Jacksonville City Council
2019 Orientation

INFORMATION SYSTEMS ADMINISTRATION

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OFFICE OF THE JACKSONVILE CITY COUNCIL

SECTION 1. CITY COUNCIL and COUNCIL MEMBER WEB PAGES

The City of Jacksonville maintains a website at www.coj.net administered by the Information Technologies Department and the Office of Public Information. The City Council Information Services Administrator maintains and updates the City Council and Council Member web pages on the City's site. These pages adhere to the general standards and style guidelines of the City of Jacksonville and may not contain political content.

The City Council main page at http://www.coj.net/city-council.aspx (Exhibit 1) contains general information and links to pages with more specific information including:

- Council Member Roster
- Headlines (Press Releases)
- Public Notices
- Council Meeting Video
- District Maps
- Council and Committee Agendas
- Legislation
- Committees, Boards and Commissions
- Events (Meeting Calendar)
- Yearly Schedule
- Staff Information
- Council Auditor's Office
- Reports and Studies
- Rules of the Council
- Ordinance Code
- City Council Appointments
- Frequently Asked Questions
- Current Issues
- Sunshine Compliance
- Lobbyist Information

Each Council Member has a main web page link on the City Council page (Exhibit 3). This page contains a photo of the Council Member, biographical information and links to standardized sub-pages for contact information, assignments and district maps. In addition, Council Members may wish to provide content for other sub-pages such as links of interest, community or town meetings, newsletters, press releases (Exhibit 6), a photo gallery (Exhibit 5), etc. Again, these sub-pages must adhere to City of Jacksonville general standards and style guidelines and may not contain any political content.

Paula Shoup, Information Systems Administrator, is the staff member responsible for maintenance of the City Council and Council Member web pages. She may be contacted at (904) 630-7234 or pshoup@coj.net.

EXHIBIT 1. City Council Main Web Page

City of Jacksonville, Florida — Government — Business — Nonprofits — Community — Things to Do — City Services — Apps — JaxReady — Help — Search

Council Meetings Online

Public Notices

Budget Information

COJ.net > City Council

For sitemap menu options click on the top tab

Jacksonville City 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 way of life. These 19 Council Members, who are elected to four-year terms and serve as part-time legislators, have almost unlimited power to enact legislation in order to provide for the needs of our 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.'

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.

Legislation flows through Standing Committees made up of council members before going to the full Council for a vote. All bills are assigned to one or more of the five Standing Committees for recommendations to be made to the full Council. These committees meet during the first and third weeks of each month in the Council Chamber in City Hall. For additional information, click Legislative Process.

The full Council meets on the second and fourth Tuesday of each month at 5 p.m. in the Council Chamber. Citizens are encouraged to play an active role in their city government. You may obtain a Council Agenda from the Legislative Services Division in City Hall (Suite 430) on the Friday before a meeting.

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

EXHIBIT 2.   Council Member Roster Web Page

Council Members

Click on the links below to navigate to individual Council Member pages. To determine who your Council Member is, please go to the "Council District Search" application or to the My Neighborhood application on the JaxGIS maps site for additional neighborhood details. You may also contact the City Council office at (904) 630-1377. Click Precinct Finder to search for your precinct on the Supervisor of Elections website.

Under Florida law, email addresses are public records. If you do not want your email address published, do not send electronic mail to City Council Members or staff. Instead, contact the City Council by phone or in writing.

Council Member Roster.pdf (120k) - *Revised 9/5/2018*

District Council Members

District 1: **Joyce Morgan**	Phone: (904) 630-1389 Email: JoyceMorgan@coj.net Assistant: Chet Aikens
District 2: **Al Ferraro**	Phone: (904) 630-1392 Email: Ferraro@coj.net Assistant: Connie Holt
District 3: **Aaron L. Bowman**	Phone: (904) 630-1386 Email: ABowman@coj.net Assistant: Carol Brock
District 4: **Scott Wilson**	Phone: (904) 630-1394 Email: SWilson@coj.net Assistant: Jackie Lee

EXHIBIT 3.   Council Member Web Page Example

EXHIBIT 4. Council Member Contact Information Web Page Example

City of Jacksonville, Florida   Government   Business   Nonprofits   Community   Things to Do   City Services   Apps   JaxReady   Help   Search

For sitemap menu options click on the top tab

COJ.net > City Council > City Council Members > Joyce Morgan > Contact Information

Joyce Morgan, District 1

Bio

Contact Information

Council Assignments

District Map

District 1 Statistical Information

Photo Gallery

Town Hall Meeting

Office of the City Council
117 W. Duval St., Suite 425
Jacksonville, FL 32202

Phone: (904) 630-1389
FAX: (904) 630-2906

Email: JoyceMorgan@coj.net
Assistant: Chet Aikens

Under Florida law, email addresses are public records. If you do not want your email address published, do not send electronic mail to City Council Members or staff. Instead, contact the City Council by phone or in writing.

EXHIBIT 5.   Council Member Photo Gallery Web Page Example

EXHIBIT 6.   Council Member Press Releases Web Page Example

EXHIBIT 7. Council Member Community Events Web Page Example

City of Jacksonville, Florida | Government | Business | Nonprofits | Community | Things to Do | City Services | Apps | JaxReady | Help | Search

For sitemap menu options click on the top tab

COJ.net > City Council > City Council Members > Ju'Coby Pittman > Community Events

Ju'Coby Pittman, District 8

Bio

Community Events

Contact Information

Council Assignments

District Map

Photo Gallery

Press Releases

Community Events

April 29, 2019 - Town Hall

Bradham-Brooks Library
1755 Edgewood Ave. W.
Jacksonville, FL 32208
Notice | Agenda | Minutes | Amended Minutes | Sign-in Sheet | Septic Tank Phase Out Maps

April 8, 2019 - Town Hall

Cisco Gardens Civic Association's Community Center
4238 Jones Road
Jacksonville, FL 32219
Notice | Minutes | Sign-in Sheet

SECTION 2. COMPUTER EQUIPMENT

Dell XPS 13" Laptop

The laptop Council Members are issued is the ultraportable Dell XPS 13" laptop with the Intel 5 processor with carry case and wireless mouse. Along with your laptop you will have available an external monitor, speakers, keyboard, and mouse as well as a port replicator designed to make it much easier to connect/disconnect your laptop for portable use. Each office also has a Lenovo M920 or Dell Optiplex3020 desktop computer as well as a color all in one printer/scanner/copier available.

Even though the laptop has Outlook installed locally, your City email cannot be accessed using this local application unless you are physically plugged into the City's internal network. It is recommended you access your email via Internet Explorer using either **remote.coj.net** or **outlook.office365.com**. The former will also give you access to your files saved to your network drives.

It is strongly recommended that you save your critical files to network drive (F) since on the network drives are backed up each evening.

In addition to your laptop, there is also support for <u>most</u> smart phones which you may utilize to retrieve and manage your Outlook Email, Calendar, Tasks and Contacts should you elect to do so. These phones are capable of synchronizing your Outlook, meaning any changes you make to Outlook will be reflected on your device and vice versa.

Printer Maintenance

Replacement cartridges for desktop printers can be found in the City Council mailroom. Staff can help identify which cartridge is required for your printer and aide with replacement if necessary. Always contact Information Systems Staff to replace cartridges for the industrial printers found in the Supply Room and in the Research Division. For all maintenance issues, please notify staff and do not attempt to troubleshoot any desktop or industrial printer.

Computer Problems

Steve Cassada, Information Systems Administrator & Senior AV Manager, and Louie Marino, Information Systems Administrator & AV Manager, are the initial points of contact for all computer problems. Notify these individuals in the event of an outage, issue, malfunction of any electronic equipment, computers, or devices. It is imperative that these individuals are made aware of any and all problems prior to contacting outside sources. They will evaluate the problem and coordinate the appropriate repair. Mr. Cassada may be contacted at (904) 630-4482 or scassada@coj.net and Mr. Marino may be contacted at (904) 630-1400 or lmarino@coj.net.

EXHIBIT 1. Phone Layout & Commonly Used Features
(Page 1 of 2)

Cisco Phone | Phone Layout

Number	Buttons
①	Handset light strip
②	Programmable feature buttons
③	Phone screen
④	Softkey buttons
⑤	Navigation and Select button
⑥	Hold/Resume button
⑦	Conference button
⑧	Transfer button
⑨	Speakerphone button
⑩	Headset button
⑪	Mute button
⑫	Keypad
⑬	Volume button
⑭	Contacts button
⑮	Applications button
⑯	Messages button
⑰	Handset

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EXHIBIT 1.   Phone Layout & Commonly Used Features
(Page 2 of 2)

Cisco Phone| Commonly Used Feature Information

General Info "Call 255-1818 for issues"	Call Forward "All"	Redial	Transfer	Conference	Hold "Revert"	Voice Mail "Set Up"

Phone Set Information:
- Call History: All calls/Missed calls
- Preferences: Ringtone, Wallpaper, Brightness

Contacts:
- Corporate Directory: Dial by name

Message Key:
- Voicemail access

Buttons:

☼	Applications
📖	Contacts
ᴑᴑ	Messages
👤	Transfer
‖	Hold/Resume
👥	Conference
+ −	Volume
🔊	Speakerphone
🎤	Mute
ဂ	Headset
◯	Select button

Call Forward "All"

Step 1: Press the Forward All softkey

Step 2: Enter a phone number, or select an entry from the Call History list or you may press the Messages button to forward all calls to voicemail. Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded

Step 3: Verify that your calls are forwarded, look for:
- See a Forward all icon in the line label
- See the forwarding information on the phone header

Redial

Step 1: Press the Redial softkey

Step 2: To place the call on a specific phone line, select a dial tone on that line

Step 3: Pres the re-dial softkey

Transfer

Step 1: Start with an active call (not on hold)

Step 2: Press the Transfer button and do one of the following to enter the transfer recipient's phone number:
- Enter the transfer recipient's phone number.
- Press the Active Calls softkey and select a held call. (The transfer completes immediately.)
- Press the pulsing green button of a held call (right side).
- Scroll to a Call History record and press the Call softkey

Step 3: Press the Transfer button or the Transfer softkey. (You do not have to wait for the recipient to answer to complete the transfer.) The transfer is complete

Note: To swap between Calls before Completing a Transfer. After you connect to the transfer recipient –but before you transfer a call to this party—you can press the Swap softkey to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

Conference

Step 1: Start with a connected call that is not on hold

Step 2: Press the Conference button and do one of the following:
- Enter the phone number for the party you want to add and press the Call softkey
- Press the Active Calls softkey and select a call
- Select a call from the Call History

Step 3: Wait for the party to answer (or skip to step 4 while the call is ringing)

Step 4: Press the Conference softkey. The conference begins. Repeat these steps to add more parties, if desired

Hold "Revert"

Step 1: To put a call on hold, press the Hold softkey. The Hold icon displays and the line button pulses green

Step 2: To resume the highlighted call, do one of the following:
- Press the pulsing green button
- Press the Resume softkey
- Press the Select button in the Navigation pad

Also, use the Session buttons to swap between holding and connected calls. For example, if you have a held call and an active call, pressing the "Session "button for the held call resumes that call and places the other call on hold automatically

Revert...

Step 1: Press the flashing amber line button or the Answer softkey to resume the call from hold

Voice Mail "Set Up"

Step 1: Press the message button

Step 2: Enter the temporary passcode (135797) given to you by ITD

Step 3: The system will prompt you to:
- Record your name
- Record a greeting
- Set a new password (a minimum of 4-digits)

Step 4: Once you have completed all the prompts your voicemail box is ready to receive messages