



**City Council Questions and Answers for  
Thursday, August 17, 2017**

These questions and answers are related to the  
Austin City Council meeting that will convene at 10:00 AM on  
Thursday, August 17, 2017 at Austin City Hall  
301 W. Second Street, Austin, TX



**Mayor Steve Adler**  
**Mayor Pro Tem Kathie Tovo, District 9**  
**Council Member Ora Houston, District 1**  
**Council Member Delia Garza, District 2**  
**Council Member Sabino Pío Renteria, District 3**  
**Council Member Gregorio Casar, District 4**  
**Council Member Ann Kitchen, District 5**  
**Council Member Jimmy Flannigan, District 6**  
**Council Member Leslie Pool, District 7**  
**Council Member Ellen Troxclair, District 8**  
**Council Member Alison Alter, District 10**

*The City Council Questions and Answers Report was derived from a need to provide City Council Members an opportunity to solicit clarifying information from City Departments as it relates to requests for council action. After a City Council Regular Meeting agenda has been published, Council Members will have the opportunity to ask questions of departments via the City Manager's Agenda Office. This process continues until 5:00 p.m. the Tuesday before the Council meeting. The final report is distributed at noon to City Council the Wednesday before the council meeting.*

## **QUESTIONS FROM COUNCIL**

Agenda Item # 5: Authorize negotiation and execution of an amendment to the professional services agreement with MCKINNEY ARCHITECTS INC. dba MCKINNEY YORK ARCHITECTS, for additional architectural services for the InVision Studios project in the amount of \$30,000 for a total contract amount not to exceed \$338,000. (District 9)

QUESTION: Would you please provide information that explains the purpose of the requested \$30,000? COUNCIL MEMBER HOUSTON'S OFFICE

ANSWER: A solicitation was issued for competitive sealed proposals in November 2016 for the construction phase services of the Austin Convention Center's InVision Studios project. Only one proposal was received from Gadberry Inc. (Gadberry) in response to the solicitation. On Feb. 16, 2017, Council authorized staff to negotiate and execute a contract with Gadberry, but due to commercial kitchen equipment required for the project that was omitted from the solicitation, staff was not able to negotiate a contract with Gadberry within the fee proposed. Contract negotiations have ended and staff is pursuing a new solicitation for this project. The funding in this supplemental amendment will provide professional services from the original project architect, McKinney York Architects, as needed to prepare the competitive sealed proposal's technical requirements.

Agenda Item # 9: Authorize negotiation and execution of a Family Business Loan Program loan to Lonestar Service Company, LLC, to finance furnishings, tenant finish-out improvements, and related project soft costs associated with lease of a concession facility to be located at 14500 Gregg Manor Rd., a property located within the City's extraterritorial jurisdiction, in an amount not to exceed \$650,000, funded with proceeds of a U.S. Department of Housing and Urban Development Section 108 Loan to the City.

QUESTION: Who serves on the Family Business Loan Program Loan Review Committee? MAYOR PRO TEM TOVO'S OFFICE

ANSWER: See attachment.

QUESTION: What will the for profit do that is different than the not for profit? Will the not for profit continue to serve the same number of financially disadvantaged clients? Will their capacity be expanded? How will the nonprofit benefit from the formation of the for profit? COUNCIL MEMBER ALTER'S OFFICE

ANSWER: The for-profit will provide Lone Star Soccer Club (LSC) a vehicle to operate a concession facility on-site equipped with restrooms and the ability to sell food/beverage and spirit wear to support local team play, which is limited currently by non-profit status of LSC. Questions 2 and 3 are related; LSC capacity will be expanded both by physical space and service capacity to youth with the completion of their offices and new soccer fields. This expansion will require additional coaches, and administrative staff and LSC has committed to a strong outreach effort to the surrounding areas for these new job opportunities. More staff will permit LSC club to expand their existing services throughout the City of Austin. Question 4 – The non-profit would benefit from its relationship with the for-profit, where charitable proceeds could be used to fund additional scholarship opportunities for players with financial need, recreational youth soccer program expansions and paying related costs that are currently limited by LSC's available resources. The Mission of the City of Austin Section 108, federal funded, Family Business Loan Program is to enable existing small businesses and in the micro loan section of the program to provide existing small businesses or startup businesses to implement business venture that will create jobs, revitalize communities, and enhance the overall quality of life for all city of Austin residents.

Agenda Item # 12: Approve an ordinance authorizing the issuance and sale of tax-exempt City of Austin Public Property Finance Contractual Obligations, Series 2017, in an amount not to exceed \$5,460,000 in accordance with the parameters set out in the ordinance, authorizing related documents, and approving the payment of the costs of issuance, and all related fees and providing that the issuance and sale be accomplished not later than February 16, 2018.

QUESTION: What is the difference between a Contractual Obligation and a Certificate of Obligation? How does the City typically fund these type of vehicle/equipment investments? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: A Contractual Obligation is a bond issued for a short life span, typically 7-10 years to final maturity. These obligations are used to finance moveable items (i.e. vehicles/equipment with the useful life of at least 7 years). A Certificate of Obligation is a bond issued for a longer life span, typically 20 years but could be issued as long as 40 years. These obligations are used to finance non-moveable items (i.e. land/buildings with the useful life that coincides with the life of the obligation). Typically, the City prefers to cash fund new vehicles. However, when cash funding is limited, the City will use debt as is the case in FY 2016-17.

Agenda Item # 13: Approve an ordinance authorizing the issuance and sale of tax-exempt City of Austin Public Improvement Bonds, Series 2017, in a par amount not to exceed \$74,000,000, in accordance with the parameters set out in the ordinance, authorizing related documents, and approving the payment of the costs of issuance, all related fees, and providing that the issuance and sale be accomplished by February 16, 2018.

QUESTION: Please provide some additional information about the specific projects that are planned to be funded with these bonds? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: See attachment.

Agenda Item # 15: Authorize negotiation and execution of an encroachment agreement with CARLYLE LIPPINCOTT 1998 HERITAGE TRUST, MARY LIPPINCOTT 1998 HERITAGE TRUST, and LIPPINCOTT CAPITAL LTD. for the aerial encroachment of right-of-way by balconies and canopies at the intersection of West Elizabeth Street and Eva Street, located at 110 West Elizabeth Street. (District 9)

QUESTION: How much in parking revenue from these parking stations does the City bring in on an annual basis? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: There is no parking meter revenue being generated along W. Elizabeth or Eva, due to there being no pay stations or single-space meters on either street.

Agenda Item # 18: Approve a resolution declaring the City of Austin's official intent to reimburse itself from proceeds of certificates of obligation to be issued for expenditures in the total amount of \$121,850,000 for the Planning and Development Center acquisition. Related to Items # 16 and # 17.

QUESTION: Please provide information on the circumstances when Council may utilize certificates of obligation for building or infrastructure construction or repair projects. Please provide information on any restrictions or limitations on using this funding type. Please provide a list of projects that the city has partially or fully funded through certificates of obligation from January of 2014 to July 2017. COUNCIL MEMBER ALTER'S OFFICE

ANSWER: See attachment.

Agenda Item # 19: Approve a resolution approving the 2018 list of proposed events and number of days requiring full closure of Republic Square Park to the general public, as required under the Parkland Improvement, Management, and Operations Agreement.

QUESTION: Please provide information about how the weekly Farmer's

Market events will be conducted on weekends when the park is closed for ticketed events. Will the Farmer's Market occur on those weekends and what plans have been made to handle the capacity of both events occurring on the same day? Please provide any available estimates of the ticket prices for the ticketed events listed in Exhibit A. COUNCIL MEMBER ALTER'S OFFICE

ANSWER: One of the guiding principles set forth by the Management Committee (which includes representatives from City of Austin Parks & Recreation Department, the Downtown Austin Alliance, and Austin Parks Foundation) is to continue the Sustainable Food Center's Downtown Farmers' Market as part of the park's community offerings.

The Sustainable Food Center was a member of the Republic Square Programming Committee and is an important partner to both Republic Square and the Downtown Austin Alliance.

The DAA is working very closely with the Sustainable Food Center regarding the Downtown Farmers' Market, and the goal is to continue this program with as little disruption as possible. If an event were to close the park during the same time as the Farmers' Market, the Market would be relocated to the Federal Courthouse Plaza (where it has mostly operated during the construction period). This accommodation can be done without diminishing the market. The DAA and PARD will continue to work closely with both Sustainable Food Center and the City of Austin Center for Events to minimize any capacity issues. This is a similar strategy to how Farmers' Market and events were coordinated in the past.

The events listed in Exhibit A should be viewed as a reasonable estimate of what Republic Square, under DAA management intends to attract. This list is based on events that have happened in Republic Square in the past, as well as events anticipated to occur in the future. At this time, the DAA cannot predict who might be interested or what the demand for events will be. It is expected that there will be a mix of both ticketed and private events with varying associated prices. The intent is not to dictate ticket prices set by private entities interested in renting Republic Square. While the DAA cannot provide an estimate of ticket prices at this point, the DAA will provide a written programming and events report, including event and pricing information, to the City Council in advance of the 2018 consideration of this issue.

Agenda Item # 20: Approve negotiation and execution of Amendment No. 6 to the agreement with FOUNDATION COMMUNITIES, INC. for the provision of permanent supportive housing services, adding one twelve-month extension option beginning October 1, 2017 in an amount not to exceed \$108,438, for a total agreement amount not to exceed \$622,876.

QUESTION: If council waits to approve this item until after adoption of the budget, would this result in a gap in services? What is the reason for bringing this item to council ahead of the adoption of the budget? COUNCIL

## MEMBER ALTER'S OFFICE

ANSWER: Items 20, 21, and 23 are each requesting authorization of an additional 12-month renewal option to continue provision of current services. Level funding for all three agreements is included in the base budget (level funding) for APH, so authorizing a 12-month renewal option for each would not require any additional funding. These items are on the Council Agenda prior to the adoption of the budget to allow City staff and agencies time to negotiate, review and approve contract documents. Annual appropriations for every contract is still contingent on Council adopting the Fiscal Year 2017-2018 budget.

Agenda Item # 21: Approve negotiation and execution of Amendment No. 7 to the agreement with FRONT STEPS, INC. for the provision of permanent supportive housing services, adding one twelve-month extension option beginning October 1, 2017 in an amount not to exceed \$108,438, for a total agreement amount not to exceed \$799,285.

QUESTION: If council waits to approve this item until after adoption of the budget, would this result in a gap in services? What is the reason for bringing this item to council ahead of the adoption of the budget? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: Items 20, 21, and 23 are each requesting authorization of an additional 12-month renewal option to continue provision of current services. Level funding for all three agreements is included in the base budget (level funding) for APH, so authorizing a 12-month renewal option for each would not require any additional funding. These items are on the Council Agenda prior to the adoption of the budget to allow City staff and agencies time to negotiate, review and approve contract documents. Annual appropriations for every contract is still contingent on Council adopting the Fiscal Year 2017-2018 budget.

Agenda Item # 28: Authorize negotiation and execution of a 60-month contract with ADVANCED TRAFFIC SOLUTIONS, LLC, or one of the other qualified offerors to Request For Proposal JTH0309, to provide specialized software used to manage traffic operations at signalized intersections and control of pedestrian hybrid beacons, in an estimated amount of \$2,100,000, with two 12-month extension options in an estimated amount of \$60,000 per extension option, for a total contract amount not to exceed \$2,220,000.

QUESTION: Will this contractor do comprehensive signal optimization and timing? If not, when and how does the City intend to make those improvements? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: The contractor will not be doing comprehensive signal optimization and timing. The contractor will be providing new traffic signal firmware and hardware, training classes for staff and the option to have the contractor

perform the data conversion and installation of the firmware in the field. As part of the conversion and installation, the contractor will implement some of the new features in the firmware which would cause some signal optimization by improving overall operation at each intersection. This would not, however, be considered a comprehensive optimization of signal timing. Staff, as part of the City's annual signal retiming program, will conduct a comprehensive evaluations of signal timing. Austin Transportation Department (ATD) currently has staffing to evaluate signals on a three year rotating basis. ATD also responds to specific citizen based complaints of systems that are not performing optimally. This is important because Austin's traffic patterns and volumes change frequently. Our signal system provides information on increasing delays but is not yet sufficiently comprehensive to take the place of citizen reporting.

Agenda Item # 29: Authorize negotiation and execution of a 120-month contract with CGI TECHNOLOGIES AND SOLUTIONS, INC., to provide maintenance and support of the Advantage financial management system, for a total contract amount not to exceed \$17,338,227.

QUESTION: The backup for this item states that the spending for this contract in the past five years was around \$5.8 million, but going forward for the next ten years will be over \$17.3 million; what accounts for such an increase in cost? COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: Generally speaking, the previous contract was much shorter in duration and more limited in scope than the new contract requested in this item.

The previous contract was for a five year term at \$5.8 million (or \$1.16 million per year avg.) It included maintenance and support (\$4.0 million), with limited upgrades (\$710k – one upgrade), one new module (\$237k – Debt) and no customizations. At this same base level of service, the requested new contract includes a 10 year term at \$9.8 million (or \$980,000 per year avg.) Due to the longer term, staff were able to negotiate a reduction to the manufacturer's annual price increases from 5% down to 3% resulting in approximately \$1.8 million in cost avoidance.

In addition to the base services, this request includes an additional \$7.5 million of authorization to address the following additional support costs that will arise over the next 10 years:

1. Additional Upgrades – Perform software upgrades approximately every two years (upgrades may cover multiple fiscal years). To maintain the most current level of support from the manufacturer, the City's enterprise license requires the City to stay within two major releases behind the application's current software release
2. New Modules – Acquire new modules (multiple) that allow for

continued consolidation of various stand-alone City applications

3. Customizations – Develop customized features as required by various City departments in order to support ongoing improvements to the City's financial operations

At \$17.3 million over 10 years (or \$1.73 million per year avg.) the new maintenance and support contract for the City's Financial System, will ensure the ongoing stability and continued optimization of what is arguably the City's most mission critical application.

Agenda Item # 30: Authorize award and execution of a 36-month contract with DHL ANALYTICAL, INC. (MBE), to provide priority and regulated pollutant analyses, in an estimated amount of \$178,500, with two 12-month extension options in an estimated amount of \$59,500 per extension option, for a total contract amount not to exceed \$297,500.

QUESTION: Please provide data on the number of samples completed in the previous year (by type matching the data in the RCA). COUNCIL MEMBER ALTER'S OFFICE

ANSWER: See attachment.

Agenda Item # 33: Authorize negotiation and execution of a 12-month contract with FIRSTWATCH SOLUTIONS, INC., to provide maintenance support and an added module for the FirstWatch data monitoring and bio-surveillance system, in an estimated amount of \$97,998, with four 12-month extension options in an estimated amount of \$32,126 for the first extension option, \$32,859 for the second extension option, \$33,613 for the third extension option, and \$34,394 for the fourth extension option, for a total contract amount not to exceed \$230,990.

QUESTION: What access to this system, or what data from it, is provided to the City Epidemiologist and her staff? COUNCIL MEMBER ALTER'S OFFICE

The value of FirstWatch is that it turns raw data into useful real time or near real time information. FirstWatch takes data from established data sites such as the computer-aided design system (CAD), electronic patient care records, recorded management systems and other established sources and provides "triggers or alerts" when defined criteria is met as it happens; or it can provide "dashboards" or mapping of these criteria to quickly see the dataset to signal if an action is required. Another critical function of FirstWatch, and probably the most dominant tool used by the Epidemiologist and staff, is the "Early Event Detection". This allows them to receive "alerts" for early signs of chemical, biological, radioactive or for occurring epidemics/pandemics and situational awareness for patterns of similar incidents that may be occurring and where.

These are four established "triggers or alerts" provided to the City



Epidemiologist and her staff. They include the following:

1. "BioCombo" trigger – this monitors the number and trends of problem natures dispatched inclusive of abdominal pain, altered mentation, headache, respiratory, seizure, stroke, syncope or unconscious
2. "Gastrointestinal" trigger
3. "Neurological" trigger
4. "Respiratory" trigger

The FirstWatch software has the capability of providing additional "alerts" upon requests. As an example in the past, an "Ebola" trigger was created.

Agenda Item # 34: Authorize award and execution of a 36-month contract with STRYKER CORP DBA STRYKER SALES CORPORATION, to provide emergency transport equipment, in an estimated amount of \$1,500,000, with two 12-month extension options in an estimated amount of \$500,000 per extension option, for a total contract amount not to exceed \$2,500,000. Related to Item # 35

QUESTION: The contract length plus two 12 month extensions represent a long period of time in which technology could gain strides. If technology changes and better options are available for EMS, would EMS be able to have access to improved technology under this contract and its contract extensions? In this scenario would EMS be able to end the contract if it wanted to go through a different vendor with any better apparatus.

ANSWER: EMS is not obligated to exercise the extension options if the contract no longer meets their needs or if other equipment or technologies become available. If new equipment becomes available on the market during the term of the contract EMS can purchase items under the discount from the Manufacturer's Suggested Retail Price discount included in the contract. If the newer items are not available under the contract, EMS can solicit and purchase these items under newer contracts. The City reserves the right to buy the same or similar items from any other source. See the previous response. The contract includes clauses that allow either party to end the contract early with written notice to the other. That said, EMS has made significant investments in these products over the years, both in terms of equipment standardization and staff training. While it is possible to end the contract early and purchase other equipment, changing safety and medical equipment would be done very infrequently and is not likely to occur over the next 3 to 5 years.

Agenda Item # 38 Authorize negotiation and execution of a contract through the U.S. Communities Cooperative with INSIGHT PUBLIC SECTOR, INC., to provide a public information request software management system, with an initial term of 12 months and four 12-month extension options, for a total contract amount not to exceed \$855,774.

QUESTION: 1) How many contractors did the purchasing office review? 2) Why was this contractor selected? 3) How long has this contractor provided this service? 4) What other municipalities use this contractor? Did you speak

with users at the other municipalities? If so, what did they describe as the top benefits and limitations of the software? 5) By switching to the new contractor/software, how much does the City expect to save due to the improvements in efficiency? 6) What expenses comprise the annual contract amount? 7) Will there be additional training expenses for City of Austin employees? If so, are these expenses included in the annual contract amount? 8) Will any customizations be required of the software? If so, are these expenses included in the annual contract amount? 9) What is the timeline to install, train, rollout, and convert to the new system? How long may we still be running on two systems? 10) What drives the year-to-year increase in the contract amount? From year 1 to year 2, there is a 14% increase, 10% from year 2 to year 3, and then 3% from years 3-5. 11) Do you expect it to remain flat at 3% from year 3 going forward or will the software require major upgrades or replacement after year 5? MAYOR PRO TEM TOVO'S OFFICE

ANSWER: See attachment.

Agenda Item # 39 Authorize negotiation and execution of a 12-month contract with ACCENTURE LLP, to provide executive strategic planning services, for a total contract amount not to exceed \$214,800.

QUESTION: Please provide Council with background on the relevant professional qualifications and experience of the firm and its assigned consultants to this project for working with government entities and elected officials on strategic planning. COUNCIL MEMBER ALTER'S OFFICE

ANSWER: See attachment.

Agenda Item # 42: Authorize negotiation and execution of two contracts with ASPLUNDH TREE EXPERT CO. and WRIGHT TREE SERVICE INC., or one of the other qualified offerors to Request For Proposals TVN0062, to provide energized distribution line clearance services, with an initial 24-month term in an amount of \$34,000,000, with three 12-month extension options in an amount of \$12,000,000 per extension option, for a total contract amount not to exceed \$70,000,000, divided between the contractors.

QUESTION: The RCA states: "These contracts will replace the existing contract executed in 2012 that expires on May 20, 2017. The requested authorization amount for the new contract includes \$12,000,000 in annual expenditures and a \$10,000,000 contingency for emergencies. The prior contract authorization was \$80,000,000 with an actual expenditure of \$36,707,121 over the life of the five-year contract." Since expenditures were only \$36,707,121 over the life of the previous five-year contract, please explain why a contract of \$70,000,000 is necessary. What is expected to change that drives a need for such a large total? COUNCIL MEMBER ALTER'S OFFICE

ANSWER: The following factors contribute to the current proposed contract authorization amount:

1. Previous rates were less than the new proposed rates (15.5% less for Distribution and 25% less for Transmission).
2. Additionally, fuel costs are expected to be higher than the previous contract period.
3. Our current tree trimming cycle is 7 years for Distribution lines. With the current post drought tree growth it is imperative that we drive the trimming cycles to 4-5 years by increasing the amount of line clearance work and corresponding crew levels. This will require an additional annual spend which has been included in Austin Energy's current budget forecasts.
4. During the previous contract period (ended May 20, 2017), the spend for storm and emergency response work was relatively light as compared to other years that experienced more significant events (e.g. ice storms and the residual effects of gulf hurricanes).
5. Note that based on our current actuals (year to date and under the current contract rates) when forecasted out for the year results in a total annual spend of \$11.1M.

The requested authorization amount includes an upfront \$10M storm and emergency response authorization that is intended to cover the full 5 year life of the contract. This leaves a budgeted authorization of \$12M/year to perform the planned Energized Distribution Line Clearance maintenance work to achieve the needed 4-5 year trimming cycles to insure public and personnel safety, system reliability, and customer service levels.

Agenda Item # 44: Authorize award and execution of a 12-month contract with TEXAS ELECTRIC COOPERATIVES; a local bidder that offers the City the best combination of contract price and additional economic development opportunities, including the employment of residents and increased tax revenues; to provide relays for switchgear and control panels in an estimated amount of \$274,157 with four 12-month extension options in an estimated amount of \$274,157 per extension, for a total contract amount not to exceed \$1,370,785.

QUESTION: What was the term and total authorization of the previous contract? Why is staff recommending this firm rather than the lowest bidder?  
COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: This item is being withdrawn from the 8/17 agenda.

Agenda Item # 46 Authorize negotiation and execution of an interlocal agreement with The University of Texas at Austin to develop a survey, conduct analysis, and develop a final report for the Residential Technology Study for a total amount not to exceed \$50,000.

QUESTION: What policy changes have occurred as a result of the three year surveys? How is this data used by City Staff? How does this work fit into our strategic outcomes? COUNCIL MEMBER FLANNIGAN'S OFFICE

ANSWER: See attachment.

Agenda Item # 47: Approve an ordinance denying proposed changes by Oncor Electric Delivery Company LLC to its electric rates within the city limits and providing notice of this ordinance to Oncor Electric Delivery Company LLC.

QUESTION: How do Oncor's rates compare to the Austin Energy, both if this were approved and over the last 5 years. Could staff provide a comparison, including all rates and fees, for the last 5 years of an Austin Energy customer using 1000 kWh per month and an Oncor customer? Can you provide the detailed list of "unreasonable expenses" identified by the consultants?  
COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER: See attachment.

Agenda Item # 48: Authorize negotiation and execution of an interlocal agreement with the Austin Independent School District for transportation services for students participating in the City's watershed education programs for Fiscal Year 2017-2018 in an amount not to exceed \$30,000, with five additional one-year extension options, each in an amount not to exceed \$30,000, for a total contract amount not to exceed \$180,000.

QUESTION: What are the eligibility requirements for schools to participate in this program? Is this program only available to Title 1 schools? How does the City reach out to eligible schools within City of Austin boundaries to learn about the program? Are Leander ISD schools eligible to participate in the program? Do other City Depts provide educational programs where the COA pays for bussing? Is the \$1.60 per mile fee a standard bussing fee for AISD?  
COUNCIL MEMBER FLANNIGAN'S OFFICE

ANSWER: 1) The eligible requirements for schools to participate in Earth Camp: Must be a Title I status school in the Austin Independent School District (AISD), fifth-graders only. Earth Camp is a water quality field science program for fifth-grade students attending Title I schools. Students spend four school days at outdoor sites participating in hands-on science with City educators, hydrogeologists and biologists. They are encouraged to make informed decisions and take actions which promote stewardship of Austin's beautiful water resources. In addition to educating fifth grade students about flood, erosion, water quality, and environmental stewardship it aims to increase knowledge that is a part of state standards.

Due to limited resources the program's target audience is very carefully selected. There are 55 Title I schools in AISD, and Earth Camp can accommodate 27-30 schools depending on the class size. As a result, Earth Camp prioritizes the schools in the following ways: 1) 10 highest need schools as identified by Austin Independent School District's science curriculum specialist; 2) schools participating in Teacher-Led Earth Camp, which allows us to reach more students; 3) schools that are on the waiting list based on their request; 4) all other Title I schools.

If additional resources were available, then the program could be expanded to reach all Title 1 schools in AISD, Title 1 schools within the Austin City Limits that are in surrounding ISDs, and/ or non-Title 1 Schools.

Other WPD Youth Education Programs are also available on a broader basis.

- Earth School – Earth School is an in-class program that aims to reach 5th grade students who are not reached by the Earth Camp program. This program is primarily provided to non-Earth Camp schools in Austin, Del Valle, and Eanes ISD but is available to schools that are within the Austin City limits.
- Clean Creek Campus – This program is in partnership with Keep Austin Beautiful whose service area is Travis County. The program targets 3rd- 8th grade and can be requested by private and charter schools too.
- Watershed Detectives – This middle school program is provided on an as requested basis to schools that are in Austin.
- Hydrofiles – This program is offered to high schools in Austin with a specific focus on aquatic science and environmental science classes.

The bus contract that this interlocal would provide is primarily used by the Earth Camp program for AISD student transportation.

[www.austintexas.gov/earthcamp](http://www.austintexas.gov/earthcamp)

2) The other WPD Youth Education Programs have a broader reach.

3) For Earth Camp, we reach out following the prioritization described in Question 1, using email as the communication method. AISD's science curriculum specialists also provide outreach and we attend in-service days and teacher trainings. Other WPD Youth Education Programs are promoted via emails, social media that targets the greater Austin area, print pieces at tabling events, and cross promotion by other organizations or initiatives like the Cities Connecting Children to Nature initiative.

4) Earth Camp – Not with current resources

Other WPD Youth Education Programs – Yes, these programs are available to schools that are within the Austin City Limits. These programs can be promoted by directing people to [www.austintexas.gov/watershed/youthed](http://www.austintexas.gov/watershed/youthed)

5) Yes, PARD does for special programs.

6) The 1.60 fee is for travel outside AISD boundaries. Travel within AISD boundaries has no mileage fee. Earth Camp travels within AISD boundaries.

Agenda Item # 54: Approve a resolution relating to legal actions that concern housing discrimination based on source of income.

QUESTION: Please provide a cost estimate to the City in pursuing such litigation. How many lawsuits has the City initiated, joined, or defended against the State of Texas, the Governor of Texas, or the Attorney General in the past

15 years? For each lawsuit, please provide: the subject matter and issue(s) surrounding each case; whether the lawsuit was litigated solely by in-house CoA legal staff, or whether it required contracted/specialized outside counsel (for cases requiring outside counsel, please list each law firm associated with each case); the average length of time these cases have taken from initiation to disposition; and an estimate of total City spending on each lawsuit. COUNCIL MEMBER TROXCLAIR'S OFFICE

ANSWER:

If Council passes the Resolution requesting litigation be filed regarding source of income, we plan to handle the litigation in-house. An Assistant City Attorney will absorb this matter into an existing caseload. We estimate court costs in the case [court filing fees etc] to be under \$5,000, which is on par with other litigation of similar scope. We do not anticipate the need for a testifying expert witness or other consultant.

This information is in response to the question related to litigation between the City of Austin and the State of Texas for the past 15 years. Because the City's litigation files are subject to a five year retention period, we have provided information for that time period only. Because many of the lawsuits are fairly new, and currently pending, we cannot state the average length of time from initiation to completion. However, the average length of a civil lawsuit is generally about two years unless the case is appealed. The appellate process substantially lengthens the time period for litigation.

Cases Initiated against the State

The City has initiated four lawsuits within the past five years either directly or indirectly naming the State of Texas as a Defendant. Those four legal actions include a constitutional challenge to the tax appraisal process for central appraisal districts [the State intervened as a Defendant], a challenge to an attorney general public information determination [the Texas Attorney General is a necessary party], a federal challenge to the 2011 and 2013 congressional districting process, and most recently a constitutional challenge to SB4. The City has handled all of the cases with in house lawyers except for the redistricting challenge. The City's outside counsel on that matter is Renea Hicks, and the total budgeted expenditure for that lawsuit is \$338,000. The lawsuit involving the tax appraisal process is concluded; the other three suits are pending.


Cases Initiated or Joined by the State

The State has initiated or intervened as a plaintiff in eight lawsuits against the City during the past five years. Four lawsuits involve a challenge to an

attorney general public information ruling. Those four cases are complete and were handled by in-house legal staff. The State filed an enforcement action against the City based upon the City's prohibition of handguns in City Hall based upon its designation as a government court. The State intervened as a Plaintiff in the constitutional challenge to the City's short-term rental ordinance, and intervened as a Plaintiff in a constitutional challenge to the association business leave provisions within the Collective Bargaining Agreement between the City and the Austin Firefighters Association. Most recently, the State filed a lawsuit against the City challenging the City public official's expressions of concern related to SB4. All eight lawsuits involve in-house legal counsel; other than the public information cases, all are still pending.

## **END OF REPORT - ATTACHMENTS TO FOLLOW**

 *The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request.*

 *For assistance, please call 512-974-2210 or TTY users route through 711.*



### Council Question and Answer

Related To	Item #9	Meeting Date	August 17, 2017
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### Additional Answer Information

**QUESTION:** Who serves on the Family Business Loan Program Loan Review Committee? MAYOR PRO TEM TOVO'S OFFICE

**ANSWER:**

The Family Business Loan Review Committee members are:

- Rosie Truelove – Interim Director, Neighborhood Housing and Community Development
- Maria Stuart – Corporate Accounting Manager, Finance Department
- Vicky Valdez – Manager, Small Business Program Economic Development Department
- Kristi Samilpa – Business Process Consultant, Small Minority Business Resources Department (currently Office of CMO)

Loan Review Committee Responsibilities are to review all Section 108 Loan applications presented by the Loan Administrator and make a recommendation to approve or disapproved the application.

The Loan Review Committee (LRC) will review each application with the required financial information to determine:

- Review number of jobs to be created
- Review amount of Section 108 loan fund participation necessary
- Review Amount of Federal Home Loan Bank and SBA loan Match
- Review Ability of loan applicant(s) to repay obligation
- Review Collateral or security available

No Loan Shall be made without favorable recommendation of the Loan Review Committee





### Council Question and Answer

Related To	Item #13	Meeting Date	August 17, 2017
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### Additional Answer Information

**QUESTION:** Please provide some additional information about the specific projects that are planned to be funded with these bonds? COUNCIL MEMBER TROXCLAIR'S OFFICE

**ANSWER:**

The projects that are being funded by the tax-exempt City of Austin Public Improvement Bonds, Series 2017 proceeds are as follows:

**Parks and Recreation**

- Waller Creek District
- Metro Park Improvements (Zilker, Emma Long, Holly Festival, Town Lake Trail)
- Neighborhood Park Improvements (Rosewood, Little Stacy, Montopolis, Eilers, Pan Am)
- Pocket Park Improvements (St. Johns, Ricky Guerrero, Comal, Veterans)
- Neighborhood Plan Park Improvements (Dove Springs Rec, Oak Hill, Bartholomew, Gus Garcia)
- Dougherty Arts Center Renovations
- Zilker Maintenance Barn Replacement
- Shoal Creek Greenbelt - General Park Improvements

**Public Safety Facility Improvements**

- Onion Creek Fire Station
- EMS Vehicle Bay Expansions
- Fire Station Driveway Replacements
- Rutherford Lane Renovations
- Mount Patrol Facilities

**Health Facilities**

- Betty Dunkerley Campus Infrastructure Improvements
- Women & Children's Shelter Renovations/Expansion
- Montopolis Neighborhood Park - Community Building and Rec Center

**Library Facilities**

- Austin History Center Interior and Exterior Improvements
- Cepeda Branch Library Renovation Project
- Windsor Park Branch Library Renovation
- Yarborough Branch Library Renovation



### Council Question and Answer

**Related To**

Item #18

**Meeting Date**

August 17, 2017

### Additional Answer Information

**QUESTION:** Please provide information on the circumstances when Council may utilize certificates of obligation for building or infrastructure construction or repair projects. Please provide information on any restrictions or limitations on using this funding type. Please provide a list of projects that the city has partially or fully funded through certificates of obligation from January of 2014 to July 2017. COUNCIL MEMBER ALTER'S OFFICE

### ANSWER:

Texas Local Government Code, Chapter 271, allows home-rule cities to issue certificates of obligation to fund the construction, demolition, or restoration of structures; purchase materials, supplies, equipment, machinery, buildings, land, and rights of way; and pay for related professional services. For a complete list of the legal framework, staff will have to consult with the City's bond counsel. Some major restrictions include:

- The City cannot authorize certificates to pay for something that the voters have rejected in a bond election within the preceding three years;
- The City cannot authorize certificates or other non-voter approved debt to pay for affordable housing or for any other use that is considered to be economic development.
- Certificates are subject to voter approval if 5 percent of qualified voters within the jurisdiction petition for an election on the spending in question.

It is the City's financial policy to fund capital expenditures with cash or voter-approved debt. However, non-voter-approved debt (such as certificates of obligation) may be used for capital expenditures as an alternative to lease/purchase or other financing options if the capital expenditure is: urgent; unanticipated; necessary to prevent economic loss to the City; results in an economic gain to the City within a reasonable time; or non-voter approved debt is the most cost effective financing option available. State law allows for certificates to be repaid over a period of up to 40 years, but it is the City's financial policy and practice to repay certificates over 20 years or less. Moreover, the term of the certificates (in this case, 20 years) or any other debt instrument should not exceed the expected useful life of the capital asset being financed.

The City sells general obligation bonds, which include certificates of obligation, once a year. The table on the following page shows a list of certificates of obligation sold for various projects from January 2014 to July 2017. The amount sold does not necessarily equal the total appropriation for each project, as there could be multiple funding sources, or the entire portion funded by certificates of obligation may not have been sold during this time period. Please note that there are other projects approved by Council in the past that have not yet been included in a bond sale. These projects are covered by a reimbursement resolution until substantial expenditures occur, and could be included in a future bond sale.

**City of Austin Certificates of Obligation Sold**

**January 2014 to July 2017**

<b>Fiscal Year</b>	<b>Department</b>	<b>Description</b>	<b>Amount sold</b>	<b>Type</b>
2015	Golf	Grey Rock	9,600,000	PARD
2015	Transportation	Loop 1 / 290 Connectors	450,000	Roadway
2015	Watershed	Waller Creek Tunnel	25,000,000	Watershed
2015	Watershed	Watershed Home Buyouts	15,000,000	Watershed
2016	Building Services	Building Improvements	5,000,000	Facility
2016	Golf	Golf Course Improvements	1,300,000	PARD
2016	Library	New Central Library	12,500,000	Facility
2016	Watershed	Waller Creek Tunnel	11,055,000	Watershed
2016	Watershed	Watershed Home Buyouts	20,500,000	Watershed
2017	Financial Services	Seaholm Parking Garage	8,700,000	Development
2017	Library	New Central Library	3,550,000	Facility
2017	Watershed	Watershed Home Buyouts	50,000,000	Watershed
<b>Total</b>			<b>162,655,000</b>	



### Council Question and Answer

**Related To**

Item #30

**Meeting Date**

August 17, 2017

### Additional Answer Information

**QUESTION:** Please provide data on the number of samples completed in the previous year (by type matching the data in the RCA). COUNCIL MEMBER ALTER'S OFFICE

**ANSWER:**

Please note the following in regards to the estimated amounts included in the current bid sheet:

- The number of samples included in the contract bid sheet were based on estimates of future analytical needs from our projected future projects. This doesn't directly align with historical use, as the number of projects may vary as existing projects are completed and new projects are initiated.
- The number of samples for each constituent varies based on the analytical needs of active projects. Not all projects analyze all constituents.
- The number of samples can vary from year-to-year based on climatic conditions. We do not collect sediment samples when the water body is dry per existing TCEQ standard procedures.
- Some constituents are rarely used but are included on the contract as a contingency in case of the need for a rapid response to identify toxicity of sediment samples.

ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY IN BID	NUMBER OF TESTS CONDUCTED IN THE LAST YEAR
TPH IN SEDIMENT/SOIL (1005)	50	51
BTX IN SEDIMENT/SOIL	50	0
LOW-LEVEL PAHs IN WET SEDIMENT/SOIL, INCLUDING AT A MINIMUM THE STANARD PAHs INCLUDED IN METHOD 8270	50	51
LOW-LEVEL VOLATILE ORGANICS IN SEDIMENT/SOIL: METHOD 8260	50	0
LOW-LEVEL SEMI-VOLATILE ORGANICS IN	50	0

WET SEDIMENT: METHOD 8270		
LOW-LEVEL ORGANOCHLORINE PESTICIDES IN SEDIMENT/SOIL: METHOD 8081	50	36
PCBs IN SEDIMENT/SOIL: METHOD 8082 ( <u>WILL ACCEPT METHOD 8080, AS LONG AS PROOF OF ACCEPTABLE DETECTION LIMITS IS PROVIDED</u> )	50	34
TCLP VOLATILES IN SEDIMENT/SOIL	50	1
TCLP SEMI- VOLATILES IN SEDIMENT/SOIL	50	1
ICPMS METALS AT LOW-LEVELS (Ag, As, Cd, Cr, Cu, Fe, Pb, Ni, Zn) SEDIMENT/SOIL	50	36
MERCURY IN SEDIMENT/SOIL	50	36
TCLP RCRA 8 METALS IN SEDIMENT/SOIL	50	1
AMMONIA IN SEDIMENT/SOIL	50	36
CHLORPHENOXY ACID HERBICIDES (8151) IN SEDIMENT/SOL	50	3
OIL AND GREASE, TOTAL RECOVERABLE IN SEDIMENT/SOIL	50	2
ORGANOPHOSPHORUS PESTICIEDES (8141) IN SEDIMENT/SOIL	50	3





### Council Question and Answer

Related To	Item #38	Meeting Date	August 17, 2017
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### Additional Answer Information

**QUESTION:** 1) How many contractors did the purchasing office review? 2) Why was this contractor selected? 3) How long has this contractor provided this service? 4) What other municipalities use this contractor? Did you speak with users at the other municipalities? If so, what did they describe as the top benefits and limitations of the software? 5) By switching to the new contractor/software, how much does the City expect to save due to the improvements in efficiency? 6) What expenses comprise the annual contract amount? 7) Will there be additional training expenses for City of Austin employees? If so, are these expenses included in the annual contract amount? 8) Will any customizations be required of the software? If so, are these expenses included in the annual contract amount? 9) What is the timeline to install, train, rollout, and convert to the new system? How long may we still be running on two systems? 10) What drives the year-to-year increase in the contract amount? From year 1 to year 2, there is a 14% increase, 10% from year 2 to year 3, and then 3% from years 3-5. 11) Do you expect it to remain flat at 3% from year 3 going forward or will the software require major upgrades or replacement after year 5? MAYOR PRO TEM TOVO'S OFFICE

### ANSWER:

**1) How many contractors did the purchasing office review?**

The scope of work and system requirements were sent to 11 vendors identified on cooperative purchase programs. Responses were received from three of the vendors contacted. Vendors that declined to submit responses stated that they do not have a solution that would fit our base requirements and do not have the skill set to provide this service.

**2) Why was this contractor selected?**

An evaluation team consisting of 5 evaluators and 5 advisors (Including IT Security) reviewed the written responses of the three vendors. Insight Public Sector, Inc. offering the GovQA software solution, was selected as the recommended vendor because of:

1. Positive recommendations from current municipal users including San Antonio and Fort Worth.
2. Positive onsite reviews by the evaluation team of the Dallas and Fort Worth GovQA system.
3. Indications from GovQA that they have a clear understanding of the Texas Public Information Act and the system they have put in place meets the Texas regulatory criteria.
4. Received positive feedback from Houston that the system was user friendly, capable of encryption and of emailing to requestors instead of using a manual mail-out. This is a huge positive functionality. (No other vendor offered these kinds of references.)
5. Demonstration showed the system appeared to flow easily and was user friendly.
6. IT Security group was impressed by the security of the GovQA system.
7. Only two of the requested functional requirements for a system were marked as custom, the remaining were included in the base offer.
8. Over 800 cities, counties and state agencies use the PIR solution from GovQA.

3) *How long has this contractor provided this service?*

GovQA has been providing this service for over 16 years

4) *What other municipalities use this contractor? Did you speak with users at the other municipalities? If so, what did they describe as the top benefits and limitations of the software?*

Over 800 cities, counties and state agencies use GovQA. The other municipalities that use this contractor in Texas include Dallas, Fort Worth, San Antonio and El Paso. Other cities outside of Texas include New York City, NY, Portland, OR, Salt Lake City, UT, Middlesex County, NJ, San Francisco Police Department, CA, Seattle, WA, Las Vegas, NV, Miami PD, FL, Chicago, IL, and Boston, Mass. Other agencies outside of Texas include Florida Department of Health, Florida Department of Transportation, Massachusetts Department of Transportation, Arizona Department of Corrections, Missouri Department of Transportation, Louisiana Department of Insurance, New York Department of Environment Conservation, University of Virginia and more.

We communicated with San Antonio and met with Fort Worth and Dallas. The feedback was all positive. Dallas and Fort Worth both felt the system was easy to learn and use. San Antonio supported the ease of use of the system and stated that it is intuitive and responsive to the customer and public requirements.

5) *By switching to the new contractor/software, how much does the City expect to save due to the improvements in efficiency?*

It is difficult to predict a dollar savings in workflow efficiencies when moving to a new system from a very antiquated system which was built in house. However, one large difference will be that IT staff involvement will be minimum on this product, versus the heavy reliance with the current system. Additionally, with 4 quarterly releases every year, we will be avoiding the cost of large upgrades. It is also expected that business processes will improved by leveraging configurations and workflow, saving additional staff time.

6) *What expenses comprise the annual contract amount?*

The expenses that comprise the annual amount are:

1. 1. Annual base subscription fee (this takes into account the size of Austin, the volume of requests, the complexity of request, the variety of requests, and additional requirements that may have been customer driven, i.e., reports/integrations)
2. 2. GovQA CJIS/HIPPA Deployment in Microsoft Azure Government Cloud, required to comply with CJIS/HIPPA requirements
3. 3. Advanced Search module, Invoicing modules and Cost Recovery/Payment connector (with Chase) are optional modules that will be provided at no cost the 1st year. If we choose to continue to use these modules they will be added into the cost.
4. 4. The test environment for implementation is provided at no cost.

7) *Will there be additional training expenses for City of Austin employees? If so, are these expenses included in the annual contract amount?*

There will be no additional training expenses for City of Austin employees. These expenses are included as part of the contract at no additional expense in the form of a "train the trainer" method. Insight will train staff from the City's CTM department, who will then be responsible for training the rest of the City staff.

8) *Will any customizations be required of the software? If so, are these expenses included in the annual contract amount?*



There will be very limited customization needed for this software. The contractor is very well versed with the Texas Public Information Act. The customization expenses (customizing the dashboard, templates, etc.) are included in the contract amount.

- 9) *What is the timeline to install, train, rollout, and convert to the new system? How long may we still be running on two systems?*

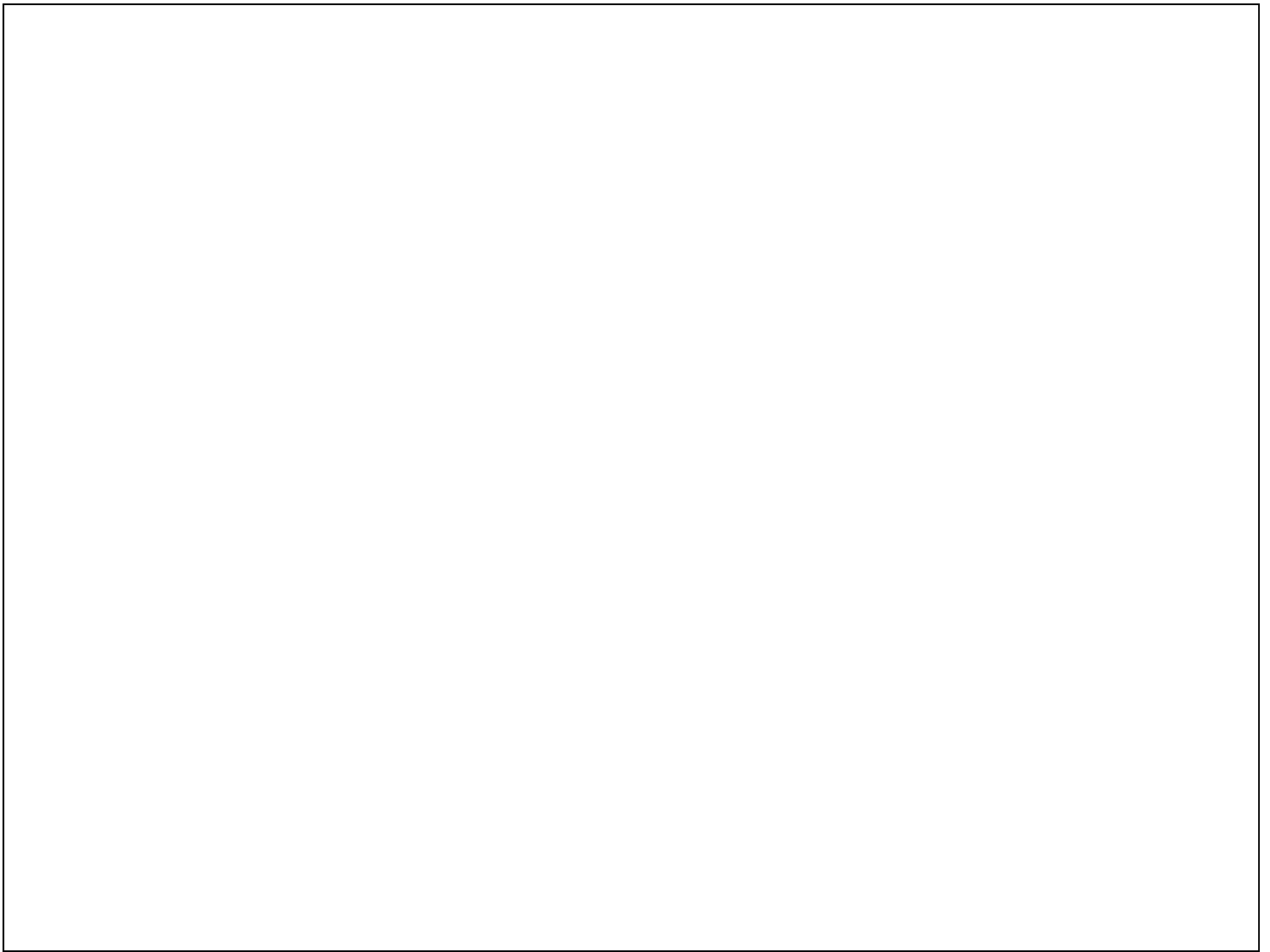
The timeline to implement is 90-120 days. Training and rollout is estimated to take one month. Both systems will be running, in tandem, for approximately three months (in order to complete any PIRs entered into the current system). Once all requests entered prior to the launch date are closed, the existing system will be maintained for records retention compliance for 2 years.

- 10) *What drives the year-to-year increase in the contract amount? From year 1 to year 2, there is a 14% increase, 10% from year 2 to year 3, and then 3% from years 3-5.*

The increases year to year are larger in year two and year 3 because there are several optional functionality items that are being waived by the Vendor until December 2018 as part of their offer. So, if the City decides to continue to use these optional functionalities, the additional cost will be reflected in years 2 and 3. There are 4 quarterly enhancement releases every year at no additional cost on this contract.

- 11) *Do you expect it to remain flat at 3% from year 3 going forward or will the software require major upgrades or replacement after year 5?*

The year to year increase typically runs at 3-5% depending on the level of enhancements for that year. The City will not, however, be required to make any major upgrades due to the quarterly releases and deployment being done through a hosted application.





### Council Question and Answer

Related To	Item #39	Meeting Date	August 17, 2017
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### Additional Answer Information

**QUESTION:** Please provide Council with background on the relevant professional qualifications and experience of the firm and its assigned consultants to this project for working with government entities and elected officials on strategic planning. COUNCIL MEMBER ALTER'S OFFICE

**ANSWER:**

Accenture LLP, established in 1989, is a limited liability partnership licensed to operate in all 50 states. Our main Austin Office is located at 1501 South MoPac, Suite 300, Austin, TX 78746. We also have a digital design studio at 4<sup>th</sup> and Congress, a technology center in South Austin, and an Operations center in North Austin. We employ over 2,200 employees in the Austin area, most of which are supporting State and Local governments in delivering mission critical services.

Our company's history has been more than 60 years in the making—from the earliest days as a pioneer in the new world of information technology in the 1950s to its position today as a Fortune Global 500 industry leader. Our clients are the world's leading companies and organizations as well as government agencies. Accenture serves 92 of the Fortune Global 100 and more than three-quarters of the Fortune Global 500.

Professionals in our Health & Public Service (H&PS) operating group have effectively delivered solutions in every cabinet-level US Federal agency, 45 states, and 30 major cities. Worldwide, last year alone, Accenture served approximately 4,000 clients in more than 120 countries and 40 industries. Our H&PS operating group works on some of the largest transformation projects in the public sector including the Department of Homeland Security, IRS.gov, Census.gov, the remediation of Healthcare.gov, Covered California Health Exchanges, and integrated eligibility systems for the states of Ohio and Kansas. In Texas, Accenture has served State of Texas agencies for decades, and the City of Austin intensively over the past year. The City of San Antonio and the Lower Colorado River Authority (LCRA) have also been recent clients.

Accenture's public sector practice focuses on strategies to deliver public services for the future. Our State and Local Government Strategy Consulting practice is led by Peter Hutchinson, a nationally recognized consultant, author, lecturer, and former state and local government official. The practice includes practitioners in virtually every field of public service. This team brings hard earned experience, intellectual capital, and field-tested methods to help C-Suite level state and local government leaders transform their organizations. Our Public Service Strategy practice has a strong background in strategic planning, engaging stakeholders, employing planning techniques, and facilitating discussions among public sector leaders to obtain consensus on critical issues facing their organizations.

### **Personnel Experience and Qualifications**

Steve Struthers will lead Accenture's work to support the City in the development of its strategic plan as well as the integration of the plan's outcomes and strategies into the development of the City's budget and overall operating model. Earlier in 2017, Steve worked with Austin's City Council, City Manager and other executives and staff over the course of four months to develop a citywide Adaptive Strategic Planning framework. Steve joined Accenture in 2015 and, over the course of his career, has led dozens of strategic planning and management consulting engagements with government

and elected officials. Most recently, Steve led an agency redesign process for the State of Arizona Commerce Authority with the top executive team. Prior to that, Steve led a strategic planning effort with Fulton County, Georgia to guide the County Board of Commissioners and newly-hired County Manager through the process of establishing strategic priorities, citizen-centric measures, and the performance management structure and system to report on these measures. Prior to joining Accenture, Steve was a Partner at The Public Strategies Group, a consulting firm where he worked for 15 years with dozens of federal, state and local government organizations – including the Cities of Denver, Dallas and Spokane, Washington – in areas such as strategic planning, performance management, budget reform, and organizational redesign. He has also served as an Executive Director at two nonprofit organizations.

Steve will be supported by Rob Cohan, who is based in Austin and is a Managing Director in Accenture's H&PS group with over 24 years of experience working with State and Local government in Texas. Rob has served as a senior advisor and government services leader in transformation, planning, and implementation of programmatic, administrative and technology changes that support government in improving their service delivery and management capabilities. Rob has led many engagements in Texas addressing strategic planning, digitalization, transformation and performance management, including management consulting engagements at the Cities of Austin, Dallas, Fort Worth, Houston, and San Antonio as well as Harris County, Travis County and LCRA (in addition to numerous engagements at Texas State agencies). Rob is also a board member of Austin CityUp, a non-profit focused on supporting the City of Austin in addressing its most pressing challenges (such as affordability and mobility) by leveraging the technology sector in Austin for Smart City support.

We have provided resumes for Steve and Rob below.

Steve Struthers <i>Senior Manager</i>	
KEY QUALIFICATIONS	<ul style="list-style-type: none"> <li>• Strategy Senior Manager in Accenture's Health &amp; Public Service practice</li> <li>• 25 years of experience helping public-purpose organizations deliver more value for the people they serve</li> <li>• Led Accenture's work with the City of Austin in developing its Adaptive Strategic Planning Framework in collaboration with the City Council, City Manager and other City leaders.</li> <li>• Worked for 15 years as a consultant and partner with The Public Strategies Group, a Minnesota-based firm that worked to transform public-sector and nonprofit organizations into performance-oriented, customer-focused enterprises through strategic planning, performance management, service redesign, and training and coaching</li> <li>• Served as an Executive Director of two nonprofit organizations in the areas of national service and cross-cultural experiences</li> </ul>
RELEVANT EXPERIENCE	<p><b>Accenture Strategy in Health &amp; Public Service</b> <i>Senior Manager</i></p> <ul style="list-style-type: none"> <li>• Steve has consulted with state and local government organizations in the areas of strategic planning, service redesign, budget reform, and performance management. Clients have included Fulton County (Georgia), St. Louis County (Missouri), the State of Washington's Department of Labor &amp; Industry, and the Arizona Commerce Authority.</li> </ul> <p><b>The Public Strategies Group</b> <i>Senior Partner</i></p> <ul style="list-style-type: none"> <li>• Steve served as a consultant to dozens of federal, state, and local government leaders, assisting them in transforming their organizations from traditional bureaucracies into result-driven enterprises. Clients include</li> </ul>

	<p>Cities of Denver, Dallas, and Spokane, Multnomah County, State agencies in New York, Minnesota and Washington, and units of the US Departments of Defense, Justice and Education.</p> <p><b>Minnesota Education Corps</b> Executive Director</p> <ul style="list-style-type: none"> <li>As part of his responsibilities for ServeMinnesota (the nonprofit organization that oversees all of the AmeriCorps national service programs in the State of Minnesota), Steve established and led a new nonprofit organization to manage and grow the Minnesota Reading Corps and Minnesota Math Corps tutoring programs.</li> </ul> <p><b>Intercultural Student Experiences and Glocal Citizens Network</b> Executive Director</p> <ul style="list-style-type: none"> <li>Steve led two affiliated non-profit organizations focused on increasing cross-cultural awareness and understanding - particularly among young people - through immersive international travel and volunteer experiences.</li> </ul>
<b>EDUCATION</b>	<ul style="list-style-type: none"> <li>M.A. in Sociology, Stanford University</li> <li>B.A. in Political Science (with Honors), Stanford University</li> </ul>

## Rob Cohan

Managing Director

### KEY

### QUALIFICATIONS

- Austin, TX based Management Consulting Leader
- 23 years of progressive experience spanning digital design, strategic planning, sourcing, operational modelling, shared services, organization design, business process analysis, finance, and service delivery.
- Serve as a senior advisor, business and services leader in delivering high-performance planning, transformation, governance, enterprise information management and digital transformation
- Formerly a Sr. Managing Partner for Gartner and an executive leader of two other leading NA consulting firms

### RELEVANT

### EXPERIENCE

**Transformation, digitalization planning and budgeting, Dallas, Austin, San Antonio, Houston, & Ft Worth, Multiple Projects spanning Strategy, Business Process Analysis, & Sourcing Services**

- Various transformation engagements at different cities to develop strategy, sourcing and new models for delivering services

**Transformation of the Texas Department of Family and Protective Services, Sourcing & Strategic Planning**

- Managed a consulting team to develop strategy, sourcing and future state models to support CPS, APS and CCL functions and to modernize the IMPACT system. Developed a roadmap, business process analysis and procurement support services.

**Multiple Transformation engagements of Texas Department of Information Resources capabilities, Assessment & Planning Projects**

- Worked with the Executive Director and senior team to lead numerous strategy, assessment, sourcing, benchmarking and planning engagements to model and recommend ways that DIR could improve or strengthen its customer support, operational and service delivery capabilities.

**Texas A&M Health Science Center, Assessment & Strategic Planning**

- Led an assessment and strategic planning engagement for the senior executive team to address challenges and opportunities in the delivery of academic and administrative support services through the use technology.

	<ul style="list-style-type: none"><li>• Focus was on organization, governance, process technology and model of service delivery, as well as structure and policies for the sourcing and support of the HSC academic, student and administrative functions.</li><li>• Deliverables included an overall assessment and roadmap.</li></ul> <b>Texas A&amp;M Commerce Strategic Alignment</b> <ul style="list-style-type: none"><li>• Led team that worked with the senior executives and an appointed committee to assess the strategic direction of the university and the current state of digital capabilities and technology services to identify opportunities and a plan to lead both regionally and globally as a provider of higher education.</li><li>• Deliverables included visioning services, benchmarking and roadmap support.</li></ul> <b>State of Texas, multiple engagements, Shared Services &amp; Technology</b> <ul style="list-style-type: none"><li>• 20 years' experience across multiple clients implementing or improving shared services functions and technologies</li></ul>	
EDUCATION	<ul style="list-style-type: none"><li>• BBA from the University of Texas</li><li>• Certified Public Accountant</li></ul>	



### Council Question and Answer

Related To	Item #46	Meeting Date	August 17, 2017
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### Additional Answer Information

**QUESTION:** What policy changes have occurred as a result of the three year surveys? How is this data used by City Staff? How does this work fit into our strategic outcomes? COUNCIL MEMBER FLANNIGAN'S OFFICE

**ANSWER:**

*What policy changes have occurred as a result of the three year surveys?*

On June 12, 2013, the Community Technology & Telecommunications Commission approved a [recommendation](#) that the City conduct a residential technology survey every three years to develop and maintain a profile of the information and communications technology means, skills, and needs in the community. The last survey was conducted in FY 13-14.

Research on residential technology access and usage is critical to understanding ongoing digital inclusion needs in Austin. With Resolution Number [20140320-056](#), Council initiated the effort to develop the Digital Inclusion Strategic Plan to address access to digital technology. The City in conjunction with a community steering committee created a Digital Inclusion Strategic plan which was adopted by City Council in 2014. Council followed with the passage of Resolution [20140501-043](#) which directs the City Manager to incorporate digital inclusion into Imagine Austin Comprehensive Plan as part of the 2014 annual report.

The [Digital Inclusion Strategic Plan](#) is based upon the outcomes of a periodic residential technology survey that will evaluate and assess residents' access to technology resources and literacy and training programs. In FY 16, the Digital Inclusion Strategic Plan leveraged over \$350,000 in additional funding awarded to community partners including (US Ignite, Smart Cities Council Challenge Grant, Benton Foundation, Mozilla Foundation). The Digital Inclusion Strategic Plan, served as the foundation to the draft Austin Smart Cities Strategic Roadmap.

*How is this data used by City Staff?*

The Digital Inclusion program manages implementation of the following function areas; Digital Inclusion Strategic Plan Implementation, Grant for Technology Opportunities Program Administration, Community Connections Program and Austin Free-Net contract. The data from this survey is used in the development and allocation of resources for these programs.

The results of the residential technology survey track key elements of the City's digital inclusion strategy: access, literacy, and meaningful content and services. Where possible, the new data will be compared with the previous surveys conducted in 2011 and 2014, providing valuable tracking of technology adoption in Austin and to identify the needs and barriers to technology adoption and where to target outreach and relevancy campaigns for the allocation of resources. The resulting data will be vital to track the progress of the City's efforts and program to address the digital divide, in the allocation of resources and in determining community needs in information technology, infrastructure planning, economic development, e-government, and workforce development.

TARA's Digital Inclusion Program community engagement strategy will also benefit from this data in their program development, resource allocation, and grant writing efforts.



### Baseline Indicators from the Residential Technology Survey

To Understand and Increase Usage of Digital and Communications Technology	8% of adults do not use the Internet on any device
To Address Potential Barriers to Digital Inclusion	Relevancy is a barrier to non-users; 40% are not interested in using the Internet
To Understand the Need for Digital Literacy Training	42% of non-users would need someone to help them to get online
To Understand the Need for Access via Reliable & Affordable Devices	Nearly all adults own cell phones, and 83% own smart phones
To Understand the Need for Language & Disability Accommodations	1 in 4 non-users feel they do not speak English well enough to use the Internet

The Digital Empowerment Community of Austin (DECA) is facilitated by TARA's Digital Inclusion Program to articulate the common objectives of a diverse set of partners, identify assets, and develop actionable strategies to achieve common goals of prioritized working groups:

- [TechHire Working Group](#)

This working group has served two primary purposes thus far: 1) It has served as a great outlet for information on the City's efforts to develop a pathway for residents to get from where they are to an entry level tech job, and 2) to develop a playbook to describe this process and pathway.

- [Client Survey Working Group](#)

This working group has been working on creating a standard client survey, from which cross-organizational data can be generated to analyze trends and gaps from a community wide perspective.

[Curriculum Standards Working Group](#)

Thus far, the group has recommended (16) categories ranging from smartphones to transportation, and the working group is identifying specific topic areas to go under each category.

[Train-the-Trainer Working Group](#)

This working group has been working to develop a specific cyber security training for non-profits, for potential deployment in December.

Additionally City Staff have used the data to support alignment with other City led initiatives including:

- The Digital Inclusion Program continues engagement with private sector partners to increase support of Digital Inclusion programs centered around increased awareness of opportunities to participate and support the effort to close the digital divide.
- The Digital Inclusion Strategic Plan served to inform recommendations for the Mayor's Task Force on Institutional Racism and System Inequities.

### *How does this work fit into our strategic outcomes?*

TARA's Digital Inclusion Activity provides implementation and program management of the City's Digital Inclusion Strategic Plan with the goal of providing technology access, training, and development focused on underserved and low-income populations. This activity aligns with Council's strategic outcome to address Economic Opportunity and Affordability by providing opportunities for enhanced employability and technical skills and capabilities for our community workforce.





### Council Question and Answer

Related To

Item #47

Meeting Date

August 17, 2017

### Additional Answer Information

**QUESTION:** How do Oncor's rates compare to the Austin Energy, both if this were approved and over the last 5 years. Could staff provide a comparison, including all rates and fees, for the last 5 years of an Austin Energy customer using 1000 kWh per month and an Oncor customer? Can you provide the detailed list of "unreasonable expenses" identified by the consultants? COUNCIL MEMBER TROXCLAIR'S OFFICE

**ANSWER:**

Here are the approximated comparisons of Austin Energy residential bills to bills within Oncor's service area for a 1000 kWh residential customer in July for the past five years:

	2013	2014	2015	2016	2017	2017 (after Oncor rate increases)
Austin Energy	\$113	\$118	\$121	\$114	\$100	\$100
Oncor average	\$98	\$106	\$87	\$79	\$82	\$83

It should be noted that Oncor is a transmission and distribution utility (a.k.a. a wires utility) operating within the deregulated retail portion of the state. Any comparisons to Austin Energy, must take into account the fact that customers within Oncor's service area pay different rates. In order to address this situation, the information for Oncor reflects an average of rates offered by various REPs within Oncor's service area. Until this year, Austin Energy charged seasonal rates in the summer that were higher than in other times of the year.

On August 3, the parties, including Austin who joined Steering Committee of Cities Served by Oncor, filed a proposed settlement of the pending Oncor rate case at the Public Utility Commission. For legal reasons, it is still necessary for the City to take final action on the application denying the request. Under the settlement, Oncor's residential rates will increase by \$142 million annually compared to the original request of \$317 million. The settlement also will result in several additional charges which will go into effect around November 27. Following these increases, an average Oncor residential customer using 1,000 kWh per month will pay about \$83.00.

*Can you provide the detailed list of "unreasonable expenses" identified by the consultants?*

Staff will respond to council via a legal memo.