

SPECIAL CALLED COMMITTEE OF THE WHOLE  
THURSDAY, DECEMBER 15, 2022 | 3:30 PM  
COUNCIL CHAMBERS  
COUNCIL PRESIDENT WARDINE T. ALEXANDER, COMMITTEE CHAIR

## MINUTES

**Councilor(s) Present:** Alexander, Abbott, O'Quinn, Smitherman, Tate; Mayor Woodfin

### I. CALL TO ORDER

The Meeting was called to order by Council President Pro Tem Smitherman.

### II. APPROVAL OF MINUTES

**Action Taken:**

**Councilor O'Quinn Motioned to Approve.**

**Councilor Alexander Seconded the Motion.**

**The August 7, 2022 Committee of the Whole Meeting Minutes were approved as recorded.**

### III. NEW BUSINESS

#### A. SEE CLICK FIX – ALICIA LUMPKIN, DIRECTOR OF PROCESS IMPROVEMENT

Alicia Lumpkin presented the update.

**CivicPlus Technology Implementation into the City's 311 System**

During the period of January 1, 2022 – November 30, 2022, operators have answered 69,800 calls and 45,336 requests have been entered in the system.

**Internal Processes**

There has been a merger of the Code Enforcement Teams; DPW and PEP Code Enforcements).

A project management consultant was deployed to assist with DPW in identifying creative ways to build internal systems.

DPW worked to clear and close over 4,000 missed bulk trash cases that remained open in the system, and resolved 1,390 outstanding pothole complaints that were outstanding in the system.

Updated business practices have been initiated to ensure staff has a working knowledge of the system's workflow and residential touch points.

The branding has been solidified with Apple: "MY BHAM 311"

**MY BHAM 311 PROJECT TIMELINE**

**Phase I** – Beta Launch – available to a small group of users, mainly departments and divisions for evaluation and system testing. **(March 1 – March 31)**

**Phase II** – Soft Launch – web portal becomes available to all users. **(April 1 – July 31)**

**Phase III** – System Assessment – monitored and identified existing gaps between technology and business processes and developed/implemented plan of correction. **(August 1 – October 31)**

**Phase IV** – Launch Preparation – solidifying My BHAM 311 marketing campaign spearheaded by the Office of Public Information. **(November 1 – December 30)**

**Phase V** – Public Announcement – public announcement/community engagement campaign. **(January 24, 2023)**

A residential engagement campaign will include:

Instructions on how to report and create profiles via mobile application and the web portal.

Video tutorials and social media announcements.

Update FAQ section on the 311 webpage.

Partner with the Community Resource Representatives to disseminate promotional materials and information.

MINUTES

The project will continue to be monitored to ensure continuity in processes and response times, as well as working with SIGAO (vendor) to create custom reporting technology.

**Action Taken:**

**No Action – Information Only.**

**B. UNIFORM TRASH BINS – JOSH YATES, DIRECTOR OF DPW**

Josh Yates presented an update on the waste management solutions/cart program.

The Pilot Phase I consisted of 2,400 households across the city.

The Phase I roll-out consisted of 20,000 households.

The Phase II roll-out is expected in early 2023.

There are 32 open complaints across the entire city.

**Code Changes:**

Only servicing what is in the cart.

If residents request an additional cart, a one-time fee of \$120.00 will apply, which covers the actual hard cost of the product and delivery.

All garbage must be bagged.

Carts must be free of obstacles (3 ft. clearance on each side), and facing the roadway.

If it is determined by Public Works that certain areas cannot be serviced on the front, they will look into servicing those areas through the alleyway.

Carts must be placed on the curb on the front street the night before, but no later than 6:00 a.m. the morning of pick up.

Refusal to utilize the cart will be subject to an interruption in waste service.

If residents have not received a cart, DPW will continue to utilize the current service.

Theft or damage cost of a cart is the same as the purchase of an additional/new cart (\$120.00).

DPW only wants to service four waste containers or units (reduction from 10 units).

**Action Taken:**

**No Action – Information Only.**

**C. CHOICE NEIGHBORHOOD GRANT APPLICATION – DR. MEGHAN VENABLE- THOMAS, DIRECTOR OF COMMUNITY DEVELOPMENT**

**Meghan Venable-Thomas presented an update.**

The City is focusing on the Smithfield neighborhood with the Choice Neighborhoods Initiative Grant.

The Choice Neighborhoods Initiative has three (3) major components: people/education, housing, and neighborhood.

All Choice Neighborhoods Initiative grants partner a city entity with the Housing Authority, with then intent to revitalize a public housing site.

The grant offers \$50 million in choice neighborhood funding.

With the grant, the City will be able to leverage up to \$550 million over the course of the eight-year grant cycle.

It has an economic impact that could possibly reach \$242 million.

Currently, there are 60 plus partners; 1,000 construction jobs will be created, and 1,000 new rental and ownership units will be constructed.

**Action Taken:**

**No Action – Information Only.**

**IV. OLD BUSINESS**

None

**V. ADJOURNMENT**

**Councilor Alexander Motioned to Adjourn.**

**Councilor Tate Seconded the Motion.**

**The Meeting was Adjourned.**