

City of Duarte
Public Services Commission
September 8, 2021

1. CALL TO ORDER
The meeting was called to order at 7:00 PM.
2. PLEDGE OF ALLEGIANCE
Commissioner Riley led the Pledge of Allegiance
3. ROLL CALL
Present: Riley, Rodriguez, Teleke
Absent: Dalessandro, Tovar
Staff: Rocha
4. ITEMS FROM THE PUBLIC CONCERNING MATTERS ON THE AGENDA - None
5. APPROVAL OF MINUTES
Commissioner Riley made a motion to approve the minutes. Vice Chair Rodriguez seconded the motion, and it was approved by unanimous vote.
6. ITEMS OF BUSINESS
Assistant to the City Manager/PIO provided information to the Commission on the current website provider, Civica under Granicus, which will sunset on December 31, 2021. City Council approved a new contract in August with Granicus on their new platform. Prior to the meeting, the Commission was sent an analytics report prepared by Granicus to aid stakeholders involved in the redesign process in making informed decisions. Commissioners were also encouraged to participate and share the Community Stakeholder survey which would close on September 24th, in addition to signing up for FlashVote, a small-scale survey service that the City uses to obtain small sample information on a variety of topics.

As a part of the new website design process, the Commission was shown the homepage of 22 public agencies websites compiled by Granicus and was asked to provide feedback as to what they liked, disliked, and would recommend for a future City of Duarte website. The summary of comments included:

- Prefer the carousel on the side of the main heading versus right in the middle so there is balance of engaging image and information
- Does not recommend the “City By Numbers/Data Visualization” feature
- Lateral tabs in one section that say “Calendar/Events,” and “Meetings” instead of those as separate sections that require viewers to scroll further

- Consider separate “News” section
- Liked showing social media feeds on the page
- Use analytics to continuously update “Top Icons”
- Recommend the City Services Feature
- Wants an easy way to search one’s councilmember
- Website needs to have prominent communications during an emergency

7. ITEMS FROM THE COMMISSION MEMBERS

Commissioner Riley asked for information regarding unplanned outages as the number of outages still seems high.

Staff member Rocha noted that City staff is currently compiling data on the number of unplanned outages in the last year.

Staff member Rocha also asked if any Commissioners wanted to attend another tour of the Burrtec waste processing facility in Fontana if they did not get to last time.

8. ADJOURNMENT

Vice Chair Rodriguez adjourned the meeting at 8:14 PM.