TFCE Recommendations & Updates

Report to the CTTC
February 8, 2017
Doug Matthews, Chief Communications Director

Top Recommendations

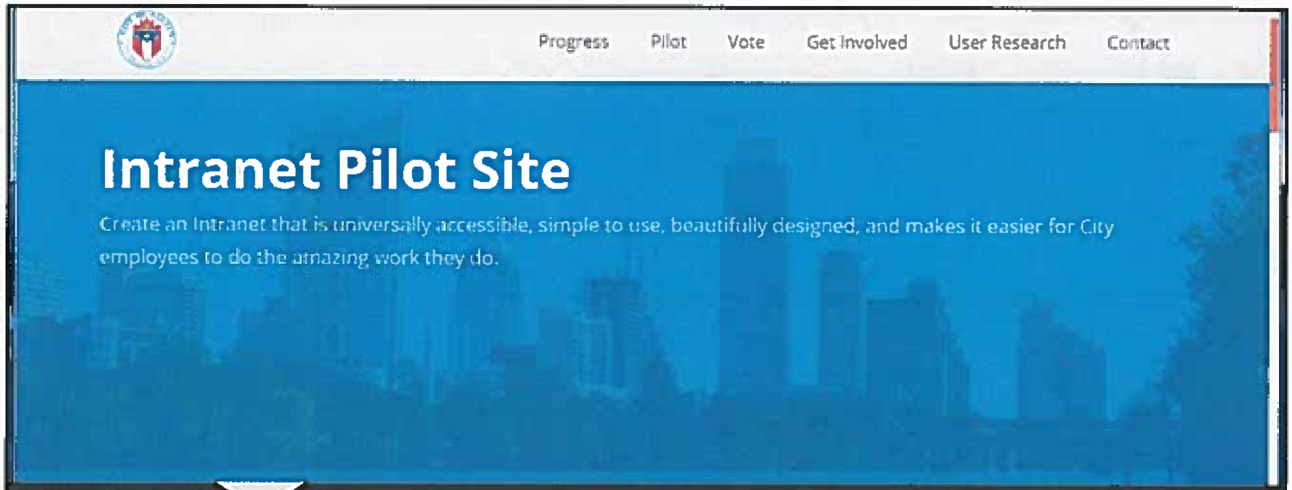
- Website redesign
- Build capacity with under-represented communities
- Training for public-facing staff
- Online agenda commenting
- Timely reporting and feedback
- New/enhanced online engagement portal
- Publish content to data portal in real-time
- Implement content-creation policies
- Engage/partner with community organizations
- Online tracking of policies/agenda items

Top Recommendations

- Website redesign
- Build capacity with under-represented communities
- Training for public-facing staff
- Online agenda commenting
- Timely reporting and feedback
- New/enhanced online engagement portal
- Publish content to data portal in real-time
- Implement content-creation policies
- Engage/partner with community organizations
- Online tracking of policies/agenda items

Website Redesign

- Started with Intranet as pilot for new approach, design
  - Alpha for Intranet (CitySpace) scheduled for release this month
- Currently building team for redesign project in partnership with CTM and Innovation Fellows
  - Plan to formally initiate project on completion of CitySpace alpha
- Working to move Web from project to program
  - BNS submitted for ranking and funding in FY18



Intranet Pilot Site

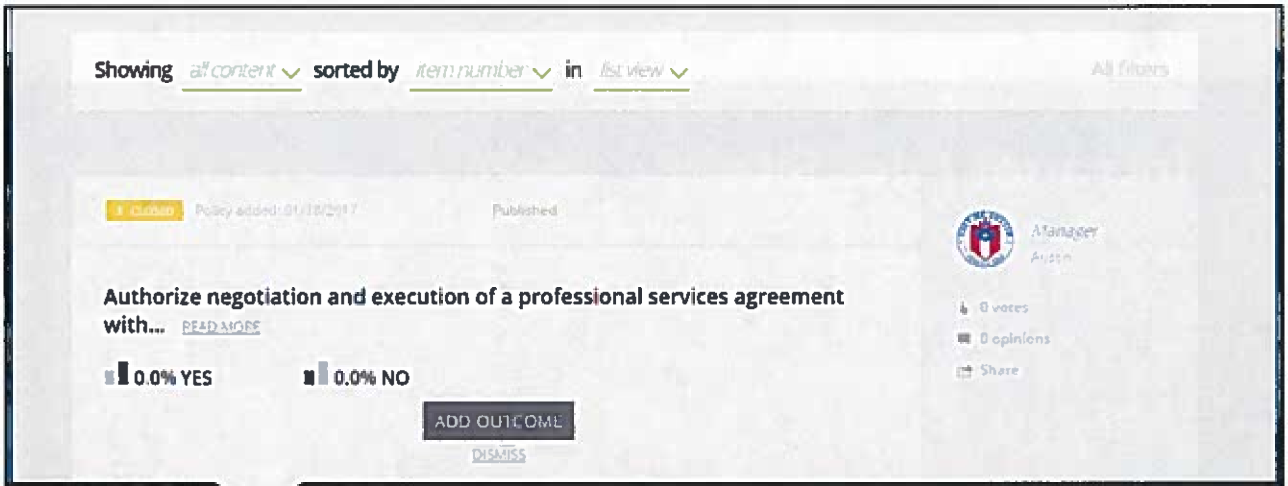
Create an Intranet that is universally accessible, simple to use, beautifully designed, and makes it easier for City employees to do the amazing work they do.

Intranet (CitySpace) Pilot

Alpha content currently being migrated for launch.

Agenda Commenting

- Working with two startups to pilot possible solutions
  - Civinomics & Polco
  - Based on posting/integration of agenda data from portal
- New Agenda Management system may shorten timeline and improve integration
- Any solution is not currently funded
  - Additional funding for engagement/technology in FY18 forecast



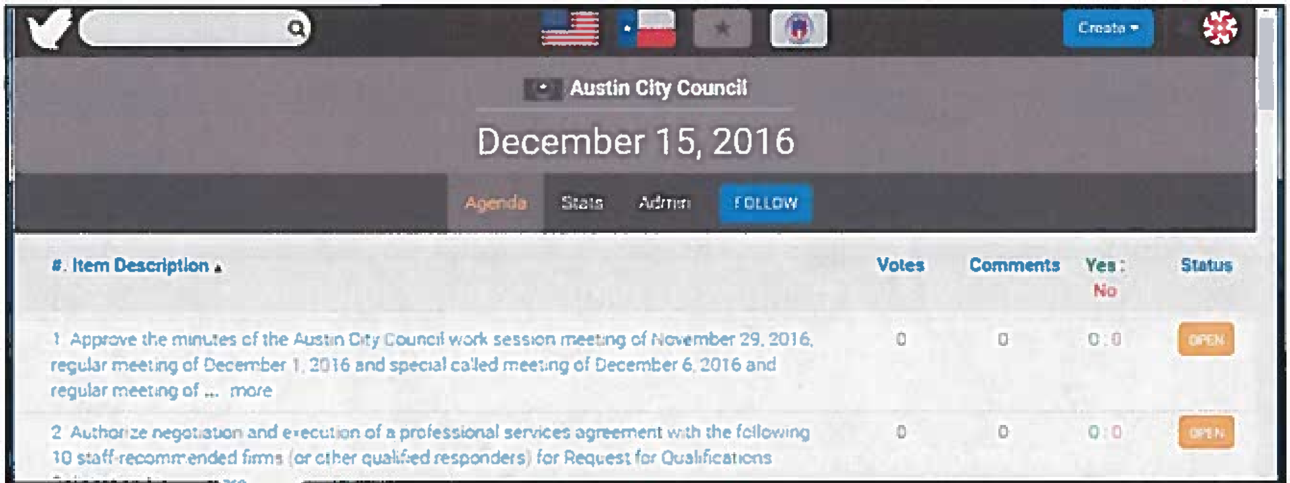
Showing *all content* sorted by *item number* in *list view*

Authorize negotiation and execution of a professional services agreement with... READ MORE

0.0% YES 0.0% NO

Published
Manager
0 votes
0 opinions
Share
ADD OUTCOME
DISMISS

Polco
Potential user test in February.



Create
Agenda
Stats
Admin
FOLLOW

Austin City Council

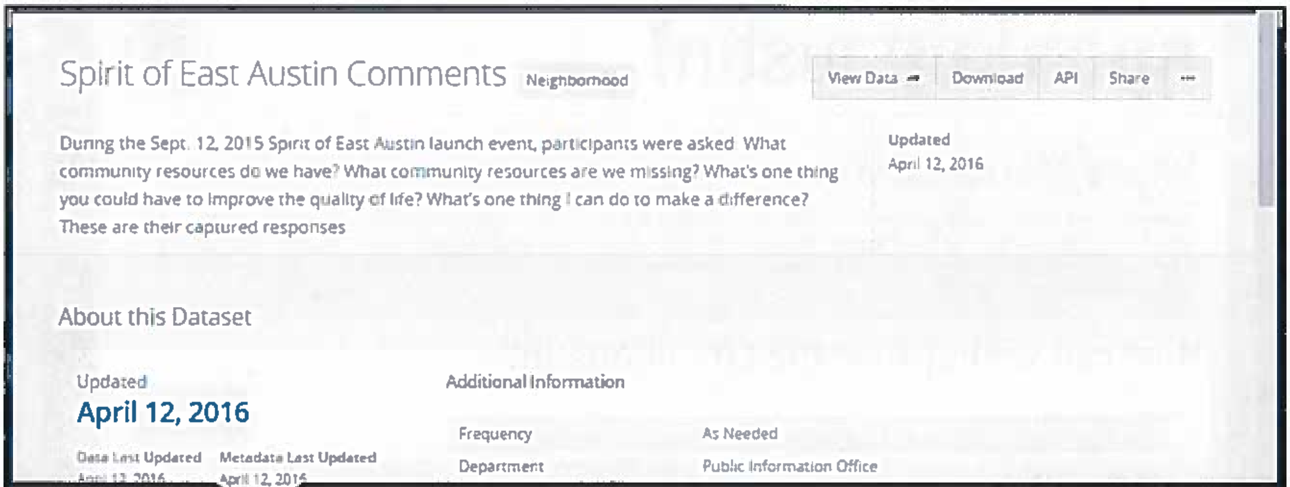
December 15, 2016

#. Item Description	Votes	Comments	Yes : No	Status
1 Approve the minutes of the Austin City Council work session meeting of November 29, 2016, regular meeting of December 1, 2016 and special called meeting of December 6, 2016 and regular meeting of ... more	0	0	0 : 0	OPEN
2 Authorize negotiation and execution of a professional services agreement with the following 10 staff-recommended firms (or other qualified responders) for Request for Qualifications	0	0	0 : 0	OPEN

Civinomics
Initial user test in December, second test soon.

Reporting & Feedback

- Identified as a top priority for CPIO
  - Limitations on practitioners actively managing digital engagement and posting of feedback data
- Implementing on a limited scale, based on resources
  - Spirit of East Austin feedback data
  - Asian-American Quality of Life feedback data
- Proposed FTE funding in FY17, not included in budget
  - CPIO is resubmitting FTE for consideration in FY18 forecast



Spirit of East Austin Comments Neighborhood

During the Sept. 12, 2015 Spirit of East Austin launch event, participants were asked: What community resources do we have? What community resources are we missing? What's one thing you could have to improve the quality of life? What's one thing I can do to make a difference? These are their captured responses

Updated
April 12, 2016

About this Dataset

Updated
April 12, 2016

Data Last Updated
Metadata Last Updated
April 12, 2016

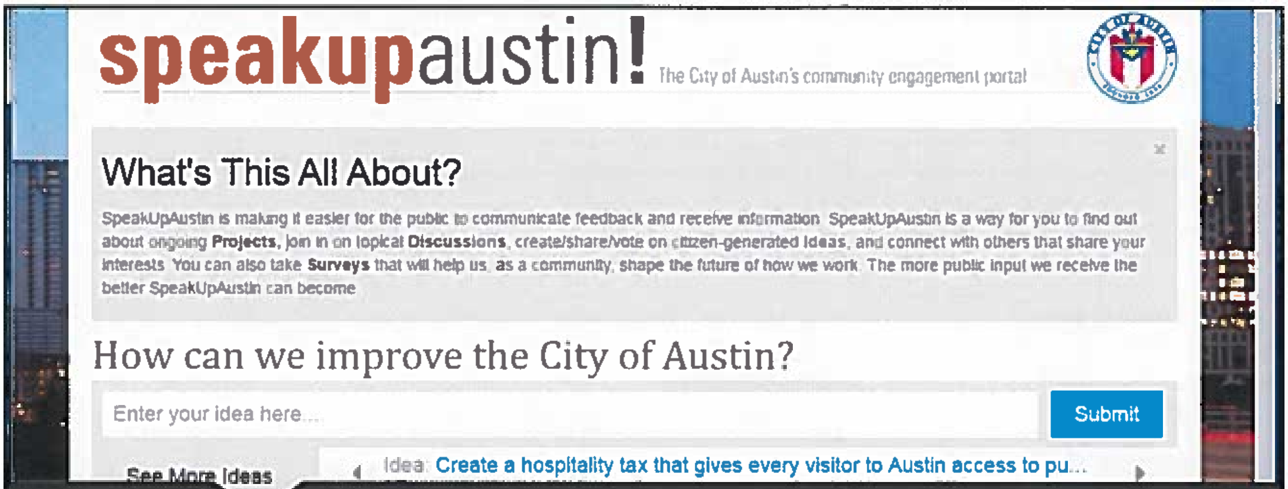
Additional Information

Frequency: As Needed
Department: Public Information Office

Spirit of East Austin Comments
849 views/163 downloads

Improved Engagement Portal

- Granicus/SpeakUp remains in flux
  - Lack of support remains an issue
  - Change in CEO in 2014, merger with GovDelivery in 2016 (and new CEO)
- Piloting alternative technologies
  - Innovation Office pilot (Insights), SoEA pilot (CityZen)
  - Solution may be a suite of alternatives based on business need
- Funding remains a challenge
  - Currently only $7K budgeted, new tools $30K+
  - Resubmitting request for $32K in FY18 budget forecast



speakupaustin! The City of Austin's community engagement portal

What's This All About?

SpeakUpAustin is making it easier for the public to communicate feedback and receive information. SpeakUpAustin is a way for you to find out about ongoing **Projects**, join in on topical **Discussions**, create/share/vote on citizen-generated **Ideas**, and connect with others that share your interests. You can also take **Surveys** that will help us, as a community, shape the future of how we work. The more public input we receive the better SpeakUpAustin can become.

How can we improve the City of Austin?

Idea: Create a hospitality tax that gives every visitor to Austin access to pu...

SpeakUp Austin

Current solution, co-created with local startup.
Costs kept low due to role in creation.

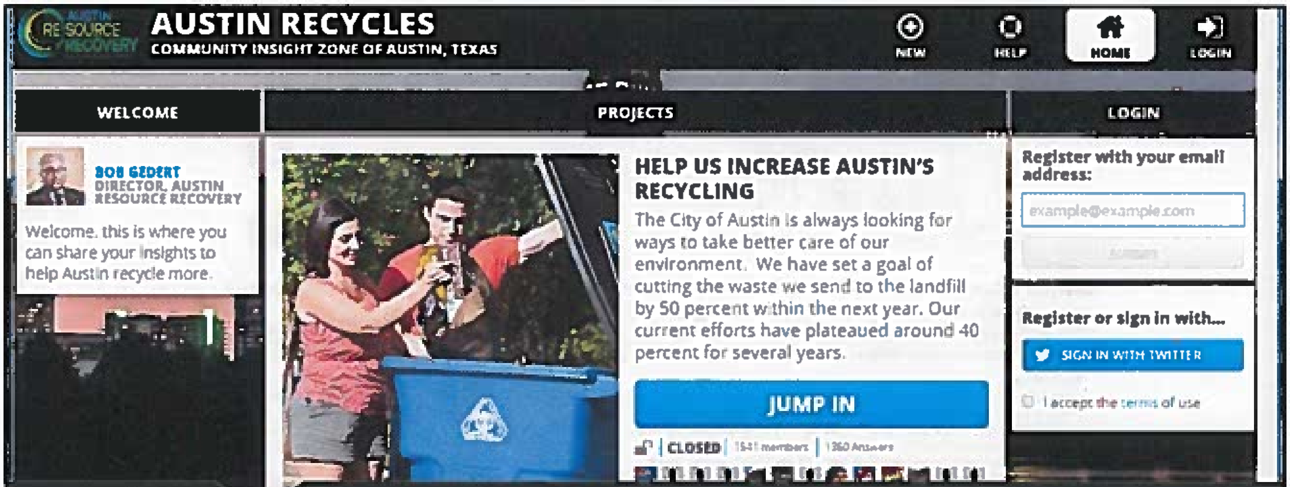
East Austin as an Applied Research Hub
Community Saturday School

Create an Applied Research Hub in East Austin, by bringing together employers ("scientific industry cluster"), Dell Medical School, University of Texas, Huston-Tillson University, and

Saturday schools that have dual-generational curriculum will focus on strengthening cultural identity and improving academic and career success. Possible subjects include language arts; civil rights history; science, technology, engineering, arts, and math (STEAM); life skills; college and career preparations. Potential partners and hosts include Huston-Tillotson University, Mexican American Community Center, Austin Justice Coalition, and the Asian American

CityZen

SoEA pilot. Robust social integration, polling and reporting functions. Moderate cost.


AUSTIN RESOURCE RECOVERY
AUSTIN RECYCLES
COMMUNITY INSIGHT ZONE OF AUSTIN, TEXAS
NEW
HELP
HOME
LOGIN
WELCOME
PROJECTS
LOGIN
JUMP IN
SIGN IN WITH TWITTER

BOB GEDERT
DIRECTOR, AUSTIN RESOURCE RECOVERY

Welcome, this is where you can share your insights to help Austin recycle more.

HELP US INCREASE AUSTIN'S RECYCLING

The City of Austin is always looking for ways to take better care of our environment. We have set a goal of cutting the waste we send to the landfill by 50 percent within the next year. Our current efforts have plateaued around 40 percent for several years.

CLOSED | 1541 members | 1360 Answers

Register with your email address:

example@example.com

Register or sign in with...

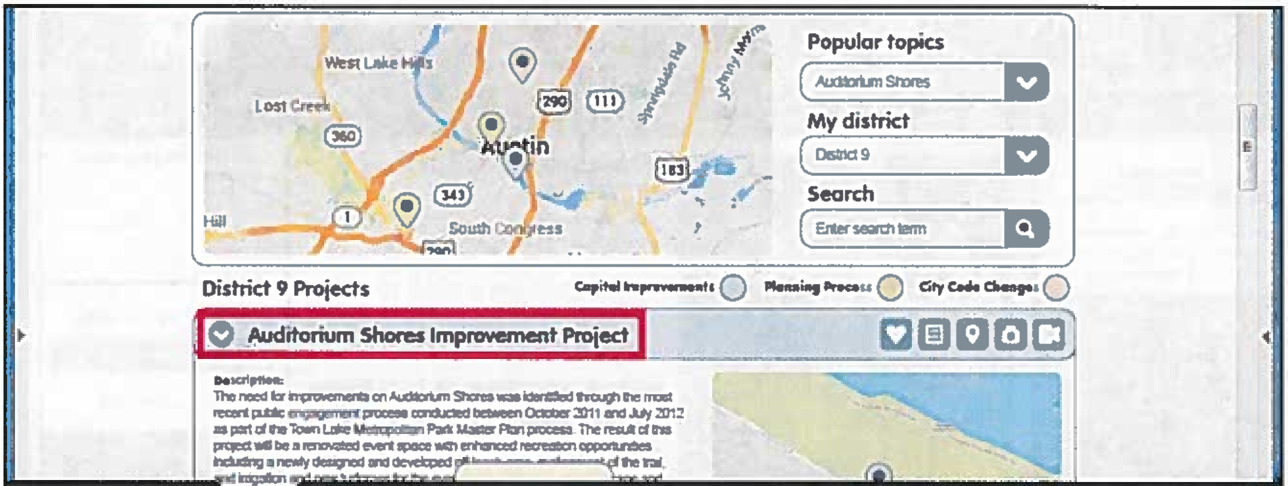
☐ I accept the terms of use

Insights

ARR pilot. Engagement based on a single, discrete question. Option for professional analysis. High cost.

Online Tracking of Policies

- Requires consistent application of process through Council, Committees and Boards
  - This has been the core challenge. May be addressed with new Agenda Management system.
- Working on pilot with bond implementation/project tracking
  - Relates back to project proposed by AFI Academy in 2014
  - Technology may support implementation in 2017


West Lake Hills
Lost Creek
360
290
111
Austin
183
343
1
Hill
South Congress
290
Popular topics
Auditorium Shores
My district
District 9
Search
Enter search term
District 9 Projects
Capital Improvements
Planning Process
City Code Changes
Auditorium Shores Improvement Project

Description:
The need for improvements on Auditorium Shores was identified through the most recent public engagement process conducted between October 2011 and July 2012 as part of the Town Lake Metropolitan Park Master Plan process. The result of this project will be a renovated event space with enhanced recreation opportunities including a newly designed and developed

Pipeline Concept

Sortable status updates on projects by district, category or project name

FY17 and Moving Forward

- Web redesign project is underway
- Continue evaluating, testing supportive technology
- Aggressively pursue funding to support activities
  - FTE to support engagement technology and reporting
  - Supplemental funding for online engagement
  - Program-level support for sustainable Web development

Questions?

Doug Matthews
Chief Communications Director
Douglas.Matthews@austintexas.gov
512.974.2231