Adopted 2/14/2014

Austin Community Technology and
Telecommunications Commission 2014 Workplan

SMART Goals and Key Strategies for 2014

1. Commission Effectiveness

By 12/31/14, submit at least one recommendation to Council in one of our key charter areas, e.g. Public, Education, Government (PEG) access channels, Open Government, broadband.)
  Key Strategies:
- Hold an update with PEG managers.
- Reactivate the Working Groups.
- Get reports or updates from Austin Free-Net, channelAustin and City Departments working on initiatives of interest to the Commission.

2. Community media and PEG

By 4/30/15, finalize a new scope of work for the public access TV management contract.
Key Strategies:
- Conduct community forums and/or public hearings.
- Investigate best practices in community media.
- Conduct a user survey among the media artists regarding their interests and future needs.
- Cultivate grassroots community interest in community media.

3. Open Government

By 12/31/14, evaluate and offer recommendations on updates to the Open Government Initiative.
Key Strategies:
- Receive regular status updates on the Open Government Initiative.
- Cultivate an effective working relationship with the Chief Innovation Office and identify areas of joint action (including perhaps public education on the value of Open Government.)
- Engage external entities who are involved with Open Government and learn from them.
- Planned activities in support of Internet services and open government technologies offered by the City of Austin:
  - Receive regular updates:
    - from the Austin GO team on status of current initiatives, and discuss plans for improvements to and new capabilities for City online services.
    - from Communications and Technology Management (CTM) on technology initiatives that impact public services.

- from other key city departments on issues relating to the Open Government Initiative.
- Coordinate with the new Office of Civic Innovation to help develop its   role in supporting open government and civic technologies.
- Identify, recommend and support new technology projects that promote community services and citizen engagement, such as those identified in Commission resolution 20130612-010
- Advocate and promote new technology capabilities to the community, such as 311 open data, and support ongoing initiatives, such as deployment of Open 311 API.
- Provide recommendations to Council on potential updates and improvements to the Open Government Initiative.
- Provide recommendations and support for the release and implementation of a City of Austin Open Government/Open Data Directive.

4. Digital Divide/Inclusiveness

By 12/31/14, complete the "Austin Residential Technology" survey.

Key Strategies:

- Hold users forums.
- Agree on survey questions and survey process.
- Identify and partner with community organizations to distribute the survey and educate the community on broadband.
- Participate in the development of an Austin Playbook (for high speed internet) including advocating for digital opportunities for the community.

5. Grant for Technology Opportunities Program (GTOPs)

By 12/31/14, complete implementation of all 2014 programs and receive data and metrics from all 2103 programs.

Key Strategies:

- Encourage the selected organizations to use free community resources, e.g. Texas Association of Nonprofit Organizations (TANO), Skillpoint, Austin Free-Net, and to blend/collaborate on programs.
- Use what we learn from 2014 to refine the 2015 GTOPs process.
- Encourage the selected organizations to maximize their opportunities from the Community Connections Program.