

**MINUTES OF THE
WATERTOWN CITY COUNCIL**
Workshop Meeting Tuesday, January 22, 2019

Steve Washburn
Deborah Everson
Lindsay Guetzkow
Adam Pawellk
Michael Walters

1. Call to Order and Roll Call

Mayor Steve Washburn called the Watertown City Council Workshop to order at 5:30 p.m. Tuesday, January 22, 2019 in the Council Chambers of City Hall.

Council Members present: Washburn, Michael Walters, Deborah Everson, and Adam Pawellk.

City Staff present: City Administrator Shane Fineran and Clerk/Treasurer Lynn Tschudi.

2. New Business

A. Mobile 311 Demonstration

City Administrator Fineran began the presentation on the Mobile 311 Citizen Portal application. Mobile 311 will allow residents in Watertown to place work orders related to maintenance requests within the city. Fineran showed council what the application would look like on a mobile device and on a computer. The application is GIS (latitude/longitude) based. Fineran walked council through adding the application to their devices. He entered an example of a common work request. Users will have the ability to edit their account information, place a ticket and check the status of work orders. Staff will receive an email telling them that a work order has been submitted. Walters asked if an email will be sent to the initiator once completed. Fineran said no, but the initiator has the capability of checking the status within the Mobile 311 application. Walters said the tool looks like it will be useful, but hopes it does not get abused. Fineran would like to see the Mobile 311 rolled out fully to residents by March or April.

Everson asked if the requests are anonymous. Fineran said no, since the user needs to create an account but the users can only see the work orders that they placed, and no one else's. Washburn pointed out that while in the browser, there is an option to add the shortcut to an iPhone.

3. Adjournment

Workshop adjourned at 6:13 pm.