

Task Force on Community Engagement Meeting Notes: August 27, 2015

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August 28, 2015

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Executive Summary

On August 27, 2015 nine of the eleven currently appointed members of the Task Force on Community Engagement (TFCE) attended the third TFCE meeting at the Street-Jones Building in Austin. They reviewed and approved the August 13, 2015, official meeting minutes.

The focus of this meeting was the development of a project plan with milestones. High-level milestones are:

- Developing specific questions
- Gathering information -- including current practices, best practices, and stakeholder needs
- Evaluating the information
- Drafting recommendations
- Getting feedback on the recommendations
- Completing a report on the recommendations
- Delivering the recommendations to Council sponsors

The Task Force members decided to work in smaller teams to craft questions and develop methods for gaining input from specific group (page 7). The work of these smaller teams will be reviewed by the entire Task Force at the September 10 meeting.

Member Attendance List

Celso Baez
Mike Clark-Madison
Richard Fonte

Chris Howe
Irfan Syed
Navvab Taylor

Sara Torres
Margarita Decierdo
Christopher Ledesma

Decisions Made

- When all appointments on this Task Force are filled, the Task Force will revisit meeting schedule and consider adjustments.
- If Task Force members have changing circumstances that interfere with commitment to this Task Force, those members will contact their Council Member sponsor about potential replacement.
- A project plan with milestone dates was developed, with the end-date of January 2016 for delivery of recommendations to City Council Members sponsoring this Task Force.
- Key stakeholder groups to gather input from were identified.
- Task Force members formed workgroups to contact stakeholder groups and gather information that will inform the Task Force's decisions and recommendations.
- Workgroups committed to developing draft plans and questions for gathering information from the stakeholder groups. These plans and draft questions will be discussed at the September 10 Task Force meeting.
- Facilitator Diane Miller will follow-up with absent Task Force members about selecting the workgroup each wants to join.
- The Task Force wants more information about potential use of UT cohort of students to help with information gathering and design.

Action Items

| Who | What | When |
|-------------------------------------|--|-----------|
| Task Force workgroups | Draft plans and questions for gathering information from stakeholder groups. | Sept 10 |
| Diane Miller | Follow-up with absent Task Force members about selecting two workgroups to join. | August 31 |
| Diane Miller | Send workgroup compilation to Task Force members | August 28 |
| Mike Clark-Madison and Diane Miller | Continue conversation with UT professor regarding assistance from students. | Sept 10 |

Meeting Notes

Citizen input

- Accommodation for hearing-impaired at this evening's meeting was not provided. Speaker was informed that the policy requires a request for accommodations before each individual meeting he will attend.

TOMA follow-up

- The change in the resolution regarding TOMA language is scheduled for the September 17 City Council meeting. Because this is a "task force" rather than a formal committee or board, the expectation is that the language change requested by the Task Force will be approved.

Bloomfire and NextDoor

- Bloomfire is available for exploration. This avenue is not appropriate yet for Task Force communication. The resolution language regarding TOMA needs to be modified first. Task Force members agreed to explore the site and decide if it would be helpful to use when available.
- An update regarding NextDoor access will be requested to be provided at the September 10 meeting.

Task Force membership and participation

- The vacancies are expected to be filled by Council members in the near future. New appointments need to be approved by Council.
- Task Force members also decided that if changes in their circumstances interfere with participation on this Task Force, each person will contact his/her own Council Member to discuss potential replacement.
- The Task Force agreed to revisit the meeting schedule after remaining members have been appointed and are present for discussion.

Project Plan and Timeline

Task Force on Community Engagement

Project Time Plan: 8/27/15 - 1/28/16

| TF Meeting Date | 8/13/15 | 8/27 | 9/10 | 9/24 | 10/8 |
|--|---------|------|------|------|------|
| TASK | | | | | |
| Brainstorm info needed / methods to gather | | | | | |
| Develop questions and plan for gathering info | | | | | |
| Gather information - current state | | | | | |
| Delegate Tasks | | | | | |
| Gather Best Practice information | | | | | |
| Discuss engagement frameworks / purpose of engagement | | | | | |
| Develop criteria for evaluating Current and Best Practices | | | | | |
| Discuss potential content and structure of final report | | | | | |
| Discuss assessment of needs | | | | | |
| Evaluate all information re current state & needs | | | | | |
| Evaluate Best Practices | | | | | |
| Propose recommendations | | | | | |
| Identify criteria for prioritizing recommendations | | | | | |
| Prioritize recommendations | | | | | |
| Decide on recommendations | | | | | |
| Draft recommendations report | | | | | |
| Develop methods for getting feedback on draft | | | | | |
| Get feedback on draft report | | | | | |
| Write final recommendation report | | | | | |
| Deliver final Recommendation Report | | | | | |

(project plan continued)

Task Force on Community

| | | | | | | | |
|--|-------|------|-------|------|-------|---------|------|
| Project Time Plan: 8/27/15 | | | | | | | |
| | | | | | | | |
| TF Meeting Date | 10/22 | 11/5 | 11/19 | 12/3 | 12/17 | 1/14/16 | 1/28 |
| | | | | | | | |
| TASK | | | | | | | |
| Brainstorm info needed / methods to gather | | | | | | | |
| Develop questions and plan for gathering info | | | | | | | |
| Gather information - current state | | | | | | | |
| Delegate Tasks | | | | | | | |
| Gather Best Practice information | | | | | | | |
| Discuss engagement frameworks / purpose of engagement | | | | | | | |
| Develop criteria for evaluating Current and Best Practices | | | | | | | |
| Discuss potential content and structure of final report | | | | | | | |
| Discuss assessment of needs | | | | | | | |
| Evaluate all information re current state & needs | | | | | | | |
| Evaluate Best Practices | | | | | | | |
| Propose recommendations | | | | | | | |
| Identify criteria for prioritizing recommendations | | | | | | | |
| Prioritize recommendations | | | | | | | |
| Decide on recommendations | | | | | | | |
| Draft recommendations report | | | | | | | |
| Develop methods for getting feedback on draft | | | | | | | |
| Get feedback on draft report | | | | | | | |
| Write final recommendation report | | | | | | | |
| Deliver final Recommendation Report | | | | | | | |

Discussion on Project Plan

- A lot of things will be happening concurrently.
- Gather information from City/PIO on what they are doing.
- Find out from PIO how much time they need to lay out recommendations report.
- As we gather best practices, how will we know it's enough?
- Possible use of UT students as design help. More info needed.

Workgroups for Gathering Input

| Stakeholder Group | Team Members |
|---|--|
| Business <i>(Chambers of Commerce and representatives from small local businesses)</i> | <ul style="list-style-type: none"> • Celso Baez • Mike Clark-Madison |
| Civic & Nonprofit Groups <i>(umbrella civic groups, Community Development Corporations, nonprofits)</i> | <ul style="list-style-type: none"> • Celso Baez • Navvab Taylor |
| Under-represented Populations <i>(non-English speakers, people with disabilities, non-computer /non-technology users)</i> | <ul style="list-style-type: none"> • Sara Torres • Christopher Ledesma • Margarita Decierdo |
| Neighborhoods <i>(neighborhood Contact Teams, neighborhood groups from all parts of town, unincorporated areas)</i> | <ul style="list-style-type: none"> • Sara Torres • Christopher Ledesma • Navvab Taylor • Margarita Decierdo |
| City Department Staff <i>(staff in departments that do engagement)</i> | <ul style="list-style-type: none"> • Mike Clark-Madison • Chris Howe • Dick Fonte |
| Boards & Commissions | <ul style="list-style-type: none"> • Margarita Decierdo • Chris Howe • Dick Fonte |
| Council Member Offices | Task Force members will be individually responsible for gathering input from the Council Member Office that appointed them (Celso Baez will get input from the Mayor's office) |
| Communication and Public Information Office (CPIO) | Input from CPIO will be gathered at Task Force meetings. |

Crafting the Questions for Input: Advice

- One-on-one conversations allow for more probing questions and follow-up.
- Large group responses are often shorter and easier to process.
- Present the questions and request for input in a positive frame.
- The interviews (individual and in groups) create a unique opportunity for them to react to what is important to them.
- Include questions about what is working and why.
- Avoid yes/no, either/or questions.
- Avoid asking two questions in one.

Methods for Gathering Input

Community Stakeholders / City Staff

- One-on-one interviews
- Small group meetings convened by Task Force
- Survey/Social media
- Large format meetings convened by Task Force
- Existing meetings

Best Practices

- Website review
- Phone interviews

Meeting Evaluation

| What worked well | What wasn't so great; what we would change |
|---|---|
| <ul style="list-style-type: none"> • Approach to the project plan helped us think. • The Roadmap was a good launching point. • Time spent with time frame was helpful; really talking about the time frame (x3) • Hearing from other members about the timeline. • Efficient facilitation • Well organized • Good job of integrating new members | <ul style="list-style-type: none"> • Too much time spent on project plan and timeline (x2) • It was painful work. |