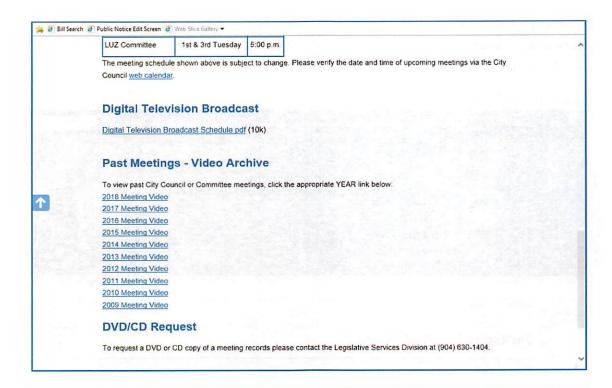
AYES - Bishop, Boyer, Carter, Gaffney, Holt, Love, Redman, Schellenberg, Yarborough, ( 9 )

NAYS - Anderson, Clark, Crescimbeni, Gulliford, Jones, Joost, Lumb, ( 7 )

7. Archived committee and council videos can be accessed from **Council Meetings Online** in order to hear the discussion leading up to a final vote.

| LUZ Committee | 1st & 3rd Tuesday | 5:00 p.m. |

The meeting schedule shown above is subject to change. Please verify the date and time of upcoming meetings via the City Council web calendar.

## Digital Television Broadcast

Digital Television Broadcast Schedule.pdf (10k)

## Past Meetings - Video Archive

To view past City Council or Committee meetings, click the appropriate YEAR link below:

2018 Meeting Video
2017 Meeting Video
2016 Meeting Video
2015 Meeting Video
2014 Meeting Video
2013 Meeting Video
2012 Meeting Video
2011 Meeting Video
2010 Meeting Video
2009 Meeting Video

## DVD/CD Request

To request a DVD or CD copy of a meeting records please contact the Legislative Services Division at (904) 630-1404.

# 2013 City Council Meeting Video Archive

To view 2013 City Council or Committee meetings, click the appropriate link below:

City Council
Finance Committee
Land Use & Zoning Committee
Public Health & Safety Committee
Recreation & Community Development Committee
Rules Committee
Transportation, Energy & Utilties Committee

Personnel / Executive Committee
Special Committee - Context Sensitive Streets
Special Committee - Courthouse Oversight
Special Committee - Jacksonville's Neighborhood Blight
Special Committee - Metro & Urban Parks
Special Committee - Reorganization Review
Special Committee - Solid Waste
Task Force on Consolidated Government
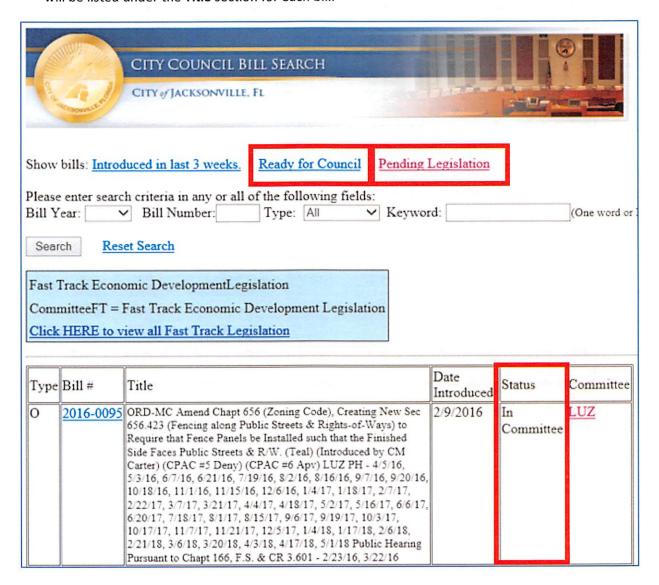
| City Council | |
|---|---|
| December 10, 2013 | • Meeting Video |
| November 26, 2013 | • Meeting Video |
| November 12, 2013 | • Meeting Video<br>• Committee as a Whole Meeting Video - Regarding 2013-694 authorizing Amendment #12 with the Jacksonville Jaguars, LLC. |

8. There may have been additional meetings that occurred outside the standing committees. Navigate to **Public Notices**. Search underneath "**Meetings**" to check if other meetings occurred on the topic.

# Council Public Notices

## COUNCIL MEETING

SEARCH FOR  hens                                                    SEARCH

MEETING DATE                    Meeting Initiator  All        ▾      FILTER

◀◀ ◀ 1 ⬍ of 1 ▶ ▶▶    21 Items  40 ⬍ / Page  GO

| | MEETING DATE | MEETING TITLE | MEETING TIME | MEETING INITIATOR | DATE CHANGED | DATE POSTED |
|---|---|---|---|---|---|---|
| | 3/13/2018 | Renew Arlington CRA BoardMtg (Immed Follow Agenda) | 4:00 PM | Michelle Stephens | 3/12/2018 | 3/5/2018 3:20 PM |
| | 3/13/2018 | JIA CRA Agency Board Mtg (Immed Follow Agenda) | 4:00 PM | Michelle Stephens | 3/12/2018 | 3/5/2018 3:25 PM |
| | 12/12/2017 | CRA King Soutel Crossing Board Meeting | 2:00 PM | Michelle Stephens | 12/15/2017 | 12/12/2017 1:07 PM |
| | 3/29/2017 | JIA Community Redevelopment Agency Meeting | 9:00am | Michelle Stephens | 4/14/2017 | 3/20/2017 3:39 PM |
| | 1/24/2017 | CRA Board Meeting KingSoutel Crossing CommRedev | 4:30 PM | Michelle Stephens | 1/24/2017 | 1/24/2017 10:44 AM |
| | 8/25/2016 | DDRB Nominating Committee Meeting | 1:00 PM | Michelle Stephens | 8/23/2016 | 8/23/2016 9:41 AM |
| | 1/14/2016 | Canceled NE Regional Transportation Commission | 4:00 PM | Joe Stephenson | 1/3/2017 | 1/3/2017 9:51 AM |
| | 5/27/2015 | NE FL Regional Transportation Comm Mtg | 1:30 PM | Joe Stephenson | 5/18/2015 | 5/18/2015 8:40 AM |
| | 4/22/2015 | NE Florida Regional Transportation Comm Mtg | 1:30 PM | Joe Stephenson | 4/14/2015 | 4/14/2015 10:58 AM |
| | 10/2/2014 | Downtown Development Review Board | 2:00 PM | Michelle Stephens | 10/1/2014 | 9/26/2014 10:32 AM |
| | 9/11/2014 | Downtown Development Review Board Notice | 2:00 PM | Michelle Stephens | 8/12/2014 | 8/12/2014 1:17 PM |
| | 9/11/2014 | Downtown Development Review Board Notice | 2:00 PM | Michelle Stephens | 9/9/2014 | 9/9/2014 11:47 AM |
| | 8/21/2014 | DDRB Nominating Committee Public Meeting Notice | 4:00 PM | Michelle Stephens | 8/12/2014 | 8/12/2014 1:24 PM |
| | 8/7/2014 | Downtown Development Review Board | 2:00 PM | Michelle Stephens | 9/9/2014 | 7/31/2014 5:01 PM |
| | 7/3/2014 | Downtown Development Review Board | 2:00 PM | Michelle Stephens | 6/25/2014 | 6/25/2014 9:34 AM |
| | 6/5/2014 | Downtown Development Review Board (DDRB) | 2:00 PM | Michelle Stephens | 7/2/2014 | 5/30/2014 2:48 PM |
| | 6/11/2013 | Notice Redman Carter Hens Meeting | 3:00 PM | Redman | 6/14/2013 | 6/10/2013 11:22 AM |
| | 4/23/2013 | Notice Redman Carter Hens Mtg | 2:30 PM | Redman | 4/26/2013 | 4/12/2013 4:14 PM |
| | 11/8/2007 | Notice - JEDC Meeting | 9:00 AM | Michelle Stephens | 11/6/2007 | 10/28/2007 1:32 PM |
| | 10/26/2007 | Notice - FCAPA Sumposium | 9:00 AM | Michelle Stephens | 5/21/2008 | 10/22/2007 3:20 PM |
| | 10/25/2007 | Meeting Notice-Downtown Development Review Board | 2:00 PM | Michelle Stephens | 10/16/2007 | 10/16/2007 12:47 PM |

9. **Pending Legislation** will provide a list of all bills that are still in the legislative process. They will be listed as "Ready for Council" or "In Committee" under **Status**. The **Committee** section will indicate which standing committees the bill has been assigned to. The scheduled Public Hearings will be listed under the **Title** section for each bill.

**CITY COUNCIL BILL SEARCH**

CITY *of* JACKSONVILLE, FL

Show bills: Introduced in last 3 weeks. | Ready for Council | Pending Legislation

Please enter search criteria in any or all of the following fields:

Bill Year: [　▾]　Bill Number: [　]　Type: [All ▾]　Keyword: [　　　　　] (One word or ...

[Search]　　Reset Search

Fast Track Economic DevelopmentLegislation

CommitteeFT = Fast Track Economic Development Legislation

**Click HERE to view all Fast Track Legislation**

| Type | Bill # | Title | Date Introduced | Status | Committee |
|------|--------|-------|-----------------|--------|-----------|
| O | 2016-0095 | ORD-MC Amend Chapt 656 (Zoning Code), Creating New Sec 656.423 (Fencing along Public Streets & Rights-of-Ways) to Require that Fence Panels be Installed such that the Finished Side Faces Public Streets & R/W. (Teal) (Introduced by CM Carter) (CPAC #5 Deny) (CPAC #6 Apv) LUZ PH - 4/5/16, 5/3/16, 6/7/16, 6/21/16, 7/19/16, 8/2/16, 8/16/16, 9/7/16, 9/20/16, 10/18/16, 11/1/16, 11/15/16, 12/6/16, 1/4/17, 1/18/17, 2/7/17, 2/22/17, 3/7/17, 3/21/17, 4/4/17, 4/18/17, 5/2/17, 5/16/17, 6/6/17, 6/20/17, 7/18/17, 8/1/17, 8/15/17, 9/6/17, 9/19/17, 10/3/17, 10/17/17, 11/7/17, 11/21/17, 12/5/17, 1/4/18, 1/17/18, 2/6/18, 2/21/18, 3/6/18, 3/20/18, 4/3/18, 4/17/18, 5/1/18 Public Hearing Pursuant to Chapt 166, F.S. & CR 3.601 - 2/23/16, 3/22/16 | 2/9/2016 | In Committee | LUZ |

10. The schedule for upcoming Council and Committee meetings can be found under **Upcoming Meetings**.

COJ net > City Council > Events > Calendar

| ⬅ March | | April 2018 | | | May ➡ | |
|---|---|---|---|---|---|---|
| **Sun** | **Mon** | **Tue** | **Wed** | **Thu** | **Fri** | **Sat** |
| 25 | 26 Joint LUZ & TEU Committee Workshop \| Bill 2017-863<br><br>City Council Lunch & Learn Workshop \| Proposed Project Framework Former Southside Generating Station Site<br><br>Council Member Public Meeting - Transparency Task Force | 27 City Council Chair & Agenda Meeting<br><br>City Council Meeting<br><br>CANCELLATION - Council Member Public Meeting - Hemming Park<br><br>Civil Rights History Timeline Subcommittee<br><br>Council Member Public Meeting \| Discuss Live-On Security Policy<br><br>Council Member Public Meeting \| 2018-19 City Council Leadership | 28 Task Force on Civil Rights History<br><br>Council Member Public Meeting - Septic Tank, Water and Sewer Connection Grants for Commercial Properties<br><br>Special Committee on Safe & Healthy Neighborhoods<br><br>Moncrief Road Beautification Project Committee | 29 Special Committee on the Potential Sale of JEA | 30 | 31 |
| 1 | 2 City Council NCSPHS Agenda Meeting<br><br>City Council Neighborhoods, Community Services, Public Health & Safety Committee<br><br>City Council TEU Committee Agenda Meeting<br><br>City Council | 3 CANCELLATION \| Land Use & Zoning Committee - Rescheduled Public Hearing 2017-578<br><br>City Council Rules Committee Agenda Meeting<br><br>City Council Rules Committee<br><br>City Council LUZ Committee Agenda Meeting | 4 Downtown River & Waterfront Experience Task Force<br><br>CANCELLATION \| Council Member Public Meeting - Tires & Commercial Corridors<br><br>City Council Lunch & Learn Workshop \| Proposed Project Framework Former Southside | 5 TRUE Commission<br><br>TRUE Commission - Audit Committee<br><br>Special Committee on the Potential Sale of JEA<br><br>Community Meeting \| District 8<br><br>Kids Hope Alliance | 6 Council Member Public Meeting - Vendor Processes | 7 |

11. Committee agendas will show what action occurred at past committee meetings or what is scheduled to occur at the next committee meeting. Committee agendas are posted on the Friday of Council week and can be found on the City Council front page under "**Council Committee Agendas – Current Year**".

# Meeting Agendas

## City Council - Current Year

Agendas, Matters Pending, and Bill Summaries

City Council Minutes

## Council Committee Agendas - Current Year

Finance

Land Use & Zoning

Neighborhoods, Community Services, Public Health and Safety

Rules

Transportation, Energy & Utilities

## Council Committee Agendas - Prior Years

| 2017 | 2016 | 2012 | 2008 |
|------|------|------|------|
|      | 2015 | 2011 | 2007 |
|      | 2014 | 2010 | 2006 |
|      | 2013 | 2009 | 2005 |

| Council Members ▶ | Meeting Agendas ▶ | Legislation ▶ | Hot Topics ▶ | Upcoming Meetings ▶ |

## _Upcoming Improvements_

- Chamber Automation System – will replace City of Jacksonville Bill Search. City Council and committee, agenda, minutes, and bill search will be readily accessible from the same page.

- Vote Reporter – will allow the public to easily access Council Member vote records

- OnBase – will allow bills prior to 1999 to be accessible online.

- Granicus – will enable closed captioning on all City Council video meetings and integrate with the International Roll Call system to allow viewers to jump to specific sections of a video bills of interest are discussed.

- Digital Public Access Channel – will allow the public to watch City Council meetings live without the need for internet or cable.

# COJ.NET SCAVENGER HUNT

## Where would you find the following information on the City of Jacksonville website?

☐ Where can I complete the City Council Open Government survey?

☐ My dog "Lady" is lost. How can I determine if she has been found?

☐ Where can I find the meetings hosted by the Jacksonville City Council?

☐ I'd like to pay my parking ticket.

☐ My nonprofit agency is applying for a grant and we'd like a support letter from Mayor Curry.

☐ How do I sign up to be a vendor with the City of Jacksonville?

# AWARD WINNING WEBSITE DESIGN

CITY WEBSITES:

- **City of Littleton, Colorado** (Overall Excellence) - Littletongov.org

- **City of Cody, WY** (Attractive, clean, visual, inviting, mega menus, and photos) - cityofcody-wy.gov

- **City of Claremore, OK** (Clean, colorful, minimal distractions, and simplistic) - claremorecity.com

- **James City County, VA** (Photos, typography, branding, and design) - Jamescitycountyva.gov

- **Flagler County, FL** (Large home page photos, graphics, good use of social media links) - flaglercounty.org

- **City of Denton, TX** (Modern, unique, and colorful; mobile friendly) - cityofdenton.com

- **Lake County, IL** (Comprehensive, usability, resources; lot of information but not overwhelming) - lakecountyil.gov

- **City of Olathe, KS** (Layout, navigation, large images and sections, condensed, readable content) - olatheks.org

- **City of Santa Clarita, CA** (Simple, events-driven - significant increase in use) - santa-clarita.com

OTHER WEBSITES:

- **Memphis International Airport** (Comprehensive resource for travelers and supports strong brand identity) - Flymephis.com

- **Federal Office of Child Support Enforcement** (Designed with mobile users in mind; responsive with clear navigation structure and tailored content for multiple users) - Acf.hhs.gov/css

- **U.S. Department of Education - You for Youth** (Application of new icon's colors, curves, and modern look) - Y4y.ed.gov

- **Montgomery County Maryland Public Schools - MCPS Budget 101** (High-level of transparency and decision-making in creating district's operating budget) - Montgomeryschoolsmd.org/budget-101/index.html

- **Missouri Department of Transportation** (Collaboration and information hub for transparency information - engaging and responsive) - Modot.org/road2tomorrow

*Sources: National Association of Government Communicators Awards 2017 and SAVVY Award Winners*

ONE CITY. ONE JACKSONVILLE.

| | |
|---|---|
| om: | Palka, Mary Kelli <mpalka@jacksonville.com> |
| Sent: | Thursday, May 17, 2018 11:58 AM |
| To: | Hampsey, Colleen |
| Subject: | More supporting documents |
| Attachments: | Exchange with Tia over records.pdf; Mail - __NEWS RELEASE__.pdf |

Colleen,

Could you please pass this along to the Open Government Task Force?

Thanks,
Mary Kelli

Task Force members,

I had an opportunity this week to hear Mr. Phillips remarks from after I left last Thursday's meeting. He questioned the accuracy of what I said, so I thought it might be helpful for you to see additional details of recent examples to better understand what I was talking about.

Mr. Phillips specifically mentioned that the city provides electronic records when they exist. While that is true sometimes, it is not always the case. And it sometimes results in higher cost estimates. Attached is an email that describes the difficulty one of our reporters had getting information about applicants for the Kids Hope Alliance.

She wrote about some of the difficulty in this story:
http://www.jacksonville.com/news/metro/2017-08-23/mayor-s-plan-reform-jacksonville-s-children-s-services-took-place-secrecy

When the reporter requested copies of all applications for the KHA CEO position, she was provided an estimate of $170 that included making print copies. Because of the cost, she declined the records. The reporter was able to review the applications when she requested the information from the City Council. But basic information, including applicant and reference contact information, was redacted. I do not know who redacted the information.

She later requested electronic copies of a narrowed list of applicants but received print copies. She didn't have to pay for the records, which by then had already been delivered to board members. Again, those documents included redactions of basic information we believe shouldn't have been redacted.

In another example, Chris Hong requested 11 months of emails containing two specific search terms. After a few weeks of going back and forth, Chris agreed to scale the search to several months of emails. The amended request resulted in 1,500 emails. Those emails weren't ready until Jan. 9. Chris was invoiced for 4.5 hours of work at a cost of $130. We chose not to get the emails, because of the sizable delay, the records were no longer relevant to what was happening with that particular issue.

I am also including an emailed press release the media received at about 10 p.m. Tuesday regarding a home invasion robbery/sexual battery case that happened at about 1:30 a.m. Sunday. The only way

we know about cases like these before an arrest are if the sheriff's office chooses to tell us about them. We no longer have access to incident reports (or a police scanner) to determine what's newsworthy ourselves.

I also want to repeat what I said at the meeting about the one-year delay in getting records. That was a delay from the State Attorney's Office. Melissa Nelson brought to my attention as an example of something she saw as a concern and said she was working to address. It sounds from Mr. Phillips' comments last week that he believed that was a city request. I wanted to make sure it's clear that in that case, it wasn't. We have, however, had delays of months in getting records from various local agencies.

I very much appreciate your efforts to review open government issues. I'm happy to provide you with additional facts to help you with your research, so please let me know if you have questions about what you've heard from me or from others who appear before your panel.

Thank you,
Mary Kelli


Mary Kelli Palka

Editor
The Florida Times-Union
p: 904-359-4107
w: Jacksonville.com  e: mpalka@jacksonville.com

Begin forwarded message:

> **From:** "Ford, Tia" <TiaF@coj.net>
> **Date:** February 21, 2018 at 10:30:56 AM EST
> **To:** Tessa Duvall <tduvall@jacksonville.com>
> **Subject: Re: Question**

[Quoted text hidden]

---

**Miller, Carla** <CarlaM@coj.net>                          Wed, Feb 21, 2018 at 11:34 AM
To: Tessa Duvall <tduvall@jacksonville.com>

I think that if a CEO position is open, just b/c someone was on the board should not disqualify them from applying for the job. But, as soon as they express an interest in it, they should resign from the Board.

I don't know of any rules that would disqualify them.

OGC may have additional info on this, but I don't have time to call them. If you want to, call Lawsikia Hodges in OGC and see if she sees anything on this I don't

---

**From:** Tessa Duvall [mailto:tduvall@jacksonville.com]
**Sent:** Wednesday, February 21, 2018 11:03 AM
**To:** Miller, Carla
**Subject:** Fwd: Question

[Quoted text hidden]

---

**Duvall, Tessa** <tduvall@jacksonville.com>                 Wed, Feb 21, 2018 at 1:51 PM
To: "Ford, Tia" <TiaF@coj.net>

Thanks, Tia. I was able to get in touch with Carla, and am awaiting a call back from OGC.

Another question: At the KHA meeting today, Mr. Weinstein said the CEO search will be narrowed down to about 18 or so finalists out of the existing pool. Per the first KHA meeting in January, employee services is handling the search process. Can you tell me who is first narrowing down that field, and what criteria will be used?

Thanks!
[Quoted text hidden]
--

**Tessa Duvall**
Enterprise reporter
The Florida Times-Union | Jacksonville.com
O: (904) 359-4697 | C: (270) 535-4379
Twitter: @TessaDuvall
TEDx 2015 | Learning the Truth About Bad Schools

**\*\*please note the new email address: tduvall@jacksonville.com\*\***

---

**·ord, Tia** <TiaF@coj.net>                                Wed, Feb 21, 2018 at 3:46 PM
To: "Duvall, Tessa" <tduvall@jacksonville.com>

Tessa,

There are currently 89 applications for this position. The cost estimate per Employee Services to process your request is $170.52.

Please advise if you'd like to proceed. Will be in touch on your additional question below.

Thanks,

---

Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net

**From:** Duvall, Tessa [mailto:tduvall@jacksonville.com]
**Sent:** Wednesday, February 21, 2018 1:52 PM
**To:** Ford, Tia
**Subject:** Re: Question

[Quoted text hidden]

---

**Duvall, Tessa** <tduvall@jacksonville.com>                        Wed, Feb 21, 2018 at 3:47 PM
To: "Ford, Tia" <TiaF@coj.net>

Thanks. Can you please provide a breakdown of the cost estimate so I can take it to my editor? Once I have that, I can advise on proceeding.

Tessa
[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>                                          Wed, Feb 21, 2018 at 3:49 PM
To: "Duvall, Tessa" <tduvall@jacksonville.com>

Absolutely.

---

Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net

**From:** Duvall, Tessa [mailto:tduvall@jacksonville.com]
**Sent:** Wednesday, February 21, 2018 3:48 PM

[Quoted text hidden]

[Quoted text hidden]

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**Duvall, Tessa** <tduvall@jacksonville.com>                          Wed, Feb 21, 2018 at 4:04 PM
To: "Ford, Tia" <TiaF@coj.net>

Also, can you give me a cost estimate if I ask for resumes only vs. full applications? Thanks.
[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>                                          Wed, Feb 21, 2018 at 4:16 PM
To: "Duvall, Tessa" <tduvall@jacksonville.com>

The **$170.52** includes an estimate of 8 pages per application for 89 applications (.15 per page with the first 10 pages free) at $105.30. This also includes 2.5 hours at a total cost of $65.22 for services and compilation fees. This cost is at the Clerical Support Aide III rate. This staff member is the lowest paid employee in Employee Services.

I'll have to get back to you on resumes vs. applications estimates. This late in the day, it may not be until tomorrow. Will be in touch.

Thanks,

---

Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net

**From:** Duvall, Tessa [mailto:tduvall@jacksonville.com]
**Sent:** Wednesday, February 21, 2018 4:05 PM

[Quoted text hidden]

[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>                                          Thu, Feb 22, 2018 at 9:24 AM
To: "Duvall, Tessa" <tduvall@jacksonville.com>

Employee Services has advised that the cost estimate for the resumes is $51.29.

Thanks,

Tia R. Ford
Sent from my Verizon, Samsung Galaxy

-------- Original message --------
From: "Duvall, Tessa" <tduvall@jacksonville.com>
Date: 2/21/18 4:05 PM (GMT-05:00)
To: "Ford, Tia" <TiaF@coj.net>
[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>                                    Thu, Feb 22, 2018 at 11:45 AM
To: "Duvall, Tessa" <tduvall@jacksonville.com>

Good Morning Tessa,

Per your question below, I have been advised that Employee Services is working with the interim Kids Hope Alliance CEO, Mike Weinstein, to determine the top 18 candidates. Applicants who are the highest qualified as determined by a review of their experience will be recommended to the selection committee to move forward in the process.

I sent you the cost estimate for just the resumes this morning. Let me know how you'd like to proceed.

Thanks,

---

Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net

**From:** Duvall, Tessa [mailto:tduvall@jacksonville.com]
**Sent:** Wednesday, February 21, 2018 1:52 PM
**To:** Ford, Tia
**Subject:** Re: Question

Thanks, Tia. I was able to get in touch with Carla, and am awaiting a call back from OGC.

[Quoted text hidden]
[Quoted text hidden]

**Duvall, Tessa** <tduvall@jacksonville.com>                Wed, Feb 28, 2018 at 11:33 AM
To: "Ford, Tia" <TiaF@coj.net>

Hi Tia,

Have there been any additional applications for KHA CEO since Monday?

Also, has the candidate list been narrowed down to 18 as of yet?

Tessa
[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>                                Wed, Feb 28, 2018 at 11:39 AM
To: "Duvall, Tessa" <tduvall@jacksonville.com>

Will research and advise.

Thanks,

Tia R. Ford
Sent from my Verizon, Samsung Galaxy


-------- Original message --------
From: "Duvall, Tessa" <tduvall@jacksonville.com>
Date: 2/28/18 11:34 AM (GMT-05:00)
To: "Ford, Tia" <TiaF@coj.net>
[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>                                Wed, Feb 28, 2018 at 3:37 PM
To: "Duvall, Tessa" <tduvall@jacksonville.com>


Tessa,


Please see highlighted below.


Thanks,


_____

Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net


**From:** Duvall, Tessa [mailto:tduvall@jacksonville.com]
**Sent:** Wednesday, February 28, 2018 11:33 AM

**To:** Ford, Tia
**Subject:** Re: Question

Hi Tia,

Have there been any additional applications for KHA CEO since Monday? Yes.

Also, has the candidate list been narrowed down to 18 as of yet? The candidate list has been narrowed to 13.

Tessa

[Quoted text hidden]

---

**Tessa Duvall** <tduvall@jacksonville.com>                        Wed, Feb 28, 2018 at 3:55 PM
To: "Ford, Tia" <TiaF@coj.net>

Can I please have the list of 13?

Who made that decision? When?

And who made that decision?

Sent from my iPhone
[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>                                       Wed, Feb 28, 2018 at 4:02 PM
To: Tessa Duvall <tduvall@jacksonville.com>

Employee Services worked with interim Kids Hope Alliance CEO, Mike Weinstein, to determine the top candidates. I'll request a list and if there was an exact date when that list hit 13. I am not sure I understand the second "And who made that decision?" question (highlighted). What decision...other than the top 13, am I researching?

Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net

**From:** Tessa Duvall [mailto:tduvall@jacksonville.com]
**Sent:** Wednesday, February 28, 2018 3:56 PM

[Quoted text hidden]

[Quoted text hidden]

---

**Duvall, Tessa** <tduvall@jacksonville.com>
To: "Ford, Tia" <TiaF@coj.net>

Wed, Feb 28, 2018 at 4:07 PM

Sorry, I repeated myself!

Yes, I would like the list of 13 names.

Additionally, can you be specific about who in employee services worked with Weinstein? And what was the criteria used to narrow it down to 13?

[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>
To: "Duvall, Tessa" <tduvall@jacksonville.com>

Wed, Feb 28, 2018 at 4:11 PM

Got it. This late in the day, probably won't get details by COB, but will pass along as soon as I do. Thanks!

Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net

**From:** Duvall, Tessa [mailto:tduvall@jacksonville.com]
**Sent:** Wednesday, February 28, 2018 4:08 PM

[Quoted text hidden]

[Quoted text hidden]

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**Duvall, Tessa** <tduvall@jacksonville.com>
To: "Ford, Tia" <TiaF@coj.net>

Wed, Feb 28, 2018 at 4:19 PM

Thanks! Is it possible that Mr. Weinstein would be available for an interview on the subject by the end of the week?

[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>
To: "Duvall, Tessa" <tduvall@jacksonville.com>

Wed, Feb 28, 2018 at 4:20 PM

Will share that request as well and let you know. Thanks!

Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net


**From:** Duvall, Tessa [mailto:tduvall@jacksonville.com]
**Sent:** Wednesday, February 28, 2018 4:20 PM

[Quoted text hidden]

[Quoted text hidden]

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**Duvall, Tessa** <tduvall@jacksonville.com>
To: "Ford, Tia" <TiaF@coj.net>
                          Wed, Feb 28, 2018 at 6:07 PM

Tia.

I'd like to go ahead and request the applications and resumes of the 13 finalists. Electronic copies, please.

Thanks!
[Quoted text hidden]

---

**Duvall, Tessa** <tduvall@jacksonville.com>
To: "Ford, Tia" <TiaF@coj.net>
                          Thu, Mar 1, 2018 at 12:49 PM

Hi Tia,

I wanted to confirm your receipt of this?

Additionally, I had reached out to Adam about getting any correspondence with KHA search committee members, and learned they have already received the 13 applicants. I'd like to go ahead and get any emails these board members have received in relation to the KHA CEO search this week. Since the attachments should include the 13 applicants and there is no need for redaction, I would imagine this should be a very quick and easy request to fulfill. Please advise.

Thanks.
[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>
To: "Duvall, Tessa" <tduvall@jacksonville.com>
                          Thu, Mar 1, 2018 at 1:14 PM


All requests have been received and shared. Will be in touch when I have more information.


Thanks,


Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net

**From:** Duvall, Tessa [mailto:tduvall@jacksonville.com]
**Sent:** Thursday, March 01, 2018 12:50 PM

[Quoted text hidden]

[Quoted text hidden]

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**Duvall, Tessa** <tduvall@jacksonville.com>                    Thu, Mar 1, 2018 at 5:29 PM
To: "Ford, Tia" <TiaF@coj.net>

Hi Tia,

Sorry I missed your call, but I appreciate the update. Like you noted, I want electronic copies. Since this was an online application, that means the records exist electronically. I'm not sure why there would be any cost for employee time since the applications and resumes have already been compiled and sent to board members for review. And, these types of applications are not for law enforcement or other jobs considered exempt for public records law, so again, that shouldn't be a time issue.

Thanks,

Tessa
[Quoted text hidden]

---

**Duvall, Tessa** <tduvall@jacksonville.com>                    Fri, Mar 2, 2018 at 10:35 AM
To: "tiaf@coj.net" <tiaf@coj.net>

Tia,

Any update? Seeing as how they were already hand-delivered to the KHA board members on the search committee earlier this week, I know the very request I am making has already been compiled.

Tessa

---------- Forwarded message ----------
From: **Duvall, Tessa** <tduvall@jacksonville.com>
[Quoted text hidden]
[Quoted text hidden]

---

**Ford, Tia** <TiaF@coj.net>                                   Fri, Mar 2, 2018 at 12:53 PM
To: "Duvall, Tessa" <tduvall@jacksonville.com>

Tessa,

Employee Services has advised that the requested documents will be available for you to pick up at the 630-CITY office (1st floor Ed Ball building) **after 2pm today**. The administration has shared the responses below in bold per your inquiries shared earlier this week.

- Date list was narrowed down to 13 candidates -  **February 23, 2018**

- Who reviewed applications/resumes to determine the 13 candidates -  **The Employee Services Department has full time staff assigned to review applications and determine eligibility of applicants.  The initial application review was conducted by a staff member after which the manager of the recruiting function conducted a second review on the applicants who were qualified.  The Employee Services department director, Diane Moser, subsequently worked with the interim Kids Hope Alliance CEO, Mike Weinstein, to make the final determinations on who was going to move forward in the process.**

- Specific criteria used to determine 13 finalists.  **Employee Services used the following criteria (note that an applicant may have one or more than one of the criterion and is not required to have all):  executive level experience in a non-profit, executive level experience, experience working in an organization that focuses on kids, operations management, budget management, staff management, strategic planning, experience on or working with a Board, and strong communications skills.**

Thanks,

---

Tia R. Ford

*Public Information Officer*

City of Jacksonville | Public Affairs Office

904.630.3404 (O)

TiaF@coj.net

**From:** Duvall, Tessa [mailto:tduvall@jacksonville.com]
**Sent:** Friday, March 02, 2018 10:36 AM
**To:** Ford, Tia
**Subject:** Fwd: Question

[Quoted text hidden]

---

**Duvall, Tessa** <tduvall@jacksonville.com>                                              Fri, Mar 2, 2018 at 12:57 PM
To: "Ford, Tia" <TiaF@coj.net>

Tia,

Thank you so much!

Tessa
[Quoted text hidden]

GateHouse Media*

Palka, Mary Kelli <mpalka@jacksonville.com>

## **NEWS RELEASE**

1 message

**Bujeda, Melissa J.** <Melissa.Bujeda@jaxsheriff.org>      Tue, May 15, 2018 at 10:13 PM

**May 15, 2018**

**NEWS RELEASE**

## HOME INVASION/SEXUAL BATTERY

On Sunday, May 13, 2018, around 1:30 a.m., a Home Invasion/Sexual Battery occurred at an apartment complex near Gate Parkway and Burnt Mill Road. A female victim and her father were inside their apartment when an unknown black male kicked in the front door and entered armed with a handgun. The black male forced the victim and her father into a bedroom at gunpoint, sexually battered the female victim, demanded money, and a cell phone. The suspect then fled the apartment, and the victims called the police.

The victim completed a sketch of the suspect and advised he appeared to be between 5'6" – 5'8", 170 lbs, but his appearance was somewhat heavier. The suspect was wearing a yellow jacket (with a two-letter logo on the upper right chest area), light blue jeans, and a white or red hat. The suspect spoke a foreign language.

Investigative leads in the area identified the probable suspect vehicle. The vehicle was viewed entering an apartment complex at 11:20 p.m. on Saturday, May 12, 2018, slowly without lights on following another vehicle. The vehicle left the complex, without lights on, at approximately 1:53 a.m.

Anyone who knows the identity of this suspect, or knows the whereabouts of this suspect or vehicle is asked to please contact JSO at 904-630-0500 or email us at JSOCrimeTips@JaxSheriff.org. To remain anonymous and receive a possible reward up to $3,000, please contact Crime Stoppers at 1-866-845-TIPS.

**Officer Melissa Bujeda**
Public Information Officer
**Jacksonville Sheriff's Office**

501 E. Bay St.— Jacksonville, FL 32202

**O:** 904-630-2133      **C:** 904-813-3044

**5 attachments**



**suspect sketch home invasion sexual battery.jpg**
91K



**suspect.jpg**
116K



**vehicle 3.jpg**
27K

**vehicle 2.jpg**
99K

**vehicle 1.jpg**
76K

| | |
|---|---|
| **From:** | Hampsey, Colleen |
| **Sent:** | Thursday, May 10, 2018 8:20 AM |
| **To:** | Alberta Hipps; Ann-Marie Braddock; Audrey Moran; Cleve Warren; Dr. Sherry Magill; Hank Coxe; James Overton (james.overton@outlook.com); Michael Lockamy; Phillips, Jon; Rachael Fortune; Ron Littlepage; Sabeen Perwaiz; Ywana Allen |
| **Subject:** | FW: Public records - more information |
| **Attachments:** | FW_ PRR from Mr. Xex.pdf; Mail - FW_ SmartCop Records Requests.pdf |

Good morning.
I am forwarding the email below from Mary Kelli Palka, with further information regarding public records as referenced in the May 9th Task Force on Open Government media panel.
Thank you,

*Colleen Hampsey*
Research Assistant

Office of City Council
Research Division
117 West Duval Street, Suite 425.
Jacksonville, FL 32202
CHampsey@coj.net
904.630.1498 Office
904.630.3403 Fax

**From:** Palka, Mary Kelli [mailto:mpalka@jacksonville.com]
**Sent:** Wednesday, May 09, 2018 6:40 PM
**To:** Hampsey, Colleen
**Subject:** Public records - more information

Colleen, Could you please forward this email to the Task Force members. Thank you! Mary Kelli

Task Force members,

Thank you for having me at your meeting today to talk about transparency. This email is a followup to provide you with additional details.

Attached you will find the email exchange regarding a First Coast News request I mentioned in today's meeting. I also attached an email exchange that shows a recent attempt by the Times-Union to get data from the sheriff's office.

Below are a few articles within the last few years that include examples of issues regarding open government. This list does not represent all of the problems we encounter or that we've written about, but it does provide some insight you might find helpful.

Please feel free to reach out if you have any additional questions. Thank you again for your time.

Mary Kelli

This was about the Kids Hope Alliance
http://www.jacksonville.com/news/metro/2017-08-23/mayor-s-plan-reform-jacksonville-s-children-s-services-took-place-secrecy

This story talked about how long it took to records from the sheriff's office:
http://www.jacksonville.com/news/metro/public-safety/2017-04-28/jacksonville-sheriff-s-office-reassigns-sergeant-after-complaint

This is about police shooting records:
http://www.jacksonville.com/news/2017-01-14/no-further-action-behind-closed-doors

These stories were about the sheriff's office deleting public record emails:
http://www.jacksonville.com/2016-03-09/stub-433
http://www.jacksonville.com/2016-03-09/stub-434
http://www.jacksonville.com/news/crime/2016-06-16/story/sheriff-jso-now-complies-state-records-law-emails

These stories are in reference to the text messages issue with the City Council:
http://www.jacksonville.com/news/2015-09-24/story/texting-blitz-save-firefighters-demotions-violated-spirit-intent-sunshine-law
http://www.jacksonville.com/news/metro/2015-10-07/story/newly-released-text-messages-city-councilman-deepen-legal-questions-over
http://www.jacksonville.com/news/metro/2015-10-08/story/city-council-president-proposes-cellphone-ban-during-meetings-citizens
http://www.jacksonville.com/news/metro/2015-10-22/story/general-counsel-warns-council-members-not-text-reminds-them-criminal

These stories are related to the mayor's travel:
http://www.jacksonville.com/metro/news/2017-11-24/political-committee-spending-keeps-many-details-mayor-curry-s-trips-dark
http://www.jacksonville.com/news/metro/2017-07-25/mayor-curry-top-staffer-take-trip-jaguars-owner-shad-khan-s-jet-discuss

Here are some Sunshine related issues at JEA:
http://www.jacksonville.com/news/metro/2015-09-19/story/scripted-comments-jea-board-meeting-draw-scrutiny-over-sunshine-law
http://www.jacksonville.com/news/metro/2015-01-13/story/private-talks-led-jea-ceos-43169-bonus-scrutinized

This story talked about statewide and local issues:
http://www.jacksonville.com/news/florida/2015-03-15/story/public-records-sometimes-costly-and-can-take-months-receive

Mary Kelli Palka

Editor
**The Florida Times-Union**
p: 904-359-4107
w: Jacksonville.com  e: mpalka@jacksonville.com

Reply   Reply to all   Forward  |  ✕  |  ▲ ▼  |  Close  |  ⓦ Help

⚠ Attachments can contain viruses that may harm your computer. Attachments may not display correctly.

| | |
|---|---|
| **From:** Feiser, Craig | **Sent:** Thu 5/3/2018 4:03 PM |
| **To:** Mousa, Sam; Hughes, Brian - Mayor's Office Chief of Staff; Oliver, Marsha; Ford, Tia | |
| **Cc:** | |
| **Subject:** FW: PRR from Mr. Xex | |
| **Attachments:** ☐ GC-#1192538-v1-PRR_from_Alvin_Xex_2-28-18.PDF(290KB) | |

<u>View As Web Page</u>

FYI all, this reporter below is asking for a copy of a records request made by a citizen. That request is attached here. Martha Foote and I determined that it would be handled by JSO and they have it. I have no problem giving this to the reporter unless you do.


Thanks.


Craig D. Feiser, Esq.

Florida Bar Board Certified – Appellate Practice

Assistant General Counsel

City of Jacksonville

Office of the General Counsel

City Hall, St. James Building

117 West Duval Street, Suite 480

Jacksonville, Florida 32202


Office: 904-630-1700

Direct: 904-630-1840

Fax: 904-630-1316

cfeiser@coj.net


*Due to Florida's broad public records laws, e-mail communications to and from city officials are subject to public disclosure. This communication and any attachments thereto may be subject to the rights and restrictions of the Electronic Communications Privacy Act, 18 U.S.C. s.s. 2510-2521 and/or protective orders authorized by a court of competent jurisdiction.*

**From:** Head, Matt [mailto:mahead@firstcoastnews.com]
**Sent:** Thursday, May 03, 2018 3:58 PM
**To:** Feiser, Craig
**Cc:** Head, Matt
**Subject:** FCN Public Records Request


Hey Craig,


Can I get a copy of the FOIA Request a Mr. Alvin Xex (or might be known as Mr. Alvin) as sent COJ? Matha Foote is the Records custodian of his Request.


Thanks

Matt Head

Multimedia Journalist/Photographer/Producer

FIRST COAST NEWS

WTLV NBC12 | WJXX ABC25

Email: mahead@firstcoastnews.com

Phone: 904.312.4118

TWITTER: @matt8272


Sent from IPhone

GateHouse Media·

**Palka, Mary Kelli <mpalka@jacksonville.com>**

## FW: SmartCop Records Requests
1 message ·

**Brown, Chris M. <Chris.Brown@jaxsheriff.org>**      Wed, May 2, 2018 at 3:01 PM
To: "mary.palka@jacksonville.com" <mary.palka@jacksonville.com>, "Conarck, Benjamin" <bconarck@jacksonville.com>,
Topher Sanders <Topher.Sanders@propublica.org>
Cc: PIO <pio@jaxsheriff.org>, "Cowan, Cary J." <Cary.Cowan@jaxsheriff.org>

All,

Please see below. The request to complete this customized report has not been approved. As an alternative, you can
request citations using the SmartCop search criteria itemized at the bottom of this thread. I will be on leave through
next Monday, but you can email PIO@JaxSheriff.org if you need any assistance.

Respectfully,

### Lieutenant Chris M. Brown

Jacksonville Sheriff's Office

Professional Oversight Unit

Public Relations & Information Unit

904.630.4182

---

**From:** Lewis, Derrick L.
**Sent:** Wednesday, May 02, 2018 1:55 PM
**To:** Brown, Chris M.
**Cc:** Davis, Tony R.
**Subject:** RE: SmartCop Records Requests

Lt. Brown,

We will not create customized coding to satisfy this request.

**Chief Derrick L. Lewis**

**Jacksonville Sheriff's Office**

**Chief of Support Services**

**Phone: (904) 630-2205**

**Email: Derrick.Lewis@Jaxsheriff.org**

**Big Brothers Big Sisters**
**BIGS 🛡 BLUE**

**Board of Directors for Big Brothers Big Sisters NEFL**

**Big Brother to Adrian Harrell**

---

**From:** Brown, Chris M.
**Sent:** Wednesday, May 02, 2018 10:13 AM
**To:** Lewis, Derrick L.
**Subject:** FW: SmartCop Records Requests

Chief,

Please see the below request for 2018 pedestrian citation data, broken down by statute, race, and gender. As JSO has no record to satisfy this request, customized code would have to be written by the Crime Analysis Unit to capture this data and compile it this way. As such, this request needs your approval to proceed.

Thank you sir,

**Lieutenant Chris M. Brown**

Jacksonville Sheriff's Office

Professional Oversight Unit

Public Relations & Information Unit

904.630.4182

**From:** Palka, Mary Kelli [mailto:mpalka@jacksonville.com]
**Sent:** Tuesday, May 01, 2018 3:22 PM
**To:** Brown, Chris M.
**Cc:** Topher Sanders; mary.palka@jacksonville.com; Conarck, Benjamin
**Subject:** Re: SmartCop Records Requests

Sure. Here was the original request we chatted about yesterday:

***Can you please provide the 2018 data in this document by statute, race and gender?***

*http://transparency.jaxsheriff.org/Content/Files/PedestrianCitations%20RaceGender%202012-2018YTD.pdf*

Mary Kelli Palka

Editor

The Florida Times-Union

p: 904-359-4107

w: Jacksonville.com   e: mpalka@jacksonville.com

On Tue, May 1, 2018 at 3:16 PM, Brown, Chris M. <Chris.Brown@jaxsheriff.org> wrote:

An estimate for what information? I'm not being difficult, but I don't know exactly what you are referring to.

**From:** Palka, Mary Kelli [mailto:mpalka@jacksonville.com]
**Sent:** Tuesday, May 01, 2018 3:10 PM
**To:** Brown, Chris M.
**Cc:** Topher Sanders; mary.palka@jacksonville.com; Conarck, Benjamin
**Subject:** Re: SmartCop Records Requests

OK. You know what we're seeking. How much would it cost to get us this information? We need an estimate.

Thanks,

Mary Kelli

Mary Kelli Palka

Editor

**The Florida Times-Union**

p:  904-359-4107

w:  Jacksonville.com   e: mpalka@jacksonville.com

On Tue, May 1, 2018 at 2:42 PM, Brown, Chris M. <Chris.Brown@jaxsheriff.org> wrote:

Crime Analysis wrote customized code to create that specific report.  Different code would have to be written each time a report like that was created, depending on what was wanted in the report.

**From:** Topher Sanders [mailto:Topher.Sanders@propublica.org]
**Sent:** Tuesday, May 01, 2018 2:34 PM
**To:** Brown, Chris M.
**Cc:** mary.palka@jacksonville.com; Conarck, Benjamin
**Subject:** Re: SmartCop Records Requests

Just so that we are clear, how did JSO produce the data in the pdf with the 26 statutes?

Topher Sanders
Reporter

ProPublica.org

@ReporterTopher
Office: 917-512-0267

Cell: 904-254-0393

**From:** Topher Sanders
**Sent:** Tuesday, May 1, 2018 2:27 PM
**To:** Brown, Chris M.
**Cc:** mary.palka@jacksonville.com; Conarck, Benjamin
**Subject:** Re: SmartCop Records Requests

I see now that you said SmartCop doesn't allow for statute searches.

Topher Sanders
Reporter

ProPublica.org

@ReporterTopher
Office: 917-512-0267

Cell: 904-254-0393

---

**From:** Topher Sanders
**Sent:** Tuesday, May 1, 2018 2:26:14 PM
**To:** Brown, Chris M.
**Cc:** mary.palka@jacksonville.com; Conarck, Benjamin
**Subject:** Re: SmartCop Records Requests

Lt. Brown,

I don't see statute as part of the SmartCop search criteria.  Is statute not something that can be searched for in SmartCop?

The report you sent us (see below) notes that the data represents 26 statutes.

http://transparency.jaxsheriff.org/Content/Files/PedestrianCitations%20RaceGender%202012-2018YTD.pdf

Topher Sanders
Reporter

ProPublica.org

@ReporterTopher
Office: 917-512-0267

Cell: 904-254-0393

---

**From:** Brown, Chris M. <Chris.Brown@jaxsheriff.org>
**Sent:** Tuesday, May 1, 2018 2:16 PM
**To:** Topher Sanders
**Cc:** mary.palka@jacksonville.com; Conarck, Benjamin
**Subject:** SmartCop Records Requests

Topher,

When Uniform Traffic Citations or Written Warnings are generated electronically using the SmartCop program, the document is stored by JSO.  The SmartCop program has a query feature that allows the Public Records Unit to search for certain criteria (see the list of possible criteria below) and quickly get a list of the SmartCop citations/warnings that meet those search criteria.  If all you

want is the number of SmartCop citations or warnings that meet the given criteria, a simple query can be conducted and a screenshot can be taken of the number that is at the top of the list. If you want copies of all the citations on that list, an estimate would be given for the amount of time needed to review, redact, and produce them. It is worth noting that while most citations/warnings are generated using the SmartCop program, a small amount of paper citations/warnings are still issued and would not be included in this figure.

The possible search criteria for SmartCop include:

- Date Range

- Report Number

- Report Status (Checked In, Checked Out, Approved)

- Reporting Officer

- Location (limited search: County, City, Latitude, Longitude, and how many square miles to search within)

- Person (First Name, Middle Name, Last Name, Race, Sex, Date of Birth)

- Vehicle (Year, Make, Model, Color, State, Tag Number, VIN)

Any query outside of the possible search criteria would require a programmer to write code to obtain the information and thus, **would deem the request not a Public Records Request.** To explain this better, I came up with a few examples of requests with an explanation of what the requester would receive:

- *"The number of SmartCop written warnings issued in 2018."* The requestor would receive a screenshot of the number of written warnings issued in total this year.

- *"The number of SmartCop written warnings issued to white males in 2018."* The requestor would receive a screenshot of the number of SmartCop written warnings issued to white males this year.

- *"The number of SmartCop written warnings issued for a pedestrian violation in 2018."* The SmartCop program is not searchable by violation type or statute number so there would be no way to fill this request outside of creating a special program to do so.

- *"All written warnings issued in 2018."* The requestor would receive an estimate of the time it would take to review, redact, and produce all SmartCop and paper written warnings.

- *"All written warnings issued to white males in 2018."* The requestor would receive an estimate of the time it would take to review, redact, and produce all SmartCop written warnings issued to white males with the explanation that this would not include paper warnings because we do not have paper warnings organized by race and/or gender.

- *"All written warnings issued for pedestrian infractions in 2018."* The SmartCop program is not searchable by violation type or statute number so there would be no way to fill this request outside of creating a special program to do so.

This should provide some guidance for you and your team when submitting records requests. Let us know if you need anything else.

**Lieutenant Chris M. Brown**

Jacksonville Sheriff's Office

Professional Oversight Unit

Public Relations & Information Unit

904.630.4182

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FOR THE FISCAL YEAR ENDING SEPTEMBER 30, 2011

ST. JAMES

BUDGET IN BRIEF
CITY OF JACKSONVILLE, FLORIDA

CITY OF JACKSONVILLE,
FLORIDA

# BUDGET IN BRIEF

FOR THE FISCAL YEAR ENDING
SEPTEMBER 30, 2011

JOHN PEYTON
MAYOR

JOHN D. "JACK" WEBB
PRESIDENT, CITY COUNCIL

KERRI STEWART
CHIEF ADMINISTRATIVE OFFICER

G. MICHAEL "MICKEY" MILLER
CHIEF FINANCIAL OFFICER

KENT R. OLSON
BUDGET OFFICER

## TABLE OF CONTENTS

## Dear Friends,

Outlined in this booklet is the City of Jacksonville's budget for the 2010-11 fiscal year. It is the culmination of months of work by employees across city government and the City Council, representing the tough financial decisions dictated by today's economic climate. It includes millions of dollars of savings and cost reductions and, more than ever before, it includes the input of our citizens who this year played an active role in the budget process.

Taking a cue from previous years' budget sessions, this year we wanted to make sure all interested citizens were informed about the budget process and able to communicate their concerns to city decision makers. That is why we launched the comprehensive budget website www.MyJaxBudget.com that outlines the budget process and city revenues and expenses. We also held a series of budget workshops throughout Jacksonville that gave attendees the opportunity to meet with city department leaders, hear how city finances work and prioritize the services the city provides. Additionally, City Council members held community meetings throughout Jacksonville where they, too, gathered citizen input on city services and budget priorities. This focused and more interactive approach resulted not only in more open communication between citizens and city leaders, but also a better budget that reflects the needs and wants of this community.

I am extremely pleased by the level of public involvement we had during this year's budget process. The path to confidence and trust starts with transparency, and I think that engaging our community in this important process has been a great start. Thank you to the City Council, and the city employees and citizens who made these open budget discussions possible.

Sincerely,

John Peyton,
Mayor

**OFFICE OF THE MAYOR**
CITY HALL AT ST. JAMES, 117 WEST DUVAL STREET
JACKSONVILLE, FL 32202

## Dear Citizens,

In September, the Jacksonville City Council voted to approve the city's budget for the 2010-11 fiscal year. An unprecedented recession, unsustainable pension obligations and health care costs and decreasing revenues combined to make this year's budget one of the most challenging in recent city history. The City Council, employees across city government and our citizens faced these challenges together and developed a budget that will serve this community well and put Jacksonville on the path to financial stability.

I commend the administration and the City Council for identifying approximately $46 million in operating cost reductions and reduced employee-related expenses in this year's budget. I also appreciate the citizens who took the time to express their thoughts and concerns about the city's budget and services at budget workshops, town hall meetings, Finance Committee budget hearings and City Council meetings. One of the most important parts of this year's budget process has been the active engagement of our citizens, which helped ensure a budget that is transparent and in the best interests of those we serve.

Our work to reduce the cost of operating government is not done. In the upcoming year I will continue to revisit city departments and functions to find further efficiencies. I will also work with the City Council, the administration and the community to ensure that our citizens' views will again be reflected in the budget for next year

Sincerely,

*Jack Webb*

Jack Webb
City Council President

**JACKSONVILLE CITY COUNCIL**
**CITY HALL AT ST. JAMES, 117 WEST DUVAL STREET**
**JACKSONVILLE, FL 32202**

# CITY COUNCIL MEMBERS

Jack Webb
President
District 6

Stephen Joost,
Vice President
Group 3 At-Large

Clay Yarborough
District 1

William Bishop
District 2

Richard Clark
District 3

Don Redman
District 4

Art Shad
District 5

Dr. Johnny Gaffney
District 7

E. Denise Lee*
District 8

Warren Jones
District 9***

Reginald L. Brown
District 10

Ray Holt**
District 11

Vacant
District 12

Dick Brown
District 13

Michael Corrigan*
District 14

Ronnie Fussell*
Group 1 At-Large

John R. Crescimbeni
Group 2 At-Large
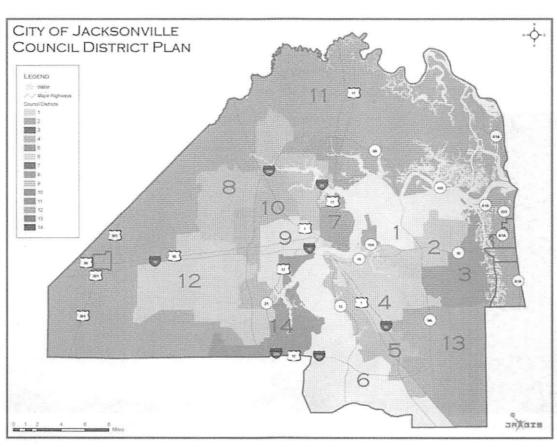
Kevin Hyde*
Group 4 At-Large

Glorious J. Johnson
Group 5 At-Large

***Chair, Finance Committee
**Co-Chair, Finance Committee
* Finance Committee member



CITY OF JACKSONVILLE
COUNCIL DISTRICT PLAN
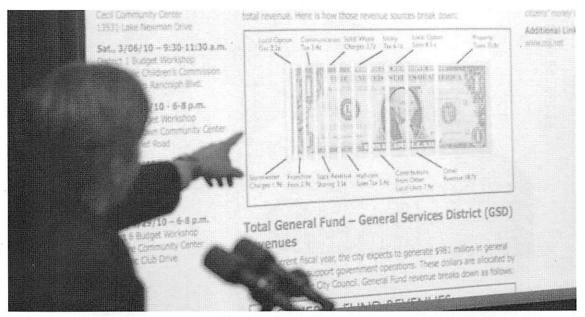
# FORM OF GOVERNMENT

The City of Jacksonville operates under a Strong Mayor-Council form of government. This governmental structure is based upon distinct executive and legislative branches that are elected independently of each other, and provides for prescribed checks and balances, much like the federal government. In Jacksonville, the mayor is elected county-wide and serves as the chief executive of the government. The legislative branch is represented by the members of the Jacksonville City Council. There are 19 City Council members; 14 of them elected to represent distinct, geographical districts within the county and five who are elected at-large. Each councilmember must live within the district they represent, and the five at-large members must live within the at-large district they represent, even though all voters within the consolidated city/county may participate in their election. The mayor and City Council members are elected to four-year terms and are limited, by law, to two consecutive terms.
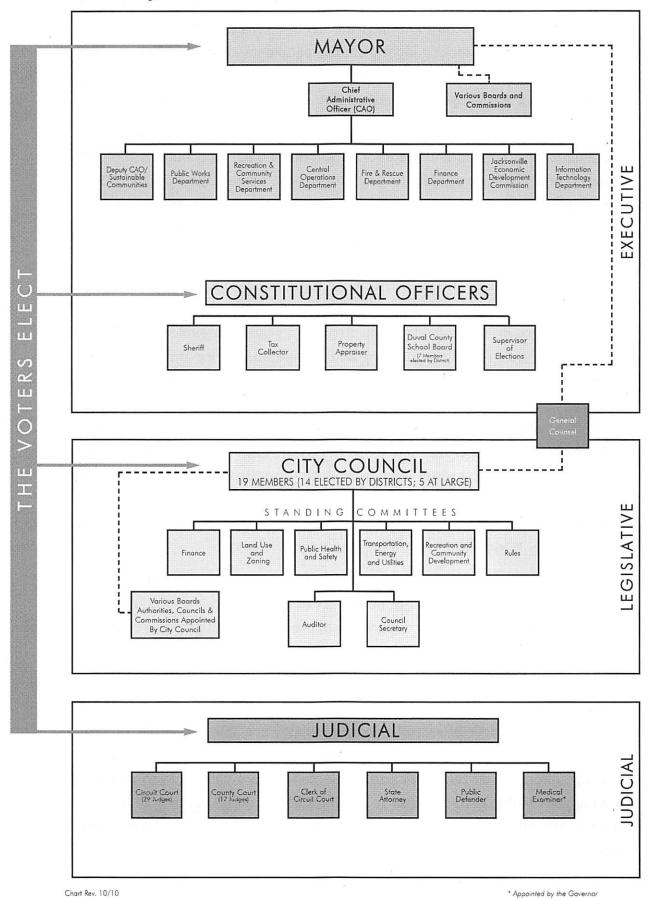
The mayor is responsible for the administration of the executive government, which includes eight business units. The mayor appoints the department directors and other senior officials, many of whom must be confirmed by the City Council. The mayor also has veto authority over legislation passed by the City Council.

The Jacksonville City Council enacts legislation to provide for the needs of the city. While the mayor is required to propose a city budget each year, the council is responsible for adopting the budget. The City Council elects from amongst its members a president and vice president to conduct meetings and otherwise lead the legislative branch in the performance of its duties. The City Council also hires its own staff to evaluate bills, conduct research and maintain records for the legislative branch. The City Council meets at 5 p.m. on the second and fourth Tuesday of each month in its chambers on the first floor of City Hall at St. James. Citizens are encouraged to attend and participate in meetings, and meeting agendas may be obtained online at www.coj.net or from the City Council secretary's office at City Hall, Suite 430, on the Friday before a meeting.



*Mayor John Peyton discusses General Services District Revenues at a community budget workshop.*

# ORGANIZATIONAL CHART
## CITY OF JACKSONVILLE, FLORIDA

**THE VOTERS ELECT**

### EXECUTIVE

**MAYOR**

Chief Administrative Officer (CAO)

Various Boards and Commissions

- Deputy CAO/ Sustainable Communities
- Public Works Department
- Recreation & Community Services Department
- Central Operations Department
- Fire & Rescue Department
- Finance Department
- Jacksonville Economic Development Commission
- Information Technology Department

**CONSTITUTIONAL OFFICERS**

- Sheriff
- Tax Collector
- Property Appraiser
- Duval County School Board (7 Members elected by District)
- Supervisor of Elections

General Counsel

### LEGISLATIVE

**CITY COUNCIL**

19 MEMBERS (14 ELECTED BY DISTRICTS; 5 AT LARGE)

STANDING COMMITTEES

- Finance
- Land Use and Zoning
- Public Health and Safety
- Transportation, Energy and Utilities
- Recreation and Community Development
- Rules

Various Boards Authorities, Councils & Commissions Appointed By City Council

- Auditor
- Council Secretary

### JUDICIAL

**JUDICIAL**

- Circuit Court (29 Judges)
- County Court (17 Judges)
- Clerk of Circuit Court
- State Attorney
- Public Defender
- Medical Examiner*

Chart Rev. 10/10

* Appointed by the Governor

# BUDGET TRANSPARENCY

Each year, the City of Jacksonville must have in place a balanced budget that provides essential services and meets the needs of the community. Integral to creating this budget is seeking input from the people it will serve – Jacksonville's citizens. To ensure that all interested residents are adequately educated and informed about the budget, city leaders put in place two new tools.

One of those tools is the comprehensive website www.MyJaxBudget.com, designed to help citizens find the information needed to contribute to the budget conversation. Dedicated solely to the budget process, this site offers visitors information about city revenues and expenses. It also contains descriptions of internal and external services that city departments and divisions provide and how much it costs to provide them.

In the spring, the city also held a series of eight community budget workshops facilitated by the Jacksonville Community Council, Inc. At the workshops, attendees were divided into different discussion groups to explore the functions and budgets of the Planning and Development, Fire and Rescue, Public Works, Recreation and Community Services, Housing and Neighborhoods and Environmental and Compliance departments and the Jacksonville Public Library, the Jacksonville Children's Commission, the Jacksonville Sheriff's Office and the Jacksonville Economic Development Commission. Each group had the opportunity to speak with a representative from each department in great detail about the services offered and provide feedback. The information collected at each budget workshop was compiled into a report that was presented to the mayor and other city leaders and posted on the budget website.

City Council members also held town hall meetings throughout Jacksonville to solicit further citizen input about city services and spending. Additionally, there were opportunities for residents to express their thoughts and concerns about the city's budget and services at Finance Committee budget hearings and the full City Council meetings.
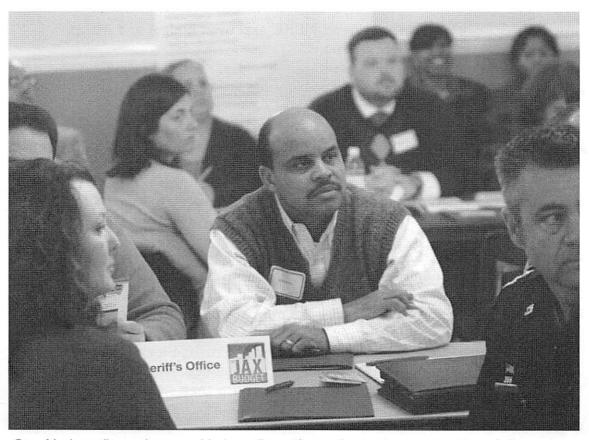
This year, city leaders placed a greater emphasis on transparency from very early on in the budget process. In doing so, they were able to engage a broad number of citizens and solicit their input during every step of that process. Through informed citizen participation, elected leaders were able to develop the budget for the 2010-11 fiscal year with a better understanding of how citizens prioritize city services and spending, in the end moving the city toward a more stable and prosperous future.

# BUDGETARY PROCESS

City departments and independent authorities submit budget requests to the city's Budget Division. After the departments and authorities work with the budget staff on each plan, the proposals are formally presented to the Mayor's Budget Review Committee, or MBRC.

The mayor, working with the MBRC, drafts the final budget and presents it to the City Council at its first meeting in July. The mayor shall submit the annual budget proposal for the general government to the City Council by filing a copy with legislative services no later than July 15, unless the City Council by resolution fixes another date. The budget is referred to the council's finance committee, which conducts hearings on the proposed budget. Department heads, division chiefs and independent authority representatives discuss their plans with the finance committee. The finance committee, working with the council auditor and staff, may amend the proposed budget prior to its review before the full City Council. The City Council holds two public hearings on the proposed budget, as amended, before its adoption. Citizens are invited to share their input during both Finance Committee and full City Counci meetings.

In accordance with the law, the final budget must be approved prior to October 1, the first day of the city's fiscal year. Typically, the City Council votes on the budget during its last meeting in September, which falls on the fourth Tuesday of the month.



*City of Jacksonville employees and Jacksonville residents take part in a community workshop.*

# FISCAL YEAR 2010-2011 BUDGET CALENDAR

**January**        Departments submit Capital Improvement Plan (CIP) forms
                   with priority rankings.

**February**       CIP submissions are reviewed and prioritized.

**March**          Information Techology Plan (ITP) Committee prepares
                   priority list of IT projects.

**March/April**    Departments prepare and submit departmental budget
                   requests to the Budget Office.

**April**          CIP and ITP are reviewed and recommended by MBRC.

**April/May**      Departmental budget review meetings are held with the
                   Budget Office.

**May 1**          Tentative proposed budget is submitted to City Council.

**May/June**       The Mayor's Budget Review Committee reviews
                   departmental budgets.

**June 1**         Preliminary estimates of taxable value are received from
                   the Property Appraiser.

**June**           The mayor reviews MBRC approved budget and makes
                   final budget decisions.

**July 1**         Certifications of taxable value are received from the
                   Property Appraiser.

**July**           The mayor's proposed budget is presented to the
                   City Council.

**July/August**    City Council adopts maximum proposed millage for
                   Truth in Millage (TRIM) notice.

**August**         The Council Finance Committee and other standing
                   committees review the proposed budget.

**September**      Two public hearings are held on both the proposed millage
                   and the proposed budget at regular City Council meetings.
                   After the final public hearing, the millage levy ordinances
                   and the budget ordinance, as amended, are adopted by the
                   City Council. Both ordinances are then signed by the mayor.

**October 1**      The new fiscal year begins.

# 2010-2011 BUDGET HIGHLIGHTS

° The recession has had a significantly negative impact on the city's revenues. This includes a drop in the city's property tax base of 7 percent, or $3.7 billion, on a year-over-year basis. In addition, state sales tax distributions are projected to be down 3 percent from fiscal year 2010 and down 19 percent from fiscal year 2006.

• To partially offset the decline in revenues and allow the city to continue to fund government services, the city increased the millage rate from 9.2727 to 10.0353, which is below the rolled back rate of 10.1193 mills. A rolled back rate is defined as the millage rate that would generate the same amount of property tax revenue from one year to the next from properties that were on the tax roll in the previous year. This means that while, on the whole, property values declined, the impact to individual property owners varied. The change in the assessed value of the property determined whether there was an increase or a decrease, as well as the size of the increase or decrease. For the owner of a home with an assessed value of $95,000, assuming no change in the assessed value from the previous year, the increase in property taxes would be about $72. Approximately 57 percent of the properties in Jacksonville saw an increase in their ad valorem taxes, while 37 percent of properties saw a decrease in their ad valorem taxes. The remaining 6 percent of properties paid the same amount in property taxes as a year ago.

• A total of $46 million in expenses were cut from the general fund during the budget process. The savings include $20 million from reductions in salary and benefit costs (including $5.6 million from eliminated positions) and $26 million in departmental and non-departmental operating cost savings from a variety of sources. Also included in these savings are reductions of 66 percent in training costs, 56 percent in travel costs and $3.8 million in information technology operating costs. In total, all but two departments within the city's general fund experienced a reduction in their total budget from fiscal year 2010 to fiscal year 2011. Public Works' budget had an increase of 0.2 percent, mainly due to an increase in utility costs. The Supervisor of Elections had an increase in its budget due to the three scheduled elections in fiscal year 2011 compared to the one election in fiscal year 2010.
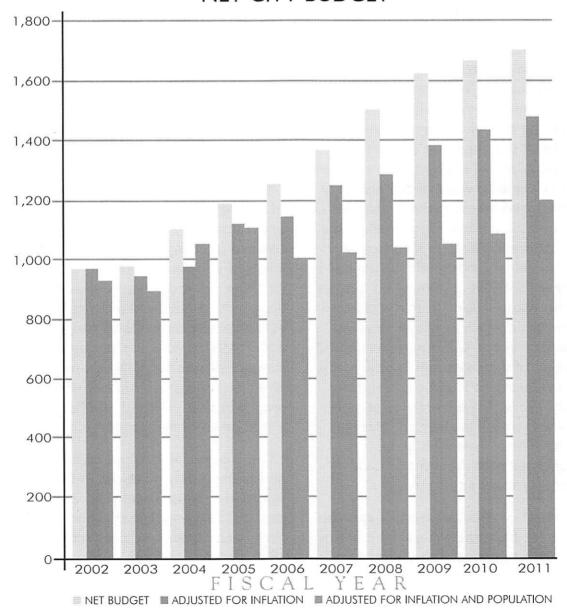
° The Jacksonville Journey will commence its third year of operations in fiscal year 2010-11. This program, conceived by a panel of nearly 150 community leaders, provides more than $10 million toward keeping children safe and involved in positive activities and includes expanded early literacy programs, supervised after-school guidance and recreational programs and expanded activities during the summer. It also funds programs for juvenile crime prevention as well as programs that will help ex-offenders transition to being productive citizens.

° The budget also eliminates 102 non-public safety positions in fiscal year 2011. Since fiscal year 2006, a total of 732 non-public safety positions have been eliminated, a reduction of 18.4 percent of all non-public safety positions.

# NET CITY BUDGET

Interfund transfers and the cost of services provided by one division to another division of government, called internal service costs, can overstate the true overall cost of providing services in the budget. Transfers are dollars in the budget that are moved from one fund to another fund. This movement of dollars between funds does not reflect any additional spending on programs or projects, but the total budget figures would count these as expenditures within both of these funds, resulting in a degree of double counting. The graph on this page and the comparative budget summary on the following pages are presented on a net basis and present a truer picture of the actual size of Jacksonville's budget by adjusting for those items which are double counted.

As shown below, the net budget of the city has increased from $970.1 million in fiscal year 2002 to $1.710 billion for fiscal year 2011. However, adjusting for inflation during the period, the fiscal year '11 budget would be equivalent to a budget in fiscal year 2002 of $1.388 billion. When also taking into account the population growth during the same period, the fiscal year 2011 budget is equivalent to a budget of $1.200 billion in fiscal year 2002.

## NET CITY BUDGET



FISCAL YEAR

NET BUDGET　ADJUSTED FOR INFLATION　ADJUSTED FOR INFLATION AND POPULATION
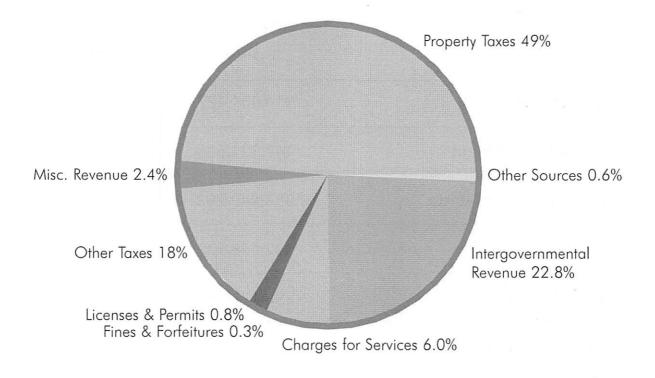
# NET CITY BUDGET SUMMARY FOR THE
## 2010-2011 FISCAL YEAR (excluding fund-to-fund transfers)

|  | 2010-2011 Budget | % of Total Budget |
|---|---|---|
| General Fund | 914,481,127 | 53.46 |
| Capital Project Fund | 147,321,636 | 8.61 |
| Special Revenue Funds | 353,449,763 | 20.66 |
| Enterprise Funds | 192,698,922 | 11.27 |
| Internal Service Funds | 90,979,055 | 5.32 |
| General Trust and Agency Funds | 950,816 | 0.06 |
| Component Unit | 10,623,470 | 0.62 |
| **Total City of Jacksonville** | **$ 1,710,504,789** | **100** |

*Residents and city employees participate in discussion groups at the city's budget workshop.*
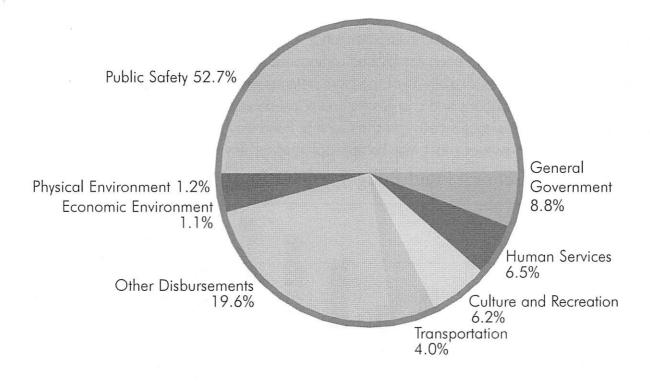
# GENERAL FUND REVENUES
## by Category

Property Taxes 49%

Other Sources 0.6%

Misc. Revenue 2.4%

Intergovernmental Revenue 22.8%

Other Taxes 18%

Licenses & Permits 0.8%
Fines & Forfeitures 0.3%

Charges for Services 6.0%

| General Fund - GSD Revenues | FY 2011 Adopted | Percent of Total |
|---|---|---|
| Property Taxes | 485,533,272 | 49% |
| Other Taxes | 178,234,512 | 18% |
| Licenses & Permits | 7,775,760 | 0.8% |
| Intergovernmental Revenue | 225,975,620 | 22.8% |
| Other Sources | 6,102,689 | 0.6% |
| Charges for Services | 59,241,942 | 6.0% |
| Fines & Forfeitures | 3,329,800 | 0.3% |
| Miscellaneous Revenue | 24,172,243 | 2.4% |
| | 990,365,838 | 100.0% |

*For more detailed information about general fund revenues,
please see the Annual Budget Book for fiscal year 2011.*

# GENERAL FUND EXPENDITURES
## by Category

Public Safety 52.7%

General Government 8.8%

Physical Environment 1.2%
Economic Environment 1.1%

Human Services 6.5%

Other Disbursements 19.6%

Culture and Recreation 6.2%

Transportation 4.0%
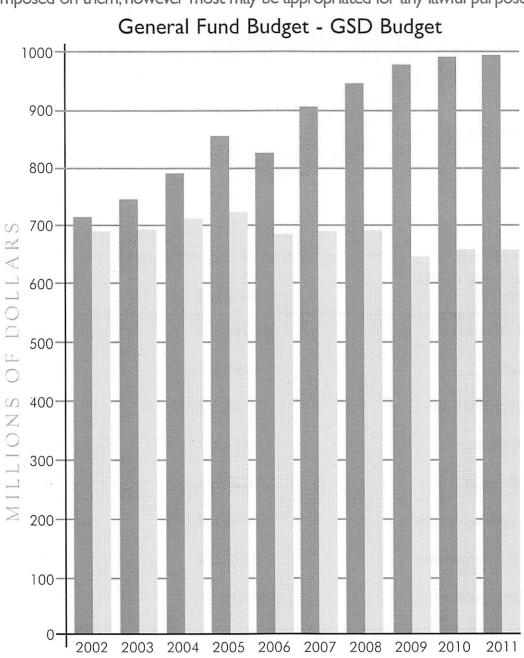
| General Fund - GSD Expenditures | FY 2011 Adopted | Percent of Total |
|---|---|---|
| General Government | 86,743,882 | 8.8% |
| Public Safety | 521,669,306 | 52.7% |
| Physical Environment | 12,163,843 | 1.2% |
| Transportation | 39,686,555 | 4.0% |
| Human Services | 64,225,103 | 6.5% |
| Culture and Recreation | 61,161,368 | 6.2% |
| Economic Environment | 10,610,230 | 1.1% |
| Other Disbursements | 194,105,551 | 19.6% |
| | 990,365,838 | 100.0% |

*For more detailed information about general fund revenues,*
*please see the Annual Budget Book for fiscal year 2011.*

# GENERAL FUND
# GENERAL SERVICES DISTRICT

The General Fund - General Services District (GSD) represents the majority of the city's budget and includes most basic municipal services and those which are not required to be accounted for in another fund. Aside from special revenue funds and trust funds, which have been established to account for revenue which is restricted to special uses, virtually all of the city's revenue from taxes, licenses, state-shared revenue distributions and charges for municipal services are accounted for in the General Fund. Revenue streams in the General Fund may have some limitations imposed on them, however most may be appropriated for any lawful purpose.

## General Fund Budget - GSD Budget



Chart: MILLIONS OF DOLLARS (y-axis, 0 to 1000) vs FISCAL YEAR (x-axis, 2002–2011)

Legend:
- GENERAL FUND BUDGET
- ADJUSTED FOR INFLATION AND POPULATION

CITY OF JACKSONVILLE
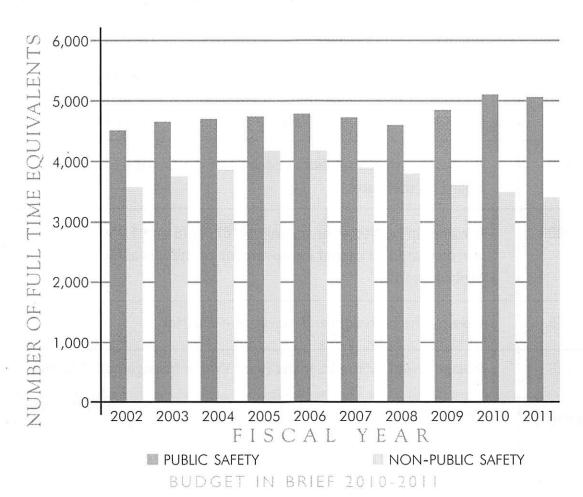
# PUBLIC SAFETY VERSUS NON-PUBLIC SAFETY STAFFING
## (Full time equivalents)

| Fiscal Year | Public Safety | Non-Public Safety | Total |
|---|---|---|---|
| 2002 | 4,480 | 3,604 | 8,084 |
| 2003 | 4,646 | 3,705 | 8,351 |
| 2004 | 4,690 | 3,878 | 8,568 |
| 2005 | 4,696 | 4,166 | 8,862 |
| 2006 | 4,650 | 4,164 | 8,814 |
| 2007 | 4,630 | 3,969 | 8,599 |
| 2008 | 4,625 | 3,960 | 8,585 |
| 2009 | 4,886 | 3,760 | 8,646 |
| 2010 | 5,064 | 3,630 | 8,694 |
| 2011 | 5,051 | 3,547 | 8,598 |

(Part time employee hours are converted to a Full Time Equivalent by taking the total number of hours and dividing by 2,080. This number is then added to the total authorized positions for a Full Time Equivalent count.)



PUBLIC SAFETY          NON-PUBLIC SAFETY

# AD VALOREM TAXES

## 2010 Real Estate Tax - Duval County, City of Jacksonville

Ad valorem (property) taxes are levied against real estate and certain personal, non-real estate property held for commercial or investment purposes. Properties are appraised at market value, which for 2010 will be the same as the assessed value for non-homesteaded properties. For homesteaded properties, the assessed value is often different from the market value since assessed value is limited to a maximum 3 percent growth each year. In addition, tax exemptions can lower a property's value for tax purposes. These exemptions are subtracted from the assessed value to determine the taxable value of the property. .

Florida Statute 196.031(1)(a) provides a homestead exemption to permanent residents of the county and excludes the first $25,000 of appraised value. Florida Statute 196.031(1)(b) provides an additional $25,000 homestead exemption for properties with an assessed value of greater than $50,000 and up to $75,000 for non-school levies. The notice of ad valorem taxes that is mailed to property owners of record in Duval County incorporates a millage rate made up of six components. Millage is an expression of the tax rate in dollars per thousand dollars of taxable value levied (one mill equals $1 per $1,000 of taxable value).

The components of the 2010 ad valorem tax bill are as follows:

| MILLAGE RATE | TAXING AUTHORITY |
|---|---|
| 10.0353 | Represents the operating millage levied by the consolidated County/City of Jacksonville and goes toward providing basic services such as public safety, streets and drainage and recreation |
| 5.3460 | Represents the local effort required of the Duval County School Board by the state |
| 2.4980 | Is made up of discretionary millage of 0.748 and 1.750 mills for district local capital improvement of the Duval County School Board |
| 0.0345 | Levy by the Florida Inland Navigation District |
| 0.4158 | Millage levied by the St. Johns River Water Management District |
| 18.3296 | TOTAL MILLAGE |

# AD VALOREM TAXES

## SAMPLE AD VALOREM TAX ASSESMENT

| TAXING AUTHORITY | MILLAGE RATE | TAXES LEVIED |
|---|---|---|
| COUNTY | 10.0353 | 619.48 |
| SCHOOL SL | 5.3460 | 463.66 |
| SCHOOL LB | 2.4980 | 216.65 |
| FL INLAND | 0.0345 | 2.13 |
| WATER MGT | 0.4158 | 25.67 |
| **TOTALS** | **18.3296** | **1,327.59** |

JUST (MARKET) VALUE          $133,000

TAXABLE VALUE CALCULATION

ASSESSED VALUE:          $111,730

EXEMPT VALUE:          $50,000
TYPE:   HX

TAXABLE VALUE:          $61,730

SCHOOL TAXABLE VALUE:   $86,730

Tax notices are mailed by the Property Appraiser on November 1.

## HISTORICAL MILLAGE RATES (last 10 fiscal years)

| Fiscal Year | Other | School Board | City | Total |
|---|---|---|---|---|
| 2002 | 0.5005 | 8.8720 | 10.3675 | 19.7400 |
| 2003 | 0.5005 | 8.9200 | 10.1842 | 19.6047 |
| 2004 | 0.5005 | 9.0510 | 9.8398 | 19.3913 |
| 2005 | 0.5005 | 8.5650 | 9.6879 | 18.7534 |
| 2006 | 0.5005 | 8.4250 | 9.6500 | 18.5755 |
| 2007 | 0.5005 | 8.0420 | 9.6400 | 18.1825 |
| 2008 | 0.4503 | 7.7550 | 8.4841 | 16.6894 |
| 2009 | 0.4503 | 7.5610 | 8.4841 | 16.4954 |
| 2010 | 0.4503 | 7.5820 | 9.2727 | 17.3050 |
| 2011 | 0.4503 | 7.8440 | 10.0353 | 18.3296 |

# JACKSONVILLE FACTS

Duval County Population . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .900,518
City of Jacksonville Population . . . . . . . . . . . . . . . . . . . . . . . . . . . .855,067
City Area . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .840.1 square miles
Web Address . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .www.coj.net

| FINANCIAL INFORMATION | FY 2009 | FY 2010 | FY 2011 |
|---|---|---|---|
| General Fund Budget | 1,051,018,768 | 1,061,159,418 | 1,072,007,469 |
| Net General Fund Budget | 878,515,337 | 891,099,587 | 914,481,127 |
| Total City Budget | 2,003,013,140 | 2,053,619,136 | 2,072,111,887 |
| Total Net City Budget* | 1,635,803,615 | 1,679,375,1818 | 1,710,504,789 |
| Ad Valorem Taxes (GSD) | 474,660,310 | 490,818,314 | 506,689,525 |
| City Employees | | | |
| Other | 5,048 | 5,093 | 5,001 |
| Police Officers | 1,713 | 1,714 | 1,718 |
| Fire and Rescue | 1,258 | 1,255 | 1,240 |
| Total Number City Employees | 8,019 | 8,062 | 7,959 |
| Millage Rate | | | |
| Operations | 8.4841 | 9.2727 | 10.0353 |
| Debt Service | 0.0 | 0.0 | 0.0 |
| Total | 8.4841 | 9.2727 | 10.0353 |

*Includes Miscellaneous Federal Programs

## CENSUS INFORMATION

| Year | Jacksonville | Duval County | Jacksonville SMSA* |
|---|---|---|---|
| 1900 | 28,429 | 39,733 | 64,187 |
| 1910 | 57,699 | 75,163 | 105,012 |
| 1920 | 92,588 | 113,540 | 143,562 |
| 1930 | 129,549 | 155,503 | 190,413 |
| 1940 | 173,065 | 210,143 | 247,449 |
| 1950 | 204,517 | 304,029 | 356,161 |
| 1960 | 201,030 | 455,411 | 522,169 |
| 1970 | 504,265 | 528,865 | 612,585 |
| 1980 | 540,920 | 571,003 | 722,252 |
| 1990 | 635,230 | 672,971 | 906,725 |
| 2000 | 735,617 | 778,879 | 1,100,491 |
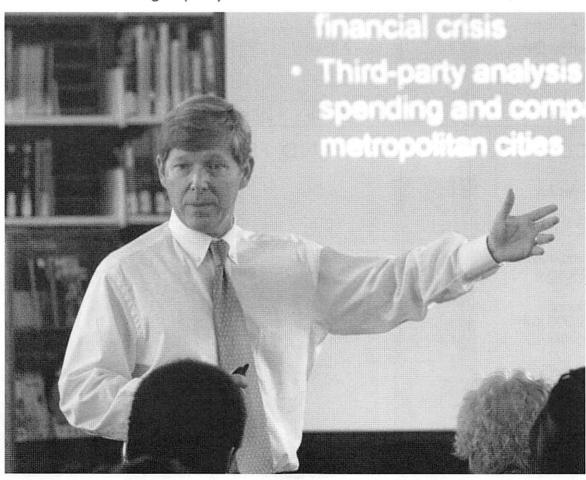
* The Jacksonville SMSA (Standard Metropolitan Statistical Area), includes Clay, Duval, Nassau, and St. Johns Counties; for comparative purposes, prior years' history has been correspondingly restated.

**Reflects consolidation in 1968.

# FACILITIES INFORMATION

## PRIME OSBORN CONVENTION CENTER:

Convention Center . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .265,000 sq. ft.
Exhibit Hall . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .78,500 sq. ft.
Ballroom . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .10,000 sq. ft.
Grand Lobby . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .10,000 sq. ft.
Courtyard . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .11,000 sq. ft.

## TIMES UNION CENTER FOR THE PERFORMING ARTS

Moran Theater . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .3,000 seats
Jacoby Concert Hall . . . . . . . . . . . . . . . . . . . . . . . . . . . .1,800 seats
Terry Theater . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .600 seats

## JACKSONVILLE VETERANS MEMORIAL ARENA

Seating Capacity . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .14,300 seats

## BASEBALL GROUNDS AT JACKSONVILLE

Seating Capacity . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .10,000 seats

## EVERBANK FIELD

Football Seating Capacity . . . . . . . . . . . . . . . . . . . . . . . .76,767 seats
Football Seating Capacity (with temporary seating) . . . . . . . . .82,209 seats
Concert Seating Capacity . . . . . . . . . . . . . . . . . . . . . . . .60,300 seats

# COMPARATIVE MILLAGE RATES

| Millage | Jacksonville | Orlando | Tampa | St. Petersburg | Miami |
|---|---|---|---|---|---|
| Operating-City | 10.0353 | 5.6500 | 5.7326 | 5.9125 | 7.6740 |
| Operating-County | - | 4.4347 | 5.7407 | 4.8730 | 5.4275 |
| Debt Service-City | - | - | 0.0604 | - | 0.9701 |
| Debt Service-County | - | - | - | - | 0.4450 |
| Library | - | 0.3748 | 0.5583 | - | 0.2840 |
| Rescue | - | - | - | 0.5832 | - |
| Transit | - | - | 0.4682 | 0.5601 | - |
| Children's Services | - | - | 0.5000 | 0.7915 | 0.5000 |
| Planning | - | - | - | 0.0125 | 0.0894 |
| Port Authority | - | - | 0.1900 | - | - |
| **Subtotal-Local** | **10.0353** | **10.4595** | **13.2502** | **12.7328** | **15.3900** |
| F.I.N.D. | 0.0345 | - | - | - | 0.0345 |
| School District | 7.8440 | 7.8940 | 7.5920 | 8.3400 | 8.2490 |
| Water Mgt. District | 0.4158 | 0.4158 | 0.6070 | 0.6370 | 0.5346 |
| **TOTAL** | **18.3296** | **18.7693** | **21.4492** | **21.7098** | **24.2081** |

# COMPARATIVE TAXES AND FEES

| | Jacksonville | Orlando | Tampa | St. Petersburg | Miami |
|---|---|---|---|---|---|
| Sales Tax | 7.0% | 6.5% | 7.0% | 7.0% | 7.0% |
| Gas Tax | $0.06 | $0.06 | $0.06 | $0.06 | $0.06 |
| Garbage Fee (Monthly) | $13 | $16 | $25 | $22 | $32 |
| Electric (1,000 Kwh Monthly) | $120 | $120 | $110 | $124 | $93 |
| Water/Sewer (7,000 gallons Monthly) | $77 | $50 | $59 | $66 | $77 |
| Impact Fees | $0 | $18,688 | $4,932 | $2,418 | $7,055 |

These are comparative millage rates, taxes and fees paid by residents of the cities shown above each column.

# GLOSSARY OF TERMS

AD VALOREM TAX REVENUE. Revenue generated by placing a tax on the value of real, personal and centrally assessed property that is subject to taxation, as defined by Florida Statutes.

ANNUAL BUDGET ORDINANCE. The ordinance that appropriates funds and adopts operating budgets for the general government and its independent agencies for the fiscal year beginning October 1.

BUDGET. A fiscal plan of operation that consists of proposed expenditures and revenues, specific authorizations and restrictions, as appropriate, and the prior, current and proposed fiscal plan. The budget quantifies executive and legislative objectives and measures performance.

CAPITAL IMPROVEMENT PROGRAM (CIP). A five-year program adopted annually that is used to plan and control capital improvements and major capital outlay projects (those estimated to cost $100,000 or more and have useful lives of at least 10 years) for the city and its independent authorities. It outlines each project's recommended and approved priorities, financing sources, planning and construction horizons and projected costs. The CIP is adopted by a separate ordinance and is published separately from the annual budget.

CAPITAL PROJECTS FUND. A fund used to acquire or construct major capital facilities that are not financed by proprietary funds, special assessment funds or similar trust funds.

COMPONENT UNIT. A legally separate organization for which elected officials for the primary government are financially accountable. It can also be another organization that has such a significant relationship with primary government that exluding it would cause the reporting entity's financial statements to be misleading or incorrect.

ENTERPRISE FUND. A fund used to provide services to the general public, the costs of which will be recovered primarily through user charges. Enterprise funds may also be used for activities where revenues and expenses must be periodically determined for capital maintenance, management control or other public policy purposes.

FISCAL YEAR. The period applicable to the annual operating budget. The city's standard fiscal year runs from October 1 through September 30.

FUND. A fiscal and accounting entity that is comprised of a self-balancing set of accounts that reflect all assets, liabilities, equity, revenue and expenditures necessary to disclose financial position and the results of operations.

GENERAL FUND. The fund used to account for both general government activities and those activities not required to be accounted for in another fund.

GENERAL SERVICES DISTRICT (GSD). This is a subfund within the General Fund that accounts for consolidated City of Jacksonville governmental services.

INTERGOVERNMENTAL REVENUE. Revenue received from other governments in the form of grants, entitlements or shared revenues. This revenue does not include charges for services.

INTERNAL SERVICE FUND. A fund used for financing goods or services provided by one city department to another city department or agency, or to other governments on a reimbursable basis.

INFORMATION TECHNOLOGY PLAN (ITP). A five-year technology spending/funding strategy.

MAYOR'S BUDGET REVIEW COMMITTEE (MBRC). A standing executive committee that is comprised of eight voting members made up of the Chief Administrative Officer, Deputy Chief Administrative Officer, Chief Financial Officer and Finance and Administrative Aides to the Mayor.

SPECIAL REVENUE FUND. A fund for the proceeds of specific revenue sources, other than special assessments, expendable trusts or capital projects, that can only be spent for specified purposes.

TRUTH IN MILLAGE (TRIM). A notice required by Florida Statute that clearly states the exact millage that will be charged to property owners by each unit of the government for the coming year.

**For the complete glossary please, see the Annual Budget Book for fiscal year 2011.**

# NOVUS
## INSIGHT

Technology that empowers.

Municipal Government Website
Usability and Accessibility
Greg Bugbee, CISSP

novusinsight.com

# NOVUS INSIGHT | Overview

As a wholly owned subsidiary of the 501(c)(3) Connecticut Center for Advanced Technology (CCAT), Novus Insight specializes in serving nonprofit, municipal, and education client's technology needs. For 8 years, Novus Insight has served over one hundred fifty organizations and institutions as a "go-to" resource for technology.

Our services include:
- infrastructure strategy and planning
- hardware deployment and support
- network design and support
- security assessments and monitoring
- backup/disaster recovery
- virtual infrastructure installation and management
- cloud migration and management
- server collocation/hosting
- custom application and web development

# Select Clients & Key Projects

**NOVUS INSIGHT**

Clients we serve:

- City of Bridgeport
- Hartford Public Library/City of Hartford
- United Way (Northeastern and Central, New Haven, Waterbury, Northeast Florida)
- Capitol Region Council of Governments
- Western Connecticut Council of Governments
- Fairfield County Community Foundation
- Jessie Ball duPont Center/Fund

and many more

Key Projects:

- CT Municipal Cloud
- CT Municipal Salary Survey
- CT Statewide Electronic Document Management System
- Altrulink Open Source Universal Intake Platform

# NOVUS INSIGHT

## Agenda

- Constituent expectations
- Developing a user centric design
- User centric examples
- Service delivery 2.0
- Open government portals
- Examples
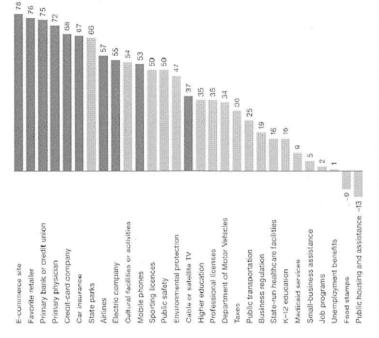
# Constituent Expectations

- Citizens are accustomed to streamlined web experiences, like that of E-commerce and social media.

- They expect the same level of accessibility, responsiveness and transparency from municipal government websites

- Most municipal websites leave citizens confused and frustrated

- Since citizens don't have the option of choosing another provider, as they would with a retailer, their frustration with online resources translates into a phone call or in person visit to city hall.

# Citizen Satisfaction

McKinsey Citizen Satisfaction Score for private- and public-sector services[1]

■ Private-sector services ■ Public-sector services

| Service | Score |
|---|---|
| E-commerce site | 78 |
| Favorite retailer | 76 |
| Primary bank or credit union | 75 |
| Primary physician | 72 |
| Credit-card company | 68 |
| Car insurance | 67 |
| State parks | 66 |
| Airlines | 57 |
| Electric company | 55 |
| Cultural facilities or activities | 54 |
| Mobile phones | 53 |
| Sporting licences | 50 |
| Public safety | 50 |
| Environmental protection | 47 |
| Cable or satellite TV | 37 |
| Higher education | 35 |
| Professional licenses | 35 |
| Department of Motor Vehicles | 34 |
| Taxes | 30 |
| Public transportation | 25 |
| Business regulation | 19 |
| State-run healthcare facilities | 16 |
| K–12 education | 16 |
| Medicaid services | 9 |
| Small-business assistance | 5 |
| Job programs | 2 |
| Unemployment benefits | 1 |
| Food stamps | –9 |
| Public housing and assistance | –13 |

[1] Calculated by subtracting the percentage of citizens who were dissatisfied (rating of $\leq 4$ on a scale of 1–10) from those who were highly satisfied (rating of $\geq 6$); respondents included both users and nonusers of each service.

Source: 2013 McKinsey online survey of 17,000 people across 15 US states
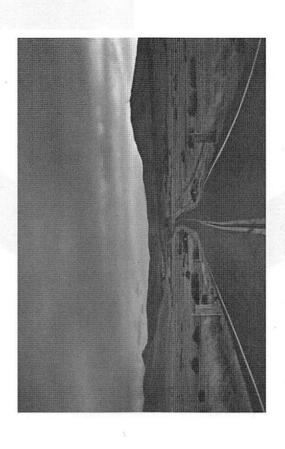
# Design Considerations

**NOVUS** INSIGHT

- E-Commerce sites analyze interactions and adapt design to increase engagement

- Government sites are often designed to deliver services based on the needs of the department/agency.

- Design needs to be customer centric

- It is a heavy lift to design a customer centric web presence when so many different services are offered to many different parties

# NOVUS
INSIGHT

## Constituent Journey



- Every interaction with the city has a defined beginning and end point.

- Along this path, the are multiple touch points and functional areas that the citizen interacts with.

- Government leaders need to view the journey through the eyes of the constituent.

- The journey includes the first search for an agency, to the actual delivery of service.

Where does the journey begin?

Google | jacksonville trash pick up | 🎤 🔍

All    Maps    News    Shopping    Images    More          Settings    Tools

About 522,000 results (0.54 seconds)

### COJ.net - Garbage, Recycling & Yard Waste FAQs
www.coj.net/departments/public-works/solid-waste/faqs ▾
Jump to Why did you discontinue alley **collection** service? - Residents who previously used alleys must place all waste (**garbage**, yard waste and recycling) curbside. Curbside **collection** service standards. To request **collection** service or report a problem with **collection**, please call (904) 630-CITY (2489) or visit 630-CITY online.
How do I discard building ... · Where do I discard my ... · How can I get waste ...

# NOVUS
## INSIGHT

# Where does the journey begin?

**Google** | boston trash pick up    🎤  🔍

All    News    Maps    Shopping    Images    More         Settings    Tools

About 828,000 results (0.46 seconds)

### Trash Day schedule | Boston.gov
https://www.boston.gov/trash-day-schedule ▾
With our free **Trash** Day app you can view a calendar for your home's **collection** dates, set reminders, and get notifications of schedule changes. You can also ...

# NOVUS INSIGHT | Consolidated Journeys

## MyLouisville

Enter an address to get started. Select from the dropdown to continue.
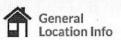
⊙ 123 Main St

**Enter your address and MyLouisville will find nearby city services in the following categories...**

🗑 Sanitation Services

🛡 Emergency Services

🏛 Political Info

🏠 General Location Info

Find your garbage, recycling, yard waste and junk set-out dates. Sign up for junk set out and street sweeping reminders by email and text!

# NOVUS INSIGHT | Consolidated Journeys

## MyLouisville

Enter an address to get started. Select from the dropdown to continue.

📍 910 GEIGER ST

### 🗑 Sanitation Services

**Garbage Day:** TUESDAY
**Recycle Day:** FRIDAY
**Yard Waste Day:** FRIDAY
**Junk Set-Out Period:**
Jun 15, 2018 to Jun 17, 2018
Oct 19, 2018 to Oct 21, 2018
**Junk Pickup Reminders - Recycle Coach**
**Street Sweeping**
Street Sweeping Area : 10
Street Sweeping Route : 07
**Street Sweeping Reminders**

### 🛡 Emergency Services

**Fire District:** Louisville Fire District 2
**Police:** Louisville Metro Police Department
First Division
Beat 4

### 🏛 Political Info

**Council Member District:** Metro Council 4

### 🏠 General Location Info

**Zip Code:** 40206
**City:** LOUISVILLE
**Neighborhood:** BUTCHERTOWN

# NOVUS
INSIGHT

## Data Driven Journeys

1. Use data to focus on the journeys that matter the most

2. Identify journeys with the least satisfaction

3. Identify journeys with the most volume of transactions

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NOVUSINSIGHT.COM

# NOVUS INSIGHT | Journey Mapping

- Create a map of the journey from the citizen's perspective.

- Use data from 3rd party sources- 211, Chamber, Visit Jax, etc.

For example, what does the journey of a new Jacksonville resident look like?

Or

What is the journey of an entrepreneur looking to establish a business presence?

# NOVUS
INSIGHT

## Obstacles

- Internal processes/platforms are often the main obstacle.

- Systems are frequently purchased with only the internal process in mind and not the larger picture.

- Is the infrastructure adequate to properly support the journey?

# NOVUS
INSIGHT

## Implementation

- Front facing improvements have the most immediate impact, but they need to address the pain points.

- Eliminate duplicate processes. The mapping exercises will help identify duplicative workflows

- Focus on availability, usability and accessibility of information.

- Provide multiple, consistent channels of access-
  - Web
  - Mobile
  - Chat
  - Phone

# NOVUS
INSIGHT

## Governance & Evaluation

- Since a journey can involve multiple government departments, standards for integration and transparency need to be established.

- Journeys need to be evaluated for efficiency. Evaluate not only the process, but the time it takes to complete the process.

- Evaluation of the entire journey experience, from delivery mechanism to the quality of service must take place.

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NOVUSINSIGHT.COM

# NOVUS INSIGHT

## Service Delivery 2.0

- Efficient information delivery is key to government transparency.

- Websites become crowded when too many journeys are presented at once

- Consider creating a self service journey portal for research, analysis and large data sets.

# Open Data Portals


NOVUS INSIGHT

- Open data portals provide policy makers, researchers, citizens and data enthusiasts with organized access to large amounts of city data.

- Open data portals provide the opportunity for community insight and collaboration.

- Policy makers have the ability to independently research and obtain detail without the administrative overhead and inefficiency associated with paper or even pdf records.

- Data should be accessible and importable into Excel or other data correlation/visualization software.

- Open government portals can increase accessibility, transparency and efficiency, especially when dealing with FoIA requests.

# NOVUS INSIGHT | Open Government Portal Examples

- data.boston.gov
- spending.data.boston.gov

- data.cityofchicago.org

- opendata.lasvegasnevada.gov

- sandiego.nextrequest.com

# NOVUS INSIGHT

## Open Government Portal Prerequisites

- Integration. Open data architecture.

- Robust ERP system

- Robust GIS system

- Cross organization data strategy

- Open government portals require support by senior officials who are empowered to provide top down authority when necessary.

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NOVUSINSIGHT.COM

# NOVUS
### INSIGHT

Contact information

Greg Bugbee, CISSP
Chief Technology Officer
Novus Insight, Inc.
P: 860.282.4200 x704
C: 860.519.8493
E: gbugbee@novusinsight.com

# NOVUS INSIGHT | References

http://opendatahandbook.org/solutions/en/Establish-Portal/

McKinsey Center for Government report Putting Citizens First: How to improve citizens' experience and satisfaction with government services
https://www.mckinsey.com/industries/public-sector/our-insights/how-us-state-governments-can-improve-customer-service

https://www.mckinsey.com/industries/public-sector/our-insights/implementing-a-citizen-centric-approach-to-delivering-government-services

http://blog.visioninternet.com/why-is-usability-important-for-local-government-websites

https://www.govloop.com/digital-services-can-optimize-constituent-experience-2/

# Media Inquiries

Date:_____

Time:_____

Name:_____

Publication/Station:_____

Phone:_____

Fax:_____

Reason for call/email:_____

Specific questions & background information:_____

_____

_____

_____

_____

Deadline:_____

Action:_____

_____

Results:_____

_____

_____

# CARE NUMBERS ON CITIZEN PUBLIC RECORD REQUESTS

## From 10/1/2016 to 9/30/2017

| Issue | Received | Closed | Canceled |
|---|---|---|---|
| Public Records Request | 1290 | 1245 | 57 |
| Public Records Request – Copy of CARE Issue | 237 | 233 | 4 |
| 630CITY - Total PRR | 1527 | 1478 | 61 |

## From 10/1/2017 to 5/10/2018

| Issue | Received | Closed | Canceled |
|---|---|---|---|
| Public Records Request | 702 | 642 | 28 |
| Public Records Request – Copy of CARE Issue | 143 | 141 | 1 |
| 630CITY - Total PRR | 845 | 783 | 29 |

Data supplied by: Monica Cichowlas, Customer Service Manager City of Jacksonville Customer Service Center, through Carla Miller Director, ECO Ethics, Compliance and Oversight

| | |
|---|---|
| **From:** | Foote, Martha <MFoote@coj.net> |
| **Sent:** | Thursday, May 24, 2018 11:18 AM |
| **To:** | Oliver, Marsha; Feiser, Craig; Mousa, Sam |
| **Cc:** | Cichowlas, Monica; Russell, Marlene; Elsbury, Jordan; Hampsey, Colleen; Seetram, Donna |
| **Subject:** | RE: Open Government Meeting |

Martha Foote
Public Records Requests
City of Jacksonville | Customer Service Center
214 N. Hogan Street Suite 1180
Jacksonville, FL 32202
(904) 630-7678
630CITY.coj.net

ONE CITY. ONE JACKSONVILLE.

Please note that under Florida's very broad public records law, communications to and from City of Jacksonville officials are subject to public disclosure.

In response to your questions, I have prepared and replied with answers to all but one.

There were several follow-up questions that we were unable to answer, and are subsequently sharing with you for responses. Please see below and advise Colleen.

The attached chart was provided to the Committee by Carla Miller, prompting several questions.

***A review of the information I have already provided is included first***

*What does Public Records Request - Copy of CARE issue mean? Our CARE system (Citizen Active Response Effort) is the program into which we enter all Public Records Requests. In this system the issues are numbered and tracked. Often, the actual PRR from a requestor is a request for a particular numbered CARE Issue.

*The numbers (closed and cancelled) don't add up to total received - Why? When we receive a Public Records Request, there are 5 departments which work directly with CARE and we transfer their issues directly to them for processing and dealing personally with the requestor with the result of the research. These departments are MCCD, Housing and Neighborhoods, BID, Employee Services and Environmental Quality. Once they leave our queue, they become the full responsibility of the department to which the matter is being transferred.

*What are the reasons for cancellation? Cancellations occur for 2 major reasons. A requestor might decide against the request and ask that we cancel it. Also, if for some reason we find duplicate issues have been entered, we cancel one of them.

*** the remaining question is provide below***

Provide one week of requests, responses, and amount of time required for fulfillment - to offer a snapshot?

1

I have provided the data that Colleen Hamprey requested of me. I researched the Public Records information for May 5-11 and determined 39 Public Records Requests and 8 Public Records Requests –copy of CARE Issues were processed during this time. The number of issues processed each week varies as does the time spent in processing each one-some matters may be resolved in one day while others take longer. The complexity of an issue and the number of custodians consulted determines the length of time for processing each request. Of these numbers, 25 were closed, 12 remain active and 2 were canceled.

The charges vary as well –many of our requests are sent electronically and do not require a fee.

If you have any further questions, please feel free to contact me.

| | |
|---|---|
| **From:** | Feiser, Craig <CFeiser@coj.net> |
| **Sent:** | Tuesday, May 22, 2018 2:32 PM |
| **To:** | Foote, Martha; Oliver, Marsha; Mousa, Sam |
| **Cc:** | Cichowlas, Monica; Russell, Marlene; Elsbury, Jordan; Hampsey, Colleen |
| **Subject:** | RE: Open Government Meeting |

Greetings everyone. I have reviewed my media public records requests as requested by the Task Force. Since 11/13/17, the total is 93 requests, with 82 of those requests completed.

That said, please remember that this is an underestimate. Not only does it not include JSO, it also does not include requests handled directly by Tia and Marsha, as well as some requests that came in and were handled very quickly. I have facilitated a large number of requests, both media and non-media, that would not be in this count. That said, this is my media count for my 6-month tenure.

Best,

Craig D. Feiser, Esq.
Florida Bar Board Certified
Appellate Practice
Assistant General Counsel
City of Jacksonville
Office of the General Counsel
City Hall, St. James Building
117 West Duval Street, Suite 480
Jacksonville, Florida 32202

Office: 904-630-1700
Direct: 904-630-1840
Fax: 904-630-1316
cfeiser@coj.net

-----Original Message-----
From: Foote, Martha
Sent: Thursday, May 17, 2018 4:46 PM
To: Oliver, Marsha; Mousa, Sam
Cc: Cichowlas, Monica; Foote, Martha; Russell, Marlene; Feiser, Craig; Elsbury, Jordan; Hampsey, Colleen
Subject: RE: Open Government Meeting

response to your questions, I have prepared answers to all but one. That will come tomorrow

Martha Foote

## Search - GIS data is stored at time of entry

| Department | Division | Section |
|---|---|---|
| Neighborhoods | 630-CITY | Select All Sections |

| Issue Type | Issue Description | |
|---|---|---|
| All | Public Records Request | |

| Status | Date Range | Date Range Type |
|---|---|---|
| All | 5/5/2018 — 5/11/2018 | Date Issue Entered |

Other Search Criteria
-- N/A --

[ Search ]

## 39 Issues Found

| | Status | Issue # | Entered | Issue Description | Address | Dep/Div/Section | Est. Compl. | Entered By | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | | 2018-5024488 | 5/11/2018 | Public Records Request | 3045 ANNISTON RD | Neighborhoods / 630-CITY | 9/19/2018 | ecare | C |
| 2 | | 2018-5024485 | 5/11/2018 | Public Records Request | 3045 ANNISTON RD | Neighborhoods / 630-CITY | 9/19/2018 | ecare | C |
| 3 | | 2018-5024477 | 5/11/2018 | Public Records Request | 1630 24TH ST W | Neighborhoods / 630-CITY | 9/19/2018 | ecare | C |
| 4 | | 2018-5024444 | 5/11/2018 | Public Records Request | 6333 HOWE DR | Neighborhoods / 630-CITY | 9/19/2018 | ecare | C |
| 5 | | 2018-5024425 | 5/11/2018 | Public Records Request | 14701 PHILIPS HY | Neighborhoods / 630-CITY | 9/19/2018 | ecare | C |
| 6 | | 2018-5024377 | 5/10/2018 | Public Records Request | 117 DUVAL ST W | Neighborhoods / 630-CITY | 9/18/2018 | ecare | C |
| 7 | | 2018-5024308 | 5/10/2018 | Public Records Request | DIVISION ST / 30TH ST W | Neighborhoods / 630-CITY | 9/18/2018 | ecare | A |
| 8 | | 2018-5024208 | 5/9/2018 | Public Records Request | 300 A PHILIP RANDOLPH BV | Neighborhoods / 630-CITY | 9/17/2018 | ecare | C |
| 9 | | 2018-5024152 | 5/9/2018 | Public Records Request | 1439 SPEARING ST | Neighborhoods / 630-CITY | 9/17/2018 | ecare | C |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 10 | 2018-5024149 | 5/9/2018 | Public Records Request | 103 CENTURY 21 DR | Neighborhoods / 630-CITY | 9/17/2018 | ecare | C |
| 11 | 2018-5024123 | 5/8/2018 | Public Records Request | 1539 HENDRICKS AV | Neighborhoods / 630-CITY | 9/14/2018 | ecare | A |
| 12 | 2018-5023876 | 5/7/2018 | Public Records Request | 1189 30TH ST W | Neighborhoods / 630-CITY | 9/13/2018 | ecare | C |
| 13 | 2018-5023759 | 5/6/2018 | Public Records Request | 1539 HENDRICKS AV | Neighborhoods / 630-CITY | 9/12/2018 | ecare | A |
| 14 | 2018-5023687 | 5/5/2018 | Public Records Request | 2966 PEACH DR | Neighborhoods / 630-CITY | 9/12/2018 | ecare | C |
| 15 | 2018-130435 | 5/11/2018 | Public Records Request | 1205 MARKET ST | Neighborhoods / 630-CITY | 9/19/2018 | WStrapp | C |
| 16 | 2018-130176 | 5/11/2018 | Public Records Request | 2020 FOREST ST UNIT# 12345 | Neighborhoods / 630-CITY | 9/19/2018 | LFranchebois | Cancel |
| 17 | 2018-130125 | 5/11/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/19/2018 | WStrapp | A |
| 18 | 2018-130117 | 5/11/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/19/2018 | WStrapp | Can |
| 19 | 2018-130110 | 5/11/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/19/2018 | WStrapp | C |
| 20 | 2018-130104 | 5/11/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/19/2018 | WStrapp | A |
| 21 | 2018-130100 | 5/11/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/19/2018 | WStrapp | A |
| 22 | 2018-130093 | 5/11/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/19/2018 | WStrapp | C |
| 23 | 2018-129969 | 5/11/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/19/2018 | WStrapp | C |
| 24 | 2018-129341 | 5/10/2018 | Public Records Request | 5888 LANNIE RD | Neighborhoods / 630-CITY | 9/18/2018 | ADooling | C |
| 25 | 2018-129326 | 5/10/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/18/2018 | WillAdams | C |
| 26 | 2018-129124 | 5/10/2018 | Public Records Request | 10991 SAN JOSE BV UNIT# 1 | Neighborhoods / 630-CITY | 9/18/2018 | MFoote | C |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 27 | 2018-128718 | 5/9/2018 | Public Records Request | 6605 ALBICORE RD | Neighborhoods / 630-CITY | 9/17/2018 | LewisD | C |
| 28 | 2018-128678 | 5/9/2018 | Public Records Request | 3109 CAPTIVA BLUFF CR | Neighborhoods / 630-CITY | 9/17/2018 | ENixon | A |
| 29 | 2018-128664 | 5/9/2018 | Public Records Request | 3109 CAPTIVA BLUFF CR | Neighborhoods / 630-CITY | 9/17/2018 | ENixon | A |
| 30 | 2018-128660 | 5/9/2018 | Public Records Request | 3109 CAPTIVA BLUFF CR | Neighborhoods / 630-CITY | 9/17/2018 | ENixon | A |
| 31 | 2018-128656 | 5/9/2018 | Public Records Request | 220 FORSYTH ST E UNIT# C | Neighborhoods / 630-CITY | 9/17/2018 | ENixon | C |
| 32 | 2018-128613 | 5/9/2018 | Public Records Request | 4311 SOUTH BEND CR E | Neighborhoods / 630-CITY | 9/17/2018 | CDent | C |
| 33 | 2018-128584 | 5/9/2018 | Public Records Request | 500 ADAMS ST E | Neighborhoods / 630-CITY | 9/17/2018 | ADooling | C |
| 34 | 2018-128502 | 5/9/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/17/2018 | WStrapp | C |
| 35 | 2018-126811 | 5/7/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/13/2018 | MFoote | A |
| 36 | 2018-126782 | 5/7/2018 | Public Records Request | 6229 GREEN PINE LA | Neighborhoods / 630-CITY | 9/13/2018 | CGranato | A |
| 37 | 2018-126686 | 5/7/2018 | Public Records Request | 7266 BARBERIE ST | Neighborhoods / 630-CITY | 9/13/2018 | CGranato | C |
| 38 | 2018-126533 | 5/7/2018 | Public Records Request | 7011 BUSINESS PARK BV N | Neighborhoods / 630-CITY | 9/13/2018 | MFoote | A |
| 39 | 2018-126324 | 5/7/2018 | Public Records Request | 214 HOGAN ST N | Neighborhoods / 630-CITY | 9/13/2018 | WStrapp | C |

**Low Priority**  **Medium Priority**  **High Priority**  **Past Due**  [ NEW ]  [ IN PROGRESS ]  [ CLOSED ]
[ CANCELED ]  [ SPECIAL ]

*Martha Foote* at Neighborhoods/630-CITY as (Division Level Action Taker) on ITDWEBPRD16 at 5/23/2018 6:27:32 PM V 14.3.17.0

# Search - GIS data is stored at time of entry

| Department | Division | Section |
|---|---|---|
| Neighborhoods ▽ | 630-CITY ▽ | Select All Sections ▽ |

| Issue Type | Issue Description | |
|---|---|---|
| All ▽ | Public Records Request – Copy of CARE Issue ▽ | |

| Status | Date Range | Date Range Type |
|---|---|---|
| All ▽ | 5/5/2018 — 5/11/2018 | Date Issue Entered ▽ |

Other Search Criteria

-- N/A -- ▽

[ Search ]

## 8 Issues Found

| | Status | Issue # | Entered | Issue Description | Address | Dep/Div/Section | Est. Compl. | Entered By |
|---|---|---|---|---|---|---|---|---|
| 1 | C | 2018-130552 | 5/11/2018 | Public Records Request – Copy of CARE Issue | 784 LINDA DR | Neighborhoods / 630-CITY | 5/25/2018 | LewisD |
| 2 | C | 2018-130322 | 5/11/2018 | Public Records Request – Copy of CARE Issue | 310 FOX ST | Neighborhoods / 630-CITY | 5/25/2018 | WillAdams |
| 3 | C | 2018-130066 | 5/11/2018 | Public Records Request – Copy of CARE Issue | 900 WOODBRIDGE HOLLOW RD N | Neighborhoods / 630-CITY | 5/25/2018 | JDelgado |
| 4 | C | 2018-129276 | 5/10/2018 | Public Records Request – Copy of CARE Issue | 7915 103RD ST UNIT# 153 | Neighborhoods / 630-CITY | 5/24/2018 | JDelgado |
| 5 | C | 2018-128545 | 5/9/2018 | Public Records Request – Copy of CARE Issue | 9139 MARGOLYN CT | Neighborhoods / 630-CITY | 5/23/2018 | JDelgado |
| 6 | C | 2018-128295 | 5/9/2018 | Public Records Request – Copy of CARE Issue | 9953 SIBBALD RD | Neighborhoods / 630-CITY | 5/23/2018 | KMarshall |
| 7 | C | 2018-126917 | 5/7/2018 | Public Records Request – Copy of CARE Issue | 4442 FRIDEN DR | Neighborhoods / 630-CITY | 5/21/2018 | TeuneyW |
| 8 | C | 2018-126465 | 5/7/2018 | Public Records Request – Copy of CARE Issue | 2051 LANE AV N | Neighborhoods / 630-CITY | 5/21/2018 | WStrapp |

**Low Priority**   **Medium Priority**   **High Priority**   Past Due          [ NEW ]  [ IN PROGRESS ]  [ CLOSED ]

[ CANCELED ]  [ SPECIAL ]

*Martha Foote* at Neighborhoods/630-CITY as **(Division Level Action Taker)** on ITDWEBPRD17 at 5/18/2018 3:12:50 PM V **14.3.17.0**

# Media Inquiries

Date: 12/13

Time: _____

*Muntz*

Name: David Bauerlein

Publication/Station: _____ *Rutsell*

Phone: _____

Fax: _____ Sportscomplex/entertainment

Reason for call/email: Mark Brill

Specific questions & background information: _____

Downtown

(sports/entertainment

San Diego, Nashville; St Lous Nashville

Deadline: _____

Action: _____

Results: _____

# Media Inquiries

☒

Date: 12/4/17

Time: 3:19 P.M.

Name: Matt ~~Galloway~~ Goergel

Publication/Station: T/U

Phone: 359-4082 or 305-8363 (C)

Fax: _____

*(circled: Tia)*

*(circled: 8:30AM 904 305 8363)*

*(circled: last day 12/12)*

Reason for call/email: Ron Littlepage Retirement →

Specific questions & background information: Would like to speak to the Mayor, get his thoughts (5 min.)

Deadline: Friday morning (before noon)

*(margin: 12/7 = call @ 8:30AM)*

Action: _____

F/U w/ Sharyn (Mayor says he'll think about How we can recognize him - proclamation?)

Results: _____

# Media Inquiries

☒

Date: 12/5/17

Time: 1:03 P.M.
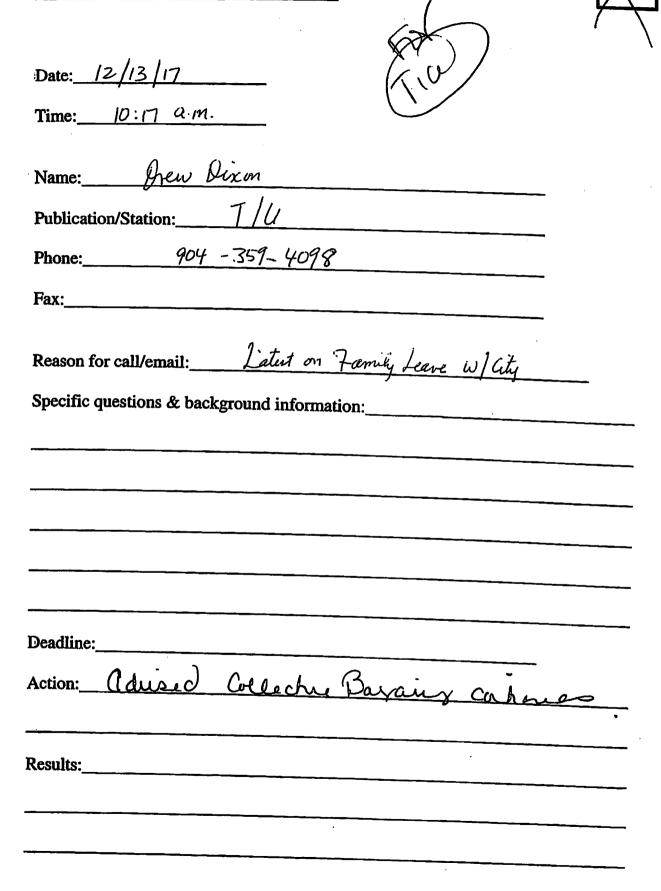
Name: Joe Inderhees

Publication/Station: First Coast News

Phone: 904-633-2442 / 904-814-6124 ©

Fax:

Reason for call/email: Mayor Curry & N. Am. Climate Summit

Specific questions & background information:

Deadline:

Action:

Results: no inute

# Media Inquiries

Date: 12/5/17

Time: 10:26 a.m.

Name: Deanna Bettineschi

Publication/Station: Action News Jax

Phone:

Fax:

Reason for call: Information Request on e-mail Mayor received about JSO officer

Specific questions & background information:

Deadline:

Action: Referred to JSO to advise of their personnel policies.

Results:

# Media Inquiries

— San Mousa
— Mike Weinstein
— Marsha Oliver

☒

A Background
only (no quotes)

Date 12/12/17

Time 2 pm

Name Nate Monroe

Publication/Station FTU

Phone (904) 359.4289

E-mail _____

* No
terms
&
conditions
(details)

Reason for Call: Background — cities perspective & role

Specific Questions & Background Information: The District
M. Weinstein & S. Mousa
— Conceptual discussions w/ Aundra Wallace. —
"Rhyme & Reason" behind JEA's action — "were
protecting the City's best interests"
A negotiated & details → DIA Board → mayor → City Council
extension option recommendations →
(1st required) to assign the purchase/sale agreement 3/18 by
— invest in property that the City owns
— best interest of the City / tax payer $

Deadline: _____

Action: 12/20 = DIA Board mtg @ 1:30pm

City $ → public infrastructure owned by developer

developer $ → " owned by city

Results: if things go south, we own the property & improvements
public assets/infrastructure

Roads
Riverwalk sewer etc.

* structures provides
many future options

"protect
our investment"

# Media Inquiries

Date: 12/13/17

Time: 10:17 a.m.

Name: Drew Dixon

Publication/Station: T/U

Phone: 904-359-4098

Fax:

Reason for call/email: Latest on Family Leave w/ City

Specific questions & background information:

Deadline:

Action: Advised Collective Bargaining cohones

Results:

# Media Inquiries

Date _12/21/17_

Time _4pm_

Name _Jim Pysott_

Publication/Station _News4Jax_

Phone _____

E-mail _DIA → District (mixed-use developer)_

Reason for Call: _____

$18m — Negotiating a mortgage w/ JEA to be paid by devel. Property taxes

**Specific Questions & Background Information:** _____

Schellenberg → "bad deal/start over"

⇒ $18.1M for land purchase

⇒ OiA — DIA Board — Mayor — City Council                    → $45m
Public infrastructure that City owns would be a City asset.
$27m — City puts in balance ————  in property
$18m developer would put in        City does not own
original $ for purchase of land — into public
                                    infrastructure

developer should be lead/no city involvement

**Deadline:** _____

**Action:** _* N. Monroe (FIU) background_ — Protect
taxpayer
$45m will be generated by        Boot — interest —
the development on that property (hotels, condos, etc.)

**Results:** _____
$ not coming from any existing revenue source
of the City (general fund, tax $, trust funds, etc.)
No development/property back to JEA

incentives will go in properties "back"

# Media Inquiries

Date __1/17/18__

Time __3pm__

Name __Local TV — Jaguars Success Interviews__

Publication/Station __w/ MLC__

Phone __WJXT, FCN, A&N__

E-mail _____

Reason for Call: _____

Specific Questions & Background Information: _____

K.J. → 1 of 4 / 1 of 32 ⟩ Jays · "One game at a time"

· Excitement is everywhere / fever · "Hard work & ___"

· Going to game ⇒ yes

- Bet with the mayor ⇒ Not yet; Perhaps before Sunday.

- Premature to plan ahead / careful w/ Coach Marrone's
  approach — One game @ a time

Convention Center → "Everything is a table
time to invest in our city / DT
support ___ public / private partnerships

go through process it
has to w/ DIA
scorecard / best interest
of taxpayers"

sent ___
to unit & ___
___ next this
___ right
place to
invest

The District → P. Rummell
MLC supports
thriving DT
Jax open for
business.
Believe in
& support
mayors

Respect & honor
the process as
.. in all deals

Deadline: _____

Action: _____

Results: _____

# Media Inquiries

Over Delaware
*Resource Solutions

**Date** Jan. 19, 2018

**Time** 4pm.

**Name** Jacob Feldman

**Publication/Station** Sports Illustrated

**Phone** 1 (336) 287-0153

**E-mail** _____

**Reason for Call:** Jags Success

**Specific Questions & Background Information:** _____

- How long has interested/excitement been this high
- Coughlin's return, Marrone, the style culture they brought
   T.C.'s book - "style I believe in" - expectations, hard work,
   grit, discipline, leadership, accountability
- attended OTA's, coaching university
   culture of org now matches the culture of the City
- historically passed on, discounted by media
   Both now demonstrating success, proness (return in
   pension public safety infrastructure improvement

**Deadline:** _____

**Action:** Shad - entertainment district
         meeting w/ developments
- Only NFL stadium w/ an amphitheater.

**Results:** Khan - reputable business leader
   jus JK                    community
   kind      person in Jax
   charitable
   humble
   Believes in Jax
   - landowner has reaped economic
                  development
   - coach your
   (football)
   son
   - Brother
   in law

# Media Inquiries

Date __1/24/18__

Time _____

Name __Lindsey Kilbride__

Publication/Station _____

Phone __(904) 358 · 6359__

E-mail _____

Reason for Call: __Explainer Story__

Specific Questions & Background Information: _____

Rules around confidentially

confidentiality ⇒ F.S. 288.075

Deadline: __3 pm today__

-prefered in person

Action: _____

Results: _____

# Media Inquiries

☒

Date 1/29/18

Time 12:30pm

Name Mariel Carbone

Publication/Station WCTV - Tallahassee

Phone (850) 933. 2819

E-mail mariel.carbone@wctv.tv

Reason for Call: City/Canty Consolidation

Matt Galno
904.366.6614

**Specific Questions & Background Information:**

- consolidation potentially happening in Tally

- asking for help w/ coordinated interviews
w/ people/mayor about how consolidation
& how it helps economic development, etc.
operations

Deadline: Week Feb. 5

Action: Refer to CC/Jax Charter P. Davis

Results:

- KtH — recall proper who have just found
child quarters in your back yard
child's cider "
"bread them a piece of pie"
— mixture remains
—

* where
Smokie
raw apples
? OGC
cider

- "Con who be appreciated?"
- Does a rental unit can
people new of MU crown to
Produce to and of

- Buildings Trusts are always
people who's to on to get
peaches + clusters by —
producer

- disappearance
is participating
CMs always
relates to be
used as "props"

they always to
CM went at else the
discared a thing to a
didn't happen do this
would w CM?
while CM
( )

They didn't
perhaps nee to
parkers need to
often went to
CM went as else the
didn't
( )

CM correctly
repeats is strict —
( ) that a shut
use them can perslaudonn them
adults all
went not
( )

adequate represent
use use a no
acdopts C rent
adopts to "rent
"item "

# Media Inquiries

*— Blatancy in your face*

*authoritarian fascist leaning overreach*

<span style="float:right">☒</span>

**Date** 2/2/18

**Time** 9 AM

**Name** Melissa Ross

**Publication/Station** FCC

**Phone**

**E-mail**

**Reason for Call:**

*Radio Show notes*

**Specific Questions & Background Information:**

- Dead man walking
- concealed weapon permit

"Run of politics; elbows are going to be thrown" —
Mayor sending a message by hosting in 9

⇒ "wrong type of politics" — albert
  ↳ slap in the face

"we have a mayor who if you don't follow along...
Doesn't show the type of leadership we
need in Jax right now"

**Deadline:**

**Action:** "disappointed"

"This politics, not a tea society"
- criticized for making Jax even more partisan

**Results:** Doesn't fit "One City One Jax" message.
Part of the power play, nothing new"

4

# Media Inquiries

Date 1/22/18

Time 3:30pm

Name Paula Horvath

Publication/Station FTU / J Magazine

Phone (904) 359 4645

E-mail

Reason for Call: Interview w/ Parks —— P Joseph or
J. Enz
(Christina Parish @
Hennis)

Specific Questions & Background Information:

Thoughts on lack of playgrounds in
urban downtown Jax.
Are there any? which ones?
If not - plans to build any?
Especially since Kids Kampus closed

Deadline:

Action:

Results:

"high end retail" - in contract language

jacksonlandingfacts.com

# Media Inquiries

☒

Background-
per dis.
litigation

Date 2/8/18

Time 3:00 pm

Name Marilyn Young

Publication/Station 1) Magazine

Phone _____

E-mail _____

Reason for Call: Landing Background

**Specific Questions & Background Information:**

- why landing "not working" - 3 administrations
  failed to reach a deal
- A record - parallel - S. Khan did not participate
  in mcc election
  ↳ not political/set aside when comparr edo.
- approach is business-minded
- Best interests of city/citizens/matrix scorecard} Ratio K10  Business minded proa
  $ 1 out = $ 1 + in ←                    ↳ [long term leases]
                                              viability
- No effort from Sleiman to achieve )
  New evaluation under different administration w/ different
  priorities.

**Deadline:** 3pm - FRIDAY

**Action:** willingness in "meaningful dialogue" - not cites
city is open to ↗

                                              opposite
                                              Russell support -
                                              mlc campaign.
**Results:** Print copy of statement —      District still
                                              Sworn
                                              to
                                              matrix

7) Admin problems history, all b/c Sleiman did
   not support candidate?

# Media Inquiries

D.B... a "once in a generation opportunity"? **

**Date** 2/16/18

**Time** 2:30pm

**Name** David Bauerlein

**Publication/Station** FTU

**Phone** (904) 359·4581

**E-mail** _____

**Reason for Call:** JEA

*Basic protections on front in [founder priorities]

**Specific Questions & Background Information:** _____

Report — Rxn — delivered informally 〉 allows Questions/Review

~uc still going to review w/ team | Not against or for privatization

$3-6B Rxn — experts → Conservative / Good have to

audit → No one "really" knows unless/or until market reacts.

① do right by rate/tax payer "Is their utility" 〉 Sold

② Best for employees / not sold

This isn't mcc's/mayors office's project. — Pethway recommended
— Howard follow through.

**Deadline:** _____

** mcc — would it propose to have reputation to predict "Business cycles" | mcc has not met w/ consultant

**Action:**

— Next Steps — moving forward — a lot to unravel / scope of work

. 40 years scope —      complicated process to analyze a     - joint utility
                        process               - property agreements
**Results:** _____                    - All uses
                                              - first word of refusal
                                              - etc.

— Way conversation is happening
   is being watched by the market. 〉 productive? yet
Int moment for Breaking up utilitie       sends a response?

# Media Inquiries

**Date** 2/16/18

**Time** _____

**Name** W.11 Robinson

**Publication/Station** JBJ

2017-807

**Phone** 265 - 2234

**E-mail** _____

**Reason for Call:** legislation on designated truck routes

**Specific Questions & Background Information:** _____

-> city ordinance on dedicated truck Routs

- where initiative came from

- Main goals? addressing traffic
safety

- copy of amendments.

Aamit Santana
i. Santana

**Deadline:** _____

**Action:** B. Killingworth provided response
sent 2/26/18

**Results:** _____

# Media Inquiries

Date  3/12/18

Time  8:45 Am

Name  Prakash Gandhi

Publication/Station  Florida Specifier — Environmental trade Publi...

Phone  407·924·2215

E-mail  PGA8021006 @ aol. com

Reason for Call: _____

Specific Questions & Background Information: _____

Southside Trash Incinerator

\- lead contamination / ash

$2.5m cleanup

Aerostar SES (contractor)

① General info about work / problems

② Quotes on why project is important.

Deadline: _____

Action: — emailed J. Foster / J. Pappas 3/13  9:30 Am

Results: _____

# Media Inquiries

— Dave Joseph
Brian Birkett

[X]

interview 3/26 @ 11 AM

Date: 3/20/18

Time: 4:39pm

Name: Alison Colburn

Publication/Station: JBJ

Phone: (904) 265.2219 - office / (719) 439.8694 - cell

E-mail: _____

Reason for Call: Park upgrades/waterways

Specific Questions & Background Information: _____

- online Project - PARKS - kayak/boat docks
- larger entrance to "activate waterfront" -
- capturing beaches to access water = St. Johns River access.
- Dec. 2016 - efforts to take advantage of the area's waterways / CM Boyer
① Tillie Fowler kayak launch - westside / NAS Jax
↳ details ⇒ Ringhaver Park

Deadline: COB 3/21/18

- In Design estimated $280K
- Cost? estimated $280K
Proposed fine grant projects for 2018

Action: _____
- new entrance
- parking lot
- accessible shoreline path

② Exchange Island club Island pavilion BB - added a boat dock FINE grant

Results: _____
- picnic shelters anticipated this spring (x2)
additional amenities — more picnic facilities
trail expansions.
potential for primitive camper.

# Media Inquiries

☒
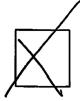
Date: 4-4-18

Time: _____

Name: John Bachman / Kent Justice

Publication/Station: _____

Phone: _____

Fax: _____

Reason for call: JEA

Specific questions & background information:

Where are we w/ JEA / what impacts would it pose for full?
- No effrt underway / bd chair. your exit (knew he was going) to sign it
- wouldn't trust elected officials a lup so it only
have a conv w/ taxpayers (support that taxpayers)
declining revenues when custine box is expirating
- Plant voslte ; Meets w/ unions

Deadline: Has politics ruined it? potential sale? we must
have a timeinsustry.

Action:

_____ Indifferent

Results: Privatization & Sale are 2 diffrut thp

Mayor

# Media Inquiries

☒

Date 4/6/18

Time 3 pm

Name Shelby Danielson

Publication/Station FCN

Phone

E-mail

Reason for Call: JEA

Specific Questions & Background Information: * Didn't expect CC to turn issue into politics.

- No sale/public sale/transaction timeline - Petway - Set value - agreed
- Sp. Ctte used by some as a "PK machine"
- takes away from JEA's strategic future conversation
- Privitization does not necessarily mean a sale
- Complex buy transactions
- JEA Reorg board - scripted comments from ??? Needed independent board w/ business experience
Job as mayor - Strong mayor form of got./can't do anything discussed w/out a vote of CC.

Deadline:

CC — Spec. Ctte — do study related to RFP/JEA

Action:

understand all assets w/in Jax. / 3 tenets
- infrastructure
- no raised taxes

Results:

Put $ on special project" / NO / western Neighborhood public/private partnerships

# Media Inquiries

☒

**Date** 4/16/18

**Time** 12:30pm

**Name** Crystal Chen

**Publication/Station** News4Jax

**Phone** (954) 907.3652

**E-mail** _____

**Reason for Call:** Springfield — trash can & Recycling bin

**Specific Questions & Background Information:** _____

- what is next step
- auto lift is throwing out trash/recycling bins

**Deadline:** _____

**Action:** _____

- advised recycling bins occasional get stuck on truck tipper/as safety precaution crews are not to retrieve.

**Results:** _____

- City pays for replacement carts.

# Media Inquiries

e Se. 1303 (ih)  1303 (ih) ⎫ Need w/
                             ⎭ clarity w/
                               respect to figs.
                                 military figs.

**Date** 4/17/18

**Time** 3:30pm

**Name** R. Colburn, K. Amaro, C. Peele

**Publication/Station** All Local TV

**Phone** _____

**E-mail** _____

**Reason for Call:** Flag @ Jaxp Power Sports.

**Specific Questions & Background Information:** _____

- employee suspension - interaction w/ veteran
- was that necessary - expectation. - (U) employees work for
  the people of jax/veterans/No disrespect
- Nationwide calls for employee fired - immediate axns (suspension)
  ↳ review/investigation (process)
- spoke to veteran (wishes to remain anonymous)
  apologize to veteran in store/all cats.
- review processes/work w/ OGC to review

**Deadline:** _____ / _____
                                          ordinances

**Action:** Nanny withdraws
US flag/military flg

**Results:** _____

# Media Inquiries

☒

656.1303 (:2)
(1)(2)

**Date** 4/17/18

**Time** 2 pm

**Name** Dan Scanlan

**Publication/Station** FTU

**Phone** (904) 359. 4549

655-1234

please call

707 3785

**E-mail**

**Reason for Call:** Neighborhood Summit

**Specific Questions & Background Information:**

— Workshops

— more than 600 registrations

— mail outs / city centers

JTA buses / JEA Bills

SM

mail

— comments from public providing a forum

— Overship of Gov't

— connect w/ each other @ city gov't.

**Deadline:**

**Action:** 3:30pm - Media Avail

**Results:**

# Media Inquiries

Date: 4/17/18

Time: 12:08

Name: Tom Johnson

Publication/Station: Fox, Orlando

Phone: 407-252-8779

Fax:

Reason for call/email: Military Flags

Specific questions & background information: Need some Clarification
- What was Code Violation on 1st Visit from Inspector?

Deadline:

Action: Provided Statement

Results:

# Media Inquiries

☒

Date: 4/18

Time: _____

Name: _____

Publication/Station: Ohio Outdoor News

Phone: _____

Fax: clifford583@gmail.com

Reason for call/email: What are we doing about flap

Specific questions & background information:

We would not - raccoons are dry

Deadline: _____

Action: _____

Results: emailed statement

# Media Inquiries

Date:_____ 4/20/18 _____

Time:_____ 9:30 AM _____

Name:_____ Brittney Donovan _____

Publication/Station:_____ Action News Jax _____

Phone:_____ 904-759-2798 _____

Fax:_____

Reason for call/email:___ Pools Modifications _____

May I please request information about modifications at the following city pools?

What does the work entail and what is the timeline for completion? Why were these pools chosen for upgrades?

## Amusement, Recreation

City of Jacksonville, 4575 Moncrief Road, contractor is Poolsure, pool modification at Clanzel T. Brown Community Center and Park, $158,625.

City of Jacksonville, 8200 Kona Ave., contractor is Poolsure, pool modification at Woodland Acres Pool, $158,625.

City of Jacksonville, 8793 Sibbald Road, contractor is Poolsure, pool modification at Charles Boobie Clark Park and Pool, $158,625.

City of Jacksonville, 2335 Gattis Lane, contractor is Poolsure, pool modification at Pine Forest Pool, $158,625.

Deadline:_____

# Media Inquiries

Date: April 20, 2018

Time: 11:16 AM

Name: Ryan Benk

Publication/Station: WJCT

Phone: 904-358-6319

Fax:

Reason for call/email: JEA/Mayor

Specific questions & background information:____

We got a tip today from a listener that she was a part of a focus group back in Feb. in which she and her fellow

"super voters" were asked about their opinions of JEA and a possible sale. They were also asked about

whether they would vote for the mayor should his reelection be held that day. The focus group was conducted

by Data Targeting, Inc. I know the mayor has been a client of the company.

Was this something the mayor, his campaign or an associated PAC commissioned?

Deadline: As soon as possible

Action:

Results: Referred to Mayor's PAC - Baker

- to minimise impact a his trip
  he'd do this on weekends.
- and provide 5 day notification.

— late May
  early June

_____

accomodations   —

* maintained small driveway
  (which is temporary until project
  is done)

# Media Inquiries

- ~~expiring~~ on ~~rates~~ ~~~~
- installed
- driveway replaced
  alter mat.
  or ~~needed~~

**Date** 5/9/18

**Time** _____

**Name** Paige Kelton

**Publication/Station** AKN News

**Phone** _____

**E-mail** _____

**Reason for Call:** Grant Rd. Project

9 EA - conflict structure Required b/c of sewer.

**Specific Questions & Background Information:** _____

Owns a ~~bug~~ on Grant

we are putting in new sidewalks for Pine Forest

① When he put in his ~~big~~, he had to put in a side walk — distraught that we tore his up to put in our new side walk.

② he took away his driveway (concrete)

③ Utility conflicts — contractor had to redo driveway in ~~gravel~~

**Deadline:** _____

**Action:** _____
design a ~~conflict structure~~ allowing up to custom ~~what out~~ to destroyed ~~~~ ~~street~~ ~~time~~ fabricating some ~~for~~ production catalog May 21. be delivered

provided him some unnecessary inconvenience

**Results:** _____

# Media Inquiries

Date: <u>May 18, 2018</u>

Time: <u>3:18 PM</u>

Name: <u>David Bauerlein</u>

Publication/Station: <u>Times-Union</u>

Phone: <u>904-359-4581</u>

Fax:

Reason for call/email: <u>Joan Mitchell painting</u>

Specific questions & background information: <u>Can you tell me what the city and MOCA will get from the sale of the Joan Mitchell painting at today's auction?</u>

<u>When I was watching the auction at Christie's livestream this morning, I understand the winning bid was $2.7 million.</u>

<u>But when I looked later today at the site, the amount listed as "price realized" was $3,252,500.</u>

<u>Can you tell me which price is the one that city and MOCA would split 50-50?</u>

Deadline:

Action:

Results: <u>Info. was e-mailed to them by MOCA; MD provided seller's agreement</u>

# Media Inquiries

Date: May 18, 2018

Time: 3:18 PM

Name: Christina Swanson

Publication/Station: Jacksonville Magazine

Phone: (904) 707-9256

Fax:

Reason for call/email: Jacksonville Elder Support

Specific questions & background information: Creating story for Jacksonville Magazine on ways seniors can stay active and vital in Jacksonville. Need a quote about all the ways the Adult Services Division helps with that. Ms. Crawford said I had to get a quote from PR and not directly from her.

Is there still a country store where handmade articles by persons 60 years and older can be sold at the fair? Besides the Mayor's holiday festival, please advise any other unique areas or maybe what may be special about the senior services division itself and how they support seniors.

Deadline: Soon

Action:

Results: Information was shared with Gloria Crawford.

**Public Records Requests**

Timeframe: May 5, 2018-May 11, 2018

Quantity: 39

| Reason for Request | Duration from open to close |
|---|---|
| RE# | 1 day |
| RE# | Canceled-duplicate |
| Case for sewer smell | 1 day |
| Foreclosure date | 5 days, referred to Clerk of Court |
| Real estate-occupancy certificate, site plan, code violations, special use permits | 7 days, referred to webpage and Property Appraiser |
| Public speaker cards- City Council meeting | 6 days |
| Reports about sidewalk conditions near Flowers Bakery | 8 days, referred to Public Works |
| Construction service agreement for Veterans Arena | 1 month, no records found |
| RV One Tax Services | Insufficient information to fulfill |
| 3 years of league request forms from tennis courts | Still open, assigned to Parks Dept. |
| Is address licensed | Insufficient information to fulfill |
| Tennis league requests to all city parks, emails from Harrell Thomas | Sent cost estimate at 10 days ($22.50) Still in progress |
| Real estate zoning and code violations | 9 days, referred to website |
| Animal control activity file | Duplicate |
| Award for Metz Street Drainage Project | 4 days, referred to Procurement |
| Award for Hyatt Lane Drainage Project | 1 day assigned to Procurement |
| Award for Ed Ball Chiller replacement project | 7 days, closed through Procurement |
| Award for property disposition | 5 days, assigned to Procurement |
| Award for redevelopment of city property | 4 days, assigned to Procurement |
| Award for Fire Station project | 4 days, assigned to Procurement |
| Information about Community Redevelopment Act | 7 days, resolved through DIA |
| Animal control info at address | 7 days, fulfilled through ACPS |
| Email retention policy for City employees | 5 days |
| Car accident report | 12 days, fulfilled through Traffic Engineering |
| Animal bite report | 9 days, fulfilled through ACPS |
| Procurement winning bid | In progress, sent to Procurement |
| Procurement winning bid | In progress, sent to Procurement |
| Procurement winning bid | In progress, sent to Procurement |
| Animal Control report | 7 days, fulfilled through ACPS |
| Jail vendor contract | 7 days, fulfilled |
| Ash property requirements | 9 days, filled through Real Estate Division |
| Real estate renovation report | In progress |
| Animal control report | In progress |
| Animal bite report | 2 days, filled through ACPS |
| Roadway project contracts | 11 days, in progress, sent to Public Works |
| Vendor information for hurricane debris cleanup | 7 days |

**Public Records Requests- Copy of CARE Issue**

Timeframe: May 5, 2018-May 11, 2018

Quantity: 8

All closed

Reason for Request: Residents requesting copies of CARE issues

Duration from open to close

May 11, 2018- May 15, 2018

May 11, 2018- May 15, 2018

May 11, 2018- May 15, 2018

May 10, 2018- May 14, 2018

May 9, 2018- May 9, 2018

May 9, 2018- May 14, 2018

May 7, 2018- May 7, 2018

May 7, 2018- May 7, 2018

Information provided by Martha Foote, Public Records Request Coordinator

OFFICE OF GENERAL COUNSEL
CITY OF JACKSONVILLE
117 WEST DUVAL STREET
SUITE 480
JACKSONVILLE, FL 32202
PHONE: (904) 630-1672

## MEMORANDUM

**TO:**      Honorable Jack Webb, Council President

**FROM:**    Steven E. Rohan, Deputy General Counsel
Legislative Affairs Department

**RE:**      **Automatic Dissemination of Council Member E-Mails**

**DATE:**    June 13, 2011

---

As you are aware, a number of Council Members have utilized existing technology to <u>automatically</u> "mirror" their City of Jacksonville email messages through electronic public portals. The Mayor's Office offers public viewing of their email – except that all of their incoming email is screened before it is sent to the portal.

A recent technology glitch shut down the City Council's portal. This provided the Office of General Counsel with an opportunity to address the legal ramifications of unscreened email message disclosure. I mentioned our concerns during the ethics seminar on June 2, 2011.

While most of the email messages received by Council Members are in fact disclosable public records, the Council must be reminded that many of the messages received, and certain contents thereof, either <u>should not</u> be disclosed to the public, or <u>can not</u> be disclosed to the public. There are three important types of confidential communications that are of great concern:

1.    Communications that may be subject to public records demands, but are intended to be maintained confidentially until an appropriate time for disclosure. These communications may include such things as employee, constituent, legislative and policy relations.

2.    Communications with messages that are exempt from public disclosure and are intended by law to be kept confidential, such as legal strategy and collective bargaining communications.

1

3.  Communications with information that are by law decreed "confidential" and prohibited from being disclosed, such as medical information, social security numbers, and certain home addresses.

Additionally, the Florida Supreme Court has also ruled that "personal" non-business related documents are not public records and need not be disclosed to the public.

The Office of General Counsel believes that the automatic mirroring and posting of Council Member email communications has a high degree of risk for the inappropriate disclosure of confidential information. This disclosure not only places the interests of the Council and the City of Jacksonville government at risk, but also exposes the City to liability for the disclosure of information that is prohibited by law from being disclosed to the public.

For the foregoing reasons, the Office of General Counsel recommends that the policy of automatic mirroring and posting of Council Member email communications be, at a minimum, modified to develop and provide for an alternative disclosure plan that might involve ECA screening of incoming and outgoing email. Such action would not violate Florida's public records law as such law does not mandate automatic posting of communications under any circumstance. Rather, it would afford the Council the opportunity to integrate new technology in a manner that is more in keeping with the spirit of the disclosure and confidentiality provisions of the public records laws.

If you have any questions or would like to confer with me regarding the subject, please do not hesitate to contact me.

C:  Cindy A. Laquidara, General Counsel
    Cheryl Brown, Council Secretary / Director
    Margaret M. Sidman, Chief of Council Legislative Affairs

# Public Records Request: Government In The Sunshine

The City of Jacksonville, its departments and its independent agencies support the Florida 'Government in the Sunshine' laws, designed to provide transparency and openness in government operations.
The Florida law on 'Public Records' may be found in its entirety in **Chapter 119 of the Florida Statutes**.

## Public Records May be Inspected by Anyone

*'It is the policy of this state that all state, county, and municipal records are open for personal inspection and copying by any person. Providing access to public records is a duty of each agency.'* [Chapter 119.01 (1)]

## Definition of a Public Record

*"Public records' means all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.'* [Chapter 119.011 (12)]

## How to File a Request for Public Records

It is important to note that all requesters may remain anonymous when asking for public records and they do not have to put their request in writing or state why they want the record. To ensure that records are provided in the most efficient manner possible, requests will be fulfilled through the methods outlined below.

### Media-Generated Requests:

Requests from members of the media should be facilitated by the appropriate member of the Media Relations team. Contact Craig Feiser, Esq., Office of Public Accountability, (904) 630-1840, CFeiser@coj.net.

## Public/General Citizenry Requests

Here are some ways to request a public record:

Call 630-CITY (904-630-2489) to file the request. The requester will be provided a tracking number to allow them to check the status of their request.

File the request using the **online system** for 630-CITY. The requester will be provided a tracking number to allow them to check the status of their request.

Fax the request to (904) 255-4968.

## Public records requests related to a lawsuit:

Please submit records requests related to a lawsuit or pending litigation to the Office of General Counsel for handling by calling (904) 630-1700.

## Requests for Public Records Related to City Council

Requests for records related to City Council will be facilitated by the City Council Secretary at (904) 630-1452 or **CLBrown@coj.net**.

## Costs of Public Records

Florida law authorizes the city to charge for the production of documents deemed to be public records. Providing more than a few documents for free, however, places a financial burden on the city that necessitates charging statutorily-authorized fees.

In light of the extremely high volume of requests, and due to current budget restraints, a standardized policy regarding the processing of public records and the related statutory fees is necessary. Outlined below is the

city policy for providing copies of public records to a member of the public or the media.

Typically, public documents fall into two categories-- hard copy documents and electronically-stored information. If a request includes a combination of both hard-copy and electronic documents, the processing cost will include both components.

## Hard Copy Requests

*For requests to review but not copy documents:* The documents will be made available for the requester by a stated date, time and location communicated with the requester.

*For requests of copies of existing documents of 10 pages or less:* The documents will be provided free of charge.

*For requests in excess of 10 pages:* There will be a charge of $.20 per page for two-sided copies ($.15 per copy for one-sided copy) of documents not more than 8 ½ by 14 inches for every page greater than 10. This includes printed booklets, including Annual Budget books, Comprehensive Annual Financial Reports, etc.

> The requester will be made aware of the anticipated cost associated with document production. The requester must agree to the estimate and authorize the city to proceed with document reproduction before reproduction will begin.

> Once document production is complete, an invoice will be provided to the requester reflecting the final cost. The requester must provide payment at the time they wish to pick up the requested documents.

> Should the request require more than one-half hour (30 minutes) of employee time (to gather documents and copy them, for instance) the requester will also be charged for that

time at the hourly rate of compensation for each employee involved, rounded down to the nearest half hour. Every effort should be made to ensure that the work is conducted by a qualified employee with the lowest hourly rate. The requester will be made aware of any anticipated costs related to document collection before the employee begins the process. The requester must agree to the estimate of charges and authorize the city to proceed with gathering documents before this process will begin. Once all documents are prepared, a final invoice will be provided to the requestor reflecting the actual amount of time it took and the associated cost. The requester must provide payment in full at the time they wish to pick up the documents.

Should the documents require redaction of information exempt from Florida Statutes 119 prior to providing them for review, and the time to do this exceeds more than one-half hour (30 minutes of employee time, the requester will also be charged for that time at the hourly rate of compensation for each employee involved, rounded down to the nearest half hour. The requester will be made aware of any anticipated costs related to redaction before an employee begins the process. The requester must agree to the estimate of charges and authorize the city to proceed with gathering documents before this process will begin. Once all documents are prepared, a final invoice will be provided to the requestor reflecting the actual amount of time it took and the associated cost. The requester must provide payment in full at the time they wish to pick up the documents.

Should the request require documents or files to be retrieved and transferred from off-site storage, the requester will be responsible for the cost of retrieving those items. The requester will be made aware of the costs related to document retrieval before an employee actually has the files sent over. A final invoice will be provided to the requestor reflecting the actual

associated cost of retrieval. Payment should be made at the
time the documents are provided for review.

## Electronic Information Requests

IMPORTANT: The City of Jacksonville Information Technology
Department (ITD) is budgeted as an Internal Service Fund. An Internal
Service Fund is a fund used to account for the financing of goods or
services provided by one department to other departments or agencies of
the city, other governments or by the requester, on a reimbursable basis.
In short, every action taken by ITD must be paid for by the organization or
individual utilizing that service. Therefore, all electronic data will be
provided utilizing prescribed costs outlined by ITD, which accounts for the
*actual* cost of performing that service.

## Exporting data from City of Jacksonville software applications/operating systems/databases

A great deal of data resides in a variety of software applications
and operating systems that require training to use. In order to
provide such data, it must be exported by ITD using prescribed,
SPECIFIC parameters in coordination with the
department/division that maintains the data.

When such data is exported from an application, there is a
possibility that the data may be inadvertently manipulated by
pushing it into a new format (Example: data maintained in
financial software that is exported to Excel). Therefore, following
the export of the data by ITD, the information must be reviewed
for accuracy by the department/division that maintains that data.

Records will be provided in PDF or hard copy format. An
attempt will always be made to e-mail the data to the requester
to avoid additional charges.

*Cost:*

For each request requiring ITD resources, the cost is determined by the following factors:

Analyst time

Media (DVD, CD, etc.)

Paper Copies

System resource charge

Should the request involve more than one-half hour (30 minutes) of employee time (to validate raw data, or redact exempt information, for instance), then the requester will also be charged for that time at the hourly rate of compensation for each employee involved, rounded down to the nearest half hour, in addition to any ITD-related system processing charge.

The requester will be made aware of any anticipated costs associated with information production.

## Emails

Most emails to and from city officials are considered public records. In years past, when a request was received, employees were able to conduct searches within their own Outlook email systems to comply with the request. As server capacity has become strained, ITD now has a policy of archiving messages in an electronic vault storage system. Because of this process, an employee's search of his or her Outlook system may not produce all emails responsive to a request.

As such, to ensure a complete and accurate response to public records requests for emails, it is advised that requests for email records be recovered by ITD. The exception to this is if the email account holder can attest that all e-mails responsive to the request are available to him or her and can produce the documents without the assistance of ITD.

When requesting that ITD pull information from the vault storage email system, the requester should specify if the search is related to key word or date periods. If they are requesting a key word search, the requester should provide the key words.

If the response to the request results in a large quantity of emails, files will be saved to a CD/DVD to avoid unnecessary paper usage. However, e-mails may also be provided in hard copy format. (See applicable costs in 'Hard Copy Requests' and 'CDs/DVDs'.)

*Cost:*

For each request requiring ITD resources, the cost is determined by the following factors:

Analyst Time

Media (DVD, CD, etc)

Paper Copies

System Resource Charge

Should the request involve more than one-half hour (30 minutes) of non-ITD employee time (to redact exempt information, for instance), then the requester will also be charged for that time at the hourly rate of compensation for each employee involved, rounded down to the nearest half hour, in addition to any ITD-related system processing charge.

The requester will be made aware of any anticipated costs related to redaction before an employee begins the process. The requester must agree to the estimate of charges and authorize the city to proceed gathering documents before this process will begin. Once all documents are prepared, a final invoice will be provided to the requestor reflecting the actual amount of time it took and the associated cost. The requester must provide payment at the time they wish to pick up the documents.

## CDs/DVDs

*Cost:*

For requests of one copy of a CD or DVD, the item should be provided free of charge. For additional copies, there should be a charge of $2 per CD and $5 per DVD.

Should the request involve more than one-half hour (30 minutes) of employee time (to locate an old file or transfer video from a VHS tape to DVD for instance), then the requester will also be charged for that time at the hourly rate of compensation for each employee involved, rounded down to the nearest half hour.

The requester will be made aware of any anticipated costs related to redaction before an employee begins the process. The requester must agree to the estimate of charges and authorize the city to proceed gathering documents before this process will begin. Once all documents are prepared, a final invoice will be provided to the requestor reflecting the actual amount of time it took and the associated cost. The requester must provide payment at the time they wish to pick up the documents.

## Photos

Many photos taken by the City of Jacksonville photographer may be obtained by visiting the city's photo sharing site on **Flickr.**

This site allows visitors to obtain both high and low resolution photos for electronic and print purposes.

There is *no charge* for using this service.

## Fulfillment Time

The records should be provided to the requester in a reasonable time frame. The amount of time needed to retrieve and compile requested

records should be communicated to the requester and all efforts to adhere to this time frame should be made.

## Payment, Receipts and Handling of Money

Payment MUST be made in the form of cash (exact change) or exact money order amount. While personal checks cannot be accepted, the city is able to process checks from businesses.

630-CITY will facilitate the monetary transaction and provide a receipt.

Payments should be brought to the Ed Ball Building, First Floor, 214 North Hogan St.

# What if I have a question about the process or a problem with obtaining Public Records?

For public records related to City Council, please contact Cheryl Brown at CLBrown@coj.net or 904-630-1452. For media public records requests related to the city's executive branch, please contact Craig Feiser, Esq. at CFeiser@coj.net or (904) 630-1840. For non-media public records requests related to the city's executive branch, please contact Martha Foote at 630CITY@coj.net or 904-630-CITY.

| | |
|---|---|
| **From:** | Hampsey, Colleen |
| **ent:** | Sunday, May 20, 2018 10:30 AM |
| **To:** | Alberta Hipps; Ann-Marie Braddock; Audrey Moran; Cleve Warren; Dr. Sherry Magill; Hank Coxe; James Overton (james.overton@outlook.com); Michael Lockamy; Phillips, Jon; Rachael Fortune; Ron Littlepage; Sabeen Perwaiz; Ywana Allen |
| **Subject:** | FW: Task Force on Open Government-follow up question |

In response to the email sent by Marta Foote which said the following about public records requests:

*"The numbers (closed and cancelled) don't add up to total received - Why? When we receive a Public Records Request, there are 5 departments which work directly with CARE and we transfer their issues directly to them for processing and dealing personally with the requestor with the result of the research. These departments are MCCD, Housing and Neighborhoods, BID, Employee Services and Environmental Quality. Once they leave our queue, they become the full responsibility of the department to which the matter is being transferred."*

I received a question from Task Force member Sabeen Perwaiz:

*"Just so I am understanding this correctly, closed means that they have left the 630 City database. There is no way to know if the department actually completes and then closes the request?"*

In follow up, I received the below email from Ms. Foote about the disposition of citizen record requests.
Thank you,

*Jleen Hampsey*
Research Assistant

Office of City Council
Research Division
117 West Duval Street, Suite 425
Jacksonville, FL 32202
CHampsey@coj.net
904.630.1498 Office
904.630.3403 Fax

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**From:** Foote, Martha [mailto:MFoote@coj.net]
**Sent:** Friday, May 18, 2018 5:30 PM
**To:** Hampsey, Colleen
**Subject:** RE: Task Force on Open Government-follow up question

No, "closed" means the custodian has sent the information to me, I have sent the information to the requestor and I close the issue. I know it is closed.

When we send the info to one of the 5 depts. mentioned as handling their own issues to their final stage, it is up to that dept. to then keep it in its queue until they close the ue. We assume it is carried through to its final stage.

As this explains it, I "close" issues I have remaining in my queue -the other 5 depts.."close" the issues from their queue. 2 separate functions.

Hope this helps !

*Martha Foote*
*Public Records Requests*
City of Jacksonville | Customer Service Center
214 N. Hogan Street Suite 1180
Jacksonville, FL 32202
(904) 630-7678
630CITY.coj.net



ONE CITY. ONE JACKSONVILLE.

**Please note that under Florida's very broad public records law, communications to and from City of Jacksonville officials are subject to public disclosure.**

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**From:** Hampsey, Colleen
**Sent:** Friday, May 18, 2018 4:20 PM
**To:** Foote, Martha
**Subject:** Task Force on Open Government-follow up question

Martha,
Based on the email you sent about the disposition of records requests, and what it means when one is labeled as closed, I received the following inquiry from one of the Task Force members:
"Just so I am understanding this correctly, closed means that they have left the 630 City database. There is no way to know if the department actually completes and then closes the request?".

Could you clarify this point?

Thank you,

*Colleen Hampsey*
Research Assistant

Office of City Council
Research Division
7 West Duval Street, Suite 425
Jacksonville, FL 32202
CHampsey@coj.net
904.630.1498 Office

We've spent much of our time talking about public records.
Much of that conversation has centered on emails and requests by the media.
In some ways, we got a bit off track by concentrating so much on emails. They are but one type of public record that should be easily accessible but aren't.
We should also be clear that reporters have no special standing when it comes to seeking public records. They are simply members of the public, and all members of the public should have access to what their government is doing.
We've heard members of this administration say they are following the

law when it comes to releasing public records.

As I said at the last meeting, the administration may be following the letter of the law but certainly not the spirit of the law.

Once a member of the public has requested a record that is then deemed public, there is no reason that the mayor's chief administrative officer, chief of staff and communications director should have to sign off before that public record is released.

The administration argues that its protocol meets the "reasonable" time frame included in Chapter 119. I would argue that it does not.

Certainly, the statute allows for reasonable time to find the requested document, to determine it is public and to reproduce it.

But not included in that time frame is extra time to alert political appointees that it is being released.

At our last meeting, Brian Hughes and Marsha Oliver answered questions about the availability of department heads to talk to the media.

Both of them said any requests for information would have to come through them.

Ms. Oliver assured us that her goal is to make sure reporters talk to the correct people and get the right information. She also said she will work with

reporters to set up interviews with department heads.

Let me share a personal story.

Before I retired I was assigned to do a story for J Magazine on McCoys Creek and the Emerald Necklace.

The creation of the Emerald Necklace had been recommended by a group that met more than a decade ago to develop a vision for Downtown.

Sam Mousa was a member of that group. He would be a logical person to interview. He helped develop the strategic plan. He has plenty of government experience. And he's an engineer who can explain some of the technical difficulties involved in restoring McCoys Creek.

I've known Sam for more than 20 years. We share a bond of both being from Corpus Christi, Texas, and having attended rival high schools there.

I've worked with Sam through several administrations and always found him to be a good source of honest information.

When I asked Sam for an interview, the request was kicked to Ms. Oliver.

There it died despite several attempts by me to set up an interview.

When I asked Sam, whom I still consider to be a friend, what was going on, he replied he had to abide by his boss's wishes.

I don't think that is "working with the media" as Ms. Oliver claims, and I'm

certain I'm not the only reporter that has encountered such a road block.

The story for J Magazine was not a negative article and it was never intended to be.

Without Sam's perspective in it, the public was deprived of valuable information.

I would like to make one other point before closing.

Earlier in our meetings, we talked about the fact that emails for members of the City Council are not put on the city's website like those of the mayor's.

We've been given a copy of a memorandum written by Steve Rohan, then a deputy general counsel, in 2011.

To be clear, it was a memorandum from Rohan and not an official decision by the general counsel.

Rohan said that automatically putting the council emails on the city website without screening them for material that should not be released to the public could result in the city and the council members being liable for damages.

The council members at the time, who never liked the public reading their emails, used the Rohan opinion to stop the practice.

We have received a copy of that memorandum.

I want to emphasize the memorandum's conclusion:

"The Office of General Counsel recommends that the policy of automatic mirroring and posting of council member email communications be, at a minimum, modified to develop and provide for an alternative disclosure plan that might involve ECA screening of incoming and outgoing email. Such action would not violate Florida's public records law as such law does not mandate automatic posting of communications under any circumstance. Rather, it would afford the council the opportunity to integrate new technology in a manner that is more in keeping with the spirit of the disclosure

and confidentiality provisions of the public records law."
That was written seven years ago.
And that should have been more than sufficient time to solve this problem.
I would like to thank the chair for giving me this time.

Jacksonville City Council

**Task Force on Open Government**

Access to Government Survey Report
June 6, 2018

Prepared by: Colleen Hampsey, MPA

Jacksonville City Council Research Division

Jacksonville City Council
**Task Force on Open Government**
Access to Government Survey Report
June 6, 2018

Methodology

This survey was conducted at the request of the Jacksonville City Council Task Force on Open Government. The total sample was 258 respondents in Duval County, 58 from in-person surveys at the Neighborhood Summit on April 21, 2018 and 200 online through a link on the City website which was available April 18-May 22, 2018. The online surveys were conducted through the free survey development tool Survey Monkey and the data analyzed using SPSS statistical software. Based upon the zip code responses, the total sample includes respondents living in Jacksonville and the beach communities.

Note: This is a non-randomized and specialized non-representative sample, and as such generalizations to the overall Jacksonville population are not possible. Individuals who are already more actively engaged with local government may be overrepresented.

Summary of Findings

- For these survey respondents, the most frequently used methods to communicate with public officials about local issues are email (62 percent), attending a government meeting (54 percent) and in-person (46 percent). Social media, 18 percent, is the least frequently used communication method. In the total sample, 14 percent of respondents have never contacted any of the City of Jacksonville's elected officials.

- To contact any of the other City of Jacksonville's departments, telephone (58 percent), 630-CITY (51 percent) and email (49 percent) are the most frequently used methods for the total sample. Social media (11 percent) is the least frequently used communication method. In the total sample, 17 percent of respondents have never contacted any of the City of Jacksonville's departments.

- In the total sample, 43 percent have spoken or given public comment at a City of Jacksonville's government meeting and 38 percent have not, and 19 percent have never attended a government meeting.

- The majority of respondents, 82 percent, have listened to a City of Jacksonville's government meeting on the radio, or watched one on television or live streamed on the internet, while 18 percent have not.

- The majority of the total sample, 64 percent, usually gets information about the City of Jacksonville's new laws, programs or policies from local television news and 52 percent from the City's website and 49 percent from local newspapers.

- In the total sample, 56 percent of respondents describe the City of Jacksonville's website as easy to use to find what they need.

- When asked if the local government in Jacksonville is open and accessible to the public, 50 percent of respondents said yes and 41 percent said no.

# Jacksonville City Council
## Task Force on Open Government
Access to Government Survey Report
June 6, 2018

## Survey Results

Age

|  | Total Sample n=258 |
|---|---|
| 18-24 | 1% |
| 25-34 | 10% |
| 35-44 | 14% |
| 45-54 | 24% |
| 55-64 | 25% |
| 65 and older | 24% |
| No answer | 2% |

Gender

|  | Total Sample n=258 |
|---|---|
| Male | 37% |
| Female | 54% |
| No answer | 8% |

Race

|  | Total Sample n=258 |
|---|---|
| African American | 23% |
| Asian | 1% |
| Hispanic | 1% |
| White | 56% |
| Other | 3% |
| No answer | 16% |

Q1. In what way have you ever contacted any of the City of Jacksonville's elected officials to express your opinion about a local issue? **Select all that apply.**

| | Total sample   n=258 |
|---|---|
| Telephone | 45% |
| Email | 62% |
| In-person | 46% |
| Social media | 18% |
| Attended a government meeting (City Council, town hall, committee, and boards/commission) | 54% |
| I have never contacted any of the City of Jacksonville's elected officials | 14% |

*The total exceeds 100% because respondents could choose multiple answers

Q2. In what way have you ever contacted any of the other City of Jacksonville's departments to express your opinion about a local issue? **Select all that apply.**

| | Total sample   n=258 |
|---|---|
| Telephone | 58% |
| Email | 49% |
| In-person | 30% |
| Social media | 11% |
| 630-City | 51% |
| I have never contacted any of the City of Jacksonville's departments | 17% |

*The total exceeds 100% because respondents could choose multiple answers

Q3. Have you ever spoken or given public comment at a City of Jacksonville's government meeting (City Council, town hall, committee, and boards/commission)?

| | Total sample   n=258 |
|---|---|
| Yes | 43% |
| No | 38% |
| No, I have never attended a meeting | 19% |

Q4. Have you ever listened to a City of Jacksonville's government meeting on the radio, or watched one on television or live streamed on the internet?

| | Total sample   n=258 |
|---|---|
| Yes | 82% |
| No | 18% |

Q5. From which of the following sources do you usually get information about the City of Jacksonville's new laws, programs or policies? **Select all that apply.**

| | Total sample   n=258 |
|---|---|
| City email newsletter | 22% |
| Social networking sites (Facebook, Twitter etc.) | 38% |
| Government meetings | 37% |
| Local television news | 64% |
| City's website | 52% |
| Local newspapers (print or online) | 49% |
| Local radio | 36% |

*The total exceeds 100% because respondents could choose multiple answers

Q6. How would you describe the City of Jacksonville's website?

| | Total sample   n=258 |
|---|---|
| It is easy to use to find what I need | 56% |
| It is not easy to use to find what I need | 35% |
| I have never used the City's website | 9% |

Q7. Do you think that the local government in Jacksonville is open and accessible to the public?

| | Total sample   n=258 |
|---|---|
| Yes | 50% |
| No | 41% |
| No Answer | 9% |

Q7. Do you think that the local government in Jacksonville is open and accessible to the public? Briefly explain why or why not.

| YES |
|---|
| always have open meetings to the public |
| because of community engagement |
| never had issues. Website runs smoothly |
| calling 630-city is very easy to use and if I want I can speak to city employee during regular business and not wait a long time on hold |
| easy to talk to |
| in contacting someone, they usually reply |
| I've attended commission meetings and felt it was easy for me to provide input on topics |
| your meetings are open and available. We need to get more people involved. Some of the city council are not as open and available and responsive as they should be. |
| able to review information I need |
| It has always been helpful |
| necessary |
| it is majority of time |
| I go to city center, tried the website everyday the website is up |
| you can find out about anything in website |
| some |
| unsure will have to try it |
| depending on your needs |
| you can get good info at CPAC. Being a part of CPAC is important. Don't' sell JEA!! |
| They tell you meeting dates and all update on what's happening in our city |
| when I need help I get it |
| It's stated in meetings I've attended |
| Elected officials attend various community functions and are more than willing to answer concerned citizens questions |
| because I can express my opinion |
| only through an advocate i.e. representative or group |
| they are available very much engaged with community |
| Joyce Morgan |
| all questions answered in a timely manner (most times) |
| mayor comes to the neighborhood -senior walk- get to talk with them |
| doing good job |
| always willing to come out and support the community |

| |
|---|
| I can access the Mayor's Email inbox. So yes. |
| You can call the Council Member or email them and get the answer. |
| Very little effort is required to effectively participate in the process. |
| while local government seems to be accessible; its austerity gives one pause to enter. |
| In some ways, but in other ways no, I have heard repeatly that the public sector in general belive that Council Members make them feel little. |
| It is accessible to those who know how to access it. Many citizens are not aware of how accessible local government is or should be. |
| Some parts are but some parts are not. |
| There are a number of ways for a Jax Citizen to find out whta's going on in Jacksonville |
| Yes...but there is a lot more that goes on outside council meetings that we will never know about. |
| on line meetings. City Council web page hot topics |
| For people who are genuinely interested in what's happneding inside COJ it's very easy too follow along. |
| legal obligation helps make it feel accessible |
| Plenty of information available |
| yes |
| Sometimes but not always. i have the impression many things are decided behind closed doors especially in the mayor's office. |
| Only on occasion have I ever had a problem contacting an individual or department regarding an issue. COJ.net is very useful and helpful and the people manning the phones seem to be very knowledgeable and informed. |
| I regularly attend the SE CPAC meetings - lots of info available there! |
| some departments are more accessable than others |
| Yes, the public can come to office and speak with |
| Goofy unanswerable question |
| Yes. Meetings and public records are on-line. |
| It's available on many different sources. |
| For my concerns it is accessible. |
| City Council-Yes, Mayors Office-less so. |
| "Kind of" is probably a better answer -- there is tacit transparency, driven by public records law or actions that a government can't help but to do (e.g. meeting webcasts), but not a clear commitment to making government easily accessible outside of City Hall. |
| I'm able to easily find minutes, budgets and reports. |
| Yes it is open and accessible to the public; however, certain residents of our city have more limited access because of limited opportunities. |
| Some city council members are. The mayor is receptive only to people with a great deal of money. |
| Email and phone numbers are easy to find on the website |

| |
|---|
| yes |
| It is extremely ADA compliant. As a disabled woman things like this poll are difficult to access but the City's website is incredibly easy to access. |
| Appear it is |
| This website is better than any other city's website. Period. I can always find exactly what I'm looking for. |
| Your website is the best thing about you, honestly. Nothing else is nearly as transparent. |
| Your government is completely shut out to the public about everything. This sale of JEA business is way too risky. But at least your website is easy to get information with. |
| Your website is like an open book. Please keep doing what you're doing on there. |
| You guys are amazing. Keep doing whatever it is you're doing. |
| Townhall meetings are helpful |
| we believe in healthcare for all, we believe that organ donation and transplantation is a gift that we can give back. It is one of the great gifts that many of us in our own families have supported our family members and those we love to make this kind of donation. We know that sometimes it is a hard decision but that it gives you and your family an opportunity to think about ways that you can contribute that you may not have considered. Organ donation is a gift of love and we hope that it is one that you will prayerfully consider. |
| accesssible but they dont listen |
| COJ website provides more than reasonable access |
| no comment |
| No reason to not believe |
| Council is available but other areas seem restricted. |
| There are many ways to contact our councilmen even if we have to go through their assistants. |
| Mostly some never respond to an email Is there a better form of contact? |
| Jacksonville local government is very accessible to the public and very approachable. |
| Some members of the local government in Jacksonville are and some aren't |
| Elected officials are accessible as are their staff. There is always room for improvement. Some quasi-independent agencies do not post their minutes or agendas online and are not accessible |
| just as open as any city |
| I don't know. |
| Yes, if you know where to go to find info. |
| So far I have had success getting things done in my neighborhood. |
| I think they try to be. But... Lion Lenny Curry, Sam Mousa and Brian Hughes make it difficult. |
| I have been able to attend special committee meetings during the day. |
| Information is accessible an real time. The Council infiormation and website provides insight into the process. Public Meetings and Public Notices and all documents are online and ready to be viewed. Also if you miss the meeting there are archived meetings. I can watch on tv, phone, computer.. amazing!!!! |

| |
|---|
| my councilman is around and about |
| Cause it's public |
| Do NOt SELL JEA |
| Yes, public meetings, email, tv... need to better letting people know how they can access local government. |
| yes |
| I can email or call my council member |
| I think they do the best they can. I think most folks ignore local government until they care about comes up then they don't know how the process works and blame the city when they don't get their way. |
| Not entirely sure about all departments. |
| Yes, between the website and knowing the system it is accessible |
| yes. I usually get a response to an email even if the problem is not resolved to my satisfaction |
| We have many outlets to be informed of the issues. |
| Yes. If anything too open. |
| Public meetings allow for comments |
| Sometimes;depends on the issue |
| In most cases, yes. Best access for those of us who work is through community meetings - CPAC is best because we have city officials at our meetings. |
| I am a member of CPAC and 2 city council in particular, Joyce Morgan and Aaron Bowman attend on a regular basis; they are very engaged with the community by listening and sharing information -- Both are doing a great job!! |
| I communicate with my local councilman regularly |
| easy to contact |
| Because u can attend city meeting to express yourself and yoi can always call or express yourself on line |
| Somewhat. The use of the 630-City number is a good idea. I have had a few experiences where the use of that number leads nowhere. Either the person that answers, do not know where to send me for a particular problem. I have had to use the internet to locate the info. |
| I think the information is easily accessible, but people within the community need to speak up on issues more often. |
| depends on what part of local referring to |
| No real opinion |
| The public is invited to most meetings. |
| I can watch it on tv and if necessary e-mail them. |
| yes |

| NO |
|---|
| hard to find what you need on website, departments don't seem to work together |
| There are some things that should be discussed among themselves and brought to the public |
| decisions made too quickly and come as a surprise sometimes |
| I believe it could be easier to see government offered out more |
| The public doesn't understand how to navigate bureaucracy. Lack of resource knowledge |
| Mayor refuses to meet with I Care |
| never attend a workshop |
| hard for the visually impaired |
| No. They make deals behind the scenes and then everyone, including the ethics officer, pretends that it did not happen. |
| NO. FIRST, MEETINGS ARE NOT HELD AT A TIME OR PLACE THAT IS CONDUCIVE TO PUBLIC PARTICIPATION (EXCEPT BI-WEEKLY COUNCIL MEETINGS). ALSO, TOO MUCH GOES ON IN THE MAYOR'S OFFICE THAT IS INTENTIONALLY HIDDEN FROM THE PUBLIC, TRUE TO A LESSER EXTENT WITH INDIVIDUAL COUNCIL MEMBERS. |
| Too much happens behind the scenes, I understand the Sunshine Law and its applicability to Board and Commissions vice the Executive. However, the Mayor's Office needs to be more committed to transparency and stop having one on one meetings with Council Members. If they are working on matters for the benefit of the public, they should be willing to expose those meetings to public scrutiny, even if the law does not require it. They hide behind the protections of the Sunshine Law while blasting the Council for very minor transgression of it. Honest and open government should not be afraid to expose all of its inner workings to public scrutiny. |
| Mayor and city council in a power struggle |
| no online email submission forms, confusing web site |
| The legislative process is difficult to follow. I can find no explanation of how bills make their way from introduction to being enacted. Also, how is reading bill numbers in rapid succession "Reading Ordinances"? At the least, the synopsis should be read. |
| JEA. Intermin CEO selection is a travesty. Events leading up to it wreaks of cronyism. |
| No one has any understanding of the procedures, and there seem to be many ways to end around Sunshine Laws. |
| The JEA issue is a black cloud over city government |
| The process for legislation is not apparent |
| It is hard to get an appointment to meet with them |
| Not enough time to voice concerns at council meetings |
| In a city this size it can be hard to spread messages and awareness, but I also think that the city uses this to its advantage in some situations. |
| Consolidated Jacksonville is way too big. Attending meetings downtown are just too difficult. Proximity is important for participation. People do not feel safe driving downtown or parking downtown. The traffic around the city is awful and very dangerous. |

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| I don't know how to find out how proposed resolutions and ordinances might affect me; I don't know how those items move through council and committees and when I can voice my opinion effectively |
| Not until they are forced to be by a few brave elected officials who then will get ripped apart in the media for standing up for what is right. If a public official will get openly attacked for speaking up, the average citizen isn't going to risk that by stepping forward and challenging local government leaders as a result. |
| Need stronger Sunshine law |
| Nobody talks about it. Jacksonville needs atmosphere, ambiance, culture. Taylor Hoefener is here to bring it. |
| hard to learn about events, opportunities or how the process works |
| removal of andrew jackson logos and all other confederate monuments in status |
| Like all govts, the officials do what they want, not what we want - just look at the JEA sale, the proliferation of billborads & e-signs, tree cutting, and over-development and violation of community zoning preferences. |
| You can say how you feel, because there is retaliation |
| There is large lack of transparency with this administration. Items are fully cooked bfore they are introduced |
| Too much secret dealing. |
| Open in the most basic sense, yes, but I don't feel as if the city is sincere in wanting to hear from the public |
| too much is done by officials in private settings |
| Unsure - Media portrays agenda kept away from public eye (i.e. sale of JEA) |
| Too many important decisions are made by elected officials outside of public view. |
| I believe there are too many loopholes to the sunshine law (i.e. the "one on one" meetings used for the JEA CEO debacle. |
| Reasons that the web site doesn't show or include people of color, for a city to thrive, and grow it has to accept all citizens regardless of color. We are not responsible for the color of our skins, our creator is. This country can be a much better country if only it can accept any other race, than the white race. |
| Accessible, perhaps, but open, not at all. The secret of the JEA proposed sale is a good example of this |
| The times and the information is not be shared with the public |
| too hard to find information....buried under piles of web pages |
| Hard to get an appointment with them |
| no |
| Many decisions by Mayor and Independent authorities are determined before being finalized in open meetings. |
| Backroom shenanigans in the mayor's offic. |
| The website is terrible and puts one in mind of a political advertisement for the incumbent mayor. |
| Don't feel like they (mayors office) is transparent and not sure they are honest on Records Request |
| Not always because they never pick things up when they say they willl!!!!! |

It is filled up with typical crony politicians since 2015.

You need to put more current stuff up on your amazingly designed website. It's so good why don't you use it more often?

coj.net is the only open thing you turkeys have going on for yourselves

Billion dollar banks, CEO's vs your own personal life, welfare or well being...which is more important? Funny how daily, routinely, large fictiscious company's like 'Toys R Us' routinely run up millions in debt, can't pay, then declare bankrupcty, but cause 'Corp', no ones held responsible, the CEO's walk away with full benefits and riches. Yet when individual, who gets in over head, not do to reckless spending, but do to day to day hardships of life... 1. Lose job 2. Illness 3. Laid off 4. Rent goes up, but pay doesn't 5. vehicle breaks down 6. Pay is cut And on and on... Yet guilted by society, Conservative talk radio hosts as being a slacker, yet none of them, these pompus office types, could survive a day in 'your' world, tell you you're 'baaaaad' cause can't pay bills. When behind on bills, instead of credit card temporarely closing account until you get caught up, they keep it open and keep charging outrageous interest rates, late fees ect... No one 'dies' if you don't pay them, but on the other hand if you're paying invented fees, and then can't pay for own rent, or housing, or medical bills or car payment to get to work, then someone could die and get hurt. I've decided my health and sanity comes first. Let these stupid credit card companies play their games, send to stupid 'collection agencies, been there done that...then after 7 years erased... No one dies, executives get richer, and life goes on. But if credit wrecked, destroyed anyways, why should go back and pay off debt, cause then when actually need 'cash' to survive, won't have anything. I think self always should come first...self and family, that's just survival. Peasant's made to feel guilty for not being able to pay billionaire institutions back... Yet of sick, on sidewalk, dying of cancer, do you think these billionaire types care about you or would? Hell no. Take care of self first...

Bills vs obligation to feed and house self, (or family and pets) (if have them) Here's what I've observed... Companies pay the working class just enough, not to prosper, but to have just barely enough to pay rent, morgage, auto insurance, utility bills, phone bill, and maybe car payment, groceries and other basics... Many in the working, labor class, work harder than those with city jobs, government jobs, State jobs (admin), yet pay does not reflect that, not even. Government admin jobs, you have people earning 6 figures, with full pensions and more, who do less than a McDonald's Manager. Prices keep going up, rent keeps going up, nothings really getting cheaper, so if one thing goes wrong, car breaks, flat tire, washer breaks, TV breaks, medical emergency, ect, than forced to get credit or borrow from friends and family...(same thing) Fast forward..... 4-8 credit cards, department cards, lose job for a while, and while unemployed only pay essentials, so fall a few months behind, then when on feet again here's new reality. 1. credit destroyed do to late or no or skipped payments As such creditors lose all leverage, but to dumb to realize that...for 'cash' is more valuable than making a back payment. And if credit destroyed, than cash, the cash you earn, becomes all the more precious, and must 'save' for emergency. TAX RETURN... Then suddenly get tax return back, say anywhere from 8-3000 dollars...decision 1. Since credit destroyed anyways, put extra dough in savings? 2. Pay off past bills, which would place you back where you started, broke. Truth is, most in the working class just don't earn enough to 'get ahead' anymore, or even to move. Most people lose money every month, 20-100 dollars loss, but don't notice if bleeding off of savings or using credit. So my thing is this, once my credit score falls below, say 400-300, credit card payments are no longer priority. Why? Cause if go broke again paying them off, and emergency occurs, now out of cash, and have zero credit. To me, self

always has to come first. If billion dollar banking institutions can afford to give CEO's million dollar bonuses for doing nothing, than they can deal with common working class missing a payment here or there in order to eat, and pay rent. Drug cartels pump millions, even billions, into all of these banks, so they'll always be OK, but you as an individual may not be if 100 dollars short on rent. Do what you feel is right, but I say put self survival first. These banks and institutions were here long before we were born, and will be around long after gone. And when they fail, we, the tax payers always bail them out, (the Government), but when we fail, they have no such mercy on us, they just grow horns and send bill collectors from India or Pakistan to annoy you on the phone.

The backroom subcommittee is where the circumventing of the spirit of Sunshine is occurring. So this why probably legal is unethical as hell and demonstrates why the local government is really NOT accessible to the Public.

https://www.youtube.com/watch?v=lszbzbQmJJw

It is difficult to follow the meetings at times. The printed agendas are often in the front and one is required to walk up during the meeting to receive handouts. Items are emailed to councilmembers that the audience has to wait days to see. In tallahassee, they often project the discussion points on a screen for all to see.

Not really. Website is difficult; no understanding of how local priorities are set; Mayor Curry's appointments process happens in the shade and is concerning.

It's hard to find information about the goings-on in the government for Jacksonville. If there has been outreach, I haven't been contacted by any of it as a 27 year old male in the city. I'd love to see more opportunities for feedback and to get involved in local government.

No. There doesn't currently exist an easy way for the public to track legislation or even be notified of public notices. I recently called Legislative Services asking to be placed on an email list for public notices. They told me none existed.

Four emails and counting with no response. Neighbors seem to have same situation. If that's the policy, then don't ask for emails.

Too many gatekeepers

As of 2016, the city of Jacksonville has a population reported of approximately 880,619 persons. I find it unrealistic that a population so large would be fully engaged in the ongoing politics of the city. It's unfortunate, but a variety of tasks ranging from extended working hours, studies and private events prevents citizens from being aware of how government functions. I would like to see it become more accessible and do appreciate that you are choosing to live stream events. I believe sending out an old fashioned mailer may be an option or even coordinating with local businesses to have screening parties might be a possibility.

it can be better

I think trying to obtain information regarding criminal activity, citations, law enforcement violations or the placement of officers is not accessible.

Answering the phone is not the same as getting an answer. Also I do not have a football team so the mayor won't give you the time of day.

I believe effort has been made - more is needed to be world-class.

The city claims to be open but it's very obvious that backdoor deals are happening all the time. The only thing open about Jacksonville government is their palms to take more money from the citzens any way

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| they can. |
| no door to door visitations |
| Most business is conducted in committees held during typical working hours. |
| Deals are cut in secret; public comment is a joke; public records are hidden or made very hard to access |
| Just look at the JEA debacle. DO NOT SELL JEA!!!! |
| Too many back door deals giving away our city to people like Kahn without asking citizens what we think or want. |
| I believe there is to much deceit at the Mayor's level and some of the City Council. |
| JEA selection of their new CEO, behind the scenes dealing |
| Council members are very bad at responding back |
| Everything is conducted in secret and getting records is expensive |
| Unbelievable that public comment not allowed at Committee mtgs. City staff, including mayor do not reach out to neighborhoods in advance of designing projects that affect neighborhoods. Land use attorneys and lobbyists have much easier access. |
| Real decisions are made behind the scenes, out of the public eye. |
| Watching the JEA and Kids Hope Alliance issues, I think Lenny Curry and others have intentionally skirted the Sunshine Law. |
| Mayor and mayor's staff operate out of view of public and Council whenever possible to advance Mayor's personal agenda of benefitting donors and supporters versus what's best for most in city |
| Not with the JEA potential sale |
| My city council rep doesn't respond. The mayor has been shady about JEA sale |
| Mayors office needs less control of policy and hiring changes |
| I just moved here and I have never heard of an open meeting where the public can sit in and air your grievances. |
| No. I don't think the council is open to the public. They listen, but it is often apparent that minds are made up, and it doesn't generally feel like representatives represent the people who elected them, but RATHER they represent builders and developers. It feels like a giant waste of time to try to "fight city hall" in this city. |
| they present themselves as untouchable and too self important to return emails |
| No, my request was dumped on staff with no effective results. |
| The Mayor should meet with the CPACs on a regular basis. |
| you can't contact anyone because they come after people that point out they are trying to cover up things. would like to see them all take lie detector tests |
| Funneling everything through 630-city may make it seem simpler, but in reality, I haven't had luck contacting the actual office I need nearly ever! I'm nearly always led to voicemail, which feels like a black hole. |
| A lot of 'decision-making' for ordinances are done during committee meetings that are usually held at times not easily accessible to working people. Also, the public is generally not allowed public comment during committee meetings. |

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| Agendas determined late, planning rubber stamps incomplete LUZ applications before they come through CPAC and does not enforce standards. Development and road changes happen without proper outreach. Land developers get whatever they want and Charachters of local neighborhoods change adversely . |
| I attended a meeting about zoning. During the meeting the council voted with the citizens. Two weeks later,the council reversed its decision in favor of the "gentlemen's" club on Baymeadows. |
| The jea deal was done in the backroom |
| no |
| There should be steps printed somewhere to locate certain departments and what they do. |
| Frankly, I don't know. |
| City is controlled by big donors. |
| They do not listen to us. |
| ONLY IF YOU HAVE MONEY! ! ! ! |
| the site is confusing, city officials never answer their phones |
| Multiple violations of the Sunshine Law that goes unpunished and nobody is held accountable. Just look at the under the table deal to give senior executives at JEA bonuses for the sale of JEA. |
| you can reach a real person on the phone. And my complaint to code enforcement in early April 2018 will be investigated in June-terrible service! |
| Mixed - for example the CARE system, easy to input an issue. And then it seems to fall into a black hole. Mixed - many departments stonewall and are quick to say its not their problem. Then you have to play pin the tail on the donkey to find out who is tasked with the issue. Understand there are limited resources and personnel, but employees, especially the appointed senior officials hide for fear of making a decision.witjout consulting with the Mayor office or the General Counsel. |
| Politicians are using a city utility to cover up failures of their political agenda over the past year; Open social media posts, easy to use website. |

| Zip Code | Total sample n=258 | Zip Code | Total sample n=258 |
| --- | --- | --- | --- |
| 31313 | .4 % | 32221 | 2.5% |
| 32034 | .4 % | 32210 | 2.9% |
| 32222 | .4 % | 32223 | 2.9% |
| 32229 | .4 % | 32244 | 2.9% |
| 32245 | .4 % | 32246 | 2.9% |
| 32247 | .4 % | 32257 | 2.9% |
| 32266 | .4 % | 32204 | 3.4% |
| 32073 | .8% | 32217 | 3.4% |
| 32220 | .8% | 32206 | 3.8% |
| 32233 | .8% | 32224 | 3.8% |
| 32238 | .8% | 32209 | 4.2% |
| 32239 | .8% | 32211 | 4.2% |
| 32254 | 1.3% | 32256 | 4.2% |
| 32202 | 1.7% | 32258 | 4.2% |
| 32219 | 1.7% | 32207 | 4.6% |
| 32216 | 2.1% | 32208 | 5% |
| 32226 | 2.1% | 32218 | 5.5% |
| 32250 | 2.1% | 32225 | 7.1% |
| 32277 | 2.1% | 32205 | 9.2% |

# Office of the State Attorney
## Fourth Judicial Circuit

## Public Records Division Improvements

➢ ISSUE IDENTIFICATION

- TU Ed Board Meeting
- Review of personnel
- Review of training needs
- Report and performance audits
- Customer response review

➢ DEPARTMENTAL STRUCTURE

- ✓ Appointment of experienced administrator
- Adjustment of workflows
- Reassignment/Restructure of personnel assignment and duties

➢ TRAINING

- Office-wide:
  - ✓ First individual session in May for County Court lawyers
  - • Professional speaker end of June
- Departmental training:
  - ✓ Daily on the job training
  - • Regular topic specific training schedule in progress
  - • In-depth training end of June

➢ TECHNOLOGY

- Seek out and acquire public records management software to better review and respond to requests
- Begin process of acquiring ability to accept credit card payments
- Offer high utilizers monthly billing option
- Include customer satisfaction feedback option on website

➢ POLICIES and PROCEDURES

- ✓ Develop General Request Policy
- ✓ Develop Law Enforcement Records Request Policy
- Develop internal policies
- Review of internal practices to assure legal compliance

➢ COMMUNICATION

- ✓ Personalized communication and customer service
- ✓ Publish polices to internet
- ✓ Revamp PRD page on website to include FAQs and access to policies

# OFFICE OF THE STATE ATTORNEY
# PUBLIC RECORDS DIVISION
# POLICIES AND PROCEDURES

# RECORDS REQUESTS FROM LAW ENFORCEMENT AGENCIES

Melissa W. Nelson, State Attorney
Fourth Judicial Circuit
Clay, Duval, and Nassau Counties

# PURPOSE

These Policies and Procedures for Requests for Records by Law Enforcement Agencies have been developed in order to allow our Office to meet its commitment to provide timely and accurate responses to requests for records received from law enforcement agencies pursuant to Florida Statutes, 790.065, 943.051(2), 943.051(3), 943.059, 394.913, and 119.071(2)(h)(2)(c), or for any other reason permissible by law.

Requests made from one law enforcement agency ("LEA") to another require different treatment of the records than other agency or public requests for records. Therefore, these procedures have been developed to aid in the efficient and effective response by the SAO to requests made by other LEAs.

## REQUIREMENTS FOR SUBMISSION OF
## REQUESTS FROM LAW ENFORCEMENT AGENCIES

### Law Enforcement Agency:

A law enforcement agency as used in these policies and procedures is any agency that has a primary mission of preventing and detecting crime and enforcing the penal, criminal, traffic, and motor vehicle laws of the state or is otherwise statutorily authorized to receive records to assist any law enforcement agency.

Agencies that may submit requests for records through this policy in furtherance of their statutorily authorized duties are as follows:

> Florida Department of Law Enforcement
> Florida Highway Patrol
> Florida Department of Corrections
> Florida Department of Children and Families
> Florida Agency for Healthcare Administration
> Florida Department of Health
> Florida Commission on Offender Review / Florida Office of Executive Clemency
> Local, State, or County Police or Sheriff's Offices
> U.S. Department of Justice
> Federal Bureau of Investigation
> United States Secret Service
> Other agencies with appropriate approval

### Submission:

Requests from LEAs *may* be submitted in any manner; however, the SAO has provided an email address dedicated to the receipt of requests from LEAs. The email submission may be made through the Office website at: SAO4th.com or directly to: SAO4LEA@coj.net.

In order to efficiently and accurately complete LEA requests, they should be submitted with as much detail as possible so that the Public Records Division can readily locate, identify, review, and produce the requested records. Including, but not limited to, full name, clerk and/or State

Attorney case number(s), date of birth, or other available identifying information, and the statutory authorization under which the agency is making its request.

## Verification Required:

All LEA requests must be accompanied by sufficient information for the request to be verified as received from an agency with authority to make such requests. The following will be considered acceptable verification information:

    a. Any submission from a <u>verified</u> agency email address;

    b. Name, badge number, work address, and office phone number for agency requestor.

Failure to provide the required data will result in the LEA request being treated as a general public records request and it will be addressed pursuant to the General Policies and Procedures of the Public Records Division.

## OPERATING PROCEDURES

### Initial Request:

When a LEA request is received, personnel within the Public Records Division will:

- Verify that the request has been submitted from a LEA pursuant to Florida Statutes, 790.065, 943.051(2), 943.051(3), 943.059, and 119.071(2)(h)(2)(c), or for any other reason permissible by law.

- Provide acknowledgement to the requestor using the contact information provided.

- Determine if there is sufficient information in the request to identify the record(s) requested and respond:

    a. If a request is unclear or there is insufficient information to determine what is being requested by the requestor, a notification will be sent to the requestor seeking clarification or further identification of what record(s) is being requested. If no response is received within thirty (30) days, the request will be closed without prejudice;

- Determine if the Office has custody or control of the requested record:

    a. If it is determined that a request has been made for records or reports that do not exist or are not within the custody or control of the Office, a response will be sent to the requestor using the contact information provided, notifying the requestor that the record(s) or report(s) does not exist or is not within the custody or control of the Office and the request will be closed.

### Review:

Any confidential information that is not permitted to be transferred between law enforcement agencies will be redacted or removed.

### Fees and Costs:

No costs or fees will be assessed for records requested by LEAs.

## Delivery:

The Public Records Division will deliver the requested records to a requestor by e-mail or Egnyte (or other internet file sharing program), where possible. Other delivery methods are by hand, if picked up from the Office by the requestor, or U.S. Mail.

## STATUTORY AUTHORITY

### Public Records, § 119.071(2)(h)(2), FS:

Criminal investigative information and criminal intelligence information made confidential and exempt under this paragraph may be disclosed by a law enforcement agency:

    a. In the furtherance of its official duties and responsibilities.

    c. To another governmental agency in the furtherance of its official duties and responsibilities.

### Court-Ordered Sealing of Criminal History Records, § 943.059(4), FS:

A criminal history record of a minor or an adult which is ordered sealed by a court pursuant to this section is confidential and exempt from the provisions of s. 119.07(1) and s. 24(a), Art. I of the State Constitution and is available only to the person who is the subject of the record, to the subject's attorney, **to criminal justice agencies for their respective criminal justice purposes**, which include conducting a criminal history background check for approval of firearms purchases or transfers as authorized by state or federal law...

### Sale and Delivery of Firearms, § 790.065(2)(a), FS:

Upon receipt of a request for a criminal history record check, the Department of Law Enforcement shall:

Review any records available to determine if the potential buyer or transferee:

    1. Has been convicted of a felony and is prohibited from receipt or possession of a firearm pursuant to s. 790.23;

    2. Has been convicted of a misdemeanor crime of domestic violence, and therefore is prohibited from purchasing a firearm;

    3. Has had adjudication of guilt withheld or imposition of sentence suspended on any felony or misdemeanor crime of domestic violence unless 3 years have elapsed since probation or any other conditions set by the court have been fulfilled or expunction has occurred; or

    4. Has been adjudicated mentally defective or has been committed to a mental institution by a court or as provided in sub-sub-subparagraph b.(II), and as a result is prohibited by state or federal law from purchasing a firearm.

### Criminal Justice Information, § 943.051(1), (2), (3), FS:

(1) The Criminal Justice Information Program, acting as the state's central criminal justice information repository, shall:

(a) Collect, process, store, maintain, and disseminate criminal justice information and records necessary to the operation of the criminal justice information system of the department.

(b) Develop systems that inform one criminal justice agency of the criminal justice information held or maintained by other criminal justice agencies.

(2) The fingerprints, palm prints, and facial images of each adult person charged with or convicted of a felony, misdemeanor, or violation of a comparable ordinance by a state, county, municipal, or other law enforcement agency shall be captured and electronically submitted to the department in the manner prescribed by rule. Exceptions to this requirement for specified misdemeanors or comparable ordinance violations may be made by the department by rule.

(3)     (a) The fingerprints, palm prints, and facial images of a minor who is charged with or found to have committed an offense that would be a felony if committed by an adult shall be captured and electronically submitted to the department in the manner prescribed by rule.

      (b) A minor who is charged with or found to have committed the following offenses shall be fingerprinted and the fingerprints shall be submitted electronically to the department, unless the minor is issued a civil citation pursuant to s. 985.12:

**Notice to State Attorney and Multidisciplinary Team, § 394.913, FS:**
Notice to state attorney and multidisciplinary team of release of sexually violent predator; establishing multidisciplinary teams; information to be provided to multidisciplinary teams.

(1) The agency with jurisdiction over a person who has been convicted of a sexually violent offense shall give written notice to the multidisciplinary team and shall provide a copy of the notice to the state attorney of the circuit in which that person was last convicted of a sexually violent offense…

(2) The agency having jurisdiction shall provide the multidisciplinary team with the following information:

     a. The person's name; identifying characteristics; anticipated future residence; the type of supervision the person will receive in the community, if any; and the person's offense history;

     b. The person's criminal history, including police reports, victim statements, presentence investigation reports, post-sentence investigation reports, if available, and any other documents containing facts of the person's criminal incidents or indicating whether the criminal incidents included sexual acts or were sexually motivated;

     c. Mental health, mental status, and medical records, including all clinical records and notes concerning the person;

     d. Documentation of institutional adjustment and any treatment received and, in the case of an adjudicated delinquent committed to the Department of Juvenile Justice, copies of the most recent performance plan and performance summary;

# OFFICE OF THE STATE ATTORNEY
# PUBLIC RECORDS DIVISION
# POLICIES AND PROCEDURES

# GENERAL PUBLIC
# RECORDS REQUESTS

Melissa W. Nelson, State Attorney
Fourth Judicial Circuit
Clay, Duval, and Nassau Counties

# PURPOSE

The State Attorney's Office, Fourth Judicial Circuit, ("Office" or "SAO") is committed to following the law of the State and to transparency and open government. Statutorily protected records and data will be processed with utmost care prior to providing requested records. Our Office commits that access to public records will not be denied without legal justification. This Office's commitment will often include requests for complex, historical, and/or voluminous records, reports, and/or data that must be protected pursuant to the law without overly restricting the requestor's access to such records. Providing access to public records within the custody and control of the SAO is a legal duty which the Office will address efficiently and responsibly.

These Policies and Procedures have been developed in order to allow our Office to meet its commitment to provide access to public records consistent with the Florida Constitution and statutory provisions relating to the inspection and copying of public records.

# PUBLIC RECORDS

The Florida Constitution, Article I, Section 24 provides:

> [e]very person has the right to inspect or copy any public record made or received in connection with the official business of any public body, office or employee of the state, or persons acting on behalf, except with respect to records exempted pursuant to this section or specifically made confidential by this Constitution. This section specifically includes the legislative, executive and judicial branches of government and each agency or department created thereunder; counties, municipalities, and districts; and constitutional officer, board, and commission, or entity created pursuant to law of this Constitution.

Public records are "all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency" §119.011(12), Fla. Stat.

The Florida Supreme Court has interpreted this definition to include all materials made or received by an agency in connection with official business which are used to perpetuate, communicate, or formalize knowledge. *Shevin v. Byron, Harless, Schaffer, Reid & Assocs., Inc.*, 379 So. 2d 633, 640 (Fla. 1980).

# POLICIES & PROCEDURES

The State Attorney's Office *Will*:

- Assist the public in its right to inspect and obtain copies of agency records pursuant to the Public Records Act, Chapter 119, Florida Statutes, permitting any public record to be inspected and copied by any person desiring to do so, at a reasonable time, under reasonable conditions, and with the supervision of the custodian of records or designee;

- Promptly and in good faith acknowledge receipt of requests for public records and fulfill or otherwise respond to requests within a reasonable period of time;

- Provide a copy of a requested record, in the medium requested, if the Office maintains the record in that medium;

- Ensure that exempt or confidential records are not disclosed, except as permitted by law;

- Charge and collect a fee consistent with applicable statutory provisions;

- Comply with the Division of Library and Information Services of the Department of State, General Records Schedules GS10SL and GS9, in the handling and disposition of its records;

- Designate and assign an Administrator, Director, or Assistant State Attorney to the Public Records Division to act as the Custodian of Records and disclose to individuals requesting to inspect or copy public records, the name of such designee;

- Make a form available to requestors of public records to aid in addressing their public records request. The form is *not* required, however, it will be offered to all requestors of public records to properly identify, clarify, and reference the record(s) being requested. Completion of the form will greatly assist the Public Records Division with processing public records requests;

- Accept a public records request in person, via telephone, U.S. Mail, courier service, website request form, or electronic mail (e-mail);

- Accept a public records request from individuals who wish to remain anonymous:

  a. An individual requesting a public record who prefers to withhold his/her name and/or identification may use the telephone designated for public records requests located at the SAO public entrance vestibule;

  b. *Where no contact information has been provided by a requestor, it will be the requestor's responsibility to follow-up with the Public Records Division within thirty (30) days of the submitted request to determine what is required for the request to be completed. An anonymous request submitted without any contact information that remains dormant for thirty (30) days will be closed without prejudice.*

The State Attorney's Office *Will Not*:

- Require an individual to provide his/her name **or** reason **or** motive for requesting to review or copy a public record;

- Waive fees for indigent, or any other non-qualified requestors without the approval of the Custodian of Records;

- Dispose of any record determined to be exempt from public inspection and copying for a minimum of 30 days after notice has been provided to the requestor;

- Create records or reports that do not currently exist to respond to a public records request;

- Accept any 'standing'[1] public records requests.

## OPERATING PROCEDURES

### Initial Request, §119.07(1), Fla. Stat.:

When a public records request is received, personnel within the Public Records Division will:

- Provide acknowledgement to the requestor using the contact information provided, if any, advising him/her that the Office has received the request and referencing what is being requested by the requestor as understood by the Public Records Division, and provide notice of the Office's Public Decency Policy.

- Determine if there is sufficient information in the request to identify the record(s) requested and respond:

  a. If a request is unclear or there is insufficient information to determine what is being requested by the requestor, a notification will be sent to the requestor using the contact information provided, if any. The Public Records Division will request clarification or further identification of what record(s) is being requested. If no response is received within thirty (30) days, the request will be closed without prejudice;

- Determine if the Office has custody or control of the requested record:

  a. If it is determined that a request has been made for records or reports that do not exist or are not within the custody or control of the Office, a response will be sent to the requestor using the contact information provided, if any, notifying the requestor that the record(s) or report(s) do not exist or are not within the custody or control of the Office and the request will be closed.

- *Where no contact information has been provided by a requestor, it will be the requestor's responsibility to follow-up with the Public Records Division within thirty (30) days of the submitted request to determine what is required for the request to be completed. An anonymous request submitted without any contact information that remains dormant for thirty (30) days will be closed without prejudice.*

---

[1] Any request for public records that the Office may or will receive in the future, but is not yet in the custody or control of the Office.

## Review:

All exemptions from the inspection or copying of public records set forth within §119.071, Fla. Stat., and other applicable statutory provisions, or controlled by court order, will be adhered to by the Public Records Division. Therefore, all requests for public records will be reviewed to ensure that exempt and/or confidential data is removed or redacted prior to delivery of the records to a requestor.

- All reviews of requested public records will be conducted in either two or three stages, dependent upon the time required and complexity of the request:

  a. If the initial review will take less than thirty (30) minutes and involves the review of non-complex records or other material, the review will be conducted in two stages;

  b. If the initial review will take more than thirty (30) minutes and/or involves the review of complex records or other material, the review may be conducted in three stages;

  c. The designated Administrator, Director, or Assistant State Attorney assigned to the Public Records Division is responsible for conducting final reviews on all public records requests;

- The Public Records Division will redact the portion of the record(s) to which an exemption applies and produce the remainder of the requested record(s);

- The Public Records Division will provide the basis and statutory reference for any exemptions asserted upon completion and delivery of the requested record(s).

## Fees and Costs, §119.071(4), Fla. Stat:

No costs or fees will be assessed for requests requiring less than (15) minutes to complete *and* provide to the requestor by e-mail or Egnyte.

- A request that will require more than fifteen (15) minutes to locate or determine the existence of the requested records, to copy/scan, review for confidential and/or exempt information, and refile, will be assessed the material, labor, and postage costs associated with the preparation and delivery of the requested record(s);

- A special service charge based on the cost incurred for extensive use of information technology resources or the labor cost of the personnel providing additional assistance may be assessed;

- Any request that is expected by initial review to take more than (15) minutes to complete will require the requestor to remit a deposit equal to one-half of the total estimated charges prior to any additional review being conducted. Failure to remit the deposit within twenty (20) days will result in the request being closed without prejudice to be resubmitted.

- Upon receipt of the deposit, Public Records Division will begin processing the request. Should the request exceed the initial estimate by $100, the Public Records Division will contact the requestor to provide an updated estimate. Additional payment may be required for extensive requests prior to completion of the request.

- All fees imposed for duplication of public records will comply with the Florida Statutes in effect at the time of the request. Unless a statutory provision specifically provides a fee, the following fees will apply to copying of public records:

| | |
|---|---|
| Single sided paper copies | $0.15 per page |
| Data CD | Actual cost to the SAO |
| Audio CD | Actual cost to the SAO |
| Personnel time to locate, review the file for requested records, copy/scan the requested records, review for confidential and exempt information, redact confidential and exempt information, and re-file the requested material. | Standard rates per hour:<br>Clerical      $15.00<br>Specialist    $20.00<br>Administrator $25.00<br>ASA rate determined by assigned reviewer |

The Public Records Division will accept cashier's checks, money orders, business checks, and cash for payment associated with the deposit or final invoice on a public records request. A receipt will be prepared for any payments remitted to the Office for all public records requests.

## Delivery:

The Public Records Division will deliver the requested records to a requestor by e-mail or Egnyte (or other internet file sharing program), where possible. Other delivery methods are by hand, if picked up from the Office by the requestor, or U.S. Mail (costs may be associated with U.S. Mail delivery).

## EXEMPT AND CONFIDENTIAL INFORMATION

The law establishes certain records or data as "confidential" and/or "exempt" from public disclosure. Confidential and/or exempt records and/or data are not subject to public inspection and are released only to those authorized by statute, court order, or by specific authorization. The Florida Statutes provide the guidelines for what records and/or data fall under the confidential/exempt category. Some common exempt data elements are:

- Social Security Numbers
- Bank Account, Debit, Credit Card Numbers
- Psychological/Medical Records and Personal Health Information (PHI)
- Certain Agency Personnel Information
- Biometric Identification Information

For more information on Florida's public records laws, please review the Florida Statutes, or visit http://www.myfloridalegal.com/sun.nsf/sunmanual.

# INTERESTS OF PUBLIC DECENCY

In the case of *State of Florida v. Danny Rolling*, 1994 WL 722891 (Fla. 8th Cir. Ct. 1994), the Court recognized both the existence of a privacy interest and the risk for potential substantial injury to the intimate relatives of victims, when materials that are embarrassing and trauma producing are provided to the public.

The records contained within the files of the SAO often contain sensitive material which can reasonably be expected to cause extreme emotional distress to a victim or the intimate relatives of a victim if released into the public domain. In recognition of this concern, and after review of historical requests processed by the Public Records Division and the feedback received, it is clear that the majority of requestors do not expect nor desire to receive certain sensitive material. This Office feels it is necessary to address the issue as a matter of policy. Therefore, in the interest of public decency, unless specifically requested, a public records request that includes photographs, video, or audio recordings of the killing of any person, or are graphic in nature, will be redacted where possible, or otherwise removed from the public records response.

All public records requestors will receive notice of this Public Decency Policy at the time the receipt of their request is acknowledged. Once a request has been reviewed and it is determined that the requested records do contain documents referenced in this Policy, the requestor will be notified at the time the production estimate is provided and will provide the requestor the opportunity to notify the Office that they would a) like all records requested, or b) do not wish to receive any documents that fall under the Policy.
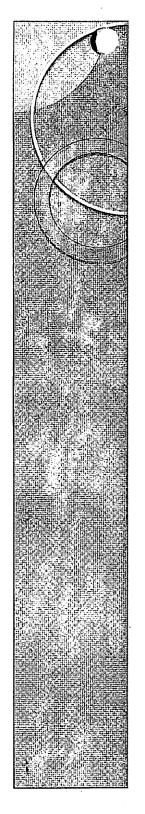
Documents or data that may fall under this Policy:

- Names of minors associated with any case regardless of case type, or whether the minor is a victim or witness (this does not apply to juvenile records or cases where a juvenile is being charged with a crime in adult court);
- Any photographs, video, or audio recordings that are particularly graphic in nature, either by virtue or manner of death or exposure of sexual organs;
- Any photographs, video, or audio recordings that depict the killing of any person.
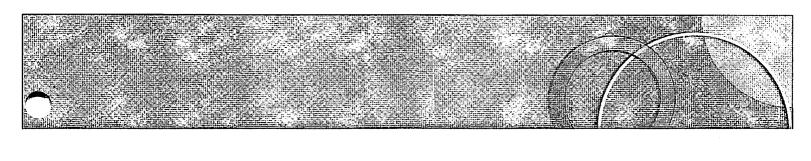
# 2018 Open Government Overview

Patricia R. Gleason
Special Counsel for Open Government
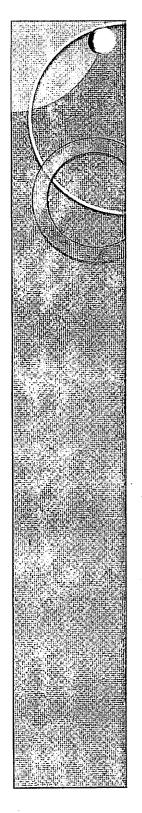Attorney General Pam Bondi

# SUNSHINE LAW

- Florida's Government in the Sunshine Law provides a right of access to governmental proceedings at both the state and local levels. In the absence of statutory exemption, it applies to any gathering of two or more members of the same board to discuss some matter which will foreseeably come before that board for action.
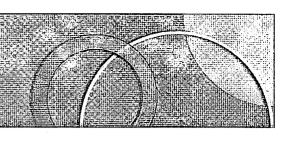
# Scope of the Sunshine Law

- Board members may not engage in private discussions with each other about board business, either in person or by telephoning, emailing, texting or any other type of electronic communication (i.e Facebook, blogs).

# Scope of the Sunshine Law
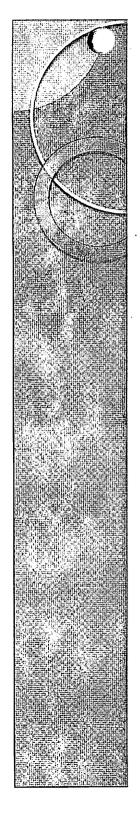
- While an individual board member is not prohibited from discussing board business with staff or a nonboard member, these individuals may not be used as a liaison to communicate information between board members. For example, a board member cannot ask staff to poll the other board members to determine their views on a board issue.

# SCOPE OF THE SUNSHINE LAW
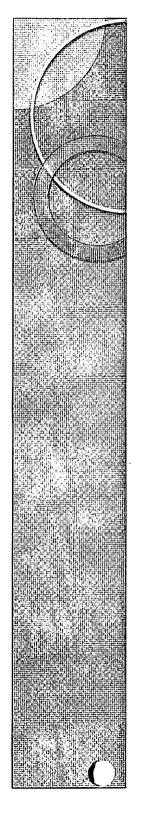
There are three basic requirements:

- 1) Meetings of public boards or commissions must be open to the public

- 2) Reasonable notice of such meetings must be provided; and

- 3) Minutes of the meetings must be prepared and open to public inspection.
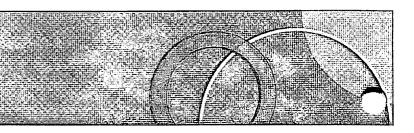
# SCOPE OF THE SUNSHINE LAW

- The Sunshine Law applies to advisory boards created pursuant to law or ordinance or otherwise established by public agencies or officials.
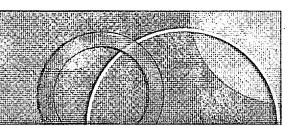
# Scope of the Sunshine Law

- Staff meetings are not normally subject to the Sunshine Law.

- However, staff committees may be subject to the Sunshine Law if they are deemed to be part of the "decision making process" as opposed to traditional staff functions like factfinding or information gathering.
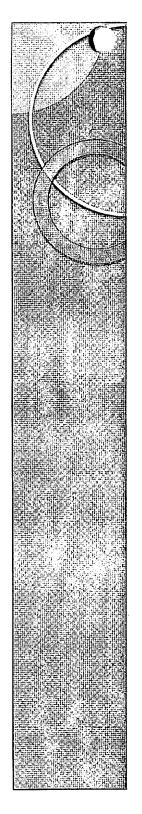
# Scope of the Sunshine Law

- Only the Legislature may create an exemption from the Sunshine Law (by a two-thirds vote).

- An exemption from the Public Records Law does not allow a board to close a meeting. Instead, a specific exemption from the Sunshine Law is required.

# Board meetings

- While boards may adopt reasonable rules and policies to ensure orderly conduct of meetings, the Sunshine law does not allow boards to ban nondisruptive videotaping, tape recording, or photography at public meetings.
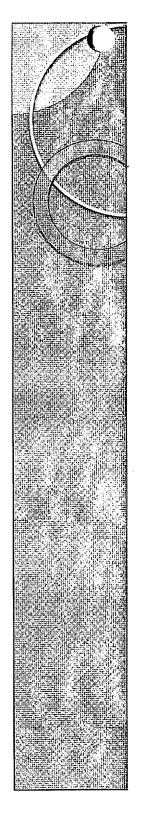
# Board meetings

- Section 286.0114, F.S., provides, subject to listed exceptions, that boards must allow an opportunity for the public to be heard before the board takes official action on a proposition. The statute does not prohibit boards from "maintaining orderly conduct or proper decorum in a public meeting."
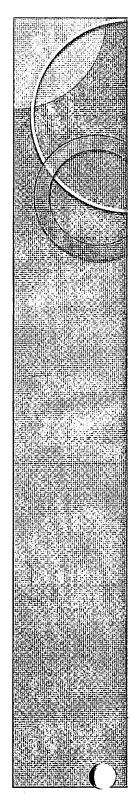
# Penalties

- Civil action
- Criminal penalties
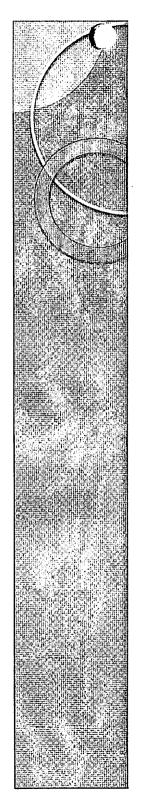- Suspension or removal from office

# PUBLIC RECORDS LAW

- Florida's Public Records Act, Chapter 119, Florida Statutes, provides a right of access to records of state and local governments as well as to private entities acting on their behalf.

- If material falls within the definition of "public record" it must be disclosed to the public unless there is a statutory exemption.
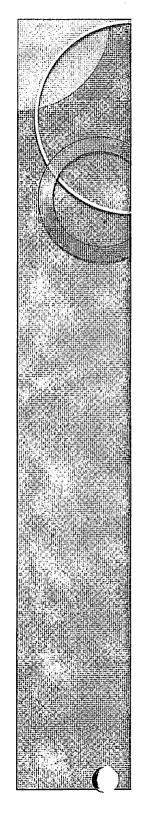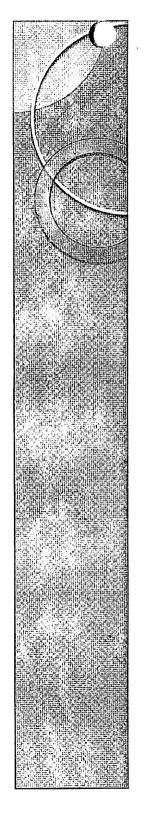
# The term "public records" means:

a) All "documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software or other material, regardless of the physical form, characteristics, or means of transmission" **(includes electronic communications like text messages, emails)**.

b) Made or received pursuant to law or ordinance or in connection with the transaction of official business

c) By any agency [including a private entity acting 'on behalf of' a public agency]

d) Which are used to perpetuate, communicate, or formalize knowledge

# PROVIDING PUBLIC RECORDS

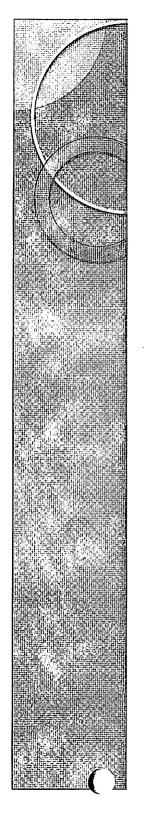a) Public records cannot be withheld at the request of the sender

b) A requestor is not required to show a "legitimate" or "noncommercial interest" as a condition of access

c) A request cannot be denied because it is "overbroad"

d) Unless authorized by another statute, an agency may not require that public records requests be in writing or require the requester to identify himself or herself

# PROVIDING PUBLIC RECORDS
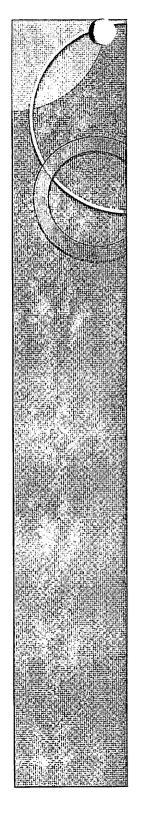
- The Public Records Act does not contain a specific time limit (such as 24 hours or 10 days).
- The Florida Supreme Court has stated that the only delay in producing records permitted under the statute is the reasonable time allowed the custodian to retrieve the record and redact those portions of the record the custodian asserts are exempt.

# PROVIDING PUBLIC RECORDS

- An agency is not required to comply with a "standing" request for records that may be created in the future.

- An agency is not required to answer questions about the public records (other than information on how to obtain them, like the cost)

- An agency is not required to create a new record

# PROVIDING PUBLIC RECORDS

- Chapter 119 authorizes the custodian to charge a fee of up to 15 cents per one-sided copy for copies that are 14 inches by 81/2 inches or less. An additional 5 cents may be charged for two-sided copies. For other copies, the charge is the actual cost of duplication of the record. Actual cost of duplication means the cost of the material and supplies used to duplicate the record but does not include labor or overhead cost.
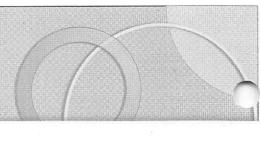
# Fees

- In addition to the actual cost of duplication, an agency may impose a reasonable service charge for the actual cost of extensive labor and information technology required due to the large volume of a request.

# Retention
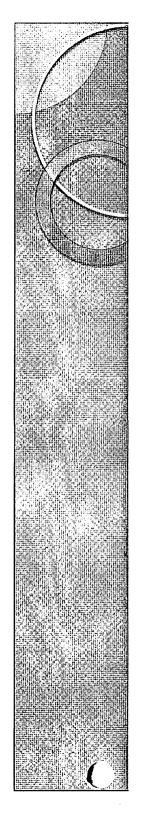
All public records must be retained in accordance with retention schedules approved by the Department of State

Even exempt records must be retained.

# Penalties

a) Criminal penalties

b) Civil action

c) Attorney's fees

# Additional Information

- Office of Attorney General Pam Bondi
  - **myfloridalegal.com**
  - Access the Sunshine Manual, Attorney General Opinions

- Florida First Amendment Foundation
  - **floridafaf.org**
- Access legislative info; open government news

# GovQA

# 2017

# GET STARTED GUIDE

**GovQA**
Client Services: 866-786-1982
www.SupportQA.com

JACKson ville Sheriff's Office

# Contents

Note: The 🔒 icon indicates a feature dependent on your security profile.

## Introduction

***Welcome to GovQA!*** *We hope our guide answers all your questions and serves as a valuable resource as you get started with your GovQA System.*
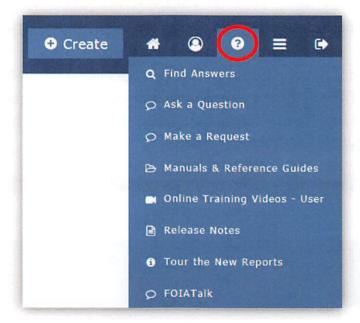
This document contains the basic information necessary for staff to effectively use the system. If at any time you are uncertain of the information or have any questions, please feel free to contact our Client Services team by visiting **www.supportqa.com** to receive an answer.

Note: The 🔒 icon indicates a feature dependent on your security profile.

**Help** content is available on your site.  Click on the Help button and choose from the drop down menu.



Thank you again and we look forward to working with you!

**Your GovQA Client Services Team**

Note: The 🔒 icon indicates a feature dependent on your security profile.

## Getting Started
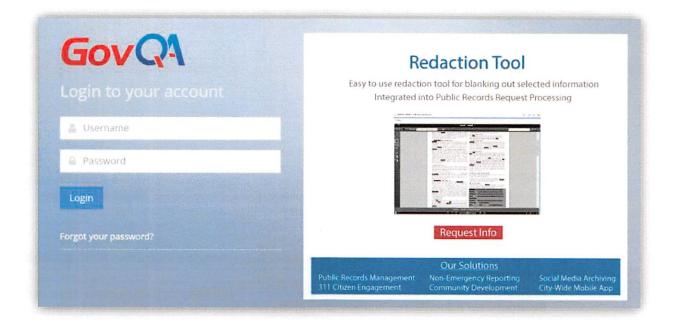
## Logging into the System

Use the link provided to you via email to access the Administrator Portal.

The login screen will be presented to you.

> **HINT:** We recommend adding the site your browser favorites for quick access in the future.
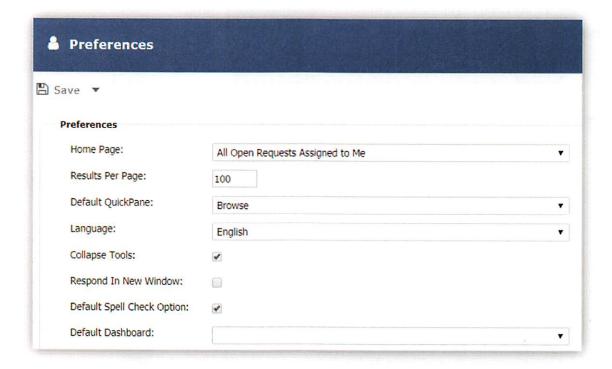
Enter the Login ID and temporary password and Select "**Login**".

Note: The 🔒 icon indicates a feature dependent on your security profile.

The first time you log into the system you will be presented with the following preferences screen. This allows you to select your default settings when you log into the system. You will not be presented this screen in the future, however you can change these settings later (See **Preferences**).

  **Preferences**

💾 Save ▾

**Preferences**

| | |
|---|---|
| Home Page: | All Open Requests Assigned to Me   ▾ |
| Results Per Page: | 100 |
| Default QuickPane: | Browse   ▾ |
| Language: | English   ▾ |
| Collapse Tools: | ☑ |
| Respond In New Window: | ☐ |
| Default Spell Check Option: | ☑ |
| Default Dashboard: |   ▾ |

We recommend the following settings:

- **Home Page:** choose <u>All Open Requests Assigned to Me</u> from the drop down list to show all open requests assigned to you.
- **Results per Page:** Set value to between 1 and <u>100</u> – This setting limits how many items can be listed – for example: the number of requests in a view. The default value is 25. Setting it to 100 (the maximum value) will minimize pagination if you are dealing with a large list of items.
- **Default QuickPane:** Choose <u>Browse</u> from the drop-down list.
- **Language:** Defaults to English.
- **Collapse Tools:** Check the box. This option improves how the tools menu presents when you are processing a request in the system.
- **Respond In New Window:** Check the box if you wish to have responses to a customer open in a new window.
- **Default Spell Check Option:** Check the box to have the system automatically check spelling when entering a response.
- **Default Dashboard:** Your site administrator will let you know if you should use a Dashboard.

Note: The 🔒 icon indicates a feature dependent on your security profile.

When you are finished setting your preferences, select **"Save"** at the upper left corner of the screen to accept the preferences.

> **HINT:** Because GovQA is a cloud-based system, any changes you make have to be saved to take effect. If you leave a screen without clicking the **SAVE** button, your changes will be lost.

Note: The 🔒 icon indicates a feature dependent on your security profile.
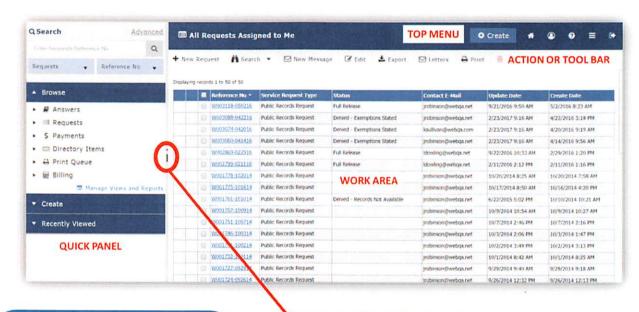
## Navigating the System

## Areas of the System

The four areas of the system screen are:
- **Top Menu**
- **Quick Panel**
- **Action or Tool Bar**
- **Work Area**



**Hint:** You can click on the tiny arrow between the Quick Panel and the Work Area to collapse the Quick Panel and expand the Work Area to make the screen easier to read. Click the arrow again to re-expand the Quick Panel.

Note: The 🔒 icon indicates a feature dependent on your security profile.
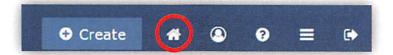
## The Top Menu

The **Top Menu** remains constant wherever you are in the system.  Some of the options available to you will vary based on your role and security profile in the system.

The **Create Button** allows you to create a new Customer, Request, or Answer.



The **Home Button** takes you to the Home Page defined in Preferences.



The **Preferences Button** allows you to set your system preferences, including changing your password.



The **Help Button** (Question Mark) allows you to select from available Help Options.



The **Function** or **Go To Button** (aka "The Hamburger") takes you to other system functions available to you based on your Security Profile.



Finally, the **Log Out Button** will log you out of the system.

Note: The 🔒 icon indicates a feature dependent on your security profile.
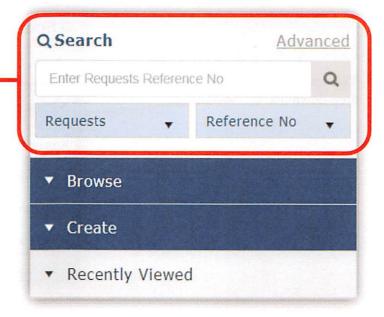
> **VERY IMPORTANT:** As a **Security Best Practice,** you should always **log out** of the system at the end of your work session, rather than just closing your browser. This helps keep your records secure.

Note: The 🔒 icon indicates a feature dependent on your security profile.
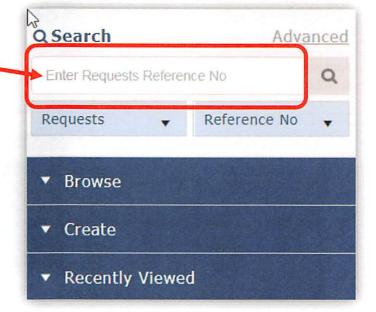
## The Quick Panel

The Quick Panel on the left side of the screen consists of:

The **Search Pane** that allows you to quickly search through records.

> **Q Search**                     Advanced
>
> Enter Requests Reference No     Q
>
> Requests   ▼      Reference No   ▼
>
> ▼ Browse
>
> ▼ Create
>
> ▼ Recently Viewed

Enter the terms to search for here.

> **Q Search**                     Advanced
>
> Enter Requests Reference No     Q
>
> Requests   ▼      Reference No   ▼
>
> ▼ Browse
>
> ▼ Create
>
> ▼ Recently Viewed

Note: The 🔒 icon indicates a feature dependent on your security profile.

You can pick different datasets from the drop down list. 🔒



And pick type of information you are searching on.

Note: The 🔒 icon indicates a feature dependent on your security profile.

Finally click on the Magnifying Glass button to perform the search.

**Q Search**                    Advanced

Enter Requests Reference No        🔍

| Requests ▼ | Reference No ▼ |

▼ **Browse**

▼ **Create**

▼ Recently Viewed

Note: The 🔒 icon indicates a feature dependent on your security profile.

The **Browse** group shows collections of views by module - based on your system details and your profile. 🔒

Click this arrow

To expand or collapse the list of views for that module.

| Q Search | Advanced |
|---|---|
| Enter Requests Reference No | Q |
| Requests ▼ | Reference No ▼ |

▲ Browse

▸ 🗐 Answers

▸ ⦀ Requests

▸ $ Payments

▸ ▦ Directory Items

▸ ▦ Billing

🗎 Manage Views and Reports

▼ Create

▼ Recently Viewed

Note: The 🔒 icon indicates a feature dependent on your security profile.

**Search**        Advanced

Enter Requests Reference No   🔍

Requests ▼     Reference No ▼

▲ **Browse**

▶ 📖 Answers

◢ ||||| Requests

Clicking on the arrow in front of a module will expand or collapse the list of views for that category.

    📧 Active High Profile Requests

    📧 Active High Profile Requests

    📧 Active High Profile Requests - Jann

    📧 All AG Requests

    📧 All AG Requests

    📧 All AG Requests2

    📧 All Communications Department Requests

    📧 All Open Activities Assigned to Me

Clicking on one of these links will populate the Work Area with that view.

    📧 All Open Requests

    📧 All Open Requests Assigned to Me

    📧 All Open Requests Assigned to My Department

    📧 All Published City Requests

    📧 All Requests

Note: The 🔒 icon indicates a feature dependent on your security profile.

The **Create** group mimics the Create Button on the Top Menu.

Click the arrow

to expand or collapse
the list of items you can create.

The **Recently Viewed** Group shows a list of items you have recently viewed.

Click the arrow

To expand or collapse the list.

Choose an item to reopen it.
(An easy way to get back to what you were working on earlier.)

Q **Search**                          Advanced

Enter Requests Reference No

Requests ▼        Reference No ▼

▼ Browse

▲ Create

- 📗 Answers
- ▥ Requests
- $ Payments
- 👤 Customers

▼ Recently Viewed

Q **Search**                          Advanced

Enter Requests Reference No

Requests ▼        Reference No ▼

▼ Browse

▼ Create

▲ Recently Viewed

All Requests Assigned to Me

- ▥ W004803-092117
- ▤ All Open Requests Assigned to Me
- ▥ W004796-092017
- ▤ All Requests
- ▥ W003118-050216
- 📗 A003785-121316
- ▤ All Answers

Note: The 🔒 icon indicates a feature dependent on your security profile.

HINT: If you hover the mouse pointer over a Request ID in the Recently Viewed list you will see a summary of that request.

Note: The 🔒 icon indicates a feature dependent on your security profile.

The Action or Tool Bar

The **Action or Tool Bar** will change depending on what you are doing in the system and your security profile. 🔒



The **New Request Button** allows you to create a new Request.

The **Search Button** allows you to search through the displayed records.

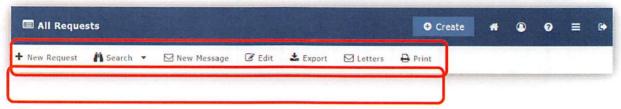The **New Message Button** allows you to send an email message to the Requestor of the Requests you have checked. (We will cover Sending Messages later in this document.)

The **Edit Button** allows you to make certain changes to the checked requests, such as marking the Request Closed or changing the Status.

The **Export Button** exports the first 2500 items in the Current List.

The **Letters Button** allows you to review letters generated in the system.

The **Print Button** will print a copy of the currently displayed page.

Note: The 🔒 icon indicates a feature dependent on your security profile.

The views can be customized. This example is a fairly common view and for each Request listed, you can see:

| Reference No ▼ | Service Request Type | Status | Contact E-Mail | Update Date | Create Date |
|---|---|---|---|---|---|
| W003118-050216 | Public Records Request | Full Release | Jrobinson@webqa.net | 9/20/2017 1:46 PM | 5/2/2016 8:23 AM |
| W003088-042216 | Public Records Request | Denied - Exemptions Stated | Jrobinson@webqa.net | 2/23/2017 9:16 AM | 4/22/2016 3:18 PM |
| W003074-042016 | Public Records Request | Denied - Exemptions Stated | ksullivan@webqa.com | 2/23/2017 9:16 AM | 4/20/2016 9:19 AM |

**Reference Number** – Each record in the system is automatically assigned a unique Reference Number. The first half of a Reference Number is incremental and the second half is the create date of that record.

The **Request Type**- some clients have more than one request type.

The current **Status** of the Request.

The **Contact E-Mail** which identifies the requestor.

The last time this request was updated (**Update Date**) and the date and time the request was created (**Create Date**).

> **HINT:** You can sort the displayed records by any column – in either ascending or descending order – by clicking on that column.

To begin working on a Request, click on the Reference No.

Note: The 🔒 icon indicates a feature dependent on your security profile.
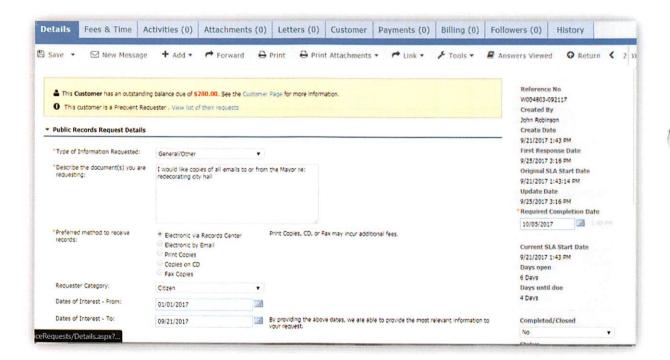
## Processing Requests

### Request Details

When you are assigned to a request, the system will automatically send you an email which will include a link to take you directly to that request in the system.

If you want to open a request from a view select the "Reference No" link. Once you select the link the request will open to the "details" page.

The top of the page contains the Menus and Toolbar to access all the areas to manage the request. The center of the page contains all the information captured about the request. The right side of the screen contains the current status, various dates, and assignment information.

Note: The 🔒 icon indicates a feature dependent on your security profile.

## Reassigning a Request

To reassign a request to a single department and staff person:

1. From the request details page on the right panel select "Assigned Department" and choose the appropriate department

2. Under "Assigned Staff" select the appropriate staff member

3. On the toolbar select "Save"

4. The system will automatically send the selected staff member an email message informing them a request has been assigned to them
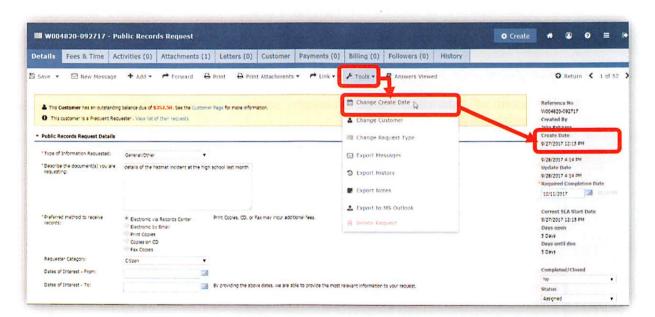
> **REMEMBER:** Because GovQA is a cloud-based system, any changes you make have to be saved to take effect. If you leave a screen without clicking the **SAVE** button, your changes will be lost.

> **Please Note:** Requests will always have just one assigned staff member. Please use Activities to share the work with multiple staff members across multiple departments.

Note: The 🔒 icon indicates a feature dependent on your security profile.
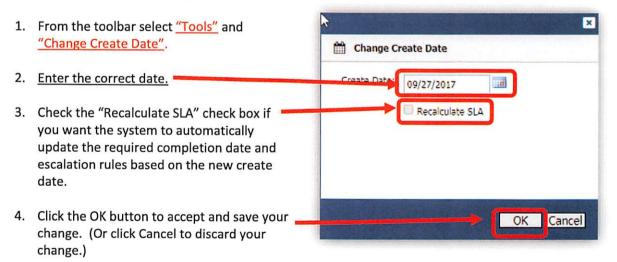
## Updating Create and Required Completion Dates

Occasionally, the create date or received date needs to be updated for a request within the system. For example, a request is received by mail on Friday, but is not entered into the system until Monday. 🔒



To change the **Create Date** of a request:

1. From the toolbar select "Tools" and "Change Create Date".

2. Enter the correct date.

3. Check the "Recalculate SLA" check box if you want the system to automatically update the required completion date and escalation rules based on the new create date.

4. Click the OK button to accept and save your change. (Or click Cancel to discard your change.)

Note: The 🔒 icon indicates a feature dependent on your security profile.

Occasionally, a request's **Required Completion Date** needs to be updated within the system. For example, a time extension has been requested or initiated. 🔒

To change the **Required Completion Date** of a request:
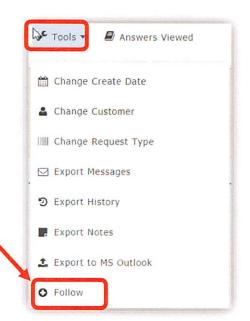
1. From the request details page Select the calendar button next to **Required Completion Date** on right panel.

2. Enter the correct date.

3. Select the "Save" button to accept your change.

Reference No
W004820-092717
**Created By**
John Robinson
**Create Date**
9/27/2017 12:15 PM
**First Response Date**
9/28/2017 4:14 PM
**Update Date**
9/28/2017 4:14 PM
*Required Completion Date
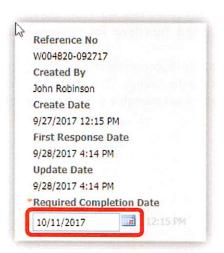10/11/2017   12:15 PM

## Following a Request 🔒

The **Follow** function allows staff to follow a request. This is primarily used by management or communications staff for specific requests of interest.

By selecting **Follow**, the system will automatically notify staff of any changes to the request.

Tools ▾    📰 Answers Viewed

📅 Change Create Date

👤 Change Customer

▥ Change Request Type

✉ Export Messages

🕓 Export History

📓 Export Notes

⬆ Export to MS Outlook

⊕ Follow

**Please Note**: You cannot follow requests if you are the assigned staff member. Also, not all staff members have access to this function depending on security rights defined within the system. Please contact your system administrator for more details.

Note: The 🔒 icon indicates a feature dependent on your security profile.

## Updating the Status

The status field is used to manage the current and final disposition of a request. From the request details page, click on the **Status** drop down list.
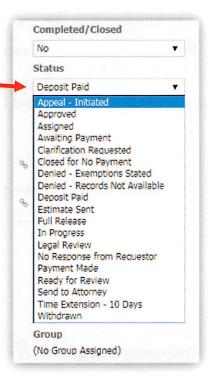
Select the appropriate status and select Save on the toolbar to execute the change. (The Status List is customized for each client, so yours will probably differ from this example.)

| Completed/Closed |
| --- |
| No ▼ |

**Status**

| Deposit Paid ▼ |
| --- |
| Appeal - Initiated |
| Approved |
| Assigned |
| Awaiting Payment |
| Clarification Requested |
| Closed for No Payment |
| Denied - Exemptions Stated |
| Denied - Records Not Available |
| Deposit Paid |
| Estimate Sent |
| Full Release |
| In Progress |
| Legal Review |
| No Response from Requestor |
| Payment Made |
| Ready for Review |
| Send to Attorney |
| Time Extension - 10 Days |
| Withdrawn |

**Group**
(No Group Assigned)

> **Remember**: Because GovQA is a cloud-based system, any changes you make have to be saved to take effect. If you leave a screen without clicking the **SAVE** button, your changes will be lost.

Note: The 🔒 icon indicates a feature dependent on your security profile.

## Closing a Request

The **Completed / Closed** field is used to determine whether a request is open or closed. Click on the Completed/Closed drop down list, Select **Yes** to Close the Request and select the **Save** button on the toolbar to accept the change.

| Completed/Closed |
|---|
| No ▼ |
| Yes |
| No |

> **Remember:** Because GovQA is a cloud-based system, any changes you make have to be saved to take effect. If you leave a screen without clicking the **SAVE** button, your changes will be lost.

Note: The 🔒 icon indicates a feature dependent on your security profile.
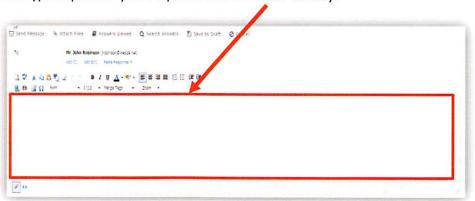
## Responding by Email

> **Please Note**: You should always respond to the Requestor via the GovQA system, rather than through your organization's email system. The GovQA system will save a copy of the email in message history area in the details page. The email is also logged on the history page, along with the attachments sent with the email.

From the toolbar select "New Message" to send an email communication to the customer.
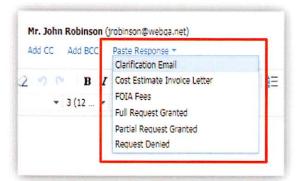


There are two ways to respond by email:

1. **Editor** – Just type or paste in your response into the editor directly.



2. **Prepared Response** – Select from the list of pre-configured responses from the drop down and select "Paste Response".
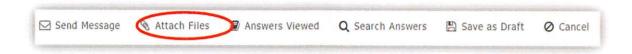
> Note: You can edit the text of a prepared response prior to sending.

Note: The 🔒 icon indicates a feature dependent on your security profile.

You can also Attach Files to this message. You can select from files that have already been attached to this request and you can select to add up to 3 additional files.

When the response is complete, scroll down to see the Save Options. You can enable or disable the spell checker. The request status and completed/closed fields can be updated at the same time. Select the checkbox next to the appropriate option. If you wish to save this message to reuse in the future, check the box for Remember this response and enter the name for this message. The next time you want to create a message, your remembered response will appear in the list of prepared responses.





Finally, click on **"Send Message"** on the toolbar to send the email to the customer.
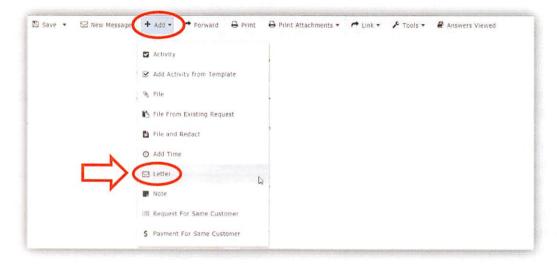
The system will save a copy of the email in message history area in the details page. The email is also logged on the history page, along with the attachments sent with the email.

Note: The 🔒 icon indicates a feature dependent on your security profile.
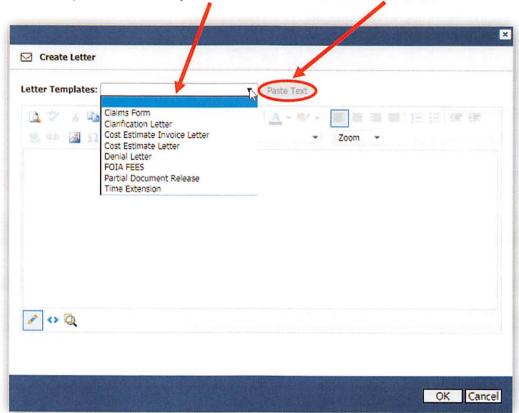
## Responding by Letter

To send a letter (print communication) to the customer, click Letter on the Add drop down menu.



Select a **Letter Template** from the **drop down menu** and click on the **Paste Text** button.
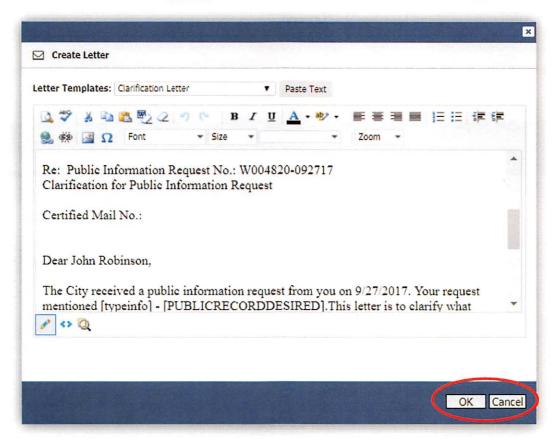
Note: The 🔒 icon indicates a feature dependent on your security profile.
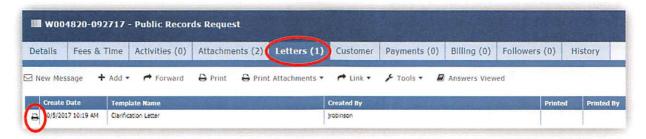
You can **edit the text** of a letter response prior to printing. When you are satisfied with the letter, click on the **OK** button to save your work. The system will save the letter as a Word document. If you do not want to send this letter, click the **Cancel** button to exit and return to the request details page.
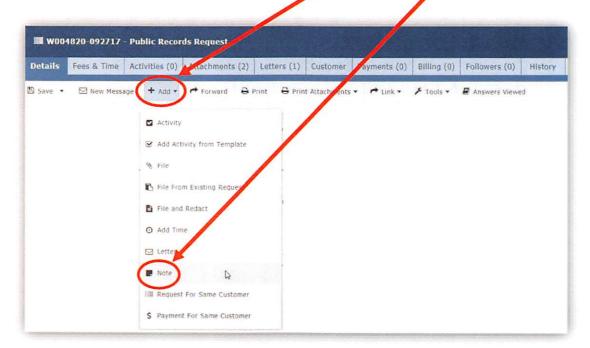


You can see all saved letters by clicking on the **Letters** tab on the **menu bar** on the **Details** screen for this request. To print the letter select the 🖨 (printer) icon. The system will open the Word document and you can print the letter.

Note: The 🔒 icon indicates a feature dependent on your security profile.

## Adding Notes
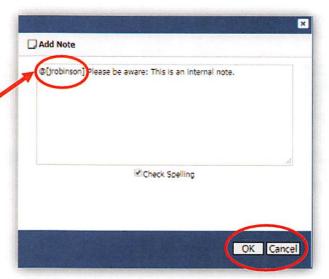
> **Notes** are for internal communications with other system users only. To respond to the customer use "**Send Message**" or "**Letters**".

To add a Note to this Request, from the Toolbar select "Add" and choose "Note" from the drop down list.



Type the information you wish to share in the dialog box and click the OK button when finished to save the Note. Or click Cancel to discard the Note and return to the Details screen.

Note: You can use the "@ Mention" function within the note to alert a coworker.

Note: The 🔒 icon indicates a feature dependent on your security profile.
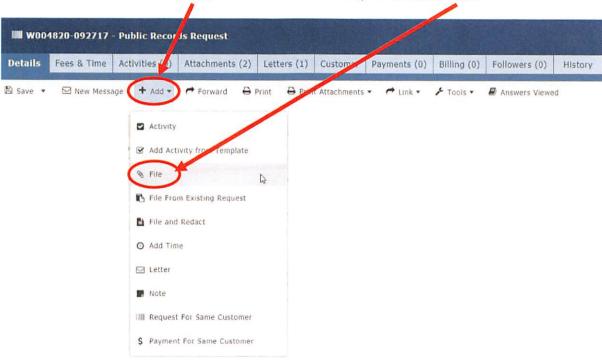
The saved Notes will be listed on the Details page for this request and will be available to anyone with access to the Request Details screen.

| Note | Created | Modified | |
|------|---------|----------|---|
| John Robinson Please be aware: This is an internal note. | 10/5/2017 11:32:00 AM by John Robinson | 10/5/2017 11:32:00 AM by John Robinson | 🗑 |
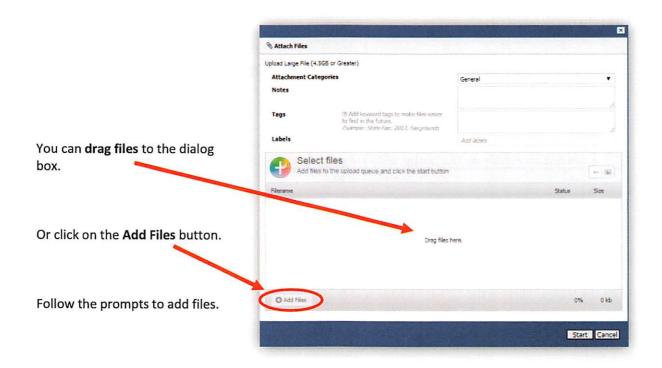
> **Important:** Although **Notes** are for internal communication within your organization and are not accessible via the portal, they are generally considered a "public record" and as such may be subject to applicable FOIA laws.
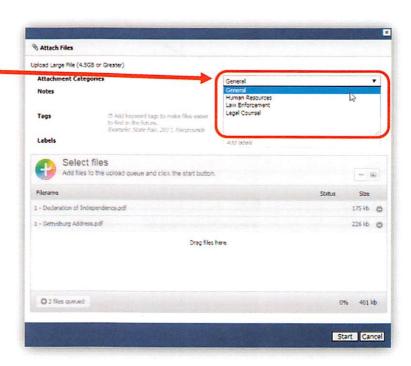
## Adding Files

From the toolbar click on the "+ Add" button and from the drop down select "File".

Note: The 🔒 icon indicates a feature dependent on your security profile.

You can **drag files** to the dialog box.

Or click on the **Add Files** button.

Follow the prompts to add files.
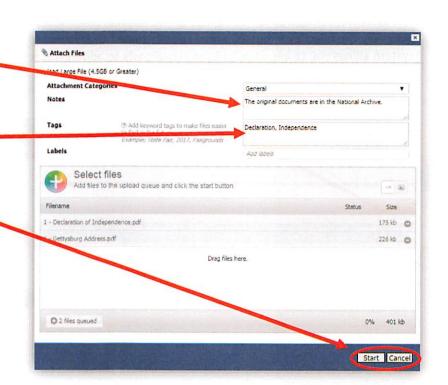
**Attachment Categories** allow your organization to place security restrictions on attached files. If your organization is using Attachment Categories, you will pick the appropriate one from the drop down list.

Note: The 🔒 icon indicates a feature dependent on your security profile.
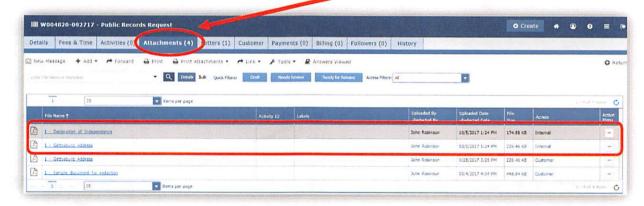
You can add **Notes** to provide additional information about these files.

You can also add **Tags** and **Labels** to make these files easier to find within the system in the future.

When you are ready, click the **Start** button to begin the file upload process. (Or you may click the **Cancel** button to discard this this upload and return to the **Details** screen.)



You can verify your files uploaded by clicking on the **Attachments** tab.

Note: The 🔒 icon indicates a feature dependent on your security profile.
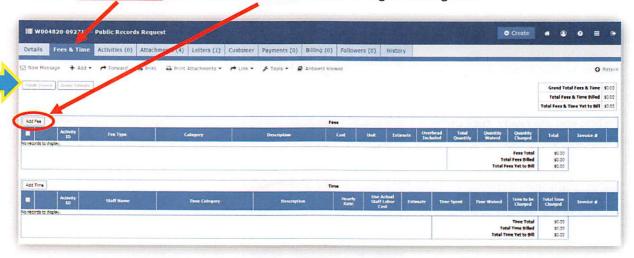
## Adding Fees

The system is configured with all the fees and internal costs necessary to process a request. Fees are generally classified by either "charged the customer" or "waived to the customer". Therefore, the system allows you to keep track of the actual costs to administer requests.

Select the **"Fees & Time"** tab.  Click on **"Add Fee"** button to begin entering a fee.



Choose the appropriate **Fee Type** and **Category** from the drop down menus. The Cost and Unit are preset.



Enter the **Total Quantity** (and the **Quantity Waived**, if applicable)



The system will automatically calculate the **Total**.

Note: The 🔒 icon indicates a feature dependent on your security profile.

When complete click on the **Green Checkmark** ( ✓ ) to accept and save this fee.

Or you can click on the **Red Cancel** ( 🚫 ) to discard this fee.

The system will automatically calculate and display the totals for this request.
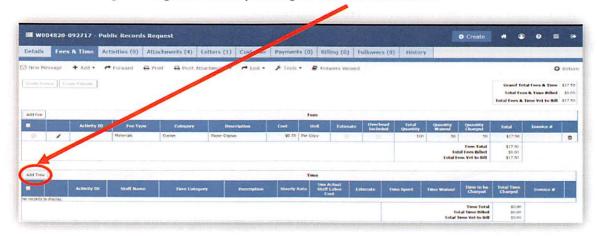


If authorized, you will be able to click on the **Pencil** ( ✏ ) to edit this fee or click on the **Garbage Can** ( 🗑 ) to delete this fee.

Note: The 🔒 icon indicates a feature dependent on your security profile.

## Adding Staff Time

The system allows you to keep detailed records of all staff time associated with fulfilling a request. When adding staff time, you can automatically add the resulting labor fees to the "FOIA Fees".

There are two ways to add staff time in the system – On the **Fees & Time** tab and the **Add Time** option on the **+ Add** drop down menu. On the **Fees & Time** tab you will see the **Time** entries grouped under the **Fee** entries. Begin adding **Staff Time** by clicking on the **Add Time** button.



Choose the **Department and Staff Name** from the drop down lists. Choose the **Time Category** from the drop down list.



Enter the **Time Spent** and choose **Hours** or **Minutes**. Enter **Time Waived** if appropriate
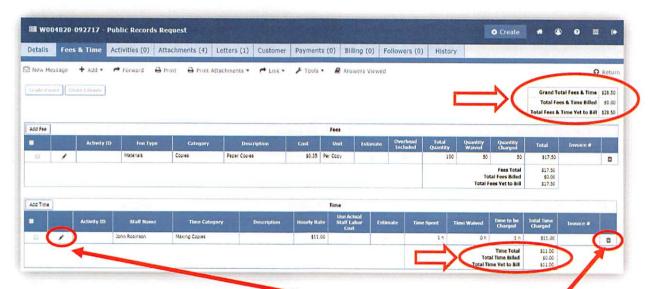


When complete click on the **Green Checkmark** ( ✓ ) to accept and save this fee.

Or you can click on the **Red Cancel** ( ⊘ ) to discard this fee.

Note: The 🔒 icon indicates a feature dependent on your security profile.

The system will automatically calculate and display the totals for this request.



If authorized, you will be able to click on the **Pencil** ( ✎ ) to edit this fee or click on the **Garbage Can** ( 🗑 ) to delete this fee.

You can also enter **Staff Time** from the + **Add** on the **Menu Bar** and choosing **Add Time**.

Note: The 🔒 icon indicates a feature dependent on your security profile.
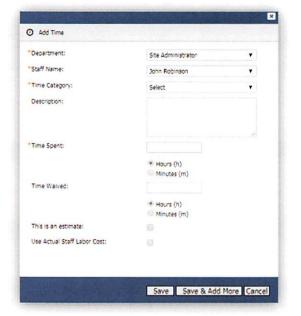
The Add Time Screen will pop up.

Enter the same information as on the Fees & Time tab.

When complete, click the Save button to accept and save this entry.

Or click the Cancel button to discard this entry.

| Add Time | |
|---|---|
| *Department: | Site Administrator ▼ |
| *Staff Name: | John Robinson ▼ |
| *Time Category: | Select ▼ |
| Description: | |
| *Time Spent: | |
| | ● Hours (h) |
| | ○ Minutes (m) |
| Time Waived: | |
| | ● Hours (h) |
| | ○ Minutes (m) |
| This is an estimate: | ☐ |
| Use Actual Staff Labor Cost: | ☐ |

[ Save ] [ Save & Add More ] [ Cancel ]

Note: The 🔒 icon indicates a feature dependent on your security profile.

## Create Invoice and Create Estimate 🔒

> Note: The **Create Invoice** and **Create Estimate** are only functional for clients that have upgraded to activate the **Invoicing Module**. Using the **Invoicing Module** is not covered in this guide.

| W004820-092717 - Public Records Request |
|---|

| Details | **Fees & Time** | Activities (0) | Attachments (4) | Letters (1) | Customer | Payments (0) | Billing (0) | Followers (0) | History |
|---|---|---|---|---|---|---|---|---|---|

☑ New Message  ＋ Add ▾  ↱ Forward  🖨 Print  🖨 Print Attachments ▾  ↱ Link ▾  🔧 Tools ▾  📓 Answers Viewed

[ Create Invoice ] [ Create Estimate ]

Note: The 🔒 icon indicates a feature dependent on your security profile.
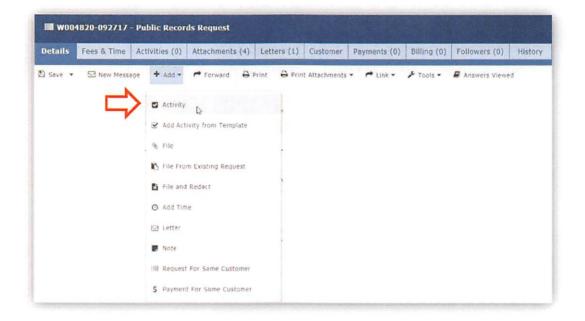
## Managing Activities (Multi-Department Requests)

Activities are different actions necessary to complete a request. For example an "environmental study" may require multiple activities from several departments. You will receive an email notifying you an activity has been assigned to you. The link in the email will take you directly the request.

## Creating Activities

Select the "+ Add" on the toolbar and then select "Activity" from the drop down list.

Note: The 🔒 icon indicates a feature dependent on your security profile.

On the Activity Details screen enter the required information.

The **Due Date** is the date by which this Activity should be completed.

**Activity Type** should default to the most used for your organization. Choose the correct Activity Type from the drop down list.

Choose the **Department** and **Staff** member from the drop down lists.

You may add a note to the Staff member.

You can also set the Reminder Date, Time, and method of reminding the Staff member if this Activity is not completed.



When complete click the **Save** button to accept this Activity and send an email alerting the Staff member that they have a new activity assigned to them.
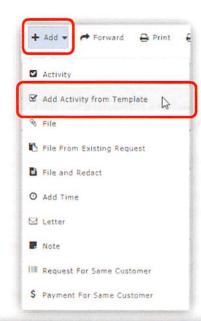
Click the **Cancel** button if you want to discard this Activity.

Note: The 🔒 icon indicates a feature dependent on your security profile.
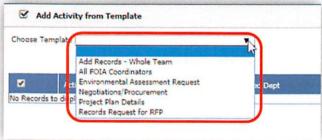
## Add Activity from Template

Activity Templates allow you to assign activities to a preset group of users in one step. If you find you have to routinely assign tasks to one or more groups of users, this may save you time and effort.

If your organization is using Activity Templates, you can add activities from a template by clicking on the + Add button and choosing Add Activity from Template on the drop down menu.

Choose a Template from the drop down list presented.

Make any changes necessary, such as resetting the Reminder and Due Dates, then click OK to accept or Cancel to discard. The system will automatically send email alerts to each of the staff you have just assigned Activities.

Note: The 🔒 icon indicates a feature dependent on your security profile.

## Closing Activities

Select the _Activities_ tab to view the assigned activities for a request.

| | Activity ID | | | Due Date | Activity Type | Assigned Staff | Notes | Complete |
|---|---|---|---|---|---|---|---|---|
| ✏ | 12791 | 📅 | 🖨 | 10/13/2017 | Add Records | John Robinson | Please attach the necessary docs. | |
| ✏ | 12792 | 📅 | 🖨 | 10/13/2017 | Call | Jerry Ketoff | Please provide any email correspondence that may rel to the requested information. Thank you. | |
| ✏ | 12793 | 📅 | 🖨 | 10/13/2017 | To Do | Mark Turner | Please provide all correspondence, negoti... and contracts with the associated FOIA request. | |
| ✏ | 12794 | 📅 | 🖨 | 10/13/2017 | Correspondence | Rob Davis | Please review the attached re... and notify any elected officials that it may appl... hank you. | |
| ✏ | 12795 | 📅 | 🖨 | 10/13/2017 | To Do | Greg Evans | Please provide a...vant documentation regarding this request. | |
| ✏ | 12796 | 📅 | 🖨 | 10/13/2017 | Correspondence | Dana Kilby | I just ...d to inform you of this request. No action ... | |
| ✏ | 12797 | 📅 | 🖨 | 10/13/2017 | To Do | Fred Farias | Please provide any appropriate Payroll or Financial Documents relating to this request. | |

Click the checkbox for the Activity you wish to mark as complete.

Note: The 🔒 icon indicates a feature dependent on your security profile.
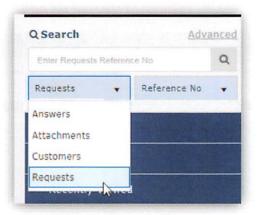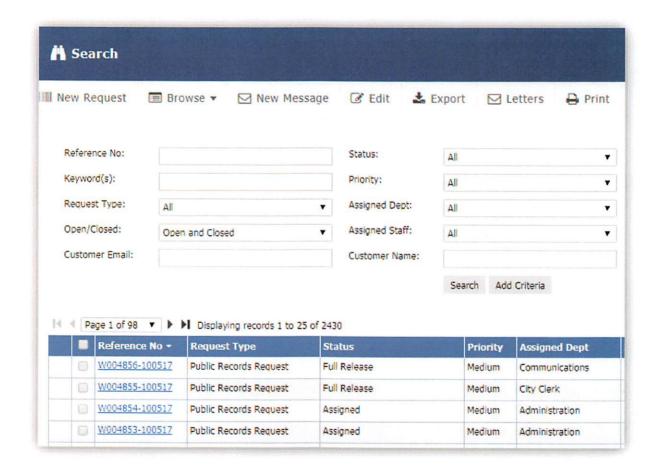
## Advanced Search

The Advanced Search function provides you more search options and greater filtering of the results.

On the Quick Panel choose the type of record you want to search from the drop down list.

Then click on "**Advanced**".

**Q Search**                                                    Advanced

Enter Requests Reference No

| Requests ▼ | Reference No ▼ |

Answers

Attachments

Customers

Requests

---

**🔭 Search**

| ▌▌▌ New Request | 📖 Browse ▼ | ✉ New Message | ✏ Edit | ⬇ Export | ✉ Letters | 🖨 Print |

| Reference No: | | Status: | All ▼ |
| Keyword(s): | | Priority: | All ▼ |
| Request Type: | All ▼ | Assigned Dept: | All ▼ |
| Open/Closed: | Open and Closed ▼ | Assigned Staff: | All ▼ |
| Customer Email: | | Customer Name: | |

Search     Add Criteria

◁◀ Page 1 of 98 ▼ ▶ ▶▌ Displaying records 1 to 25 of 2430

| ☐ | Reference No ▼ | Request Type | Status | Priority | Assigned Dept |
|---|---|---|---|---|---|
| ☐ | W004856-100517 | Public Records Request | Full Release | Medium | Communications |
| ☐ | W004855-100517 | Public Records Request | Full Release | Medium | City Clerk |
| ☐ | W004854-100517 | Public Records Request | Assigned | Medium | Administration |
| ☐ | W004853-100517 | Public Records Request | Assigned | Medium | Administration |

1. Enter or select any of the eight different criteria to filter the results

Note: The 🔒 icon indicates a feature dependent on your security profile.

2. You can also add search criteria for any of the custom fields or system fields in the system. Select "Add Criteria" and Select the appropriate field and add the criteria. To unselect criteria, deselect the checkbox next to the name.

3. Select "Search" to perform the search.

> **NOTE:** You can sort the results by any of the columns by clicking any of the column headers.

Note: The 🔒 icon indicates a feature dependent on your security profile.
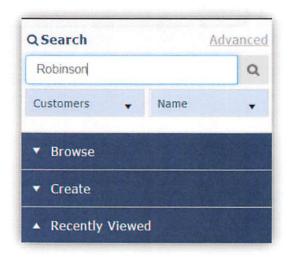
## Viewing Histories

One of the strengths of the GovQA system is that it records the entire lifecycle of a request. That information can then be viewed as the history of a Customer, a particular request, or the actions of a particular staff member. In broad terms, we record who did what and when they did it. And you always have this information at your fingertips.

## Customer History

To see Customer details and all the requests submitted by Customer, you can search for that Customer in the Search on the Quick Panel.
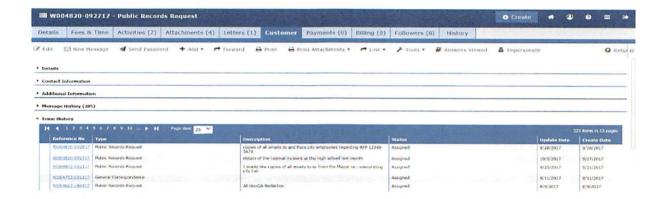
Or you can click on the Customer tab from the Request Details screen.

You will see the Customer's details including contact information, Message History and a list of all requests they have initiated.

Note: The 🔒 icon indicates a feature dependent on your security profile.
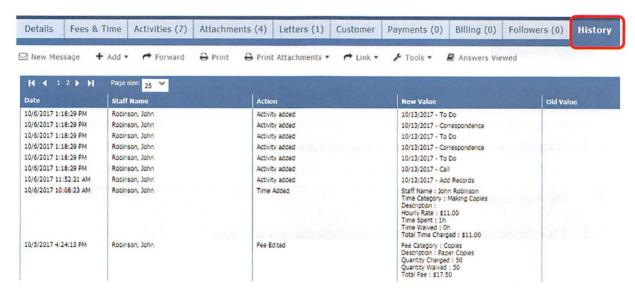
## Request History

From any Request Details screen, you can click on the History tab to see a list of all changes to this Request throughout its lifecycle.



| Date | Staff Name | Action | New Value | Old Value |
|------|-----------|--------|-----------|-----------|
| 10/6/2017 1:18:29 PM | Robinson, John | Activity added | 10/13/2017 - To Do | |
| 10/6/2017 1:18:29 PM | Robinson, John | Activity added | 10/13/2017 - Correspondence | |
| 10/6/2017 1:18:29 PM | Robinson, John | Activity added | 10/13/2017 - To Do | |
| 10/6/2017 1:18:29 PM | Robinson, John | Activity added | 10/13/2017 - Correspondence | |
| 10/6/2017 1:18:29 PM | Robinson, John | Activity added | 10/13/2017 - To Do | |
| 10/6/2017 1:18:29 PM | Robinson, John | Activity added | 10/13/2017 - Call | |
| 10/6/2017 11:52:21 AM | Robinson, John | Activity added | 10/13/2017 - Add Records | |
| 10/6/2017 10:08:23 AM | Robinson, John | Time Added | Staff Name : John Robinson<br>Time Category : Making Copies<br>Description :<br>Hourly Rate : $11.00<br>Time Spent : 1h<br>Time Waived : 0h<br>Total Time Charged : $11.00 | |
| 10/5/2017 4:24:13 PM | Robinson, John | Fee Edited | Fee Category : Copies<br>Description : Paper Copies<br>Quantity Charged : 50<br>Quantity Waived : 50<br>Total Fee : $17.50 | |

Note: The 🔒 icon indicates a feature dependent on your security profile.

# Creating new Requests

From time to time you may be required to create a new request in the system – for example, for a customer walk-in. From the main screen you can begin creating a new request three ways:

1. From the **Quick Panel** – select **Create** – then select **Requests**.
2. From the **Toolbar** click on the **+ New Request** button.
3. From the **Top Menu** click **Create** – then select **Request**.



First, we want to see if the customer is already in the system. This will save us time by not having to type in the contact information.

1. Under Request Type - Select your request type

2. Enter the customer's identifier under Search for Customer and choose Name, Email, etc. from the drop down list

3. Click the Search Button. The system will display any matches.

4. If your customer's information is already in the system, click the **Select** button in front of their record. Or, if not found, click the **New Customer** button.
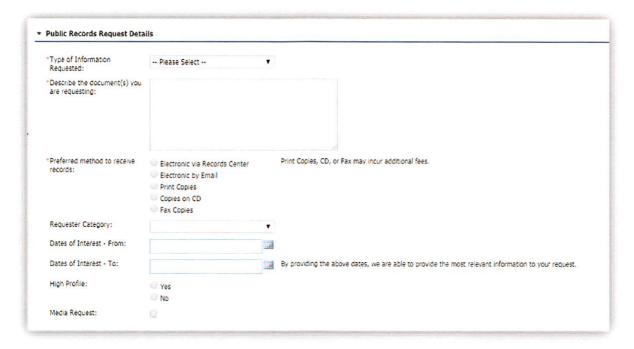
> **NOTE:** In some states, for example Florida, customers are allowed to enter a request without identifying themselves. If that is the case, select the **Anonymous Customer** button to proceed. You will be able to enter a new request without adding any customer information.

> **IMPORTANT:** Because you will not have any way of communicating with an **Anonymous Customer**, it is very important that you impress upon the requestor that they need to remember the Request ID.

Note: The 🔒 icon indicates a feature dependent on your security profile.

5. Confirm/enter your customer's information.

6. Enter the details of the request. Required fields are marked with a red asterisk ( * ).

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▾ **Public Records Request Details**

| | |
|---|---|
| *Type of Information Requested: | -- Please Select -- ▾ |
| *Describe the document(s) you are requesting: | [text box] |
| *Preferred method to receive records: | ○ Electronic via Records Center    Print Copies, CD, or Fax may incur additional fees.<br>○ Electronic by Email<br>○ Print Copies<br>○ Copies on CD<br>○ Fax Copies |
| Requester Category: | ▾ |
| Dates of Interest - From: | [     ] 📅 |
| Dates of Interest - To: | [     ] 📅  By providing the above dates, we are able to provide the most relevant information to your request. |
| High Profile: | ○ Yes<br>○ No |
| Media Request: | ☐ |

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▾ **File Attachment**

| **Access** | **File Name** | **Attachment Categories** |
|---|---|---|
| Internal ▾ | Attach | General ▾ |

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7. If the customer provides you with electronic files, or if you scan a paper document to create an electronic copy, you can attach those documents to the request.

8. If you want to send the customer a confirmation email, select the check box "Send Confirmation Email" under save options.

9. Select "Save" to save the request. Or Select "Save and Add Again" if you want to add another request for this specific customer. The request will automatically be routed to the appropriate Staff.  Once saved, the system will take you to the details page of the request.

Note: The 🔒 icon indicates a feature dependent on your security profile.