

Robb Korinke, Chair
Cindy Hanks, Vice Chair
Lisa Mae Brunson, Commissioner



David W. Ferrell, Commissioner
Roger Howard, Commissioner
Andrew Schrock, Commissioner
Gwen Shaffer, Commissioner

REGULAR MEETING

ROLL CALL

EXECUTIVE DIRECTOR'S REPORT

REGULAR AGENDA

1. [17-006TI](#) Recommendation to approve the minutes from the Technology & Innovation Commission meeting held Wednesday, January 25, 2017.

Suggested Action: Approve recommendation.

2. [17-007TI](#) Recommendation to receive and file an oral presentation from the Technology & Innovation Department on Customer Service Relationship Management (CRM). CRM software is used to manage and analyze customer interactions and data throughout the customer lifecycle, with the goal of improving business relationships with our customers.

Suggested Action: Approve recommendation.

3. 17-008TI Recommendation to discuss and create a Technology & Innovation Commission Engagement Plan for 2017, including ideas for civic engagement such as technology and innovation opportunities with local groups, community outreach, potential study sessions and hackathons.

Suggested Action: Approve recommendation.

4. 17-009TI Recommendation to receive and file oral reports from Commissioner Shaffer and Commissioner Schrock on their findings with regards to the launch of the data portal and community feedback process.

Suggested Action: Approve recommendation.

PUBLIC PARTICIPATION: Members of the public are invited to address the Commission on items of interest to the public within the Commission jurisdiction. Each speaker will be limited to two minutes unless that time is extended by the Chair.

ADJOURNMENT

I, Deborah Hill, Secretary, certify that the agenda was posted on February 17, 2017, not less than 72 hours prior to the meeting.

Note:

The City of Long Beach provides reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If a special accommodation is desired, or if an agenda is needed in an alternative format, please call the Technology & Innovation Department, 48 hours prior to the meeting at (562) 570-6455.