

**MINUTES OF THE WILLOWS CITY COUNCIL REGULAR MEETING HELD**  
**January 28, 2014**

1. Mayor Cobb called the meeting to order at 7:00 p.m.
2. **PLEDGE OF ALLEGIANCE:** Council Member Taylor-Vodden led the Pledge of Allegiance.
3. **ROLL CALL:**  
  

<u>Present:</u>	Domenighini, Taylor-Vodden, Mello, Hansen & Mayor Cobb
<u>Absent:</u>	None
4. **Agenda Review:** It was **moved** by Council Member Hansen and **seconded** by Council Member Domenighini to accept the January 28, 2014 agenda as presented. The motion unanimously passed.
5. **Presentations & Proclamations:** None
6. **Public Comment/Written Communications:** None
7. **Consent Agenda:**

It was **moved** by Council Member Hansen and **seconded** by Council Member Mello to approve the Consent Agenda as presented. Council Member Domenighini stated that he had not received a copy of the General, Payroll and Direct Deposit Check Registers. The City Clerk provided him with a copy and upon completion of his review, the motion passed, with Mayor Cobb abstaining on item 7(b) as he was not present at the January 14 Meeting. The following items were approved/adopted:

- a) Approval of General, Payroll and Direct Deposit Check Registers (General Checks 26957-26978; No Direct Deposit since the last meeting; No Payroll Check run since the last meeting)
  - b) Approval of the Regular City Council Meeting Minutes of January 14, 2014.
8. **Public Hearings:** None
  9. **Ordinances:** None
  10. **Items introduced by City Council or Administrative Staff for discussion purposes only:**
    - a) Discussion on potential future actions concerning a complaint resolution process:

The City Manager presented this item to the Council explaining that this was an item that was continued from this past August 13<sup>th</sup>. He stated that the Minutes of that meeting were 13 pages long and the 9 of those pages were dedicated to this topic. There was a rather lengthy discussion by the Council at that meeting about whether or not there was a need for a formal complaint

process. There were several drafts that were given to the Council and there was limited comments or feedback provided back to City Staff. At the time there was a discussion about perhaps having a very simple Complaint or Suggestion box placed in City Hall with a very simple form that could be utilized to see if there was really a need to implement a formal complaint process. At that time it was the pleasure of the Council to table this item for six months and if it was necessary to have it return for discussion on a future agenda. Five months has now elapsed and Staff wants to bring it back for discussion. It would now have to be at the direction of the Council whether or not to place this item on a future agenda, which would be in the six month time-frame. The City Manager stated that in August he explained that he never believed there to be a need for a formal complaint process because it was his belief that the City already had processes in place and that all of the comments or requests that the City receives are addressed in a timely manner. City Staff crafted a simple cardboard box that has been on the Front Counter at City Hall since September, so it has been there for at least a full quarter. There was a simple "Comments/Complaints/Suggestions/Solutions" form that was placed next to box for customers to complete and place in the box, and to this date, not one person has completed a form and placed it in the box. The only thing that is in the box currently is a request written on a Post-It note from a clever employee, asking for a soda machine and that request has been fulfilled. Other than the one Post-It note, nothing else has been placed in the Complaint box. The City Manager stated if there was no objection on the part of the Council, his recommendation would be to for the City to continue utilizing that box with the form that was provided, periodically checking it for another year to see if it bears fruit or if there is a need for a formalized complaint process and revisit this item in another year.

Council Member Hansen asked if the form is also on the City's website. The City Manager stated that off the top of his head, he doesn't think it is, but it can easily be added. Council Member Hansen stated that he is comfortable with the current process that is in place and he would like to see the form posted on the website also.

Council Member Mello suggested that the Suggestion Box be moved from the main counter at City Hall to the table at the front entry door to City Hall or to bolt the box to the wall in the Foyer. He believes it is intimidating to have the Suggestion Box at the main counter. He believes that if there are no suggestions or complaints for an entire year, which would be fine because there are 5 City Council Members that Citizens can contact. A Citizen can always get a hold of him at P.O. Box 123. He said he hasn't really received any complaints from Citizens so far, but mostly he has just heard people vent. He also agrees that the form should be placed on the website as well. He would also like to have a regular, professional looking box rather than just a cardboard box, as he believes this is professional organization and we should have a more professional looking box.

Council Member Domenighini likes the idea keeping the Suggestion Box for another year and also would like to see the box moved to the Front Foyer.

Council Member Taylor-Vodden stated that she never thought having a complaint process was even necessary to begin with. The City has full-time staff that is available to address complaints. At one point the Council talked about only holding one meeting a month and having a more lengthy agenda, but at that time the Council decided that having two meetings a month gave them a good public forum and gave them plenty of opportunity to have public input. She just thinks it's not necessary and it allows more opportunity to receive crank complaints or what she would not consider to be a legitimate comment. She believes we are doing this for the wrong reasons and trying to follow somebody else's lead who believed the Council needed to have something in place and she believes it has obviously not panned out to be needed or necessary. But just the case that somebody believed that the Council was not being sufficiently promotional towards complaints, she just simply doesn't like it and she would be happy to do away with it completely, but she will understand if the rest of the Council wants to go forward with it.

Mayor Cobb concurred with Council Member Taylor-Vodden. He believes that this has been a waste of time, as there has not been one complaint received by the City since the box has been put out. Every complaint that he has received since he has been on the Council that has been provided in written form or discussed in open forum has been addressed and dealt with. He also doesn't agree with placing the box in the front Foyer, as he believes this only invites an opportunity to put bubble gum wrappers and other trash in the box.

Rather lengthy discussion continued among the Council on this topic and it was ultimately the majority consensus of the Council to move the existing cardboard Suggestion Box to the front foyer until such time as a professional box is obtained. Staff will then place the new box in the foyer and will then place the cardboard box back at the front counter, thus having two boxes.

## **11. New Business:**

### **a) Annual Audit of City of Willows Financial Statements:**

The City's CPA, Roy Seiler, has completed the annual audit of the financial statement for the City of Willows and gave his report. Mr. Seiler stated that the audit went well and there were no major issues and only a few minor adjustments. The City's General Fund is doing better than it has in past years. There was a \$107K surplus this last year due to a combination of increased revenues and budget savings. He thinks everybody involved is doing their best to keep things as trim as possible without affecting the quality of City Services. The entire financial statement document was prepared by the Finance Director and Mr. Seiler simply verified the contents of the document for accuracy. Council discussion ensued and the Finance Director answered questions of the Council. Upon concluding the discussion, it was **moved** by Council Member Hansen and **seconded** by Council Member Taylor-Vodden to accept the audited financial

statement of the City of Willows as of and for the fiscal year ending June 30, 2013. The motion unanimously passed.

b) City Surplus:

The Public Works, Police, Library and Fire Departments have identified city property that is no longer used or which has become obsolete or worn out. Pursuant to Willows Municipal Code 3.05.120, staff is requesting the City Council declare the items as surplus and direct staff to sell or dispose of by sealed bid, auction or other method. Each department request the proceeds from surplus go back into their respective budgets. It was **moved** by Council Member Taylor-Vodden and **seconded** by Council Member Hansen to adopt a Resolution declaring certain City-Owned property to be surplus and authorizing the sale or disposal of same pursuant to the Willows Municipal Code.

c) Establish date and time of a Special Mid-Year Budget Review Meeting:

The date and time that the Special Mid-View Budget Review Meeting will take place is March 11 at 10:00 a.m.

**12. Council Member Reports:**

Council Member Domenighini gave a report on the Transit & Transportation Commission and an update on Library events. He also reported that he attended the 4-H dinner and the Fire Department Installation Dinner.

Council Member Taylor-Vodden attended the Economic Development Workshop on January 16 and she also attended a GWIL meeting last evening. She attended the Cities & County Economic Development Steering Committee last Thursday.

Council Member Hansen reported that he attended the Fire Department Installation Dinner and the 4-H Dinner. He also gave a report of the Transit and and Transportation Commission.

Council Member Mello announced there would be a Flea Market hosted by the Veterans at the Veterans Memorial Hall this weekend. He also announced that he is trying to get a bowling team formed to hold a "Willow vs. Orland" bowling tournament and anybody who is interested can contact him.

Mayor Cobb thanked Vice Mayor Taylor-Vodden for running the last Council Meeting when he was not available to do so. He stated that unfortunately he was unable to attend the Fire Department Installation Dinner but he did attend the 4-H Dinner.

Hearing no more reports, Mayor Cobb and the Council entered into Closed Session at 8:02 p.m.

**13. Executive Session:** Pursuant to California Government Code Sections 54950 et seq., the City Council held a Closed Session. More specific information regarding this closed session is indicated below:

a) PERFORMANCE EVALUATION – Pursuant to Government Code § 54957 (b) (1)  
**TITLE: City Manager**

14. **Report-Out from Executive Session:** Mayor Cobb and the Council convened back into open session at 9:03 p.m. and announced that no reportable action was taken by the Council.

15. **Adjournment:** Mayor Cobb adjourned the meeting at 9:04 p.m.

Dated: January 28, 2014

NATALIE BUTLER

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City Clerk

The City of Willows is an Equal Opportunity Provider