



**AUSTIN CITY COUNCIL  
MINUTES**

**SPECIAL CALLED MEETING  
THURSDAY, NOVEMBER 30, 2017**

The City Council of Austin, Texas convened in a Special Called meeting on Thursday, November 30, 2017, Austin Hilton, 500 E. 4<sup>th</sup> St. Room #400, Austin, Texas.

Mayor Adler called the meeting to order at 9:06 a.m. Council Member Flannigan was absent.

1. Discuss policy priorities, goals, and the potential impacts on governance for the City of Austin.

Steve Struthers laid out the objectives for the day as follows:

- A) Provide feedback and direction on Community Indicators; and
- B) Provide feedback and direction on Contribution Metrics.

**Economic Opportunity and Affordability Strategic Outcome**

Presentation was made by Jackie Sargent, General Manager, Austin Energy; and Annemarie Diaz, Project Manager, Austin Energy.

Discussion occurred on the Economic Opportunity and Affordability Strategic Outcome Community Indicators and Contribution Metrics.

**Economic Opportunity and Affordability; Council Indicator Category A: Employment**

A1. Direction was given to staff to revise the unemployment rate to be a number and percentage.

A3. Direction was given to staff to clarify between city data versus regional measurement with the percentage of commercial and mixed-use development permits in the Imagine Austin Activity Centers and Corridors.

A5. Direction was given to staff to measure the success of the percentage of City of Austin contracts meeting goals at the time of award.

A6. Direction was given to staff to elaborate between the numbers versus the percentage of small businesses supported by City of Austin programs designed to support small

businesses; to provide a metric that measures the intended outcome and the unemployment rate across minority populations; to incorporate an indicator that measures the number of days it takes to go through city processes to start a small business; and to include a metric regarding property taxes.

**Economic Opportunity and Affordability; Council Indicator Category B: Income Equality**

B2. Direction was given to staff to elaborate why the Gini index is a good supporting metric for the distribution of household income.

B4. Direction was given to staff to measure the success of living-wage jobs provided by City of Austin as a percentage; to measure non-living wage jobs; and to include a metric that measures whether the middle class is being preserved, growing, etc.

B5. Direction was given to staff to include how a family is being defined for a median family income.

**Economic Opportunity and Affordability; Council Indicator Category C: Cost of Living Compared to Income**

C1. Direction was given to staff to detail how Imagine Austin is a data source to measure the percentage of households paying 30-50 percent of income toward housing.

C2. Direction was given to staff to include quality childcare for the percentage of household that are cost-burdened based on calculation of costs relating to Housing and Transportation.

C5. Direction was given to staff to include how many ratepayers receive the community benefit to subsidize the cost for the percentage of residential units permitted in Imagine Austin Activity Centers and Corridors.

C6. Direction was given to staff to elaborate how amenities, essential services, and infrastructure are defined and provide an explanation of how the needs of the aging population are being addressed; to include the complete definition of communities; and to ask the Commission on Seniors for feedback regarding this matter.

General direction was given to staff to provide an indicator of the share of the overall tax bill for the homestead.

**Economic Opportunity and Affordability; Council Indicator Category D: Housing**

D1. Direction was given to staff to provide the progress of the number of unsubsidized affordable market-rate rental units under the housing roadmap.

D2. Direction was given to staff to explain the relevance of the residential vacancy percent rate.

D3. Direction was given to staff to consider language clarifying median house values, the value of the metric, and to incorporate metrics related to city revenues; to provide the

percentage or number of homes available for purchase between 80 and 100% AMI; and to include economic integration goals in the housing roadmap.

D4. Direction was given to staff to preserve existing unsubsidized affordable housing; and to measure the number of units subsidized by other organizations.

General direction was given to staff to provide information on how long it takes to close out repair permits.

**Economic Opportunity and Affordability; Council Indicator Category E: Homelessness**

E2. Direction was given to staff to add the concept of being sustained to the number of persons who successfully exit from homelessness; and to include how many are returning to homelessness after finding housing.

E3. Direction was given to staff to incorporate the triggers of homelessness to the number of new people entering into homelessness.

E6. Direction was given to staff to revise the estimated system savings to net system savings and to further explain actual savings over expected savings.

**Economic Opportunity and Affordability; Council Indicator Category F: Skills and Capability of Community Workforce**

F1. Direction was given to staff to include additional language addressing the issue of readiness and persistence for the percent of students graduating from public high school; to include charter schools; to include a high school equivalent; to include access to early childhood education.

F4. Direction was given to staff to measure placement after training for the number of people who have completed Workforce Development Training.

General direction was given to staff to provide a global community indicator about workforce.

**Economic Opportunity and Affordability; Council Indicator Category G: Economic Mobility**

G5. Direction was given to staff to expand the metric description of the number of households that have benefitted from the Customer Assistance Program (CAP) to include other city programs; and to include utility cutoffs as an early marker for evictions.

General direction was given to staff to create two different dashboards to measure 25-year goals and shorter-period goals with a focus on specific programs; and to clarify where Chapter 380 agreements are measured in relation to job creation.

**Culture and Lifelong Learning Strategic Outcome**

Presentation was made by Ray Baray, Chief of Staff, City Manager’s Office; Lara Foss, Marketing Communication Consultant-Corp, Public Information Office; and Meghan Wells, Cultural Arts Division Manager, Economic Development.

**Culture and Lifelong Learning; Council Indicator Category A: Quality, Accessibility, and Diversity of venues and Civic and Cultural venues, events, programs and resources**

A3. Direction was given to staff to emphasize real access to affordable places for the percentage of creatives who report that they have access to creative space; and to understand the ability to maintain access to service.

A4. Direction was given to staff to include the number of events and activities not organized by the city for the percentage of residents who report they have attended a cultural event or program organized by the City in the past six months.

A5. Direction was given to staff to include performance spaces as a factor in the percentage of recreation program participants reporting an improvement to their quality of life as a result of the program.

General direction was given to staff to include access to facilities and deferred maintenance of facilities; to measure how often cultural venues are full that aren’t available to community groups; the cost to access the venues; and to assess how well cultural venues are meeting the needs of the community.

**Culture and Lifelong Learning; Council Indicator Category B: Vibrancy and sustainability of creative industry ecosystem**

B2. Direction was given to staff to segregate data of the number of people employed in the Creative Sector in the Metro Area by different classifications; and to incorporate the number of live music venues to capture the results of live music work.

B4. Direction was given to staff to include other organizations that help extend reach with the number of creative-sector professionals who indicated that they benefited from a City-sponsored Professional Development Opportunity.

**Culture and Lifelong Learning; Council Indicator Category C: Appreciation, respect, and welcoming of all people and cultures**

General direction was given to staff to explore the percentage of the African American population as a standalone indicator.

**Culture and Lifelong Learning; Council Indicator Category D: Honoring and preservation of historical and ethnic heritage**

D2. Direction was given to staff to include neighborhoods that have applied as a historic landmark in the number of historic facilities preserved; and to capture the number of local historical districts that have been proposed or moving through the process.

General direction was given to staff to clarify what the cost/benefit ratio is and how much it costs to deliver for what is being received.

**Culture and Lifelong Learning; Council Indicator Category E: Lifelong learning opportunities**

General Direction was given to staff to consider more segmentation with the indicators such as how we are delivering to youth and seniors; to capture recreation learning as lifelong learning; to include work of non-profits and partners who also provide services; and to include management that reflects the diversity of the population.

Mayor Adler recessed the meeting at 12:06 p.m.

Mayor Adler reconvened the meeting at 12:58 p.m.

**Proposed Strategic Budget Development Process**

Presentation was made by Ed Van Eenoo, Deputy Chief Financial Officer, Budget Office.

General direction was given to staff to provide an opportunity to discuss methods to sunset programs and to change the way feedback is provided; and to have prioritization conversations sooner in the budget process and to use the IFC as a vehicle for budget issues.

**Government that Works for All Strategic Outcome**

Presentation was made by Mark Washington, Assistant City Manager, City Manager's Office; and Zach Baumer, Climate Protection Manager, Office of Sustainability.

**Government that Works for All; Council Indicator Category A: Financial cost and sustainability of City government**

A.1 Direction was given to staff to identify by council district the percentage of median family income that goes to the median City tax bill.

A.2 Direction was given to staff to analyze how the cost of City services per capita corresponds to actions taken by Council.

General direction was given to staff to evaluate tax increases from year to year and what percentage of that increase is represented by the city; to address retirement and pension and future obligations; to include how city fees and property taxes are increasing; to assess the impact of utility fees on the population at a distinct level to figure out what is occurring for certain segments of the population; to include a metric on taxes and fees, to include the percentage increase from the roll back rate; to identify how the percentage of median family income that goes to the median City tax bill and the cost of City services per capita are community indicators.

**Government that Works for All; Council Indicator Category B: Condition/quality of City facilities and infrastructure and effective adoption of technology**

**B4. Direction was given to staff to revise the number of all City buildings with Energy Star scores greater than 75 to a percentage and total area.**

**B5. Direction was given to staff to use technology to increase the number, efficiency and effectiveness of City services provided online through the City of Austin Web Portal.**

**B6. Direction was given to staff to expand on the percentage of residents and employees that are satisfied with the condition of City-owned facilities by capturing how long facilities have been deteriorating; and to clarify the term “accessible”.**

**Government that Works for All; Council Indicator Category C: Satisfaction with City services**

**C4. Direction was given to staff to ensure that service standards exist in every department that requires them.**

**C5. Direction was given to staff to elaborate on how the percentage of operational availability of City Fleet vehicles relates to satisfaction with City services.**

**General direction was given to staff to determine how often infrastructure is built that costs more in maintenance over the long term; to include governmental partnerships and to contemplate work with shared ownership of infrastructure, programs and open space.**

**Government that Works for All; Council Indicator Category D: Employee engagement**

**D2. Direction was given to staff to expand on the percentage of employees who report overall satisfaction with promotion or career opportunities to include subjective data measuring opportunities for advancement for minorities and women in the workforce; and to assess the competitiveness in the marketplace.**

**D4. Direction was given to staff to highlight a longevity measure in addition to the employee attrition rate.**

**D5. Direction was given to staff to detail the actual diversity statistics in departments for the percentage of employees who feel that their department values diversity; and to expand diversity to include upper management levels of the City.**

**Government that Works for All; Council Indicator Category E: Stakeholder engagement and participation**

**E4. Direction was given to staff to include the number of people versus the number of engagement and outreach activities by department, Council district, time and type of activity; to evaluate if the city is improving the quality or the type of engagement; and to address how to engage those who are hard to engage.**

**Government that Works for All; Council Indicator Category F: Equity of City programs and resource allocation**

F3. Direction was given to staff to review the budget or workforce when reviewing the percentage of City departments that are implementing the equity assessment tool; to include a mapping of resource allocation versus need; to include a companion metric to measure the changes highlighted by the equity tool with a description.

F4. Direction was given to staff to revise the metric description to note the percentage of Departments that have completed diversity/anti-racism/anti-bias training.

**Government that Works for All; Council Indicator Category G: Transparency & Ethical Practices**

G5. Direction was given to staff to expand the metric to include conflict of interest, ethics review cases filed, and board and commission training regarding conflicts of interest.

General Direction was given to staff to add a measure that addresses council and staff trust; the percentage of ordinances and resolution completely in a timely manner; the percentage of response time for council request for information; and intergovernmental relations and improvements made to address challenges.

**Safety Strategic Outcome**

Presentation was made by Rey Arellano, Assistant City Manager, City Manager's Office; Keith Simpson, Business Process Consultant Sr., Emergency Medical Services; and Molly Bolte, Business Process Consultant Sr., Austin Water Utility Department.

**Safety; Council Indicator Category A: Success of emergency response outcome**

A1. Direction was given to staff to include citizens' perception of safety and how to measure that perception.

A4. Direction was given to staff to detail the level of training with the percentage of all responders who have completed training to serve vulnerable and diverse populations.

General direction was given to staff to revise behavioral and mental health as separate indicators; to examine how to equitably measure how the distribution of police stations and fire stations relates to individual homeowner costs such as insurance.

**Safety; Council Indicator Category B: Community compliance with laws and regulations**

B5. Direction was given to staff to note that police metrics need to relate to metrics being developed as part of community policing for the percentage of actual staff time spent on community engagement compared to the projected staff time committed to community engagement by safety departments.

General direction was given to staff to measure violations and compliance rates; to measure property crime and proxy for community trust; to measure safety within a

resident's own home; and to develop a budget alignment to best measure vulnerability to violent crime.

**Safety; Council Indicator Category C: Prevention and preparedness for emergencies**

C4. Direction was given to staff to analyze flood mitigation from an engineering perspective for the percentage of City high-risk areas for floods and wildfires that have defined specific disaster mitigation plans and public preparedness initiatives.

General direction was given to staff to include a measure to define high-risk areas.

**Safety; Council Indicator Category D: Administration of justice**

General direction was given to staff to create an indicator that measures lawsuits against the city related to administration of justice; to measure the use of force and incidents per capita and the results of the use of force; and to measure the safety of City facilities for employees and users.

**Safety; Council Indicator Category E: Quality and reliability of critical infrastructure and utility services**

E1. Direction was given to staff to clearly define positive performance ratings for the percentage of critical infrastructure.

E2. Direction was given to staff to quality of plans (certifications) for the percentage of critical infrastructure with current disaster recovery and Continuity of Operations Plans (COOP).

E4. Direction was given to staff to include wildfire risk for the number of buildings, roadways, and properties that received decreased flood risk due to City efforts.

**Health and Environment Strategic Outcome**

Presentation was made by Sara Hensley, Interim Assistant City Manager, City Manager's Office; Cassandra DeLeon, Program Manager, Austin Public Health; and Lewis Leff, Business Process Consultant, Office of Sustainability.

**Health and Environment; Council Indicator Category A: Healthy conditions among individuals**

A3. Direction was given to staff to assess the controversy over using body mass index (BMI) as a means for measuring the percentage of children who are considered obese.

A4. Direction was given to staff to list a few different diseases to measure besides the percentage of residents with cardiovascular disease, based on what we need to work on in our community, and taking healthcare disparity into account.

A5. Direction was given to staff to include an overall city strategy, including the percentage of clients served through the health equity contracts who achieve healthy outcomes.

General direction was given to staff to incorporate a measure regarding preventative care.

**Health and Environment; Council Indicator Category B: Accessibility to quality health care services, both physical and mental**

General direction was given to staff to include access to mental health services; to align metrics from a community perspective across partners, contracts, and other government entities working in the same realm.

**Health and Environment; Council Indicator Category C: Accessibility to quality parks, trails, and recreational opportunities**

C1. Direction was given to staff to identify the percentage by district of residents who have access to parks and open spaces.

C5. Direction was given to staff to differentiate between open space and parks; to measure access to neighborhood pools and paid aquatic centers; to determine maintenance and upkeep of urban trails; and to determine how many urban trails are in disrepair or have been washed out.

**Health and Environment; Council Indicator Category D: Environmental quality and resilience**

Direction was given to staff to include air quality, open space, tree canopy, energy efficiency, and wildlife as indicators; and to have environment and climate indicators be more prominent.

**Health and Environment; Council Indicator Category E: Food Security and Nutrition**

E2. Direction was given to staff to emphasize the importance of transit as it relates to the percentage of residents living in food focus areas.

Mayor Adler adjourned the meeting at 4:42 p.m. without objection.

The minutes were approved on this the 14<sup>th</sup> day of December 2017 on Council Member Alter's motion, Council Member Kitchen's second on an 11-0 vote.