

QUESTIONS FOR INDIVIDUALS (public-facing survey)

The Task Force on Community Engagement is charged with making recommendations for improving the ways Austinites can take part in the affairs of their city. By “engagement,” we mean the ways that you can provide input, or participate in activities, that guide the way the City of Austin does business or the decisions it makes.

A: Please check any of the following groups that you belong to. These correspond to working groups of the Task Force and help us analyze the feedback we receive from you:

- **Neighbors and neighborhoods**
- **Businesspeople**
- **Underserved or underrepresented populations**
- **Civic or nonprofit volunteers serving the community**
- **Member of a City-appointed board or commission**

1. How **frequently**, on a scale of 1 (low) to 5 (high), do you take advantage of opportunities provided to you for community engagement?

2. Thinking about your answer to Q1, which of the following describe you? (Check all that apply.)

- I am engaged with the City on a number of important issues.
- I represent my neighborhood or community when I engage with the City.
- It’s part of my job, or of my volunteer service, to engage with the City.
- I only engage with the City as the need arises on certain issues.
- I try not to engage with the City if I can avoid it.

3. With **which parts** of the City do you most frequently engage? (Check all that apply.)

- City Council: meetings, members’ offices, committees
- Boards and commissions
- Specific departments (please list up to 3 with whom you engage most)
- Something else: _____

4. In **what ways** do you most frequently engage with the City? (Check all that apply)

- Attend and speak at meetings
- Write letters and e-mails
- Work with City personnel in the community (e.g., APD district reps)
- Something else: ____

5. On a scale of 1 (low) to 5 (high), how satisfied are you that you have a fair, transparent and sufficient **ability** to engage with the City?

6. On a scale of 1 (low) to 5 (high), how satisfied are you with the **outcomes** of your engagement with the City?

7. Do you have any additional comments regarding your responses to Q5 and Q6? (open-ended)

8. How do you usually **learn** about opportunities to engage with the City? (Check all that apply).

- My neighborhood newsletters, flyers, etc.
- My neighborhood's website and social media (including NextDoor)
- School folders sent home with students
- Other newsletters, flyers, and mail that I get
- The City of Austin's own websites, e-mails, newsletters and social media platforms
- Other websites and social media that I use
- Formal notices mailed to my home by the City
- Signs and notices I see posted in public
- Word of mouth
- Something else: _____

9. Of the methods you selected in Q8, which ones do you find **most useful**? (Choose up to three)

10. On a scale of 1 (low) to 5 (high), how well would you say that the City of Austin **informs** you about issues you care about?

11. Now, also on a scale of 1 (low) to 5 (high), how well would you say the City tells you how to **get involved** in ways to engage on those issues?

12. Do you have any additional comments about your responses to Q11 and Q12? (Open-end)

13. Do you need any of the following **assistance** to be able to engage with the City? (Check all that apply)

- Transportation
- Foreign language translation/interpretation
- Accommodations for persons with disabilities
- Mobility assistance for seniors

- Child care
- Other ____

14. Looking at your answers to Q13, have you been able to obtain the assistance you need? If not, what have some of the problems been? (Open end)

15. To help us better understand diverse approaches to participation, please let us know if any of the following describes you: (check all that apply) (RANDOMIZE LIST)

- Parents of pre-school children
- Parents of school-age children
- African Americans
- Hispanics/Latinos
- Asian Americans
- Native Americans
- Seniors
- Persons with physical disabilities
- Veterans
- Persons with mental/cognitive/emotional disabilities
- Immigrants and/or non-English speakers
- Persons in poverty or at risk of homelessness
- Ex-offenders
- Renters
- People under 35

16. Are there any other comments you'd like to provide to the Task Force on Community Engagement? (Open end)

QUESTIONS FOR ORGANIZATIONAL LEADERS

The Task Force on Community Engagement is charged with making recommendations for improving the ways Austinites can take part in the affairs of their city. By “engagement,” we mean the ways that you can provide input, or participate in activities, that guide the way the City of Austin does business or the decisions it makes.

This survey is specifically designed for leaders or representatives of community organizations of various types. If you’d rather take the survey aimed at the general public, [click here](#).

A: Please check any of the following interest groups that your organization serves or represents. These correspond to working groups of the Task Force and will help us analyze your input:

- **Neighbors and neighborhoods**
- **Businesses** (of all kinds)
- **Underserved or underrepresented populations**
- **Civic, nonprofit or volunteer services to the community**

1. Which of the following best describes your organization:

- **Most or all** of our members directly engage with the City
- We have **specific** members, officers, committees or staff who are responsible for engaging with the City.
- We **occasionally** engage with the City as the need arises.
- We **try to avoid** engaging with the City unless we have to.

2. With **which parts** of the City organization do you most frequently engage? (Check all that apply.)

- City Council: meetings, members’ offices, committees
- Boards and commissions
- Specific departments (please list up to 3 with whom you engage most)
- Something else: _____

3. In **what ways** do you most frequently engage with the City? (Check all that apply)

- Attend and speak at meetings
- Write letters and e-mails
- Work with City personnel in the community (e.g., APD district reps)
- Something else: ____

4. On a scale of 1 (low) to 5 (high), how satisfied are you that your organization has a fair, transparent and sufficient **ability** to engage with the City?

5. On a scale of 1 (low) to 5 (high), how satisfied are you with the **outcomes** of your engagement with the City?

6. Do you have any additional comments regarding your responses to Q4 and Q5? (open-ended)

6. How does your organization **inform its members** about meetings, events, or other opportunities to engage with the City? (Check all that apply.)

- Our own print materials (newsletters, flyers, etc.)
- Our own website and social media platforms
- Other print materials (e.g., school folders)
- Other web/social media platforms (e.g., NextDoor)
- Signage and posted notices
- Word of mouth
- Something else: _____

7. Of the methods you selected in Q2, which ones would you say have been **most successful** in getting the word out? (Choose up to three)

8. On a scale of 1 (low) to 5 (high), how well would you say that the City of Austin communicates **information of interest** to your members?

9. Now, also on a scale of 1 (low) to 5 (high), how well would you say the City informs you of ways to **get involved** in community engagement?

10. Do you have any additional comments about your responses to Q8 and Q9? (Open-end)

11. Do your members **need** any of the following assistance to be able to engage with the City? (Check all that apply)

- Transportation
- Foreign language translation/interpretation
- Accommodations for persons with disabilities
- Mobility assistance for seniors
- Child care
- Other _____

12. Does your organization **provide** any of this kind of assistance to your members? If so, what? (Open-end)

13. On a scale of 1 (low) to 5 (high), how **important** is this kind of assistance to your members for them to engage with the city?

14. Does your organization include, as part of its mission, services aimed at the following **constituencies**? (Check all that apply) (RANDOMIZE LIST)

- Families with pre-school children
- Families with school-age children
- African Americans
- Hispanics/Latinos
- Asian Americans
- Native Americans
- Seniors
- Persons with physical disabilities
- Veterans
- Renters
- Young adults and families (18-34)
- Persons with mental/cognitive/emotional disabilities
- Immigrants and/or non-English speakers
- Children and youth in foster care or CPS
- Persons in poverty or at risk of homelessness
- Ex-offenders and/or adjudicated youth

15. Of the constituencies you selected in Q14, which are the **most important** to fulfill your mission? (Select up to three.)

16. Are there any other comments you'd like to provide to the Task Force on Community Engagement?