

# Jackson County, Missouri

**Commissioners**  
Howard Lotven, Chairman  
Roger Davis  
Mary Shannon  
Keith Curnutt  
Jacquelyn Eidson



Jackson County Courthouse  
415 E. 12<sup>th</sup> Street  
Kansas City, Missouri 64106  
(816)881-3670

## **Ethics, Human Relations, and Citizen Complaints Commission**

<p><b>Meeting Minutes</b> <b>Thursday, May 16<sup>th</sup>, 2024, at 5:15p.m.</b> <b>Fifth Regular Meeting</b></p>
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### **1. Call to Order**

Howard Lotven, Chairman, called the fifth regular meeting of the Ethics, Human Relations, and Citizen Complaints Commission to order at 5:15p.m.

### **2. Roll Call**

Present 3 – Howard Lotven, Roger Davis, Keith Curnutt

Absent – Mary Shannon, Jacquelyn Eidson

Excused NONE

With only three members present a quorum was not established.

### **3. Introduction of OEHRCC Staff and Guests**

Present – Director Chris Crawford, Complaint Officer Anita Mackerel, Administrative Assistant Alexandra Gold-Barnes

### **4. Approval of Minutes**

A vote was not taken to approve the minutes due to the absence of a quorum. The vote will be taken at the next meeting of the commission.

### **5. Director's Report**

**Truman Courthouse**

Complaints about the lines and service at the Truman Courthouse have decreased. This may be partially due to decreased traffic now that the declaration deadline has passed, but the assessment department has hired multiple new associates and dedicated additional resources which have helped the process as well. The assessment and collection departments at the Truman Courthouse have changed their hours of operation to improve service levels. The departments are now open for scheduled appointments, seniors, and physically disabled individuals from 8:00 am - 11:00 am. The departments are open from 11:00 am – 5:00 pm for scheduled appointments and walk-ins. Appointments are available for scheduling through the QLess system online or by coming into the office in-person.

### **Board of Equalization (BOE)**

The BOE continues to hold meetings between hearing officers and taxpayers to try to resolve appeals, with about 12000 2023 appeals outstanding. 2024 appeals opened on May 1, and so far, the BOE has received about 275 2024 appeals. The vacancy on the board has been filled by the county executive and they have resumed formal appeal hearings. The board hopes to move through the remaining 2023 appeals as quickly as possible so they can move on to the 2024 appeals.

### **Legislative Updates**

As we have discussed in previous meetings, OEHRCC is making an improved effort to have better and more frequent communication with the legislature. This is an effort to make sure the legislators know what types of complaints we are getting, trends that we see going on, and recommendations we have regarding county policies. As part of this effort, OEHRCC will begin meeting with the legislature’s Rules Committee on a recurring basis to provide updates and answer questions. The first meeting with the committee is scheduled to take place on June 3.

### **Policy Improvements**

OEHRCC has proposed several revisions to chapter 74 or Jackson County code. This is the chapter of the code that regulates our office’s operations. The proposed changes have all been discussed at previous commission meetings and include language to protect complainants more definitively and those cooperating with investigations from retaliation, and to allow OEHRCC to reject a complaint from a hostile complainant, or a complainant who does not live in or pay taxes in Jackson County. These code changes are currently moving through the process of approval by the administration and will soon be presented to the legislature for a vote.

## **6. Approval of Director’s Report with Case Summaries**

Cases #24085-#24102 were presented and there were no questions or comments.

A vote was not taken to approve the director’s report with the case summaries due to the absence of a quorum. The vote will be taken at the next meeting of the commission.

**7. New Business**

NONE

**8. Unfinished Business**

NONE

**9. Public Comments**

NONE

**10. Adjournment**

The meeting was adjourned by Howard Lotven.