

## Minutes for Kansas City Neighborhood Advisory Council (KCNAC) on Tuesday, May 10, 2005

**KCNAC members in attendance:** Lynda Callon, Jay R. Stock, Rodney Sampson, Bruce Pennington, Forestine Beasley, and Cynthia Canady

**Absent Members:** Greg Hugeback, Steve Eklund and Dennis Carroll

**City staff in attendance:** Renea Nash, David Reynolds, David Parks, Les Washington, Ernest Rouse, and Daisy Dixon

**Guests:** Ruth Austin and Patricia (?)...

**Meeting called to order at 3:48 p.m.**

### **Old Business:**

Due to time restraint, the committee decided to push back the approval of the minutes of the last meeting (April 12, 2005).

### **Subcommittee reports:**

Waste Management-Jay: No report.

Property Maintenance-Rodney: No report.

Liquor Control-Dennis: No report.

Community Policing-Steve: No report.

### **New Business:**

Consolidation of the Call Center, Ernest Rouse, Director of the Action Center—

**Lynda Callon** stated that all of the customer service call centers would merge into one mega call center...this would be a good time for the neighborhood's input of their expectations for the call center. She introduced Ernest Rouse who is the Director of the Action Center. She asked him to give an overview of what could be expected from the call center.

**Ernest Rouse** introduced Patricia...she represented the consulting firm that is assisting in the consolidation of the call centers throughout the city...a centralized call center or a one-stop shop. They are exploring the possibilities of using the 311 abbreviated number. An application has been submitted to the Missouri Public Service Commission in which the commission for approval of the use of the number. In the past 6 to 9 weeks, they have been in an assessment stage...he anticipated the project to take up to 21 to 22 months to implement...the first division to be transferred is Environmental Management...within the next 3 to 4 weeks. He stated to best utilize the time of the committee would be to answer specific questions from the committee and to allow the committee to make recommendations as to how to better serve the public as they go forward.

**Lynda Callon** asked Ernest to discuss the areas that will be pulled into the call center.

**Ernest Rouse** stated that Environmental Management and probably Neighborhood Preservation.

**Lynda Callon** stated that she has been referring citizens to the Action Center for codes complaints. She was under the impression that the Action Center was already handling the codes calls.

**Rodney Sampson** stated that Neighborhood Preservation would collapse what they have on their side.

**Jay R Stock** asked Ernest whether the Action Center would address the 'buck passing process' issue between departments such as Public Works and Water Department.

**Ernest Rouse** stated...Public Works and Water work on projects where one party would be waiting on the other to move. Under the new call center, they would implement the 'business rule'. This means that the call center would determine which party would act first based on the problem; whether the received request for

services involves both parties. Departments would have a certain amount of time to act before considered late or outstanding. The call center would do follow-ups. The Action Center's 'Tiger Team' whereby these individuals would assess issues... interdepartmental issues...improved relationship among management would close the loop on the request for services...the Action Center does not know when a project has been completed which should be reported to the Action Center...departments have not utilized KIVA. Ernest stated that they are looking at improving their business practices and improving their knowledge base. Regardless of who the caller talked with at the Action Center, each time the caller would receive the same answer. A computer database would effectively answer the question for the staff as oppose to the Action Center staff that has the knowledge in their head...he was aware of the interdepartmental relationships needed work...this would be worked through...

**Ernest Rouse** stated that potentially Water [later]. They are looking at pulling former Codes Administration and Public Works staff. But some of the staff has been reassigned to other positions, which would force the Action Center to recruit new staff because the position would no longer be available. Under the consolidation and this project people would be moved around...located elsewhere to fill positions.

**Lynda Callon** commented that the department with the worst customer service was the Environmental Management. Customer service was not knowledgeable of the programs...took forever to answer the phone and often argued with the customer...barely knew how to answer the phone...customer service should have been through 'Telephone 101', which is "Hello, my name is...How can I help you?" She stated due to poor customer service, the recycling program has been a nightmare...another issue would be to require new people to have a second language so that all citizens could communicate with the city. A second language could be Spanish, French, African, Arabic...this does not mean placing a person on hold for 45 minutes until a person is found in the building who could speak the language. She suggested upgrading the position...to attract those individuals... She stated that a lot of the neighborhoods are spending a lot of time in getting the new immigrants civically engaged...when these persons phone City Hall, they are yelled at and the call disconnected, because they could not speak the language. The Water Department has made the best effort in accommodating Non-English speaking customers...almost all of their customer service pieces are in Spanish or another language. She stated that the city invested in a Multi-Task Force about 6 to 7 years ago. An ordinance and a resolution were passed. Departments submitted recommendations in regards to the language needs...it never happened...no one has been able to find the study...the study determined that there were five language needs in the city: Spanish, French, one of the Arabic, one of the African,...she went on to add that the next worst non-responsive department was Public Works, Streets and Traffic until they got Nanci Regan. She suggested that Nanci would be a good person to call for pointers. The only complaint about the Codes Administration would be that they are not user friendly. As for the Neighborhood Preservation issues, she tells people to phone the Action Center...Some days at the Action Center are golden but other days are not golden. Consistency is needed. Most neighborhoods are a mess and lot of it is because of Environmental Management...which is merging with Public Works. When a department merges with another, citizens should be provided with a number to call to get answers to questions. Lack of education has caused great distress in the neighborhoods during their trash and recycling days and bulky item pick up. Due to the merge, the Action Center was the contact as well as Public Works but no one knew where or to whom these calls were to go. Trash is the one thing that everyone in the neighborhoods are vocal about...she suggested that the Action Center staff be articulate, be able to answer questions and be able to communicate in a couple of languages.

**Jay R Stock** stated that...the city does not speak to itself. If the Action Center was not available to establish a strong network of inter-communication between departments, then it would be doomed for failure...he stated that he had argued with Public Works and Water Departments to get that it was the other guy's job then they ultimately decided that it was the contractor who created the problem...in order to get the problem solved he phoned the director of the department...he reported of another incident where he phoned Environmental Management five times on five different occasions to pick up two boxes in front of a house...he stated that he not only wants someone to talk with but what happens when you do talk with someone...

**Ernest Rouse** stated that...they are aware of and have to change dramatically the way they work. He understands that the job has not been done to meet the needs of the citizens...they would have accountability in

improving the services...a citizen should not have to call in four times for the same problem... He stated that individuals should be trained—initial, on-going, and refresher training. All of these components must be a part of the project that they are working on...He stated the city manager, department directors and himself were committed to do a better job...the staff has been taught to identify themselves to the caller; they have recognized the need for Spanish speaking staff. He declared that he shared some of the same frustrations as the committee...He applauded his staff for their work...he looks forward to challenging them to be better...non-responsiveness/non-performance would be addressed...Ernest stated that a manager's challenge would be to address these issues through developing and counseling the staff when they are not doing what would be expected...the challenge would be to improve the organization (the City) by visual improvements.

**Forestine Beasley** asked whether citizens would be able to track their complaints...that KIVA is not user friendly.

**Ernest Rouse** replied with tracking is available on KIVA...new software would be an option. It would have the ability to receive the questions and service requests at the leisure of the citizens and the citizen could track the request.

**Jay R Stock** asked whether citizens could receive a KIVA simplified version of the executive summary to navigate through the system. Currently, it is time consuming to navigate through the software.

**Ernest Rouse** stated that the material utilized by staff could be given to KCNAC...

**Rodney Sampson** suggested that the information be online.

**David Reynolds** asked whether calls coming into the center would be tracked through KIVA. Currently, some of the calls are tracked through the system and some are not.

**Ernest Rouse** stated that the problem is that some departments use the system. The Action Center does not receive any feedback as to whether the project has been completed timely or any future activity...as the implementation of the consolidation call center go forward, the departments would not have an option.

**David Park** stated that a much faster and user-friendly software is being reviewed in which an individual could search by name, street, intersection and linked out to maps to show active locations within an area. Tracking would be much better... an individual would not use KIVA to look up the information but the new software would link to KIVA.

**David Reynolds** asked whether consolidation happens or not...would service requests tracking continue through KIVA...

**Rodney Sampson** stated that the main objective for bringing in KIVA was to track service requests.

**David Park** stated that service request would be done through the new system and would have to coordinate with other activities...neighborhoods and the public would use the same screen to find out the same information...an individual would be able to find out what was going on his/her block whether it was a code enforcement case, animal control case, building permits...

**Jay R Stock** asked whether a citizen would be able to pull up a simple screen and review code violations, animal control...

**David Park** stated that a person would see all the codes violations within the area by layers...

**Patricia (?)** stated...eventually an individual would be able to see the various activities of each department...

**Les Washington** asked Patricia (?) to share with the committee the overall goal or responsibility of the project.

**Patricia (?)** stated that the consultants had already met with the departments to figure out what publications were owned by the departments...figure out the ownership of the cross departmental services and whether shared by both, then who should get it first...what should be done first before passing on the information...take in the operations, applications, and business process of the departments and take whatever applications that were needed...the consultants would build in specific logic and developing services request within the application by building in the workflow behind it so that all that can be routed on the backend. At the same time, the departments need to complete a list of the most frequent asked questions so that the consultants could build a knowledge base. So that the generic questions could be answered...phase by phase...certain service request could be routed from these questions.

**Les Washington** asked Patricia whether it would be helpful to have the neighborhoods/citizens perspective on the things that they would like answered.

**Patricia** replied with, “Absolutely.”

**Ruth Austin** stated that everyone has covered them [her questions]. She commented that the process seemed exciting and good...couple this process with the progress that has already been made...it would be good.

**Lynda Callon** asked Cynthia Canady whether any neighbors in her neighborhoods have had any good or bad experiences when the individuals called for customer service...it did not matter what department.

**Cynthia Canady** stated that the neighbors have had good communication with City Hall...like the people that goes out and check the problems out...she thinks that codes does a good job...neighborhoods people (about 8 to 10) usually go down every other week with codes to represent...she stated that the majority of the residents are renters...for instance if 17 people were to show up and three of them were homeowners who can barely afford to purchase their medicine on limited income, insurance and high taxes...the judge would fine them but what about representative for the LLCs that owned the properties in the areas that has violations but has not showed up...the court system is not working well in her area...

**Lynda Callon** asked Cynthia about the results neighbors received when phoning the Action Center (513-1313) and Environmental Management (513-3490)...

**Cynthia Canady** stated she has had good luck with both numbers...if a problem occurred, Michael Shaw would take care of the problem... if it was dumping, etc...she stated that she talks directly to Michael...

**David Reynolds** stated that for persons who had been talking with an individual staff would likely to continue calling that person...or council person.

**Ernest Rouse** stated that he anticipated that a certain amount of phoning individual staff would continue...the accountability rest within the number of calls made to the call center...they would be able to determine who did what...he requested that the Action Center be given the opportunity to provide service to the public instead of calling councilperson...

**Ruth Austin** added that we would know how it [call center] was working...

**Jay R Stock** stated that people phoned their councilpersons and the city manager office as a last resort...

**Forestine Beasley** asked about the accountability...for those persons who has access to a computer and followed the case online... “What process would be in place in notifying the individual of the status of the case?”

**Ernest Rouse** stated that they would have the ability to notify the requestor in various ways...U.S. Postal Service, E-Mail...the new database would allow the call center to retain information such as if a person preferred E-Mail, telephone...response.

**Forestine Beasley** asked whether the caller would be able to inform the call center on how the person prefers to be contacted...what kind of history would be maintained in the system about the problems...for instance, a person phones in a problem, which occurred 3 years ago, would the call center be able to pull up the history.

**Ernest Rouse** replied with “Yes”...calls to the Action Center are taken at face value. If a person phoned about ‘missed’ trash which was not because it was put out late...but it was not picked up, the Action Center would not be concerned about whether person did not call in within 24 hours but the trash needed to be picked up...he stated that the Action Center works with the residents...residents would be given the benefit of the doubt...but the history of the caller would be reviewed to see if a pattern has developed...then it would be handled appropriately...

**Jay R Stock** stated that...the city could not do everything for everybody due to budget restraints...would the Action Center be able to provide KCNAC with information...such as the number of times that Neighborhood Preservation did not do something, number of repeated calls or the numbers of calls received per month...for the budget session...justification is needed when jobs cannot be done...for instance the large call volume for service...which is a budgetary problem...

**Ernest Rouse** stated that the information was available at this point...with the new system the Action Center would be able to analytically generate reports...when they recognize that they are being bombarded with calls from a particular area or for a specific problem then the city manager and/or department heads would have the information to see that they are being overwhelm with a particular issue in a neighborhood then try to address the problem...

**Jay R Stock** asked whether those kinds of reports would be submitted to the city manager...without the information being solicited from the neighborhoods...

**Ernest Rouse** stated that the Action Center would be providing the city manager with reports...some type of formalized reporting mechanisms is needed to let departments know how and what they are doing...the objective would be to address the problem brought to their attention...[Action Center] publishes a monthly report with a list of departments who have not made any interest in addressing the reported problem... the departments are notified in advance of the reports of the issues to be addressed or removed due to completion before the reports are sent to the city manager and city council...

**Rodney Sampson** stated that he applauded their efforts...he suggested (1) get rid of the anonymous complaints...requiring the public to sign necessary documents from the Action Center...due to identity theft...(2) avoid paper waste by limiting reports to one page regardless to include the date and status of the complaint in descending order (the last thing that happened would be at the top of the page), (3) condensed mail, where you have complaints on more than one property going to one person, put the letters in one envelope to save money..., (4) talk to KIVA about improvements because some of the reporting is not good...

**Ernest Rouse** stated that has been a dramatic decrease in the amount mail sent out...

**Lynda Callon** asked Rodney...whether the committee could select items that the neighborhoods would like to see as a part of the change...David or Daisy could be the selection point for the recommendations...or 'wish list' of the neighborhood people and submit the list to Ernest or the consultant...in writing...

**Rodney Sampson** stated that he had no problem with submitting the list of recommendations...

**Lynda Callon** asked **Renea Nash** whether that would be something for her staff...Renea agreed.

**Ernest Rouse** closed his presentation with his expression of appreciation to have been able to listen to the comments, concerns and suggestions of the committee...He encouraged the committee to give the Action Center an opportunity to serve...he solicited their comments [good or bad] about the Action Center performance...

**Jay R Stock** informed Ernest that...if he needed help from the committee then let the committee know...

**Ernest Rouse** stated that he has an expert who manages the Action Center...feel free to contact the operation manager, Jean Ann Lawson, at (816) 513-1313 or 513-1302... He encouraged the committee to provide feedback on the staff performance...currently the operation manager could hear the conversation of the Action Center's staff, but this would not be the case in the future...staff is needed to listen to the exchange...the consultant suggested that the conversations be recorded...[they are] looking at the best quality assurance as possible...he stated that he would be disappointment if he does not receive the recommendations from the committee...

**Lynda Callon** stated the emails are still coming in...the committee would have the information compiled...

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Neighborhood Improvement Plan, David Park, Assistant to the NCSO Director—

**David Park** distributed three documents which were the neighborhood program description, PowerPoint presentation, and the neighborhood health index...he expressed appreciation to provide an update to the committee...it [Neighborhood Improvement Program] is a three-year program...it would provide services to the neighborhoods...crime prevention, catch basin...

**Lynda Callon** wanted to know the difference between Neighborhood Improvement Program and Clean Sweep...and the promises of the FOCUS Assessment... "What is the difference?" She stated that the program appears to be the same as before...

**David Park** stated the difference as Clean Sweep being done on a city-wide basis whereas this program would go into the neighborhoods and make a big enough impact to see a difference with the combined resources...this program would be done on a smaller scale...systematic inspectors and Neighborhood Preservation would cover...only 3,000 properties would receive the services...whether that would be 3 neighborhoods or 1,000 each...

**Lynda Callon** stated that the neighborhoods loved the Clean Sweep program...she asked what would be the ranking...

**Jay R Stock** asked David to define 'we'. He asked whether the program would be coordinated through David Park... "Who would chair the committee?"

**David Park** stated that the program would be coordinated by a committee which would have a representative from every city department on the committee...the KCNAC committee would review the requests that would come in requesting services and make recommendations to Les Washington...chair of the committee has not been appointed at this point...

**Les Washington** stated that...NCSD has taken control to ensure that things happen...

**David Park** reviewed the health index rating, which includes such areas as housing conditions, number of fire incidents, code enforcement cases, homeownership ratios...and community support in the neighborhood. A score would be calculated to determine the health of the neighborhood.

**Bruce Pennington** asked whether curbs could be put in a neighborhood where curbs do not exist.

**David Park** stated that putting in new curbs would go through PIAC...if the neighborhood had a PIAC project, then it would be quoted in the program and would receive a higher score...the health index would be used as a scoring system or ranking.

**Lynda Callon** asked about what determined the house score...the general recommendation would be to go into neighborhoods that are slowly starting to decline or have something to build on... **David Park** stated that would be something for the committee to review...stated that the staff could review housing conditions surveys and come up with a score...neighborhood applications along with the scores would be presented to KCNAC committee...the committee could make recommendations as to whether the neighborhood would be to far gone to receive help.

**Renea Nash** stated that the program would be based on public and private relationships...looking at other economic issues...neighborhoods that have the potential for growth—revitalization growth...

**Lynda Callon** stated that what if they rethink the CDC agencies...

**David Park** stated that the program fits what the Housing Task Force recommended by looking at resources and target them in a more strategic plan...to have more of a 'bang' for the buck...this fits more of the recommendations submitted to the city manager...

**Bruce Pennington** stated that he has been trying to find out homeownership ratio for the past 10 years for his neighborhood...he had not gotten any answers...

**David Reynolds** stated that the information was located in the Census Data.

**Jay R Stock** stated that the Assessor's office has the information but it is not free...print out a list of properties that tells who received the tax bill and the name of the resident at the address...should be able to determine what properties are owner-occupied...

**David Reynolds** stated that when looking at the property listing obtained from the city and if the owner address is different from the occupied address then you would assume that the property was renter-occupied...

**David Park** resumed by stating that the health indexes and applications would be submitted to the KCNAC committee. KCNAC would make recommendations to Les and the neighborhoods are selected for the program.

**Rodney Sampson** asked whether the committee would receive the supported data to make the selection of the neighborhood.

**David Reynolds** stated that he was concerned about a couple of the scoring segments... like the homicide and homeownership ratio...

**David Park** stated that the scoring was being tested...testing it on some neighborhoods to see how it scores out...some adjustments have been made in the housing condition structure rating...

**David Reynolds** asked whether a neighborhood with predominately renter-occupied would be a good neighborhood...

**David Park** stated that the renter percentage of single-family dwelling would be an indication of the health of the neighborhood...vital neighborhoods (single-family dwelling) tends to be more owner-occupied...

**Jay R Stock** stated that the renters are penalized for living in this city...services should not be withheld from an area because of the percentage of renters...

**David Park** stated that the high percentage of renters would received a higher score or ranking being in the worst condition...they would more than likely to receive the program...first part would be the assessment stage by looking at the Census data such income, homeownership rate, kind of demands on the system program, inspect every properties, take note of needed repairs, same with the public property such streets,

sidewalks...identify buildings that need to be gone, identify what lots needed to mowed or cleaned, review the crime rate...the program works with the neighborhood organization, police department and private partners (churches, corporations...) to develop a plan to address the needs of the neighborhood such as neighborhood cleanup day, job fairs... The second year would be the service delivery stage by enforcing the codes and offering grants and loans...the neighborhoods, the city, private partnership would be responsible...they could adopt-a-block in order to deliver the outcome...those persons who are unable to repairs their home due to fixed income would be preferred to the assistance program to correct violations...if they are actively cooperating with the assistance program then these persons would not receive tickets for violations...

**Lynda Callon** stated that Bryan Sullivan, Christmas in October, has talked with Colleen and some of the supervisors about partnering directly...Christmas in October has not received any applications from that process...inspectors are encouraged to do by Colleen...when dealing with the reality of people finances and the ages of the homes there has to be some bend in the regulations to get things up and running...for example in some of the older neighborhoods they have not been re-wired since the WWII, re-plumbed since the homes were built yet there are ten times the people living in these homes. Some of these issues could be passed on to Christmas in October but they do not have the staff capacity to deal with the Codes Administration...could there be a stream line to facilitate in making something work?

**David Park** asked whether she was asking for flexibility in the building codes.

**Lynda Callon** asked whether there would be a plan for an emergency makeover in cases where the individual is unable to pay for the fees....

**Jay R Stock** clarified that there are two kinds of codes enforcement: (1) Maintenance codes and (2) Nuisance codes...most neighborhoods deteriorate because of nuisance codes...trash breeds trash...usually when the nuisance codes are solved then the maintenance codes would go away...because it would become profitable to repair the property...[look at] the amount of money spent in tearing down a house to rebuild another house...if funds were re-directed the number of cases that ended up in Cagle's court would go to zero...

**Lynda Callon** stated that Christmas in October could put on a new roof with \$3,000, but because of the rules and regulations the city pays \$8,000 to \$10,000 for the same roof...that could have been three or four roofs.

**David Park** stated that the program would be going into an area in the most coordinated fashion to assess the needs such as of the 3,000 properties assessed, 500 roofs needs to be replaced...this would be buying power when contacting roofing contractors...stated that it would not only be city maintenance...working with sponsorship from corporations...a code department representative being in City Planning & Development would be on the coordinating committee to talk about the kinds of flexibilities needed when going through the neighborhood...

**Lynda Callon** stated that...you could not do 500 roofs at \$8,000 each...with federal and other regulations "How can we get more 'bang' for the buck?"

**Forestine Beasley** asked, "How would the city pull in the trade industry? ...the people that are learning the trade need a place to practice those skills?"

**Lynda Callon** stated that under apprenticeship they are required to complete a certain number of community service hours...usually done in Christmas in October.

**David Park** stated the help of the neighborhood association is needed...

**Cynthia Canady** asked whether about the money brought into the Municipal Court due to fines every week. "Is there any way that the neighborhoods could get some of the money to do the repairs on properties who could not afford it?" The judge would tell them to take out applications, but the process is long. She stated that a man in her area has been waiting for over a month and the case has been turned over to the Municipal Court Fund; while he waits the roof is falling down.

**Lynda Callon** stated that it is a two-year waiting list.

**David Park** stated that the need out-weighs the resources.

**Jay R Stock** asked whether time would be shaved off to get things started quickly.

**Rodney Sampson** suggested that community education be added to page 3 along with the workshops. He stated that the targeted area should get educated...if it meant sending out flyers as the responsibility of the homeowner then make it so...residents should be informed in the simplified version of the nuisance codes.

**Bruce Pennington** stated that before East Meyers collapsed...had an outside neighborhood meeting...he phoned the mayor at that time in which the mayor brought down six people from city hall of different categories... “This was the most invigorating thing in which for a week that received phone calls from people and passing them on...it was a great thing to do because city official/staff was there in person talking to the people in person instead of something written or recorded.”

**David Park** stated that in order for this program to work it must have a very active neighborhood organization; it must have close communication, partnership between the organization, city, police, churches, and any other organizations. Services delivered within the neighborhood would be developed with the neighborhood...if it were public education, then we would tailor to what the needs are.

**Rodney Sampson** suggested how to measure community support would be to consider the number of community associations within an area and degrade them for having more than one association in the area, which means the area lacks organization.

**David Park** stated that one suggestion would be put together a petition and hold a well attended and participative meeting then they would have a variety of ways for their level of support.

**Rodney Sampson** suggested that adding the institutional ratio in the health index...institutions and businesses ...the mixture should be known...

**Lynda Callon** asked David whether ideas could be email to him. His replied was “Yes”.

**David Park** welcomed comments and informed the committee of the continual design of the program until it goes forward...expected to start receiving applications from neighborhoods in late June for the program...start [the next phase] this fall.

**Jay R Stock** stated the Councilwoman Nace spoke about Ruskins Height area. He asked whether the area had an active neighborhood association.

**Lynda Callon** stated that they have growing ones and has active CPOs.

**David Reynolds** stated the Ruskin Heights has an organized neighborhood but does not have much involvement at this time...they have not seen results therefore they have not been able to get people to buy into...

**Jay R Stock** asked whether the program would address the issue. Would they be left out due to the lack of involvement?

**David Parks** stated that the community support would be one criterion, which depends on how they score in the other area, and what other neighborhoods have requested services.

**Renea Nash** stated the area has the support. The CPOs are active.

**Lynda Callon** stated that they have a very small committed hard working group...on a lot of the criteria the Westside would not qualify...send comments to David...

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Neighborhood Tour, Renea Nash, CCS Division Manager and David Reynolds, CCS Safety Coordinator

**Renea Nash** stated that neighborhood tour has been scheduled for May 21...the departs from Robert J. Mohart Multipurpose FOCUS Center and tour several different of [Kansas City, MO] neighborhoods... additions to the tour—keeping the Northeast area...Old Northeast has scheduled a cleanup which would be the last stop of the tour...the tour begins along Hwy-71, parts of Ivanhoe, SPENA, Blue Hills...go down to Chouteau...head over to 40-46, Crestview, Chaumiere, and Winnwood Sunnybrook Neighborhoods...starts at 10 am...no more than 2 hours on a Saturday...hoping to get a small metro bus...inviting department directors, city manager, city council...sponsored by KCNAC...interested persons would call Renea to reserve their seats.

**Les Washington** asked that one of the KCNAC committee members do opening comments at the start of the tour.

**Renea Nash** requested that the committee members add comments when the tour approached their area.

**Les Washington** emphasized to the committee to state their concerns and provide information about their neighborhood area...it would be a greater impact coming from neighborhood people rather than the city staff...

**Renea Nash** commented that in Cynthia’s area there were pocket parks...

**Cynthia Canady** stated that there were so many vacant lots in her area... “Too much...”

**Jay R Stock** commended the efforts organizing the tour...the tour would be a big impact on the council people...

**Renea Nash** stated that she would be the facilitator of the tour...

**Lynda Callon** stated that the committee could invite their council members to join the tour.

**Ruth Austin** asked, "When would they [city council] get the word?"

**Les Washington** stated that the invitation has not been finalized...invitation would go out this week...

**Lynda Callon** requested that the committee be informed so that they could contact their council persons.

**Les Washington** stated that the invitations should come from KCNAC.

**Renea Nash** commented that the council would RSVP to her.

**Jay R Stock** asked whether the press would be invited.

**David Park** suggested inviting state representatives.

**Les Washington** stated that a press release should be sent out.

**Jay R Stock** asked, "Do we have an agenda for the next meeting?" He stated that he would get the [codes] video in next time...he suggested that they start talking about budgets...if we are going to change policies on housing repairs and maintenance, get more money for codes and enforcement...we need to submit a plan to Troy...would like to open up an agenda item for the next meeting in discussing the allocation of CDBG money and how we can get more done than what is being done...

**Lynda Callon, President of KCNAC, adjourned the meeting at 5:34 p.m.**