

TASK FORCE ON COMMUNITY ENGAGEMENT
General Public Survey — Interim Report
Part 3: Full-Text Responses • 15 December 2015 — Page 1 of 26

The TFCE’s Community Survey for the general public included three open-text questions: Q6, elaborating on Q4-Q5, which asked respondents to rate how well the city informs and involves them; Q13, elaborating on Q11-12, which asked how satisfied respondents were with their ability to engage and outcomes of that engagement; and Q24 a final call for closing comments. As of the Nov. 24 data export, approximately 750 comments were thus received, which were coded according to the “nodes” identified in the TFCE’s mind map and “bridge” visualization of superior engagement. Additional nodes were created to capture other recurring themes in the data — in total, 15 were used. A comment could be recorded under more than one node as appropriate.

The table below shows the aggregate number of references on each node as well as the total coverage of each of the three open-data sets under that node. (These percentages refer to the length of the data set, not the number of comments — a node that prompted longer responses would show as having more coverage.)

Node	References	Q6-%	Q13-%	Q24-%
Accessibility	268	54.47%	35.16%	48.91%
Accountability	266	39.6%	57.14%	51.26%
Representative and fair processes	196	37.72%	39%	43.29%
Realistic use/value of people’s time	112	30.71%	18.58%	13.59%
Comments specific to individual programs or departments	72	14.9%	22.68%	2.69%
Compliments/positive comments	52	4.25%	7.68%	5.31%
Off-topic comments	51	8.54%	11.16%	10.65%
Cynical comments	36	11.78%	0.5%	4.14%
2-way communication	28	5.81%	4.50%	5.42%
Calls to “do better”	27	3.24%	1.22%	2.69%
Citizens saying they could do more to engage	21	4.80%	2.60%	0.0%
Cultural relevance	17	7.89%	5.14%	5.03%
Human and financial resource constraints	13	8.33%	3.76%	0.0%
Empowering communities	12	8.49%	1.8%	6.12%
Direct questions to the TFCE	11	1.71%	0.78%	1.36%

Q2: How do you usually learn about opportunities to engage with the City?

- 311 app
- American Statesman
- At neighborhood meetings
- Austin American Statesman
- Austin American Statesman
- Austin American Statesman
- Austin American-Statesman
- Austin Chronicle
- Austin Chronicle
- Austin Chronicle
- Austin Chronicle
- Austin Chronicle
- Austin Interfaith, Capital IDEA,
- austin neighborhood council's talk group and Next Door
- business yahoo group
- By requesting information from the City. The City does not do a good job of getting real information out. Just what they want people to know.
- Chronicle
- Community and non profit groups that I am involved with like TreeFolks and Friends of Country Club Trail
- Community Impact
- Community Impact Newspaper
- Contact team & newspaper
- Dist. 1 councilperson rep.
- email
- email from Council member Sheri Gallo
- Email from liasion
- email notices
- emails
- FB posts from Marion Sanchez
- Friends of Austin Neighborhoods calendar
- from acquaintances
- HABLA
- I hear about results on the radio
- I seek it out & Community Impact
- I typically do not hear about these opportunities
- I'm a city employee & my HOA president.
- If I don't hear it from a neighbor I typically don't know about opportunities to engage with the city.
- KLBJ FM - Dudley and Bob w/Matt
- KUT
- KUT Radio
- Leadership Austin's Engage Breakfast SEries
- local news
- Local news
- local newspapers
- Local TV and radio News
- Local TV newscasts
- Long time Austin resident
- Media such as the Chronicle. Email mailing lists.
- neighborhood email list
- neighborhood Facebook page
- News stations: Radio & TV
- Newsletters from government watchers and activists, locals
- newsletters received through my workplace
- newspaper
- newspaper
- newspaper
- newspaper
- Newspaper
- newspaper and local news
- newspaper articles
- Newspaper, broadcast media
- Newspapers
- newspapers
- Next Door
- Nextdoor
- NextDoor
- Nextdoor
- Nextdoor and via the local news
- Nextdoor app/website
- nextdoor.com
- NPR
- Organizations like Friends of Austin and AURA
- people in the loop
- Public radio
- Public Radio
- radio
- radio
- Recycling Block Captain resource recovery department
- Red Cross
- SANA
- Sheri Gallo email list
- SOS announcemens, Baron Springs swimmers ahoogroup
- Statesman and Austin Chronicle
- Statesman and Chronicle
- Statesman newspaper
- Statesman or Community Impact story (NOT formal notices)
- Texas Parent 2 Parent
- The American Statesman
- The Austin Chronicle
- the nextdoor app
- Through proactive engagement with the city. I have to continually remind them to send me notices and newsletters, even though I am involved in various projects with the city as an advisor and contractor. The cultural arts division marketing leaves a lot to be desired. The newsletters do not come on a regular or consistent basis, and months are often skipped, and one minute I think I'm advising on a project then the next it's already in another phase. It's often confusing, and I'd like to be more regularly involved and engaged.
- Through the associations I'm an officer for.
- TV news
- Twitter, community impact newspaper
- Twitter, local news
- UT Austin
- Utility Bill inserts
- Utility Bills (Austin Energy)
- very little
- Watching agenda

Q3: Of the methods you selected, which ones do you find most useful?

- would prefer to rely on city's website, social media, etc. (vs. mail) but those sites and sources are not in my normal rotation
- word of mouth.
- word of mouth!
- word of mouth from neighbors
- Word of mouth
- word of mouth
- word of mouth
- Word of mouth
- word of mouth
- word of mouth
- Word of mouth
- word of mouth
- What I can get posted on our website before the event is over.
- What happened to word of mouth? That's my best
- Utility Bill inserts
- UT Austin
- Twitter, local news
- Twitter, community impact newspaper
- TV news & local programming
- TV
- TreeFolks email newsletters
- Through the associations I'm an officer for.
- They are dicey, the City needs to make a stronger effort in Community Engagement. The public information office is ran like a small town office. They might have many online tools, but they are not reaching the majority of the city residents. Furthermore, when a meeting is scheduled and/or promised it isn't helpful that the public information office is slow to get the word out. Shameful!
- The only way I hear about anything is word of mouth.
- The American Statesman
- Texas Parent 2 Parent
- Talk radio, please
- Statesman and Chronicle
- Statesman
- statesman
- Statesman
- Sheri Gallo email list
- SANA
- resource recovery mailings
- Radio and tv
- Radio (KUT 90.5)
- Pulse
- Public radio
- Public Radio
- Personal contacts
- NWAC emails
- none are most useful
- none
- nextdoor app
- Nextdoor
- NextDoor
- Nextdoor
- Nextdoor
- Next Door
- Newspapers articles
- Newspapers
- newspapers
- newspaper and local news
- newspaper
- Newspaper
- newspaper
- Neighborhood listserv
- neighborhood email list
- Local radio and TV news
- local newspapers
- local news sites
- local news is a good info source but often it's too late for me to plan on going to an event
- Local news
- KUT Radio
- KUT
- KLBJ FM - Dudley and Bob w/Matt
- KLBJ
- Interested party emails
- include notices with utility bill or have them show up when you log in to pay your bill
- Impact story (NOT formal notices)
- I'd like to get regular and more consistent email newsletters. Those help the most. Everything else is too happenstance.
- I often don't hear about opportunities to engage with the City
- he sources I named above
- FtV advertisement or notice
- friends tell me
- Friends of Austin Neighborhoods calendar
- FB posts
- Facebook
- Emails directed to me
- Email mailing lists.
- email from Council member Sheri Gallo
- email
- email
- do not understand
- direct emails from my neighborhood volunteer group representative
- Contact team & news paper
- community news IMPACT
- Community Impact
- business yahoo group
- austin neighborhood council's talk group and Next Door
- Austin Interfaith
- Austin Chronicle
- Austin Chronicle
- Austin Chronicle
- Austin Chronicle
- Austin American-Statesman, Impact
- Austin American Statesman
- Austin American Statesman
- American Statesman
- all selected above
- Again, I usually have to request information.
- AAS
- 311 app

Q6: Regarding the city's efforts at informing and involving the public

- You have a live example at Mt. Bonnell right now. Last week, PARD erected signs announcing construction activity, the erection of a fence, at the top. This is exactly what Austin citizens have grown so tired of: notice of significant changes to our parks, or city, with no notice what so ever until after the decision has been made.
- you do not care
- Yes. Involvement is carefully managed by the City so as to make involvement ineffectual. The fact that this questionnaire keeps flagging this response & not letting me leave is an example..
- Yes. I have friends and family who claim they aren't "kept informed," but that would indicate that engagement is a one-way relationship. It must be a two-way relationship. The City pushes information out there, but as Austinites it is our responsibility to pull that information- to reach out and engage with the City.
- Yes, this city hates the working class, hates musicians, and is working on effectively destroying affordability as a way to make themselves wealthy by sucking up to development companies for campaign dollars.
- Yes, the methods of engaging people who might not have internet are HORRIBLE. The engagement for the Decker project with East Austin - HORRIBLE (colony park is NOT the only neighborhood in the area). The input is NOT OBJECTIVE (surveys PLEASE) - see neighborhood pools what happened to those survey results. "Nextdoor" in INUNDATED with CITYWIDE email, which I don't want and yet, not ONE message about the EASTSIDE COMMUNITY MEETING TO MY EASTSIDE NEXTDOOR group.
- Yes Handicap
- yes
- Why isn't the public notified regarding meetings regarding animal services. Those notices seem to only go out to a select group of people who have a vested financial interest in shelter policies
- why are you bothering, you do what is pushed by who funds you
- Who do you mean by the city? Staff, departments, recreation centers, individual council members, libraries, what?
- While the music scene is top priority among Austin interests, the finer classical musicians are ignored. Austin has a "Sixth Street" mentality. We should expand to include the many fine artists that bring us the classics and the best entertainment in the City.
- While providing no real practical knowledge to citizens, the city has become very good at inviting citizens to participate in their pre-programmed events and push polls guaranteed to get them the responses and results they want.
- When there are neighborhood issues that require meetings and attendance at city council citizens are at a definite disadvantage. We don't know the city system and how to "play the game" like developers do. Developers are paid to sit for hours at council meetings until their issue comes up. We neighborhood residents have to take off work and cannot spend days meeting with city officials. We often don't even know who to meet with.
- When the spaces we inhabit socially are infringed upon by big money, I would want the city to go to bat for the longstanding Austin establishments, not heartless corporations that are unwilling to bend, and unconcerned that they are displacing and destroying communities.
- Whatever is being done by the city to let folks know of its initiatives and how one might respond to help, the notifications don't reach me on a regular basis. PS: I only buy the Statesman on Sunday.
- What means does the city use to reach out to the general public?
- What is the measure for quality and follow-through or up from the many meetings occurring. I found it very discouraging to receive zero response to my request to give feedback about the Economic Pathways event.
- What is the best way to learn about Austin news? Is it your website?
- What I care about is resilience. What I know is the city will not lead us in that direction. Our heads are so deep in the trough we cannot see the beautiful pasture out beyond it. We are incapable of taking care of ourselves on so many levels. We as citizens need to take responsibility for our own welfare and not expect the city to do that. The city has its responsibilities and we have ours. The city will not say that it is incapable of taking care of us because then it has lost its legitimacy to tax us. I believe the city has its place but we citizens have grown lazy and our expectations that the city will solve all our problems is unattainable. Some of the most important things that can be done are not being done.
- We so wish the city would listen to us when it comes time to enforce historical codes! We are tired of developers scraping our homes and throwing up ugly, modern, cheaply built spec homes.
- We often feel the City staff does not want our input. For example, the Code Next Events going on this week are presented in a way that makes it very difficult to decipher which event will give us the information we need about impact on our neighborhood, and the ads make it sound like a big party instead of an informational event. The events offered are often pro forma in our opinion, meant to satisfy some requirement instead of real give and take with citizens.
- We need more information about the things that happen in the city
- We need facebook groups
- We may be told how to get involved but our input may not be implemented, most people feel participating is a waste of time since "the city's gonna do what the city wants to do anyway"
- We get it-if it isn't hip and trending, COA doesn't care.

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- was more engaged before new council but hope to engage more with new council
- Want more lead time to respond
- Very little applies to my situation of being retired, on a small fixed income, legally blind and on dialysis.
- Usually, I find out how to get involved in an issue, once the decision has already been made. Then my voice is just for show or wasted.
- Two-way engagement does not happen
- Twitter is the best platform, but they should use it more. I've signed up for a number of emails from the City, but I imagine if you don't do that, you've no idea what's going on.
- town halls would be helpful, even if it is delivered electronically
- too many promises, too many delays, lack of transparency
- too little transparency on financial issues - such as, how much bond debt does Austin have right now. How much does it cost the City in debt service each year?
- to be fair to the city, I'm not exactly looking for announcements.
- times for engagement can make it hard
- This is the first time anyone has even asked these questions.
- This is a dumb survey so far
- they are doing better with the discussion groups
- There seems to be less communication and opportunities to be engaged in the outer areas of the COA and in areas that haven't traditionally been underserved. The city does a great job of engaging the urban core and underserved, but needs to do better in engaging citizens outside those demographics. To this point, question #1 of this survey makes it seem like feedback isn't wanted or to be used from average citizens, just from those falling into specific groups. Though I'm quite engaged with the community, if it weren't for my volunteer activities and subscription to next door, I wouldn't fall into any of these. Honestly, this question is a little off putting with the choices given implying if you don't fall in to one of these categories, you're a "none of these" whose input doesn't matter and won't be used or considered by the task force.
- There are so many ways to engage, it is confusing which one is the most effective. Each issue seems to have a different avenue for engagement: in-person meetings for some, dial 311 for others, direct staff contacts for some, email council members or answer email surveys for others.
- There are so many side deals and meetings between Council Members that the public isn't aware or will ever know about.
- There are few ways for non-parents to get info easily.
- There are certainly a lot of things I don't hear about, or that I don't hear about until the day of or the day before. It would be good to have more advance notice whenever possible.
- The surveys don't ask what I would like them to.
- the small business department is very helpful. Permits-code enforcement is the WORST!
- The problem is outreach consists of dog and pony shows with bread and circuses that appear designed to placate citizens to facilitate roll-out of the city's particular brand of new urbanist/green agenda. Asking us to attend endless meetings and pin things to posters after looking at happy photos is demeaning. Simple multiple choice surveys like this would be much better, plus a space for comments and questions. Then you'd get broad, representative input that could be collated and published. People without email could be reached by mail or text, and we'd all save precious time and pollution spent on meetings, which you could have a few of in addition for those who prefer it. Of course, you could include background/educational materials in your communications with each survey. Thanks for listening (I've been to far too many meetings).
- THE PEOPLE WHO SEEK POWER OVER OTHERS HAVE IT.
- The most logical place for my neighborhood's interested people to meet, Dittmar Recreation Center, makes meetings fairly awkward.
- The e-mails sent by communications department and other city departments to community stakeholders in very crucial to getting the word out and become more engaged with the city. The only department at this time that does not seem to respond very well is the police department. When neighbors complain about speed enforcement and other issues of safety we get the same answer, "We don't have the staff or resources". Austin is becoming a dangerous city to travel, bike, or walk in, to be ignored like that. We need an open avenue to get the word to the top echelon so we can be heard.
- The departments are like walled communities.....very arrogant upper city management....silly to have invisible departmental pr people....
- The committee system makes it much harder to follow what is going on with the Council
- The City's website and calendars need serious help.
- The City's web site is difficult to navigate.
- The city's mail outs require response within a week, are mailed on a Friday and frequently fall on a holiday week (so notice arrives late Tuesday). The City's website is comically challenging to navigate and find what you want, even using case/file/folder #s sent out by city staff or dates of city council meetings you'd like to read transcripts for, or events you know date/time of but need location info for. City staff contact info also feels purposefully hard to locate and the search function is of little to no efficacy.
- The City works well for white, liberal, middle-aged and middle-class people like. Less well for others.
- The city website needs to be updated
- The city uses formats that reach the already engaged (such as this survey online sent to me by Larry Schooler). The city does a poor job of engaging communities who are not already connected to the city.
- The city should do more suburban outreach. COA annexes the suburbs for their taxes and then ignores them.

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- The city operates with less than ideal transparency. It is also not leveraging technology to reach the citizenry and fails to actually engage/respond using modern methods such as social media. The websites are an info 'dump', done out of obligation more than anything. The city allows misuse of personal social accounts (e.g. Chief Acevedo) to replace official channels.
- The city only seems interested in getting feedback/suggestions from those that agree with its policies.
- The City oftens makes it difficult to respond; i.e., I could not respond to several questionnaires because the link did not work or I didn't have the latest software.
- The city never educates because it is perceived as "advocating", so we often make poor decisions that hurt us all in the long run.
- The City needs vast improvements.
- The city needs to make all websites user friendly they are extremely complicated to navigate
- The city needs to be celare on what happens to my engagement ideas once they collect them
- The city is unresponsive
- The City is great on information with the exception of issues related to the animal shleter. There; it seems to be a very scecific group that receives notifications and many of that group have a vested financial interest in those issues. Very unethical. Not transparent at all.
- The City is going to do what money wants it to do.
- The City informs me more often about issues I don't care about than those I do care about, and it does so expensively, by sending me paper mail regarding minor things people are thinking of doing with their houses or their land. I do not have faith that I could influence what is planned even in those instances in which I do care.
- The city has lots of suggestions on how to give input; but I have learned through experience that the channels available to the general population are meaningless dead-ends.
- The city engages, but never take what they learn from the community and put it into action
- The city does not seem to care about getting community involved, especially in suburbs/outside of downtown
- the city does not seem serious abotu informing me as a whole. some specific departments (PARD is a good example) is very good about posting information and generating press releases about their events. I subscribe to a UT list to get infomration about bike and ped events, since the city doesn not publicize these. Why is city staff not using the community registry, which has the ability to notify all neighborhood groups?
- The city could better engage through known marketing techniques. Do less with more - email newsletters are proven to work very well and be accessible from many devices. They require no paper and info can also be given out in meetings, through telephone calls with local leaders like myself so that we spread it to others, through announcements at meetings. But the most important would be email newsletters, I think. Also, when I do find out about things, it is often too late and/or I am not told about things directly related to and affecting me in time or at all. A lot of people who are and/or who represent underserved and underrepresented populations feel this way, and the income gap is widening in Austin so I am not sure how this is going to get better until and unless it gets address. The wealthy and privileged are catered to far too much while they are the ones who need more opportunities and access the least, and it is also the case where those organizations and businesses who "have" are given more opportunities while the "have nots" aren't even given notice or information to even put their hat in the ring. It is getting all too strange. I think it is very important to address these issues, and the marketing and lack of marketing deeply affects the direction and impact on them. I also think the marketing depts at the city are not doing enough research to really target the groups who need the most targeting. They are not utilizing the city's resources well enough to understand where to go and who to bring in to find opportunities. Especially within the arts. I see far too many white and caucasian faces at meetings, and not enough faces of color or women. I also hear far too many male voices, often grandstanding and interrupting others but especially speaking over women. What is the city going to do about this if it doesn't even address or acknowlege it as a problem. Many of the people advising the city are white males, and second to that are white females. The advisors of color and women who advise are often unpaid and have been at their work for years with little to no reward or support for what they do in the community. It is very important to address these issues within marketing and specifically with attempts to bring in more people of color and women (and to not just do it to meet quotas but to better understand the issues faces these groups and to find ways to better support them). This is very important, and it starts and ends with marketing, as much as we like or don't like it.
- The city can do a much better job in ensuring that residents have an opportunity to participate in city programs and help shape city policy. Online platforms are useful, but strengthening the communication channels via neighborhood groups, property owners, and renters, is vital.
- The big picture traffic issues like Mopac lane expansion get plenty of attention but it seems impossible to make a difference on less visible, yet more problematic, traffic issues like red light stop times, bad intersections (the South Lamar-290 area is the worse I have ever seen), closing Lamar lanes during rush hour traffic for street repairs which are better done at night as is done with Mopac, etc. I also wonder whether we should convert policing into more crime prevention and less traffic ticketing for non-reckless driving because given the burglary backlog affecting APD detectives it seems to me uniformed officers serve the community better helping with these cases in terms of tracking down and finding leads..
- The 10-1 city council areas do not represent me. East Austin is NOT all black!

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- Test
- Surrounding cities and counties have a stronger outreach approach. The city of Austin runs the community engagement process like they were still stuck in 1980, minus the few social media outreach. Majority of our city residents do not know when city meetings are being held. Why? Very poor public outreach! The question below ask how frequent to I take advantage of opportunities to provide community engagement, I would be more involved, as would my neighbors if the City actually made an effort. So, my frequency is based on if my neighbors are able to hear about a meeting. I have signed up to get notices, but those are infrequent.
- Stop ignoring residents' feedback, problems, questions, and other concerns.
- so, I'd love it if my district rep (Casar) ANSWERED my emails or callouts on social media. I was told that the whole point of single member districts was that we'd have an ear that was actively listening to us and responding. So far, that seems like a line of bull.
- Since my bills are paid automatically, I get no information from the city that I otherwise don't seek.
- Since I get most of my information from social media, I'm concerned that people who don't have regular access to social media get left out of the loop.
- Seems the focus is always downtown. No effort is made to engage other parts of town unless it goes on the radar for high crime
- Renters do not get the same notifications and I feel that is unfair.
- Public broadcasts on NPR would be helpful to me
- Please train and/or hire someone for your social media
- please let the people know well in advance.
- Please do better to reach out to the community
- Personal appearance is rarely possible for me
- People with real need are seldom involved b/c they are simply struggling to survive. Austin would prefer they leave the city.
- People hired to work for city to inform citizens about the neighborhood rules will only work with neighborhood groups, not citizens. Further neighborhood groups are allowed to exclude owners who are not residents; meaning they have no voice in the laws that govern their property. A few other things, similarly difficult to explain.
- pathetic
- outside the nextdoor app, i never/rarely heard anything from the city
- Only the issues the city wants to publicize, or the highly controversial item get out to people.
- On some level, there are so many communications that go out and so many departments asking for involvement, that it gets to be overwhelming.
- Older citizens are not being engaged since the main comm tool is web or social media
- Oh yes. While the city of Austin often makes an effort to involve people-- I question whether they actually listen. In fact most of the time the outcome is already decided. This is not true engagement.
- Often the City doesn't seem to care what the taxpayers think
- Ofen announcemns come afer evens have already been held or else so near he ime he're held ha i's oo lae o paricipae
- Notifications are not typically very far in advance off the event
- Notices should go out well in advance. Most that I see in my email are happening the same day or the next day.
- notices are often only a day or 2 in advance of the opportunity, not enough time to plan ahead
- Not hot issues like enviornmental or water issues I need to find them rather than seeing them posted in neighborhood web sites
- Not getting input from all citizens and city employees.
- No TV (for local news); either must visit city webpage (low probability unless looking for something) or through nextdoor.com neighborhood app (more likely if viewing email summary)
- no contact with city govt.
- No comment
- Nextdoor.com is the best way to get info to me.
- Nextdoor is great!
- New to Austin, so I'm not really aware of how the City engages or about what.
- Neighbors are not informed of oversized duplex permits until it's too late
- Need way for older transportation deficient people to get involved.
- Need to localize information by neighborhood
- Need to let other organizations help get the word out.
- Need more flyers or mail outs to those that do not have access to internet and in bilengual form.
- Need greater visibility on issues through multiple news sources including Community IMPACT, Austin Business Journal and the Statesman
- NA
- na
- na
- n
- My neighborhood does a good job of keeping me informed on issues in our area, but I work/play downtown and rarely get info on things affecting the urban core. Just because I don't live downtown doesn't mean I'm disinterested in downtown issues!!!
- my issues are not addressed, I even contacted my city council person with no response
- Multiple options for type of engagement is critical. I can't attend a bunch of late night mtgs.
- Move ADA office to community engagement department
- most information is disseminated after it's too late to become involved or provide feedback
- More precision needed and openness often needed. Example: questionnaire in 2013 or 2014 on parks and pools was misleading. Main question needed to be: Do you think the city should pay to have the pools repaired? If so, why? Would you like the city to have close public pools? THAT was the real question.

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People would probably have answered yes. Instead, we are getting more and more splash areas in parks. This does not give children a chance to learn to swim.

- More media coverage to unproper housing management
- More communication and opportunities for community members to participate
- Mayor + District Councilman meetings with District members
- many of the meetings I have attended are not conducted in lay language and staff seem to have a decision or tract decided and are uninterested in citizen comments unless they agree with staff
- Make it easy to give prescribed feedback but do not listen to points of view that are differnt from preconceived idea of said outreach.
- mailings with short summaries of issues, with website links to find out more would be great. i won't read a long mailing.
- Lots of meetings with the community but not a lot of action
- library website sort of works for me
- letting various HOAs know what is needed would be helpful. They in turn can do the eblasts.
- Keep up the good work. Keep taxes at had the legal maximum.
- it's not very easy to find out information about what the city is planning
- It's a little hard to say what issues I am interested in that I am NOT hearing about since I haven't heard about them..
- It would nice to have a basic clearing house where you could put in your address and get info for your District and neighborhood.
- It would be wonderful if we could get a face-to-face visit at least once a year.
- It would be very helpful if the city would allow members of the public to register to receive automatic email notifications for the agenda/meeting times of their choice of meetings, including City Council, Planning Commission, Council Committees and all boards/commissions.
- It would be nice to have a better website or app. The Austin 311 app is a good start, but not for info.
- It would be helpful if notices for meetings could be sent earlier as my calendar books up in advance. Also, I get nothing from my City Council member.
- It seems that public engagement is not encouraged and there is a systemic problem that discourages community input and/or makes it difficult for citizens to provide meaningful input into public decisions. For example, the regular scheduling of meetings downtown and during times that are inconvenient for those working during the day. I would like to see public meetings held all around town and at a variety of times/days so as to allow a more diverse cross section of the community to become engaged.
- It seems like the City Council does what they want, regardless of what the citizens would prefer.
- It is difficult to understand issues coming before Council based upon agenda documentation. If you aren't otherwise informed, it is difficult to determine what is being discussed.
- It is difficult to get involved when meeting are always scheduled during traditional working hours. It is also difficult when notices come to broader public attention (broadcast media) they day before or even day of a meeting.
- Information about bike rodeos is not easy to find
- Info sharing is awful in this city
- Info published on projects is often incorrect/confusing but City employees seem to be responsive when our neighborhood association asks questions
- In the last few weeks this has changed in that Leslie Pool has sent out email notices about various things she is involved in. Go Leslie!
- In 78753/78758 it does not matter what anyone asks for through any channel. Only UT, other outside parties and three APD officers for Restore Rundberg do as they please, as Ott and Acevedo please. What is done by the City in my Home Area of 33 years is not allowed to happen anywhere else in all of Austin. No law, no order and the City like it.
- I've been very frustrated by the biking community's influence taking precedence because they answer the survey.
- I'm not sure that I really feel engaged. THis survey is the first time I've been prompted by the city for my opinion. I found the link on the Nextdoor app.
- I'm just not sure I know about the possibilities available.
- I would probably get involved in city issues/events/groups if I knew about them.
- I would prefer that we had fewer reasons to contact our local government; stick to the basic city services and stay out of our lives
- I would like to see more coming directly from the city. And I get NOTHING from City Council. I only get info from the City email board I'm sighed up on and I'm lucky that I even know about that. Most people don't.
- I would like to know more about what's happening and how i can get involved. I often don't know until the day after the fact. Next door is a great venue to post updates and involvement opportunities.
- I would like to get a notice either by mail or e-mail on what issues the city are acting on with dates and times of meetings so the public can attend.
- I would like to be more involved
- I wish there was more communication from the city regarding feedback opportunities that are not "form" based.
- I very often do not find out about engagement opportunities are past
- I usually go looking for info rather than info finding me
- I thought having dedicated council members was going to solve this
- I think the efforts by the City to inform residents of opportunities to engage are practically invisible. I never see them, ever.

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- I think the City makes reasonable attempts to involve and inform everyone of City happenings.
- I think the city could do more proactive outreach by mailing/emailing notices and posting notices in public
- i think the city acts like it wants to engage with neighborhoods but just what it wants under the guise of engagement
- I think citizens are also responsible for seeking out that information; however, the easier and more accessible, the better.
- I should sign up for City FB posts.
- I question whether the new Councilmember Committees do a good job of letting citizens know what issues are going to be discussed, and of getting expert, non-City staff and employee research into issues.
- I need to look for ways to assist you.
- I need to know how to make suggestions for improvements and to fix problems in my neighborhood
- I need information in Spanish
- I must say that I get all the information as to how to communicate with the city from my neighborhood listserv. It is where I learn about city issues. Not from the city itself.
- I like the wonderful CC meetings and police dept meetings and library meetings held LOCALLY, replicating what we would get if we were our own suburbs out here, not inside the big, ugly, greedy monster city. The old way of requiring people to go downtown to "squeak" felt like a relic of the old plantation master system, whereby field hands and tenant farmers went to "the big house" to beg for things they would have gotten without asking in fairer places.
- I learn from emails from my city council rep Sheri Gallo
- I know more about what's going on with issues covered in the press than what is occurring in my own neighborhood. the neighborhood association structure is relied on too heavily and meetings in the evening, while convenient for many, don't work for me. I'm a fulltime working mom, and it's much easier for me to take a lunch break to attend a community meeting than it is to give up the 3 hours in the evening when I get to see my daughter.
- I have lived in several states and many different cities and by far Austin is at the bottom of the list for poor community engagement.
- I have been disappointed that I haven't heard more about the recent proposed changes to Short Term Rentals or Uber. I'd love to know more about both topics and when key votes were occurring.
- I have attempted to join citizen boards or commissions but city council is uninterested
- I have asked the Austin American Statesman for more thorough coverage of city issues, especially council meetings.
- I go yet feel my input means nothing
- I get inundated with information, but need to filter and determine which are truly critical
- I get info from partner non-profits.
- I find the 3-1-1 line to be useless. when i have tried to call it, it has not been available.
- I find out too late
- I feel that Austin residents who are engaged mostly have to figure out how to get involved on their own.
- I feel like the only option is to "contact my council woman" - but I don't think they're listening.
- I feel I know plenty of ways to engage but can't keep up with city council.
- I feel disconnected from the city government. I think that a robust social network presence would be a great thing.
- I don't think they do enough at all to inform and engage the citizenry. I think this has to be the next step for the 10-1 city governance format
- I don't think the city of Austin wants people to be engaged at all. I mean, it's politics as usual right? It's probably the same people stuck in those committees year after year, fighting for there own personal agenda. What can the city do for me? Not much, I'm guessing.
- I don't think COA really wants my opinion. Too many decisions are made by the Council and city manager with little or no input from the public.
- I don't need to be "THAT" involved. That's what elected public officials and city council meetings are for.
- I don't know if there will be any city issues on the ballot this year, but I did not even know there was going to be an election until I saw signs for early voting. I would have liked to have been informed that an election was coming up, which issues, propositions, and/or offices would be on the ballot, and be able to read at least one pro & con position for each, or read a public (online) dialogue, and perhaps provide my own opinions.
- I don't know if the city isn't telling me about things, or if I'm not paying attention, but I don't feel like I hear about a lot.
- I don't feel like the city attempts to engage me in anyway. More so, I feel like I am rather purposely kept in the dark.
- i don't actively generally try very hard to be informed about issues, to y'all's credit, because i feel like they won't/don't affect me generally...
- I do want to get involved more, when time permits. Surveys like these are good because you can do on your own time. I hope the responses are recorded and considered.
- I do receive notice through my neighborhood listserv about City engagement opportunities. However, there are so many efforts and so many requests for input and engagement for so many planning processes that it sometimes is hard to know what will make a difference.
- I communicate with my group but need assistance in getting the word to them. Many do not computer communication aid.
- I chose three because I'm never certain if I'm getting all the information that may be available that affects my neighborhood.
- I can find no way to find out about construction across from me.
- I believe the City does a very poor job of getting "real" information to us. CodeNext and SpeakUp Austin are efforts aimed at citizens to make them feel good and

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make them feel like they are a part of the process. I have been trying to get on the CodeNext committee for quite some time. I do not believe it is going to make real change.

- I am pretty busy so it has to be front & center for me to notice.
- I am not passionately engaged, but thinking about my interests, it is remarkable how little communication comes to me from city sources.
- I am just a citizen and unless the media tells me, I do not hear a thing
- I am involved as I should be
- I am appalled that our mayor has spoken that he will allow Syrian refugees come to Austin. We have many who homeless due to flooding and there will be more. He is having difficulty placing veterans who need housing. Our City cannot handle foreign refugees when we cannot house those presently in our city who are so very needy. what a terrible idea from a mayor that I supported in his election. I cannot condone his generosity without the input of all of here today. Our pockets are empty! The city's pockets are empty and yet lets widen or open the gates to more needy. We must take care of those here - no others!!!
- How can I help the city council do its job? how can I help our city to get sidewalks?
- Historically I am not very satisfied with the manner in which the city addresses neighborhood issues such as flooding. Lower socioeconomic residents and their neighborhoods are definitely not a priority for the city of Austin governance. Phone calls made to departments are often ignored. I thought that with the new regional neighborhood city council representation would improve. Basically it has not and this is a shame.
- Help me help you. Happy to be a neighborhood ambassador.
- Having Ann Kitchen elected from a south Austin area has helped. I never saw any effort to represent people south of Lady Bird Lake by previous city councils.
- Have tried numerous times to be heard regarding traffic flow improvements yet no response
- Have to go downtown to participate. Never have meetings in NW Austin.
- hard in a large city to get involved
- Good job!
- From my experience I will not participate with the COA early childhood council their is little opportunity to really get anything done, issues that are should be addressed with city departments do not get addressed because of the tar pit of bureaucracy that is virtually impossible to move glaring
- For me, the best is to have a central, searchable website where all of the City's departments and events have up-to-date information and ability to contact.
- Finding resources after I first moved to Austin was difficult. A better online presence and informational signs on where to go for more information could help with that. I had never heard of SpeakUpAustin until today, for example.
- Few trust the city for real engagement. They usually practice the DAD method--Decide, Announce, Defend. It's sad but true that trust is so low in neighborhoods who want to engage with the city.
- feel my input means nothing
- events are publicized inconsistently across platforms
- engaging city the city council on key issues is extremely time consuming
- engaged north and west campus Austinites
- engage with more social media like FB and Twitter
- Email or newsletter updates might help
- efforts are good, but still room to improve
- Dog parks are essential and underfunded in Austin.
- Does better than the 8 other places I have lived, but could do so much more. In general, need to show us results of our input -- survey results, but also changes in policy
- District 3 has no newsletter, email notifications
- Disgusted and Disappointed with ATX City Council
- discovery is not automatic
- Decker lake golf was a terrible example of how the city engages neglected populations. City staff coached DLG and city management pushed it like it was going to be beneficial for the community!
- daytime public meetings severely limits the input of 8am-5pm working citizens
- council members have this responsibility
- Community Organizers by neighborhood - apply and pay a small stipend
- Codes need to updated for better approval for neighborhoods around development and those future residents now just for developers to slither by for their own financial gain at expense of current and future residents and those who have to drive streets connected with future development.
- CoA's website is ridiculous. Needs to be reimaged with a citizen as user instead of departments as content contributors; Impossible to follow anything that you haven't already found or figured out how to follow elsewhere. Then you know where to look. Otherwise, it's just a pile of *stuff*
- CoA must not endorse Nextdoor! ND is not democratic and the corporate office will seize neighborhood groups from the operators and hand them over to rivals per tinyurl.com/dawsonseized
- COA always seems late in the game about announcements
- City should use social media and televised services to gain more citizen insights
- city ruled by developers
- City reps on social media do not engage or respond to the public effectively.
- City relies too much on unregulated neighborhood associations and contact teams unwilling to listen to people they don't agree with
- City processes can take so long that it's difficult for community members to stay engaged with the issue over years so their point gets carried thru into final recommendations. Easy to make it to one stakeholder meeting, not so easy to make it meetings over years.

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- city only tells me about how to engage in real time in person - "meeting will be held wednesday evening from 5-7PM"
- City invites me to presentations. Staff throws away my answers.
- city doesn't tell me often and I never get told how to engage or context on why my engagement matters.
- City does not get back to you on requests for service.
- City does a poor job at *meaningful* engagement.
- City departments don't want to involve the community, they want to continue to do the same thing that they have been doing for years.
- CHANGE THE NOISE ORDINANCE ASAP BECAUSE THE OUTDOOR CONCERTS ARE GIVING ME MIGRAINES AND CANNOT BE SAFE FOR THOSE WHO WORK AT AND NEAR THEM!
- Broaden your messaging methods and messengers.
- Better time certain processes for agenda items
- Being informed is one thing, engaging on an issue in person isn't something I've tried in years
- Because I don't get the newspaper or watch local news, I feel like I'm not aware of many issues or opportunities for engagement.
- bad code enforcement
- Austin in general doesn't allow conservative voices. It's not interested. But I'm not going to shut up.
- Austin goes above and beyond to engage with citizens.
- Austin does not work for me
- At the last meeting I attended the biggest concern was tax increases, but I feel that it went on deaf ears. As a Senior citizen the majority of us will not get a pay increase yet the city employees will. It was said LOUD and Clear!
- asking and doing something are not the same!
- appreciate the response I get COA staff. ex: parks and watershed depts
- Although not underserved population, am in an underserved neighborhood and I am appalled at how little information is provided to the community in methods that they might easily accessed.
- Although I get info on how to be involved, my input is ignored often..
- All of this takes time, so only those that have time or make time can really add input. Find additional ways to participate without having to attend meetings.
- A lot of meeting notices arrive too late or after the fact.
- 10:1 representation should help this, but I feel like the city government is primarily concerned with the central hub of the city and corporate interests, not those of us who live south of Ben White or north of campus.
- 10-1 in my opinion this is not working for the best of city nor is it working for me as an individual

Q9: With which parts of the city do you most frequently engage?

- Zoning and Land Planning
- zoning
- work days clean up
- While our neighborhood goes through a great number of changes, the city often makes decisions to alter our surroundings without a thought of how the change will impact our lives. Specific neighborhood meetings are and have occasionally been set up and scheduled with city representatives, to get a face to face dialog going on what can be done to eliminate some of the stresses. My electric and water bills are outrageous. Although the citizens have cut back tremendously on our consumption, we are still penalized.
- Watershed, PARD, APD
- Watershed especially
- watershed
- water bills
- vote
- Volunteering
- Volunteer opportunities
- utility bills
- utilities
- usu related to real estate issues
- urban planning, sidewalks, parks and pools
- unknown
- TxDOT
- TX Dot issues
- Transportation department
- Transportation
- Transportation
- to engage one needs to find a parking - now that we do not have free parking ...???
- That is my question, who in the city is trying to engage with the public, the community?
- surveys,
- surveys like this
- Staff
- Social Media
- See question 10 below
- SANA
- resource recovery, recycling, summer camps
- Resource Recovery, Planning & Zoning, Parks & Rec
- request/receive from dedicated member
- related to the issue I care about...ie zoning, education, traffic, crime
- random per my interest
- Public forums
- programs the city is partnered with
- Police, transportation, housing
- Police, PARD, District 3
- Police Department, Dell Children's Medical Center
- police department
- Planning, Permitting
- planning,
- Planning EGRSO. Public Works
- Planning and Development, Code enforcement, Transportation Department
- Planning & Development Review, Zoning
- Planning
- permitting, engineering, HLC, CodeNext Advisory Council
- Permitting Offices
- permits and codes department, zoning department
- Pedestrian advisory council
- PAZ
- pay taxes & utilities and try to figure out the building code
- parks/pools
- parks, zoning, watershed, and 311 for neighborhood graffiti
- parks, planning, neighborhood

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- Parks, Housing, Code Compliance
- Parks and Rec
- PARD, Public Works, APD
- Ordnance; utilities; emergency response
- Only through the Austin Bar, so rarely
- Online surveys/forums
- Old Bakery, online employment app, calling 311 for questions
- None. Whoever I tried to communicate, am blown off.
- None. I would like to be involved but am unaware of opportunities.
- No particular one.
- News sources/
- Neighborhood meetings.
- neighborhood meetings
- Neighborhood Associations
- Neighborhood Association
- neighbor, and city of Austin TX issues
- NCHD/AHFC
- National Coalition Building Institute - Central Texas Chapter
- Mayor
- Libraries, parks, schools (all more pro-child and thus more pro-future and forward-looking)
- kjkjhklh
- Kitchen's Cabinet, Code Next (limited)
- Indirectly (through me general contractor), I engage most frequently with the part of the City that does what it can to make it difficult for people to do what they want to do with their own property.
- Imagine Austin/Code Next
- I'm New
- I vote
- I used to do all of these I am handicapped and can no longer be involved
- I suppose mostly utilities, but I haven't engaged well. It's maybe not the season and I would also say it's more my fault than the city's.
- I have had some very limited involvement with PARD
- I have disabilities & can't easy get to meetings or events, so I email whoever will help me. Nancy Cardenas has been extremely helpful in putting me in touch with others who can help, so I contact her a lot.
- I do not frequently engage ; when I have, to no avail.
- I contact my city council member, ann kitchen, and other memembers as well as mayor adler on issues that concern myself, my community and austin in general.
- I attended a City Council meeting once while working with members of a particular office.
- I am not familiar with the process for engaging city offices
- I am not engaged
- I am interested ways to volunteer to help people.
- I am informed, but I dont know how to submit feedback
- Homeless through St David's Episcopal Church
- home repair
- Health and Human Services, Office of Sustainability, Public information
- Haven't engaged with City yet
- Have been a volunteer at my eighborhood (Windsor Park) branch of library; engage with various community programs and initiatives involving the local music scene.
- Have attended council & boards & commissions. I work for the City (WPD). But recently concerns particularly about East Austin development and very concerned about the lack of input from people who actual live here.
- Grow Green, Urban Forestry, City Arborist, Watershed Protection
- grants; city council issues
- Giving my support to groups that represent me and my neighborhood
- general 311 inquiries
- external meetings which include specific actions and/or discussion to create and critique activity in order to do better future forward.
- Environmental especially water issues on Barton Creek watershed and recharge zone
- Economic development, HHS, Austin Energy
- DSD, WPD, AWU
- Don't know how to engage.
- District 5 meetings held in/near the district due to almost NO parking downtown.
- Dist. 1 qtrly. Network mtgs.
- Development Services, Music Office, City Council Offices
- Development Assistance Center, Residential Review/Permitting
- Development
- DADS and DARS
- Cultural arts, art, technology, media arts
- CTM, TARA, Bicycle Program
- Community protests and sitins
- Community Engagement, Small Business, Innovation
- Community discussion. Educational pieces.
- Code, Planning, Special Events
- Code, APD, OTT/Acevedo
- Code violation
- code enforcement
- code enforcement
- city planning efforts -- Imagine Austin, CodeNext, and bike programs
- City Parks
- City employees and the MCPD.
- church
- Cap Metro
- BUREAUCRATS
- building permits
- Building Commission, Library Board
- building
- AWU, Parks, Transportation so far
- AWU, Austin Electric, Code Enforcement
- Austin Police Department, Austin Budget Office, Austin Zoning / Planning Department
- ATD, public works
- As neighborhood advocates we often visit city council members, email and write them.
- as directed by focus group on a topic that concerns me
- APD, Code Enforcement, 311
- All of them.
- All of the above, as needed.
- AISD
- 311 very rarely
- 311 billing
- 311 and 911 service
- 311
- 311
- 311
- 311
- 311
- 311
- 311
- 311
- 311
- 311
- 3 (lost three departments or the number 3? I just have one to list: planning department)
- 3: city manager's office; COA utilities; permitting

Q13: Regarding respondents' satisfaction with their ability to engage and the outcomes of that engagement.

- Yes, this city is stealing money from the middle class by raising utility fees and then denying that it's using unreasonable rate increases in utility fees to cover budget shortfalls.
- Yes, I've been making formal written complaints about noise that is too loud (outdoor music in residential areas) and a serious public health issue for over three years. I have only gotten responses recently. My emails to the city's music office have NEVER been responded to. Also, the salaries of the Asst. City Managers are ridiculously high. I want Austin to check the salaries of all public positions and compare with others cities of comparable size. \$210K is way too much for an Asst. city Manager. Also, how did that Asst. City Manager who scheduled the sexist training get hired? He couldn't even speak a grammatically correct sentence! How could a person in charge of HR schedule such a training? Why would an unqualified person have such a position and be so overpaid? Who else is not qualified, and who else is overpaid? This is a serious issue. The noise ordinance needs to be changed ASAP. I should not feel my entire condo vibrate because there is an outdoor concert within 10 blocks of me. I should not be forced to attend a concert while I'm in my home with all doors and windows shut.
- Yes, I have specific concerns which relate to my planning area schools and business district. Happy to discuss w/ appropriate council staff or others
- Yes, City Policy is, well, like what you see in my Home Area of 33 years, garbage. I so wish when the DA Investigators ran not one, but TWO, investigations against Ott and Acevedo and then Restore Rundberg and its "stewards" the DA lawyers would read what Malfeasance means, and not say, "well, City Policy." There is a reason Texas Congresswoman Huffman took away the job of Public Integrity from the Travis DA (the cops were GREAT and knew this area.)
- Would love more outreach from city re issues
- Without waiting hours to speak to the city council, it seems there is no method to be heard.
- Wish it were easier to report positive interactions with city depts and personnel. Not really sure how to do this but would like to, when response or service has been excellent (as it was recently with animal services)
- why no one responds in timely matter
- when our neighborhood tried to have something done about a derelict property in our area we were given the run around and the only way the situation apparently got resolved was the owner died. I was less than impressed with the city response
- When I have attended special meetings the city has held to gather input (e.g., imagine Austin) it has often proved a poor use of my time
- What is the reasoning to reduce every road artery in E. Austin to 2-lane streets, except MLK for bike lanes?
- We still have a long way to go in east side to engage the marginalized population
- Very department-specific. PARD is tough, Neighborhood Partnering Program are AWESOME.
- very concerned about impervious coverage with the small lots in our neighborhood and the huge double homes on each lot and the city doesn't seem to care or do anything. Worried about flooding due to all the new construction.
- ver difficult to contact city department managers/directors
- Upgrade code to reflect current city realities.
- Unless someone is a developer or an influential business leader, I don't think the city cares what its residents think
- Unless an issue has dedicated staff to advocate long term for it, initiatives and expressed concerns fade quickly
- Unfortunately, I have somewhat given up.
- Transportation just does what it wants no matter what the public says. Traffic is terrible and will always be b/c the city thinks everyone has to sign off on something. Sometimes leaders need to take action even if everyone doesn't agree.
- Transportation and urban planning need to be central.
- Transparency, trust, community engagement and cultural diversity are at an all-time low. It seems the city is sitting in an ivory tower, letting the "old boys" network run things. I like old boys but not when it comes to running my city. There are a few people who do a heroic job but it seems there are more people who do not, and who are given a free pass whereupon this continues. People are getting lazy and careless, and it is affecting our city. I don't think we can afford laziness or lack of knowledge about the community anymore. We cannot rest on our laurels. There is an extreme homogenization and lack of 1) women 2) women of color working for the city, as far as I have witnessed. Yes, there are latinas, but what other women of color are involved in leadership, management, executive, board advisory roles? This is crucial. If that alone is addressed, I think we will see a lot of things change and progress in positive directions. I also think the people who are qualifying for these positions need to have the knowledge, competency, capability and experience, and if we have to actively recruit from other cities then so be it. Less old boys network and more fresh faces, especially female ones, in power positions - please!
- Three minutes at the podium needs to be replaced with meaningful ways to engage.
- Those who yell the loudest get the votes, often when it is very bad for our city as a whole.
- THOSE WHO SEEK POWER OVER OTHERS HAVE IT.
- They try hard to be responsive. But navigating the bureaucracy is often cumbersome, slow and frustrating.
- They city tries to "engage" too much. We don't want to be engaged on every topic under the sun- someone needs to prioritize what garners "community engagement" and quite frankly what does NOT.

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Sometimes we just want the City to take care of certain issues and not jump into the never-ending delay game of "engagement" when it is not warranted.

- There should be a resident registration where you can sign up to receive engagement opportunities.
- The system right now rewards those with more capacity and resources to "show up" and "speak up" in visible ways.
- The scale on #7 is nonsensical. It needed examples.
- The responses are more indicative of my engagement than the city's.
- The public just needs more specific details on when meetings are held. Meetings should be held at a relative time where the most people can attend and voice their opinions.
- The permitting process is a NIGHTMARE
- The new city council seems to be better but developers still have way too much power over outcomes at the expense of current residents
- The Council's committee system makes it much harder to engage. I write to Council members and most NEVER even acknowledge that that received it.
- The council people need to be more transparent
- The council and mayor are not independent enough to educate themselves on issues. They rely on lobbyists who represent special interests over the welfare of the ordinary constituent. This results in most of them having no moral compass when it comes to leadership.
- The city talks but doesn't listen. City fails to reply using modern communication methods. Citizen engagement is handled as an obligation not a genuine outreach, for real improvement in a locally focused democratic way.
- the city staff has done an effective job baffling most of the rookie Council members
- The city should do more suburban outreach. COA annexes the suburbs for their taxes and then ignores them.
- The city regularly ignores East Austin in favor of more wealthy areas and is now surprised that east sides are engaging. I wish the city kept up with what is going on around them.
- The city only appears to listen to what they want to hear. Dissenting voices are discounted or completely ignored.
- The City needs to stand up against Neighborhood Advocates arguing against City-wide goals for their own neighborhood's benefit.
- The city needs to provide more outreach and foster more public engagement, beginning with school age children.
- The city needs to get other areas involved outside of downtown
- The City is unresponsive
- The city is to be avoided
- The city has, to put it mildly, of listening politely then ignoring everything I say.
- The city dug up plants around my house, and didn't bother to tell me or offer assistance.....nice!
- The city does way too much engagement. Stop asking residents what to do and have council and departments do stuff.
- The City does not have a fair and impartial public engagement process. Staff is condescending to residents and display favoritism. Time to be professional and make a real effort to engage city residents. Now, if the outcome is that you don't want to hear our voice, then continue doing what you are doing, because it is working. Also, when the City asks for input, it would be nice to incorporate the suggestions.
- The City Departments run the City. They demand more money (rate increases, new drainage fees, new garbage fees, etc.) and The Council always supports the department demands. We live in the most expensive city in Texas and every City Department wants more. The salaries of top City officials are out of line with private business. The City truly views itself as the ruling class and the citizens of Austin are their subjects.
- The city defers to loud people at meetings rather than the voters who elected them. Those people (such as ANC members) have a history of bullying people and getting in their face so they stop attending and disengage. We need ways to anonymously communicate and give more weight to that than a few rusty wheels.
- The City could be more proactive. We have to constantly follow up for responses from city staff who say they will.
- The APD district representative I have attempted to engage with was not helpful or interested in being helpful. The APD district representative set-up just seems like window dressing. When I have followed APD instructions for calling them about traffic safety concerns in my neighborhood, they have been the opposite of helpful. It's like the APD isn't here for the citizens. Just looking for jaywalkers to tackle, I guess.
- The 311 system seems to be the most effective tool to get things done. I have enjoyed a very good relationship with the code, transportation, and planning departments.
 - that is when I was able to be involved
 - Test
 - Stupid survey
 - Street tree maintenance and traffic calming requests drag down my satisfaction rating.
 - Steve Sadowsky in Historic Preservation rarely, if ever, responds to his emails. While I'm sure that he is overwhelmed - I think the City should monitor those city employees who do not respond!
 - Staff does not help residents communicate. Staff are condescending and manipulate the public engagement process. Larry Schooler is terrible, he does not provide opportunity for people to speak.
 - Spent over a year going through the process of having zoning redetermined for a property with continuous loud noise. Even after the BOA determined that current

- zoning did not allow these noises, law enforcement and the city chose not to enforce the law.
- SpeakUp Austin sucks
 - some situations, one example being possible double decker bridge over the mopac bridge are open for public comment I am not sure how much that input counts. especially when the decisions may actually come from outside the city's power structure.
 - Sincerity, not just the appearance of sincerity would be appreciated by the people of this city.
 - seems like the City is just going thru the motions on engagement and nothing really changes from my involvement
 - seems like Austin couldn't care less about people who live west of 360
 - see my above comment.
 - See below
 - Remember WE fund YOUR paychecks: Stop ignoring residents' feedback, problems, questions, and other concerns.
 - read the Zucker report. Same things are wrong
 - read the piece in the Austin Business Journal about the couple who bought a home around 1200 block of Waller
 - Question #6 limits my engagement
 - Project Connect and other transportation input is completely ignored by the city - or worse, as with Project Connect, it is in fact misrepresented. I'm ashamed at how much of my time I wasted attending those meetings and giving input only to have John-Michael Vincent Cortez and others at PC lie to the public about what the public told them.
 - Previous studies disappearing from website archives a real problem.
 - pretty sure the answers to my questions were evasive.
 - PowerPoint's are not enough.
 - Poole's office acknowledges emails
 - Please respond back to me on how I can submit feedback, and who I should contact
 - People tend to listen well but nothing happens.
 - Pedestrians are at an all-time high risk of death and serious injuries due to careless drivers. I still see countless drivers talking or texting behind the wheel.
 - pard is ok, but the rest of the departments aren't so goog
 - Over the years, I have more often than not felt that I was beating my head against a wall, unmovable and already in place despite the fact that citizens were asked for input
 - Outcomes have been positive so far but only after neighbor's spending many, many hours meeting with officials and speaking at council meetings. We have all become very "burned out".
 - Our engagement is to vote. I voted for people who expressed ideas with which I agreed, then they acted on survey results instead. Surveys usually are totally biased towards small squeaky wheel groups.
 - Once I am made aware of meetings and attend I feel that there are ample opportunities to participate
 - On the occasion that I reach an individual staff member, I have a good experience.
 - on items of safety and security, it seems like a lot of talk and very slow to act. analysis paralysis
 - Not very happy with help on burglaries follow-up burglaries are high in neighborhood and police hasn't engaged our community in solving it. Asked them to come to NNO and no one showed. Fire trucks came too late when I put o note to come earlier because of
 - No replies and they share information like gossip
 - Never seem to know if my issue has been resolved
 - Need to get out of downtown and hold meetings in other parts of town on a regular basis!
 - Need to be more representative very vocal minority that does not represent the city as a whole
 - Need for more information ex: Gus Garcia rec center events
 - Need a point of contact for traffic issues
 - My question is how easy does the city make it for the individual citizens to engage.
 - My position was voted down in favor of the professional agitators
 - My outcomes would be better probably if I engage and be more vocal towards my concerns.
 - my engagement with zoning, code enforcements and permits gets a zero. Small business group gets a 5.
 - My district council member has never acknowledged any of my correspondence
 - My city justifies my high opinion of it.
 - most of the "engagement" opportunities are not really engagement, just letting the community know what is already been decided.
 - More surveys would be welcome
 - more online surveys, questionnaires, opportunities and information to vote
 - money talks
 - Mayor Pro Tem Tovo pushes a singular agenda of a handful of vocal activists, and the rest of city government seems too cowardly to stand up to her.
 - Marion Sanchez has been a huge asset to community engagement
 - Many austin311 app issues are closed without notice or comments. I am often unsure if it was resolved. Most of the time 911 is an operator yelling back at me, and has gotten so bad I avoid calling.
 - lived in numerous cities and acted in similar capacities, never seen such a messed up City govt, offices, codes and processes in my 45 years - what a disaster
 - Large East Austin Community meeting appeared to be attended in the majority by people who lived outside of the East Austin community. Information to the community was poor (at least in my neighborhood).
 - it's not clear how much impact getting involved with SpeakUp Austin or sending emails has
 - It's hard to engage with city staff and boards during the day as that gets into my work hours.
 - It would be super awesome if my City Councilor every responded to any of my issues. City staff is great.
 - It would be nice if Speak Up Austin used a nickname publicly and never published my email address. I fear retribution from other members if my personal information were to get out.

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- It won't let me leave #12 blank, but I really haven't had any engagement with the city.
- it seems like the city of Austin forget about the less fortunate, and focus on the rich.
- It is unfortunate that my city councilmember is looking for partisan engagement of citizens
- It is not easy to figure out how to contact the City for help and my city council member is useless.
- It is my fault that I have not engaged with the city more. I have been extremely active with other cities I have lived in.
- It is hard to determine what the outcomes are of my participation
- in the case of disputes, seems the same type of people...wealthier or white or developers always end up with the positive outcome
- Input is willfully limited to vocal "liberal" factions.
- Individual staff and council (former structure commission) members have been helpful and compassionate but they seem to be so at their own interest and not at the direction of the city. We are under staffed for the level of growth we're experiencing and the city feels very haphazard -- you get what you can get in the moment b/c longterm planning/consistency cannot be guaranteed.
- In general, the outcomes are satisfactory, although typically it takes amazingly long to achieve those outcomes.
- I've submitted multiple applications for City commissions and emailed with Ms. Tovo's staff and not gotten any response.
- I've said enough.
- I've only been to one neighborhood meeting. (parent of young kids--don't have time.) I was very impressed with the city representative at that meeting. (Young woman from bike planning)
- I've noticed that communications between city departments are difficult.
- I've just resigned myself to the fact that the city's manager and elected officials are not very interested in alternative ways of thinking about how our municipal govt. could function and accomplish changes recommended by residents.
- I've found that if I don't have a specific contact person, then I'm not sure where my feedback/input goes. The community is "over-engaged", so we struggle to keep up with all the various ways to communicate with the City and participate in civic dialogue. The city is growing and the organization of City staff is also difficult to navigate.
- I'm pretty unhappy with the City of Austin Utilities at this time.
- I'm not dissatisfied with outcomes of my engagement, more that I don't know if or what has been done as a result
- I'm new here, so I haven't been doing this for long.
- I'm learning about new resources in this survey.
- I'd love to know how the results of Spirit of East Austin are going to be used and acted upon.
- I'd like to have more information relayed to all citizens about the actual outcome of council issues, citywide votes, dates of implementation and deadlines for completion.
- I would like to become more engaged but don't really know how to.
- I would have rated it much higher except for the animal shelter issues.
- I wish that 311 would always give the reason why they close items (they don't always)
- I wish processes to make our neighborhoods better places would speed up. There's so much money floating around the city but none of it is being used where it's needed.
- I wish my responses mattered, as well as those of peers. We've tried multiple approaches.
- I was very active with the city when I lived in San Antonio. I don't seem to have access here.
- I want to see more transparency and a Council that plans to think about the portion of the population that feels they don't have a voice, or they feel their voice isn't worth the Council's time.
- i think some of our elected officials are out of touch with certain issues
- I think my dissatisfaction arises from the format of the contact. That is, emailing is not personal enough to be a satisfying form of contact, it is convenient.
- I spoke up against the Colony Park PUD... Why would the city use federal low income dollars to create a high end unaffordable neighborhood that is going to gentrify the original residents? Look at options of filing a federal lawsuit!
- I never hear from the events from the City, I have to actively search for them
- I need to know that the Classical musicians are recognized as a significant part of the Austin Music Scene. I don't mean large venues, but the smaller ones that are readily available to all Austinites.
- I live on the edge of the city (District 6), and I feel that most things being tackled by the city council deal with either downtown, or the gentrification of east Austin. I feel that those of us in the suburb part of Austin are left out.
- I like that we now have district representation, but my representative does not generally agree with my opinions.
- I haven't seen anything come from the issues my neighborhood are concerned with, which include the safety of children in the neighborhood.
- i haven't really TRIED to engage yet
- I haven't lived in the city long enough to see if my comments will make a difference.
- I have written emails to the council and received acknowledgement emails from a few of the members letting me know they got my email. I appreciate that.
- I have participated in a number of public hearings. I have signed up to speak without affiliation to any group and have never been afforded the opportunity to speak. Observing from the outside, it seems that the counsel bows to the will of the loudest interest groups,

regardless of the actual turnout at hearings or other means of assessing public opinion. The crackdown on short term rentals and on rideshares are two great examples of the Counsel bowing to the loudest/most organized interest groups vs. trying to gauge the interest of hard working folks who can't make it to hearings

- I have not needed to engage the City on issues other than those affecting my personal property, such as permits, plan reviews.
- I have not been aware of many opportunities to engage with the city. Though I would like to be more engaged, I'm sure how or where to get involved.
- I had a lot of trouble getting a garbage can and recycling bin when i moved to a new house. The recycling bin in particular took many repeated phone calls to finally arrive.
- I feel the city has a set agenda and the "engagement" checks a box. I attended a meeting on October 17 related to the Neighborhood Plan contact teams and noticed some developers/real estate professionals "planted" around the room. Some of us don't like to be forced to "densify" we like the space in our neighborhoods and want our opinions respected.
- I feel the City Council is somewhat responsive but not the City. City Code employees consistently refuse to give info, don't follow up, and are defensive and combative.
- I feel like notices are made about decisions make at the city council level that I do not agree with nor was there notification or call for input on those decisions.
- I feel like my engagement is often a wasted effort as I seldom see any result of my engagement in a final decision or project
- I feel betrayed that CodeNEXT is proceeding without having rolled out the DAP as City Staff led by Jorge Rousselin recommended after a massive, years-long public process and appears to be undermining or eliminating single family zoning, neighborhood plans, the "McMansion" Ordinance and Compatibility Standards along with other protections afforded homeowners in the current code. I see homeowners such as myself underrepresented and underserved as a result.
- I feel as though since I am neither a lobbyist nor someone who donates to election processes, I do not get any recognition for my concerns
- I don't the City Council is doing a good job listening to the constituents and making wise decisions.
- I don't have wifi at home so all my after hours Web time is on my phone. The city communications aren't always mobile friendly
- I don't have time to attend in-person engagement opportunities. The meetings for Neighborhood Plan Contact Teams is a perfect example. I feel strongly that these teams don't do a good job themselves of engagement because you have to attend in-person meetings. But in order to provide that feedback, I have to attend yet another in-person meeting. My wife and I have busy professional lives and a 3 year old child, so attending a 3 hour meeting on Saturday or in the

evening is a non-starter. It would be best if the city collected feedback online so that people could participate in an asynchronous manner (such as in discussion forums).

- I don't feel like the opinions of the citizens matter to the mayor/council. I feel like all these town meetings just exist so the city can dictate what they are doing, and that the feedback doesn't matter
- I do not feel confident that when I do engage with the City that my input is routed to the appropriate place so as to have the most impact.
- I do appreciate that South Austin has been included finally and that some representation is finally happening. I do wish however; the members would listen to the voters who attend.
- I did get a response to creek cleanup in my immediate neighborhood
- I contacted my council member with a question. Was told I would get a reply within 7 days. I didn't, asked again, and have never been contacted with an answer to a simple question.
- I appreciate the work that others do to maintain and develop our city. Thank you. My need is to see that it is a liveable place for all people. Often I do not know how issues affect the kind of city I want us to be, I don't always know the questions to ask or the information to share believing that it would make a difference.
- I appreciate the good service the City has given me, but recognize that some of my neighbors have not been so lucky. As a neighborhood rep, I might be enjoying preferential treatment.
- I appreciate the existence of the speakupaustin tool, but when I have received notices so far, it has involved issues that did not seem meaningful to me. I'm also not sure how much the council will utilize information they get from citizen input.
- I am very happy with the way Ann Kitchens informs constituents and invites participation.
- I am pleased overall with the processes and personnel that the city has in place.
- I am especially sick of the city milking small business and residents for every nickel they can to feed their big appetite. I am delighted that we now have city council members for each district. The city is a bogged down bureaucracy
- I am concerned that special interest money buys access
- I am concerned more about who seems to "have a voice" and who does not. I am worried less about myself than about true engagement in challenged neighborhoods in the "crescent" and also a realistic prioritization of what is important among neighbors. Just went to a police meeting recently and I could not believe what some people found the time to complain about. I realize that the City has to listen to all voices, but ... wow.
- Historic Landmark Commission is very difficult to engage with, based on my experience and that of others I know.

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- Highly pleased with Parks and Rec offering affordable or free access to highly suitable physical and social activities.
- he surves are alwas skewed so i's impossible o give our honos opinion.
- Hate that some neighbors find a way around what was decided but that is not the fault of the city.
- hard to get accurate information,
- Handicap parking down near Comptrollers office
- Given the number and complexity of the issues facing this new council, I think this task force is unnecessary unless you have received numerous complaints from austin residents.
- Get flouride OUT of out water!
- Form letter responses aren't satisfactory.
- Fire the city manager and retrain all city staff, reminding them that they serve the citizens of Austin, NOT the real estate, business and development communities.
- Finding property tax information (easy); finding out WHY and what I can do to lower them (supreme difficulty)
- feeling much better about being able to engage and get better outcomes
- Expand NPP's reach - bigger, localized bang for the buck
- exceeds expectations with watershed one on one. great work b/n Austin Parks Foundation, Keep Austin Beautiful and COA parks dept and watershed. zoning issues can be a struggle, especially for those working full-time as difficult to engage in zoning and council meetings especially as the meeting dates and time to discuss are a moving target.
- Entered neutral and low answers because I haven't had any engagement with the City of Austin
- engagement is not really meaningful, but symbolic
- Education outreach folks are friendly and helpful.
- Don't only listen to campaign contributors.
- Doing grat in most areas with the exception of animal policies
- do your job for the those who live here not who make the most from us
- Disappointed the city council is ruled by either democratic or republican influences. Next time I vote I won't be fooled again. For instance, sanctuary city and the nation laughing at us for such a stupid move and used for democratic advantage
- difficult to contact COA dept. managers
- Developers have money and always seem to get what they want, despite neighborhood wishes.
- dealing with the City can often be like beating your head against a brick wall, it is not until you are bloody, that anything get accomplished
- Current council seems concerned about downtown issues only and not issues that affect citizens living outside of the CBD.
- Connection between tasks at these meetings and the policy outcomes adopted are often unclear
- Commissions have become entirely dysfunctional and no longer provide the much needed guidance to council.
- CoA is very bureaucratic, its been a pain to deal with them
- City staff is very responsive when I engage them
- City staff is frequently a barrier to engagement. City staff in a variety of departments from PARD, to NHCD, and the former PDRD are frequently unwilling to admit their shortcomings, or failures so they refuse to listen to comments that are critical, and they gloss over the points raised by community members. Community engagement efforts cannot be contained in a specific department, we need all the city departments to focus on building meaningful relationships with Austinites, not just hand out promotionals at events and festivals.
- city personnel are intimidated by neighborhood groups and timid in helping citizens
- city officials are difficult to reach and generally do not respond
- City never shows how public involvement changes outcomes. The outcomes are pre-set and language is written in a black box or too broad to the point of meaninglessness
- City needs to work like a startup. Need to make sure they spend responsibly and those that help many citizens the most. Ex make sure the metro runs on Saturdays when there are events at convention center, and run late at least at 10pm in the evening for companies that are downtown so people can work late on weekdays
- City needs to pay greater attention to its long-term residents...don't make us victims of the newbies & high-dollar development interests!
- City needs to change attitudes to protecting our natural resources, ie, greenbelts
- City meetings should be held in neighborhoods in a rotating manner
- City is a big machine, runs just like all the other red tape machines
- city government only cares about elite and "poor" neighborhoods
- City departments often contradict each other, and Council still doesn't seem engaged with the community. Our district rep lives on my street and he never engages with our neighborhood. Also, calls to 3-1-1 for concerns or repairs are not handled well.
- city departments ask for community involvement, but give no weight to what the community needs or wants
- City council takes so long to address key issues, it's impossible to remain engaged
- Bureaucracy is intimidating and feel decisions are predisposed
- Austin has not taken care of issues which are critical to me
- As stated above, there seems to be a lack of opportunities or communication about opportunities to engage with the city. My one engagement opportunity relates to the Milwood library renovation/closure. The library staff was very responsive to the neighborhood's concerns and found a way to accommodate our needs during the renovation.

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- As long as this city's departments are making money, the priority will not be serving the people.
- As above, want more "feedback from input"
- Already stated in question #6
- alnsr-3333@hotmail.com
- Age discrimination through tools that only millennials use
- Again, I would like for the city to stop pandering to big money and support the community that has put down roots in this city
- Again OBJECTIVE INPUT, the Eastside Community meeting seemed to be dominated by non-residents (see maps generated at meeting). Group talk can be interpreted vs. survey data, is NOT objective and frequently dominated by the most outspoken, All day long meetings do not work for some working people in East Austin. When engagement opportunities are limited to electronic media (pool engagement via online/twitter/etc. it is biased to begin with)
- Again I do not have much engagement with the city
- ADA office is not easily located. It is not even listed on building directory. It does not have facebook or twitter presence
- ADA office is hidden away in human resources division--not like other cities where it is part of community engagement departments. Difficult for citizens to find. Lacks facebook presence. ADA director snapped at me when I sent him requested information over public city of Austin email address. Reported it to his supervisor and am being called in??
- A note that relates to Question #7 (How frequently do you engage): I am currently a full-time graduate student and work two jobs. Because of this schedule, as much as I would really love to engage more with the City, right now I have to turn down opportunities.
- A lot of information is still inaccessible to the public. Meeting minutes and presentations to council and commissions should all be available online and in print to community members.
- 4 on Council are clueless
- 311 makes it easy to contact the city
- "sufficient ability" is the killer - people with jobs and small children (and renters) are hugely under-represented in these meetings
- "Referring a citizen" to the proper dept is not a good enough response from au council member. "We'll look into that, and get back to you" is not good response from city staff who never get back to you.
- :none

Q14: Do you need any assistance to be able to engage with the city?

- working during the day prevents my attendance at many City council meetings
- web-based input
- water rates -- we are getting screwed.
- usually a scheduling conflict
- Truthful information
- traffic and parking
- Time.
- Time, to have a meeting 4 hours long with no provision for working people/child care and no ways to leave feedback (surveys)???
- time, convenient locations, convenient times
- telling the truth about why and how I am being engaged
- Talks from elected officials and city employees to speak with my group
- Staff who take engagement seriously, and not just a box to check.
- right of way
- reasonable schedules and TIMES (all day long, not necessary)
- Proximity to decisionmakers like back home-- want to run into them at church and the school and th epark, but they are MILES away, see us accidentally at best once in a blue moon.
- persistence; not taking no for an answer.
- Parking availability
- parking
- Notification when and where the meetings in South Austin will be held. Thanks!
- None
- my work schedule always gets in the way
- most of the engagements are in downtown, during rush hour. if you want community involvement you need to have locations IN the communities
- More time!
- more time, less traffic
- more outreach or neighborhood ambassadors that could post to neighborhood websites
- More opportunities for online citizen involvement - Nextdoor, social media, computer based polling, etc.
- more feedback
- More direct contact with city staff and neighborhood associations!
- More available time
- Mobile locations to participate. Provide varying times for city residents to participate.
- meetings to happen online and not at dinner time or during the day so that I can attend more frequently.
- Meeting times should accommodate folks who work normal business hours.

- Lowering property taxes -Keeping residential zoning for single family
- It's not worth taking a vacation day at work to spend 5 hours waiting for an agenda item to come up. I want to, but I can't.
- Information/parking options
- Information
- I would like for Austin to care about it less fortunate citizens.
- I need more time as I have a full time job.
- I need just ONE duly elected public official, sworn into office, to come to my home as Roxanne Evans of Ott's office did (not much came of that) and as did Two DA cops would took a three hour video tour with me.
- I need for the city to want to be engaged with people other than liberal/progressives.
- I don't but many of my 78702 neighbors can't attend meetings due to no internet no transportation no ada help
- I bring my kids with me
- I am ED of a nonprofit childcare and receive no city funds but I know the COA does support other 501c3 programs because they are the good old boys or woman who have always received funds. I need assistance in joining their "club" so I can serve more at risk children
- hope that effort ecven worth it
- help us know who to contact regarding certian common issues
- Flood Mitigation for Onion Creek
- communication
- code enforcement
- Childcare depends on the age of the child, I do not feel entirely comfortable leaving my toddler with strangers to care for.
- child care may be a need depending on days & times. it would also be great to have opportunities where children could also be present. community engagement is a value I hope to instill in my child
- Bus stops in outlying connected cities.
- Better times, or better yet an online video with the ability to speak up and submit questions via chat / web. It is too difficult to get to meetings at the times they are.
- at my age neighborhood locations work best rather than attempting downtown.
- asynchronous & online
- After work hours opportunities.
- access during non-traditional work hours, notification well in advance to be able to plan
- A 36-hr day; tonight i have to prepare a comment on a Federal Register proposal that will especially hurt employment prospects for American STEM grads

Q24: Final general comments to the Task Force.

- You have an uphill battle against apathy, distraction, and cynicism... keep trying new things
- You can engage younger constituents with more online options
- Yes, to reiterate; minimize the things we would need to engage; the City is too large, too intrusive; too complicated.
- YES fix the traffic problems. let the 18 wheelers use the toll roads for a small fee and get them off I-35!
- Ya'll need to engage radio and TV more for city news
- wish there was a way for me to speak out without having to be at the meetings.
- wish i could love Austin
- Why does question 23 list only certain needs?
- what have you done worthwhile
- What are your success metrics?
- website could be much more effective a resource for engagement
- We need to discuss Nextdoor problems publicly. Nextdoor is not building communities, they are building mailing lists and suppressing free expression!
- We need the city to respect the neighborhoods and their representatives as much as they respect industry and other big money interests. They need to understand that we do not get paid to stand up and engage with the city.
- We need more abundant, affordable, accessible housing, streets, and commercial! Upzone Austin today!
- We need alternatives to taxis in order to serve more people and keep drunk drivers off the roads for good.
- We have no voice
- We are seeking a way to slow traffic in our neighborhood
- Walking to/from the buss stop can be very difficult,
- Voluntary response surveys are basically worthless.
- Veterans need to be cared for. Mentally ill need to be cared for not warehoused, End Sanctuary City status. Follow the law and stop employing illegals, hire vets first, then give citizens an opportunity, even if they're ex cons; they'll be more successful and pay more taxes if they can be employed and housed.
- until recently my dealing with the City was from the standpoint of a resident living DT. We now live 78745.
- Too much of a voice is given to "neighborhood" groups
- Time to make an effort and reach out to all City residents, not just the same group. ANC, AURA, FAN, EVOLVE, DANA do not represent all citizens in Austin, they only represent about 1%.
- Thx for asking!
- this surveyand the city govt. are only concerned with pleasing activists
- This survey was poorly designed.

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- This survey is great- you all seem very aware of community needs! I'm excited for an opportunity to weigh in on East Riverside development plan and advocate for those bike lanes.
- THIS LOOKS LIKE ANOTHER PART OF THE ACT.
- Think Whole City not just down town efforts
- There needs to be oversight regarding how city personnel use social media and how they represent the city. For example using official logos while claiming their accounts are personal, and then using them as quasi official communication channels, all the while stirring controversy or combatting with citizens. Official social accounts are often too silent and don't reply to citizens - an ineffective approach for this day and age! The council rarely is forced to be transparent in its decisions and other staff are not knowledgeable about city regulations, laws, or policies. There's just a lack of overall oversight when City communicated with citizens. No effectiveness measure or accountability. I am an active citizen and still feel unheard. Also, give long time locals a stronger voice! This city should not be run by other states' folks!
- There is never information from District 10's city council representative. Has she resigned?
- The true measure of community engagement is how much power the public has to affect the outcome/decision of a particular effort. It seems the city sees engagement as a box they must check off rather than truly engage with the public. I hope your Task Force will provide a clear path to providing citizens with the power to provide meaningful input and truly affect decision making.
- The supreme engagement should be by voting.
- the only way to really gauge what people want is to survey them. if you depend on in-person participation, you're going to hear from an un-representative subset of folks, including interest groups vs. regular people. this is probably why the positions the counsel has taken on some hot-button issues have generally not represented broad public opinion as indicated by opinion polls
- The Mayor, City Council Members, heads of all boards and commissions in the city, and heads of all city departments should hold an annual state of the city meeting with all Austin neighborhood groups to hear concerns and hear how well they are doing in addressing them. This should be held once every year!
- the location with ample parking would bring a lot more
- the city, in essence, is bought and paid for by downtown interests
- the city should stop passively engaging with its citizens (eg, waiting for them to show up at 'outreach' event), and actively create focus groups, etc. The lack of representation of minorities, renters, and other demographics at these 'outreach' (even the word implies you should be reaching out, rather than sitting back) is shocking
- The city promised to protect neighborhoods from dense development of the neighborhoods age preyed not to protest dense development in West Campus by his is a broken promise
- The city of Austin's staff is biased and does not provide a fair and impartial community engagement process.
- The city needs to support Conversation Corps; Integrate it into these efforts at citizen engagement... or quit pretending that this kind of engagement is something city decision makers are interested in.
- The city must not only engage better but it must actually act on what it hears. I'd rather not talk to Code Enforcement at all and just have them do their job right.
- The city can do a much better job on engaging the renter population. Over 55% of Austinites rent and often have very little voice in the political process, among other marginalized groups too.
- Thanks.
- thanks for the chsnce to get involved and make it better for everyone.
- Thanks for reaching out. Would encourage you all to visit the suburbs unless the traffic is too bad to get there...
- thanks for asking.
- thanks for asking!
- thanks
- thanks
- Thank you.
- Thank you!
- Thank you!
- thank you for what you do
- Thank you for this survey.
- Thank you for taking the time to develop this survey. I hope some positive changes come from it.
- Thank you for reaching out to people!
- Test
- Support communities no big money corporations that seek to turn neighborhoods upside down by putting giant buildings a block away from run down home, knowing it is the same as sending a wrecking ball through their roof.
- Stop promoting and prostituting our city as a commodity. You don't own it. The citizens do. Stop manipulating citizens. Listen to them.
- stop engaging where no engagement is wanted.
- Stay the course!
- Signs advertising meetings are particularly useful in my community. I would also like to see the Community Registry more widely used to offer ways to be engaged.
- Seems like just going through the motions
- Seek to make "Community engagement" more than a publicity splash. You might find that there is some wisdom in those who have lived in and worked in
- see above. Thank you for asking.
- question 21 will not allow you to check all that apply
- Question 21 was supposed to be checkboxes but is actually radio buttons. I wanted to select Elementary AND Middle school, but was only able to select one.
- Question 21 only allowed for one response
- Question 21 doesn't allow for multiple selections...my 4 kids are Elem, MS and HS
- Question #21 says to check all that apply but will only let you check one option.
- provide services in timely manner
- Property Taxes are driving us out of our neighborhoods.
- prompt fixing of pot holes

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- Please, please work on methods for objective data gathering (surveys available to ALL constituents) and lower income people who perhaps have limited transportation, limited electronic resources, LIMITED means of RECEIVING INFORMATION - seriously a SIGN at TRAVIS COUNTY EXPO center (LARGE that could be read) would have brought in neighbors to the Eastside Community meeting.
- Please publish the results of this survey!
- Please mandate that developers build affordable housing into new developments. The tax for avoiding such community investment does not provide sufficient housing for low-income people in Austin.
- Please make opportunities to engage available to more citizens. The "Walk Austin" effort is VERY limited in scope and does not take into effect anyone's schedule other than those who are setting it up. There should be multiple opportunities reaching more communities. I feel this is going to be a huge waste of time.
- Please let me know about the meetings in South Austin, email will do!
- Please keep reaching out to us. I'd like to know what issues you are engaged in, so that I may have input. Very interested in Criminal Justice Matters (housing, employment, etc.) I am a Criminal Justice Volunteer
- Please invite other city departments to describe/explain their service delivery. This is an excellent opportunity to describe the vast services each department provides and what goes into decision-making.
- Please get more experts, people who care and DIVERSITY on the executive teams, especially women. Many of these problems can and will be solved with those very simple solutions.
- Please ensure that outreach includes seniors.
- Please engage us.
- Please don't forget about long-time and native Austinites. We are feeling very disenfranchised and disheartened.
- Please consider an ombudsperson who understands the intersection of city departments and cannot clearly communicate to citizens through neighborhood groups. For example, in Stacy Park Watershed is supposed to be aerating the track just west of Blunn Creek across from Travis Heights Elementary. This is good however before a project begins, PARD and the AISD should be notified and signage should be posted at the site so any citizen can read about what it about to happen and why as well as the expected time frame.
- Personally, I think a number of survey participants may walk away from Survey when the find that they must login to speakup austin site
- parking near 111 e 17 street
- Our city is becoming completely out of reach for middle class people. The constant increase in fees, surcharges, taxes is really out of hand. We cannot be everything to everybody. Please learn to say the word NO occasionally.
- open government
- online participation seems to be the easiest for me. The more I can access/do online, the better. Of course, online data security is paramount as well.
- Online engagement is critical for hearing from folks who cannot attend meetings (people with jobs and children come to mind). When feedback comes primarily from in-person meetings, you select for people with the opinions and biases of that group.
- Oh yes. It would be great if the city did not just go through the motions of appearing to listen. The people of Austin-- in particular the neighborhoods are being ignored in favor of big business and monied interests. When we stick up post it notes to a map-- we'd actually like metrics on how our input is calculated and considered. That would be a good start.
- Offer city meetings up in NW Austin or North Austin
- of course, as is typical , question #21, it says check all that apply and two apply to me, but it was set up as an "either / or" so I can only check one, and that is emblematic of the whole deal -- isnt it? even something as simple as this survey, which is what we do instead of actual making things happen and making progress, even it , with only 24 questions, cant get it right! go ATX!
- Odd, that in classifying people, you didn't give an option for simply being a resident or taxpayer. Instead you used self-limiting terms like "neighbor." I expected a more sophisticated survey instrument out of the city. Not one that appears to be self-serving, or angling for a particular point of view. There's some inherent bias in your survey (toward neighborhood and group involvement), and doesn't address people that are skeptical of the ungodly amount of civic engagement the city does do, often to little effect or that serves a narrow beliefs and uses engagement to validate those beliefs.
- not now
- not at this time, but I love that this is available!
- No, but thanks for asking
- No- these surveys are meaningless because you make no promise to report the results
- No matter what the issue, it is considered in isolation -- seemingly well-intentioned decisions are made that make housing unaffordable, increase transportation problems, hurt our tax base and our quality of life. Please consider and discuss AND EDUCATE everyone about the long term consequences of decisions.
- New traffic studies to reflect CURRENT traffic realities with all new development on Soco and South 1st.
- need more mental health resources
- Need major help with problem STRs
- need an app
- My representatives acknowledge my communications, but they do not tell me whether they vote in accordance with my suggestions.
- MY name. Robert Atkinson, 302 Holliday Court, Austin, TX, 78753-3661, (H) 512-834-1336, onedaddymonster@aol.com
- my main concerns deal with gentrification and the problems that ensue from that!
- Music and Theater enrich the soul and provide peace and serenity to the participants. austin need to support our artists so they can provide those things to everyone.
- Move the ADA office out of human resources. Greater accountability from the staff. It's long overdue

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- Move the ADA office from human resources to community engagement. It is difficult for people to find. Not every person needing ADA services from city is applying for a job/is an employee. ADA has more sections than employment. People need to be able to find ADA office and Mayor's commission for people with disabilities.
- Most of us have given up.
- most city "engagement" is symbolic rather than meaningful
- More online tools. More information about that is easy to access about what is happening with construction that should be public information.
- More on Twitter about upcoming events meetings votes that affect me etc etc - I hate when I find out after the fact about something I could have had input on
- more northeast side meetings
- make more available online (petitions, information, voting, etc.)
- make it easy to contact responsible people at COA. 311 is not always the best way
- make it easier to send in comments. reduce need to sit/speak in council meetings. really wish council would focus on real austin issues and not stupid stuff
- Make community engagement real and authentic, not just a presentation of what's already been decided or "checking off a box" for required public engagement.
- Listen to the community and get all included
- Leading up to election time, I'd like to see information about Propositions posted on NextDoor. I think it might be a good way to get the vote out and get people informed about what they're voting for.
- Keep working to better OUR town...and don't tune out the old-timers!
- Keep working on getting us involved!
- Keep up the good work. Online methods of engagement work best for people like me (young, tech-savvy, connected). I can almost never make it to city council / public hearings, which are a hassle to get to.
- Keep up the good work
- just the shortage of information sent out to neighborhoods regarding animal issues
- It's goodf you're doing this, bu will anything concrete come of it?
- It's difficult to engage in a community when one is afraid to sleep in one's own home
- It would be great if we need a service to have someone from the city to come here to see with their own eyes the issue. Describing it via email or online doesn't always make it clear what is needed.
- It is vitally important to have more diverse representation at city events and meetings
- It is hard to engage when you know that no one wants to listen.
- Increase the Public Service Announcements to residents regarding Community Engagement
- If community engagement means a platform for the semi-professional complainers then you are wasting everyone's time.
- I'm very excited about all the new neighborhood groups that have been emerging, more engagement is always a good thing.
- I'm not sure what your goals are - is it to give more access to city services, city council discussions, etc. Or to have citizen's provide more input into city-wide decisions? Is it to make sure citizens know who to talk to when there is a problem? I'd be happy to provide feedback, but I'm not sure what would be helpful.
- I'm new to the idea so want opportunities to explore being involved. Thanks.
- I'm excited to complete this survey and I have hope that fulfilling our deep need for better engagement is possible.
- I'd like an on line "suggestion box" or a place to comment on what we see as wasted money/resources.
- i'd be happy to help, but i don't know how to get involved or what needs y'all might have.
- I would like more opportunities to get involved
- I would be interested in seeing some graph/chart or something indicating how public response is taken in by the task force, how it was heard, and was there any change that happened because of that feedback
- I went to one community outreach meeting at Hampton branch library. We were told it was the first of several neighborhood meetings. There have been no follow up to the issues we raised. It's very disappointing to be told our input is valued when it is obviously not.
- I think you all have done a great job and hope you all build on it - there is lot to be done in east side - people have stopped speaking
- I think there are some really cool community engagement projects now underway ... not just with the community providing INPUT but being actively engaged in solutions, like Restore Rundberg, GAVA's work in Dove Springs, and the neighborhood parks improvement grants (but I have heard those tend to go to the neighborhoods that have more assets already to galvanize). What is the City's role in helping to engage residents to improve conditions?
- I think our involvement on speakup (and possibly at in-person town halls) should be district-specific, so that our council representative will have a better understanding of the actions his or her constituents would like to be taken.
- I think all neighborhood associations should be open to property owners as well as residents. Further, their actions should be a matter of public record and should follow Robert's Rules of order. The public is generally unaware of the power of neighborhood associations to affect their property. This should be remedied by possibly filing any ordinances in the public records so that they would be notified of such when purchasing a property. Or, something else to make the process far more transparent than it currently is - less than a dozen people making decisions that affect people's property.
- I suggest that the City, periodically, hold meetings and other important matters at the neighborhood centers.
- I know it's important to include/involve the Hispanic community, but please be careful to not disenfranchise the non-Hispanic community....we're becoming the minority in Austin
- I know AISD is not the city, but the chaos that is caled school needs to be addressed

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- I hope this survey was also translated into Spanish and posted in Libraries and Community Centers across town.
- I have been feeling powerless with regard to development and growth in this city, especially around the loss of green spaces and wildlife habitat. Austin is just too overgrown and continues on at a breakneck speed. What about the quality of life?
- I have a lot to say about recycling and the city's responsibilities, but that will be for another venue.
- I feel the problem with the design of surveys that take you around and around in a circle is a serious problem. Sometimes none of the choices apply and you can't move on without answering the question. VERY serious problem
- I don't see how this survey helps community engagement.
- I didn't mean to select an option on Question #21, but I couldn't find a way to uncheck it.
- I can't select more than one option on Question #21
- I appreciate the effort you're putting in to identify best practices in community engagement. It's a difficult topic to tackle but it's definitely needed and it's great to see the work the task force is doing to make sure everyone's voice is heard.
- How/When will this data lead to action?
- Have a fair process but keep city business moving forward. We're getting to far behind on many things, especially roads.
- Greater access to cultural opportunities
- Good luck!
- GET OUT OF YOUR COMFORT ZONE AND MEET WITH CITIZENS!
- Get a professional statistician to do surveys. Often they are improperly done
- get a clue
- Flyer or mailers for those without computer
- First of all, I was not aware -- until now -- that the City of Austin has a Task Force on Community Engagement
- Fire the entire police department. Make them all reapply for their jobs. Instead of providing APD applicants bonus points for work experience as a club bouncer, start requiring every APD officer have a social work degree. Also, make citizen accountability for the APD more robust. And require full, uninterrupted sidewalks for all neighborhoods where developers are building houses and apartments. I can't even walk my neighborhood safely.
- engaging the community means boots on the ground, you can't reach everyone by computer
- Engagement seems to be a priority clearly. But few people have the patience or time to go the distance with the dozens of meetings often required for the City to green light something or get to yes. It is exhausting.
- enforce code violations in neighborhood
- Don't ignore a neighborhood's opinion if you ask for it. The Crestview park at Justin & Ryan is a perfect example. Overwhelming neighborhood for a park (over 90%) but the city proposed a development w/ no park after several community engagement meetings. Thank god that plan was scrapped when the new council took over. Love Kathrine Tovo
- Don't just talk and study a problem--do something.
- Don't just survey and survey and survey!
- do something not just ask how you're doing
- do better
- Diverse opportunities for community engagement are super important as the city grows. The city is doing a good job, and I think that as the city changes, I hope that we will maintain our values as a city for the people.
- Create a decency rating on all the council members and mayor and publish it.
- Could use help with getting to meetings
- Could go into details but this is the best I can do now. Thank you!!!
- Continue to get the word out about community engagement meetings to general public
- Consolidate the number of formally recognized neighborhood associations in Austin, you may feel that you're giving a voice to more people but in fact you're encouraging more people to disengage with an unclear, frustrating system that allows those that know it better to have a leg up over others.
- Community Engagement needs to do better.
- community engagement could be improved if our tax base from corporations was increased - no more corporate tax breaks, means more money for the community!
- Clear attainable goals and metrics to measure should be part of these programs. Ownership of problems leads to engagement. Tangible results lead to continued engagement. Multiple meetings on a topic do not inspire. They tire.
- Civic engagement is critical and lacking in many spaces, so I applaud your efforts.
- City staff try VERY Hard to get residents to attend meetings but people just don't show up. Have food and childcare at community meetings
- City staff need to act as honest brokers in mediating between developers and neighborhoods and not act as agents for developers
- City management needs to stop reading the public like it's dumb. They should not call themselves the executive team...it is elitist and remote. Change the culture of upper management.....
- City government spends too much money.
- City does a great job.
- Cap Metro ParaTransit is doing a great job. They are very responsive to things that need to be improved, and they do a great job overall.
- Call me. 512 743 6693
- Best of luck!
- be transparent about what the city is doing
- Be more informed to the public so they can engage more on decisions being made. Austin is growing by the minute. We need fast common sense solutions to the issues we are facing.
- Be more diverse, it's a lot of blue collar workers that need help, it's expensive to live in Austin, TX, please keep that in mind.
- Austin residents are really not your captives; you are our employees. Start acting like you know this.
- ASL users have been bundled with immigrants? We sure don't have mental/cognitive or emotional disabilities
- ask what issues one would like addressed

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- Ask city staff and leaders to use the email/online multiple choice surveys I've recommended and publish results for an open, transparent, representative democracy rather than a paternalistic one that assumes we're too dumb to know what we want and need. Thank you
- As for Questions 24, my wife and I are legally authorized advocates to a woman with mental disabilities, we work at a food pantry once a week, and we are engaged with Front steps. People with disabilities, who live in poverty, and who are homeless do not live with us, but we certainly engage life with them on a regular basis.
- are our concerns channeled to the right department, i.e. streets, police, etc?
- APD and AFD are doing a good job.
- And, what changes do you expect to recommend?
- ANC represents only some of the voices in neighborhoods. Be sure not to equate "neighborhood activist" with NIMBY and ignore the rest of the voices in our neighborhoods. We ALL live in neighborhoods.
- All communities do not have access to internet, there should be a boots on the ground process
- Again - get notices out much, much more in advance.
- actually do something usefull
- 311 answers a lot of my questions, like "what do I need to do to request a pedestrian light on Red River & Park Blvd?" But, could you let citizens know how they can get behind & assist the city in getting sidewalks and how to help w concrete adjustments to growth. What is done noe just seems so reactive (like NIMBY). Also, people are so surprised when I tell them that Austin is one of the best managed cities in America. They are shocked! But it is true. Can you toot your own horn and let people know how they can be part of that success? Also, can you start a "Keep Austin Friendly" campaign? Like the "Drive Friendly" campaign? Austin is a good home. Frenliness sets a happier, higher standard. We can cooperate better. I'd like to cooperate better with my city, and would, if I knew where I could be effective. Thank y'all. .