Community Tech & Telecom Commission Update

Office of Design & Delivery, Communications & Technology Management

October 14, 2018

Things for today

1. **Update on Austin.gov**

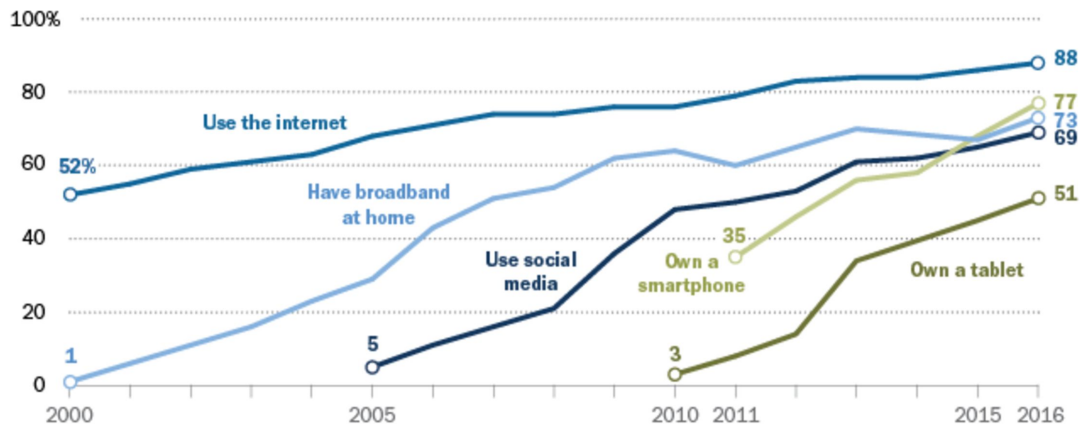2. **Invitation to collaborate on Austin's Digital Services Strategy**

1

Update on Austin.gov

Our last presentation

Resident expectations for digital services have totally changed.

The evolution of technology adoption and usage

% of U.S. adults who ...

Use the internet — 52% ... 88

Have broadband at home — 1 ... 73

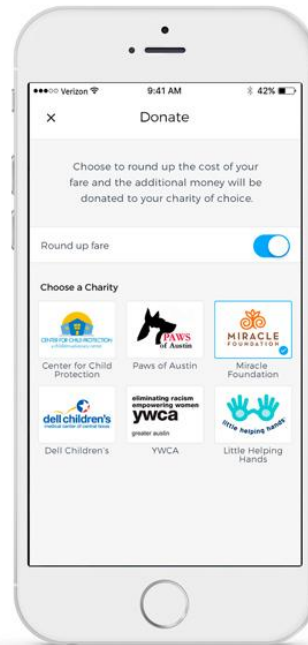Use social media — 5 ... 69

Own a smartphone — 35 ... 77

Own a tablet — 3 ... 51

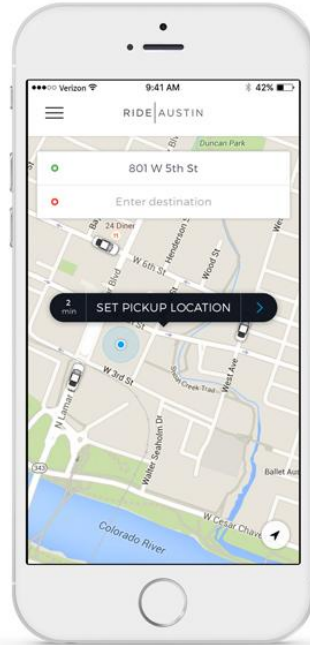Source: Surveys conducted 2000–2016. Internet use figures based on pooled analysis of all surveys conducted during each calendar year.

PEW RESEARCH CENTER

Resident expectations for digital services have totally changed.
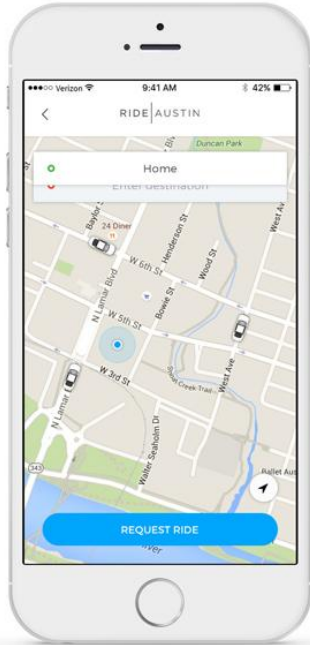
% of U.S. adults who do <u>not</u> have broadband at home but use smartphones

2018
Less than $30,000: 31%

Legend: Less than $30,000 · $30,000–$49,999 · $50,000–$74,999 · $75,000+
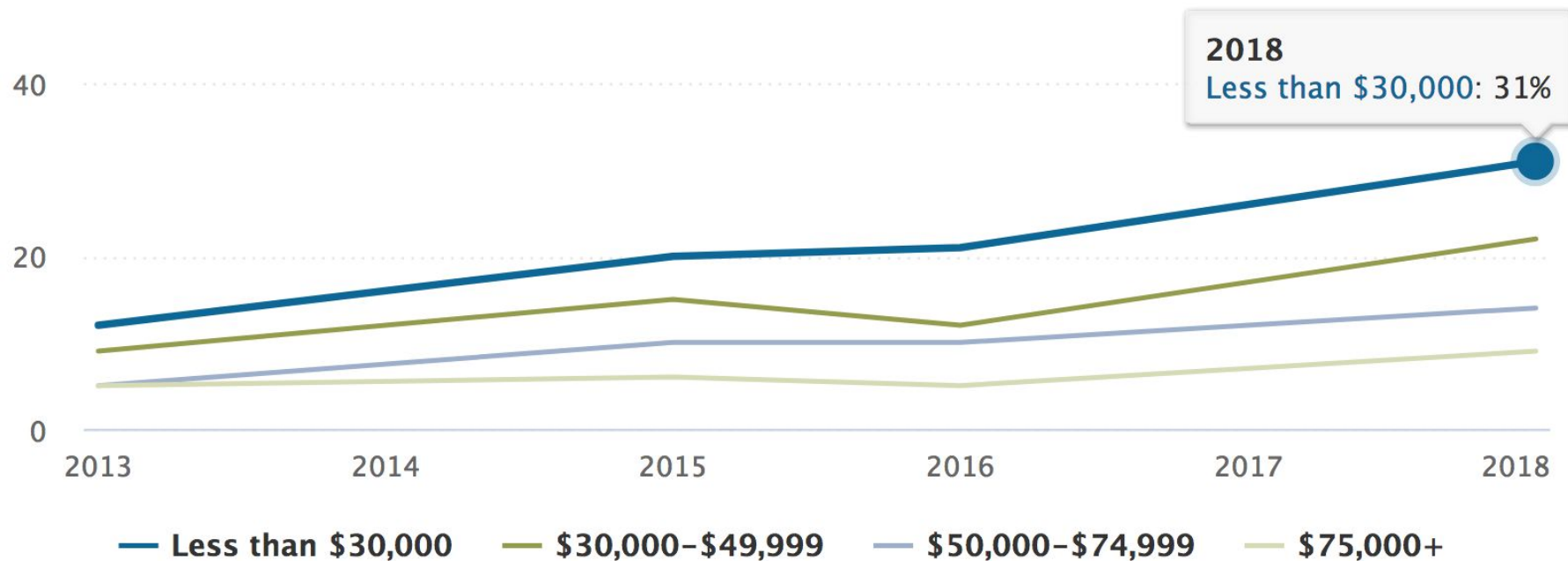
The way that we design and deliver services in government hasn't kept up.
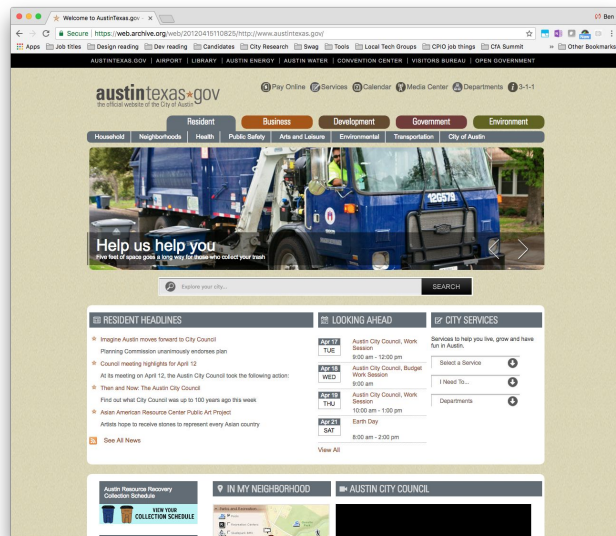
austintexas.gov
in April 2012
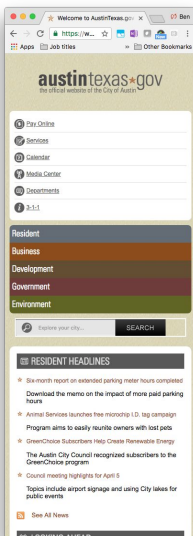
austintexas.gov
in April 2018
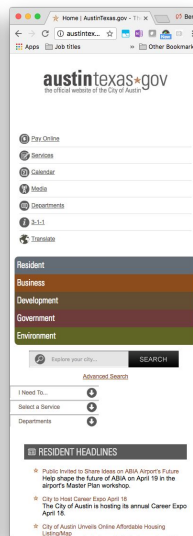
This is eroding trust in government

Sent: Friday, October 13, 2017

This web site is cumbersome to me. I would like to find out what the procedure is to find the zoning on a piece of property with only the address. I just moved to Austin. I am a Texas estate broker, and need the ability to access zoning in order to practice my trade. I spent 1+1/2 hours yesterday and two hours this morning on-line trying to do. figure it out.

From: Harold

Sent: Sunday, April 24, 2016
To: AustinGO
Subject: Form submission: AustinTexas.gov Feedback

This website has me in a loop. Cannot pay traffic citation on-line.

From: Katie

Sent: Tuesday, February 19, 2018
To: AustinGO
Subject: Form submission: AustinTexas.gov Feedback

This is probably one of the worst websites to navigate. You cannot find anything!

Sent: Friday, October 13, 2017

This web site is cumbersome to me. I would like to find out what the procedure is to find the zoning on a piece of property with only the address. I just moved to Austin. I am a Texas estate broker, and need the ability to access zoning in order to practice my trade. I spent 1+1/2 hours yesterday and two hours this morning on-line trying to do. figure it out.

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From: Katie

Sent: Tuesday, February 19, 2018
To: AustinGO
Subject: Form submission: AustinTexas.gov Feedback

This is probably one of the worst websites to navigate. You cannot find anything!

We've launched a new approach to this work.

ALPHA.AUSTIN.GOV

AIRPORT ⬈ | 311 ⬈

PERMITS & TICKETS ⌄   HOUSING & UTILITIES ⌄   PETS ⌄   HEALTH & SAFETY ⌄   EXPLORE & VISIT ⌄   GOVERNMENT & BUSINESS ⌄   JOBS ⌄

Welcome to
AUSTIN, TX

Alpha.austin.gov is a new website and a work in progress. For the full City of Austin website, visit austintexas.gov ⬈. Learn more about the new website at projects.austintexas.io ⬈.

English   Español   Tiếng Việt   العربية

MENU | ALPHA.AUSTIN.GOV

Welcome to
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Progress

Austin Public Health

Austintexas.gov has 11,000 pages and 10,000 documents such as PDFs.

Public Health's numbers:

626
Pages of Public Health content

242
PDFs

HEALTH NEWS

TEMPORARY FOOD EVENTS

This program ensures that proper food safety practices are followed at temporary events where food or beverages are served.

Applications

- **Permit to Operate**: This approval is required to complete the permitting process. Once approved, the owner will receive a physical permit and permission to operate a temporary food booth.

- **HAACP/Variance**: Use this application to request a variance, allowing your establishment to deviate from the approved standards, and/or submit a Hazard Analysis Critical Control Point (HACCP) plan showing how you will mitigate risks to food safety.

Permit Fee Schedule

View the current fee schedule for all permits and services. **View the fee schedule effective Nov. 1, 2018.**

Guides

- **How to Setup a Temporary Food Booth**: find complete information on setting up a temporary food event.
- **Temporary Food Setup Guide**: View a visual setup guide for temporary food booth layout instructions and fire department guidelines.
- **Additional Booth Form**: Use this form if you need to request more booth permits than will fit in the space provided in the Permit to Operate application.
- **Food Waste**: Learn about food waste and how to do your part to reduce it.
- **Fire Protection Guidelines**: Find pertinent information on Austin Fire Department's rules and regulations for special events.
    - **Spanish Version of Fire Protection Guidelines**.
- **Food Donation Facts**: Learn about donating food for human consumption.
- **Food Donation Guide**: View the guidelines for food donation.
- **Cottage Food Guidance**: View guidance for food preparation operated out of homes..

Frequently Asked Questions

- **General FAQ**: View frequently asked questions about temporary food booths.
- **Cottage Food FAQ**: View frequently asked questions concerning cottage food industry.

TOP CONTENT

- ☆ Getting a Birth or Death Certificate
- ☆ Birth and Death Certificates
- ☆ STD (Sexually Transmitted Diseases) Clinic
- ☆ Immunizations
- ☆ Food Personnel Requirements

CONTACT INFO

Phone: 3-1-1
Email

Physical Address:
1520 Rutherford Lane
Austin, TX 78754
See Map
Mailing Address:
PO Box 142529
Austin, TX 78714
See Map
Open Hours:
Lobby Hours: 7:45am - 3:30pm
Office Hours: 7:45am - 4:45pm

Monthly Food Safety Training

Click on the title above to see the monthly food safety training schedule.
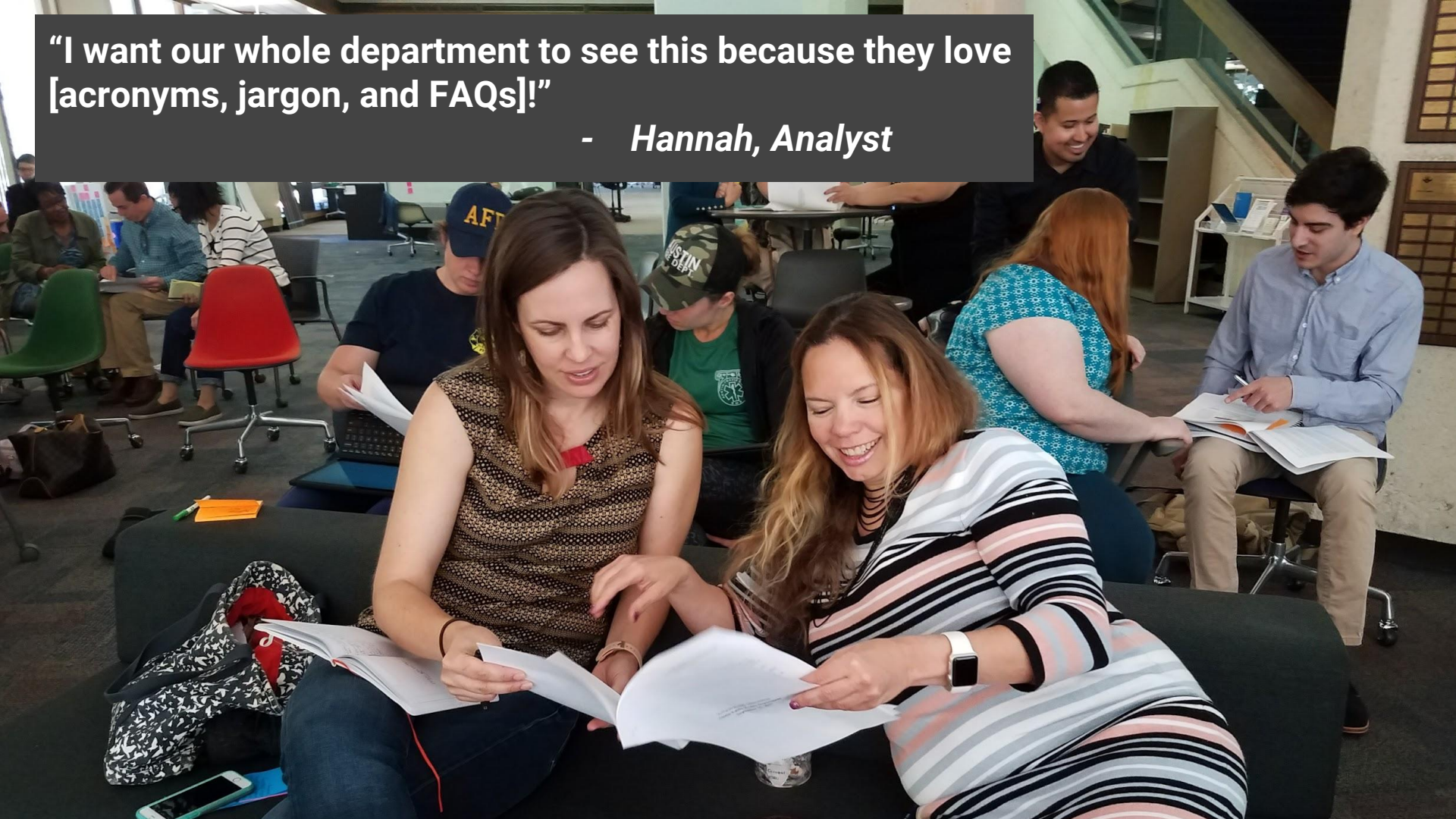
EHS Annual Report for FY 2017

Environmental Health Services Division

Fiscal Year
2017 ANNUAL REPORT

Temporary Food Event Application (Pg. 1)
** Submit at least 10 calendar days before the event date. **

No Home-Prepared
Foods Allowed

Responsibilities & Ac...

Responsibilities
The temporary eve...
Temporary Food E...

Application Deadli...
o Applications may be...
• Applicants subm...
• Applicants subm...
• **Travis County** a...
o Application Deadli...
• Submit complete...
• Applications sub...
be subject to a...

Issue & Delivery
o Permits are non-tra...
o Permits **must be pic...**
• Permits are avail...
o Individuals/Organiz...

Re-Issues
o Permits may be reis...
o Reissue requests m...
o 'Rain Out' delays ca...

Terms & Definitions
Food Booth: A...
Temporary Event:...
1 Day Event with Single...

Temporary Food Event FAQs

How do I know if I need a permit?
Please click here to review our guidance document on when a permit is needed.

I only have alcohol, do I need a permit?
Yes. The Texas Food Establishment rules define any beverage, including alcohol, as food. Canned beer opened by the customer would not require a temporary food permit.

What do I need to apply?
A completed permit application and current, valid government identification card along with any applicable fees. Click here for the application.

Am I exempt from the permit fee?
Austin City Council can waive fees for an event occurring within city limits if the event organizer holds a valid Social Services Contract with City of Austin. The department may waive fees for an event occurring within Travis County if the event organizer can provide proof of their 501(c)(3) status.

Where do I get a permit?
You may obtain a permit application online here or at 1520 Rutherford Lane Monday through Friday from 7:45am – 3:30pm.

What's the cost of a permit?
Temporary food permit fees apply for each booth. The total number of food booths at the event and the length of the event determine the price per food booth. Please refer to this link to review the fee level breakdown.

Is there a limit to length of time for my event?
A temporary food event may be... organization can apply for a max...

When will my permit be ready...
Completed applications should... Permits may be processed soone... contact you when permits are re...

How do I properly set up my te...
Click here to review how to pro...

FOOD AND BEVERAGE BOOTH INFORMATIO...

Please print and use additional sheets if necessary

1. Name of booth: _____
    Type of food/beverages to be served: _____

2. Name of booth: _____
    Type of food/beverages to be served: _____

3. Name of booth: _____
    Type of food/beverages to be served: _____

4. Name of booth: _____
    Type of food/beverages to be served: _____

5. Name of booth: _____

Variance Request / HACCP* Application
* Hazard Analysis & Critical Control Points

Business Information
Note: Incomplete applications will not be processed and will be returned
Business Name: _____ Type: ( ) Food Enterprise ( ) Pool/Spa/Water Feature/Fountain
Physical Address: _____
          Street   City   State   Zip Code

Contact Information
Print full legal names as they would appear on a Government Issued Photo ID(s)
On Site Contact: _____ (Contact Person (Last Name, First Name))   Phone: (###) ###-####
Email Address: _____ Email addresses will not be distributed. (Internal use only)
Home Address: _____
          Street   City   State   Zip Code

Review Fee Information

Review Requested	City of Austin (Contracted Municipalities*)	Travis County
Food Enterprise HACCP (may include Variance)	$290.00 (Per Review – 1st resubmission gratis)	Not Applicable
Food Variance Request (w/o HACCP)	$290.00 (Per Review – 1st resubmission gratis)	Not Applicable
Pool/Spa/PWFF Variance Request	$290.00 (Per Review – 1st resubmission gratis)	Not Applicable

* Not limited to Bee Cave, Lakeway, Manor, Rollingwood, Sunset Valley, Volente, Westlake Hills

Plan Submission:
Submit a Pool/Spa/PWFF Variance Request or a Food HACCP Plan and/or Food Variance Request along with any supporting documentation to the department. The department must review and approve all plans before the operation/condition under review can be used or implemented. Failure to provide required supporting documentation may result in additional review fees.

AUSTIN/TRAVIS COUNTY HEALTH AND HUMAN SERVICES DEPARTMENT
ENVIRONMENTAL HEALTH SERVICES DIVISION
PO Box 142529
Austin, Texas 78714
Phone: (512) 978-0300   EHSD.Service@austintexas.gov

Travis County

Cottage Foods Guidance Document

...on (CFPO) is defined as an individual operating out of their home ...od products. They are not a food establishment and are not permitted or ...ealth and Human Services Department. The permit exemption does not ...epartment to act to prevent an immediate or serious threat to human life ...

...must have completed an accredited food handlers training program.

...or Safety foods (TCS) are not allowed for sale from a CFPO. A TCS ...and temperature control for safety to limit pathogen growth or toxin ...S food must be held under proper temperature controls, to prevent the ...e human illness.

...ed for sale from a CFPO include: baked goods that are non-TCS, breads, ...ffins, cakes, pastries, cookies, candy, coated and uncoated nuts, ...ers, canned jams or jellies, fruit pies, dehydrated fruit or vegetables ...and popcorn snacks, cereal, including granola, dry mixes, vinegar, ...e or dry tea, dried herbs and dried herb mixtures.

...allowed for sale from a CFPO include: fresh or dried meat or meat ...fruits, vegetables, vegetable butters, salsas etc., kolaches with meat, fish or shellfish products, canned pickled products such as corn relish and sauerkraut, raw seed sprouts, bakery goods which require any type of refrigeration such as cream, custard or meringue pies and cakes or pastries with cream cheese icings or fillings, milk and dairy products including hard, soft and cottage cheeses and yogurt, fresh fruits dipped or coated in chocolate or similar confections, fresh vegetables, and juices made from fresh fruits or vegetables, ice or ice products, barbeque sauces and ketchups, foccaccia-style breads with vegetables or cheeses, chocolate covered graham crackers, Rice ...

Austin/Travis County Health & Human Services Department
Environmental Health Services Division
Temporary Food Event Program (512) 978-0300
http://www.austintexas.gov/department/food-establishment-requirements

NO HOME-COOKED FOODS ALLOWED - LOS ALIMENTOS PREPARADOS EN CASA NO SE PERMITEN

FOOD MUST BE FROM AN APPROVED SOURCE
- Prepared on site, purchased from permitted kitchen or grocery store

APPROVED HANDWASHING STATION
- Soap
- Towels
- Approved water dispenser with "spigot spout" (not push-button) providing continuous flow
- Provide watertight bucket or container to catch waste water

Approved wastewater disposal container   Approved spout   No push-button spout

APPROVED DISHWASHING STATION (3 basins or sink compartments required – used from left to right)
- First basin/sink compartment (left-most) for washing - must have dishwashing soap.
- Second/middle basin or sink compartment for rinsing - must use clean water.
- Third basin/sink compartment (right-most) for sanitizing; e.g., a mixture of water & 50 ppm minimum to 100 ppm maximum Chlorine bleach.

Wash   Rinse   Sanitize

PROPER FOOD TEMPERATURES
Cooking:
- Raw Chicken – 165° F or greater
- Raw Hamburger Meat – 155° F or greater
- Raw Pork & WHOLE Beef – 145° F or greater

Hot-holding: 135° F or greater
- Electric or grill
- No sterno

City of Austin

Cash, check, money orders, Mast...
Express, & Discover Card

Food Service, Retail Food, Food...
Plant or Warehouse

Risk Categories:
1 (low risk)   A (>50...
2 (medium risk) B (26-...
3 (high risk)   C (1-2...

Low Risk/Small – 1C	
Low Risk/Medium – 1B	
Low Risk/Large – 1A	
Medium Risk/Small – 2C	$532
Medium Risk/Medium – 2B	$608
Medium Risk/Large – 2A	$684
High Risk/Small – 3C	$601
High Risk/Medium – 3B	$782
High Risk/Large – 3A	$896
Food Permit Late Fee	$100

Certified Farmers Market Annual Permits

Class A	$177
Class B	$333
Class C	$622

Mobile Vendor

Mobile Vendor Application Fee	$105
Unrestricted Permit/Unit	$290
Restricted Permit/Unit	$212
Mobile Vendor Re-Inspection	$130
Mobile Vendor AFD Fire Inspection	$125
Mobile Vendor AFD Fire Re-Inspection	$ 75

Temporary Food Establishments

1 booth, 1 calendar day	$35/booth
1-5 calendar days	$102/booth
6-14 calendar days	$155/booth
Expedited Permit	$100

1-5 calendar days	$98/booth
6-14 calendar days	$145/booth
Expedited Permit	n/a

Vending Machines

| Vending Machine Application Fee | $120 |
| Permit Fee (per machine) | $10 |

| Vending Machines | n/a |

Food Enterprise Inspection Fees and Variance Request Fee

| Certificate of Occupancy | $224 | Certificate of Occupancy | n/a |

Food Recovery Hierarchy

Source Reduction
Feed Hungry People
Feed Animals
Industrial Uses
Composting

Source Reduction

...he Bottom Line on Food Waste

...EY

...by instituting a
...r by
...700 pounds of

...centage of your
...the same time.

...sides, and
...t went into
... landfilled.

...th growing,
...unts for 22% of

...ment Special Events

...@austintexas.gov.

(D) Special Events

..."Our Name" is the cornerstone of the Austin Fire ...shal's Office is committed to protecting lives, promoting ...all parties involved to provide a level of service that will ...l event.

...ents, assessing the fire safety needs and dictates the ...osed venues. Working as a team member of Public ...ent (P.A.C.E.), with representatives from City and State ...ons, AFD plays an intricate role in evaluating fire safety ...national Fire Code regulations. Regulated items include, ...lowing: fire lanes and public safety access, tents and ...tures, fireworks, pyrotechnics, open flames, theatrical ...s, occupant loads, exiting, egress, use of decorative ...

Upcoming Events and Road Closures

Emergency Prevention Division
Austin Fire Department
505 Barton Springs Rd.
Austin, Texas 78704
AFDSPECIALEVENTS@AUSTINTEXAS.GOV

OCTOBER 1, 2015

Lista de chequeo para Unidades de Venta de Comida Ambulante

Mientras esta lista no puede cubrir todos los escenarios posibles o cada tipo de Unidades de Venta de Comida Ambulante, y no incluye todos lor requerimientos de seguridad contra incendios, el Departamento de Bomberos de Austin provee la siguiente guia como herramienta para asegurar que los vendedores ambulantes y sus vehiculos cumplan con los requisitos mínimos. Antes de la inspeccion de su unidad, por favor asegúrese que cumpla con estas condiciones.

Staff want to provide better content, but they need more <u>guidance</u>, <u>training</u>, and <u>tools</u> to do so.

"I want our whole department to see this because they love [acronyms, jargon, and FAQs]!"

- *Hannah, Analyst*

HOUSING &
UTILITIES ⌄

HEALTH &
SAFETY ⌃

EXPLORE &
VISIT ⌄

GOVERNMENT &
BUSINESS

HOME < HEA

HEALTH RECORDS & CERTIFICATES

HEALTHCARE & PREVENTION

HEALTH & SAFETY →

Hea
pr

Alpha.austin.gov is a new website and a work in
progress. For the full City of Austin website, visit
austintexas.gov ↗.

Content Author MVP

EDIT Service page Look up your trash, recycling, and compost pickup days

Last modified Aug. 22, 2018, 8:48 p.m.
See all revisions

SAVE DRAFT ∨   👁 SHARE   PREVIEW

CHOOSE AN IMAGE FOR THE SERVICE BANNER

Curbside Pickup

CLEAR CHOICE   CHANGE IMAGE   EDIT THIS IMAGE

TOPIC *

Recycling, trash, and compost   ∨

ACTIONABLE TITLE *   ?

The page title as you'd like it to be seen by the public

Look up your trash, recycling, and compost pickup days

SERVICE STEPS

Step
description:

↓ 🗑

Digital Services Style Guide

Creating Service Pages

Service pages are used to outline all the steps a resident needs to take in order to access a City service and any supporting information they may need.

Write an actionable title

Titles need to be clear, specific, start with a verb, and be 58 characters or less in length. In a service page, you are outlining how to do something. The title should clearly communicate what a user will learn how to

Edit *Service page Get ready for curbside compost pickup*

Last modified Aug. 22, 2018, 8:47 p.m.
See all revisions

SAVE DRAFT ⌄   👁 SHARE   PREVIEW

ACTIONABLE TITLE *

The page title as you'd like it to be seen by the public

Get ready for curbside compost pickup

SERVICE STEPS

Step
description:

≡ | ↵ | 🔗 | ↺ ↻

Look for your home on this map to see if you are in the Curbside
Composting service area: 🔗 Curbside Compost Service Area.

Step
description:

≡ | ↵ | 🔗 |

Get ready for curbside compost pickup

Steps

① Look for your home on this
map to see if you are in the
Curbside Composting service
area: Curbside Compost
Service Area.

② If you are in the composting
service area, place food scraps,
yard trimmings, pizza boxes,
food-soiled paper products,
and other compostable items
into your green compost cart.

STYLE GUIDE   PREVIEW

Forms
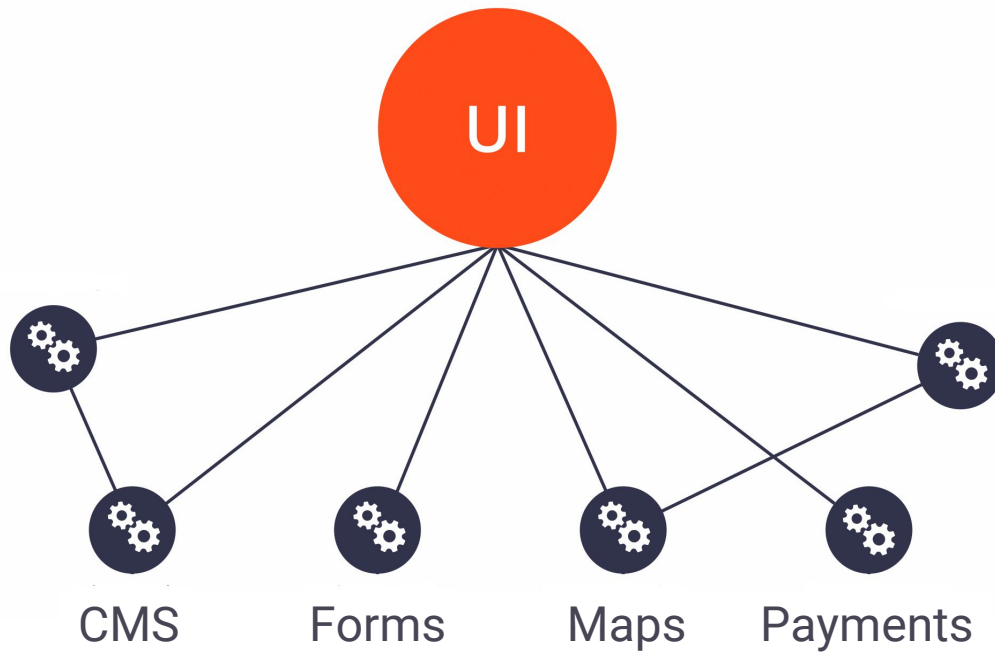
Scale with shared technology

Form Prototypes

Parking permit application

Tell us how to contact you

First name

Last name

Email address

Phone number
Enter a 10 digit phone number

Street address

City

State
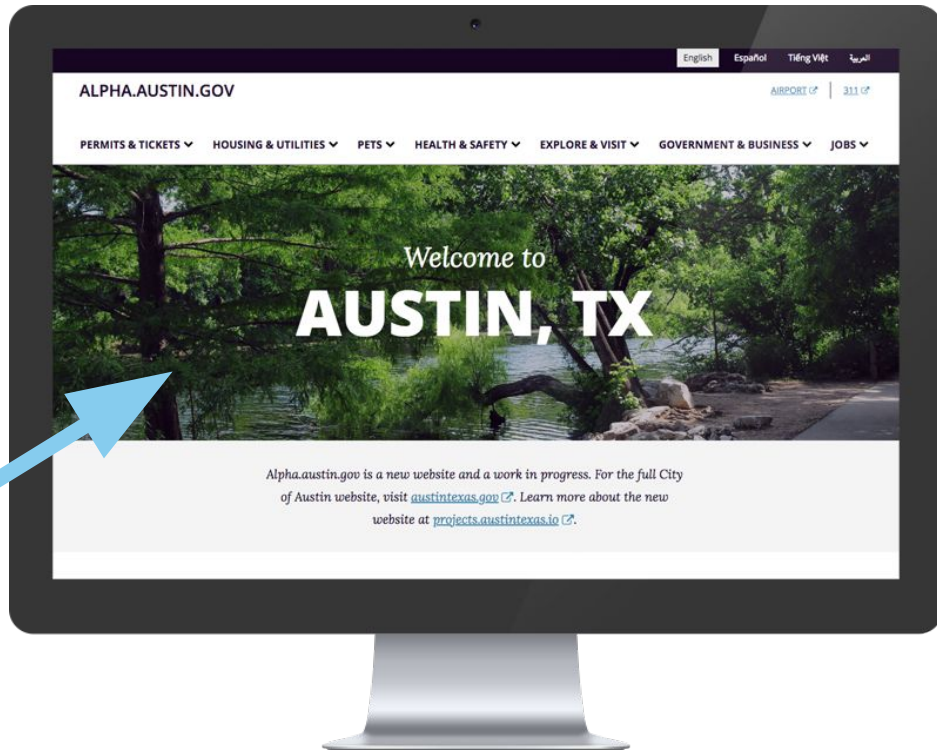
Decoupled approach

U.S. Forms System

Redux

knack*

now™

US Forms System

- [React](#)
- [JSON Schema standard](#)
- [US Web Design System](#)
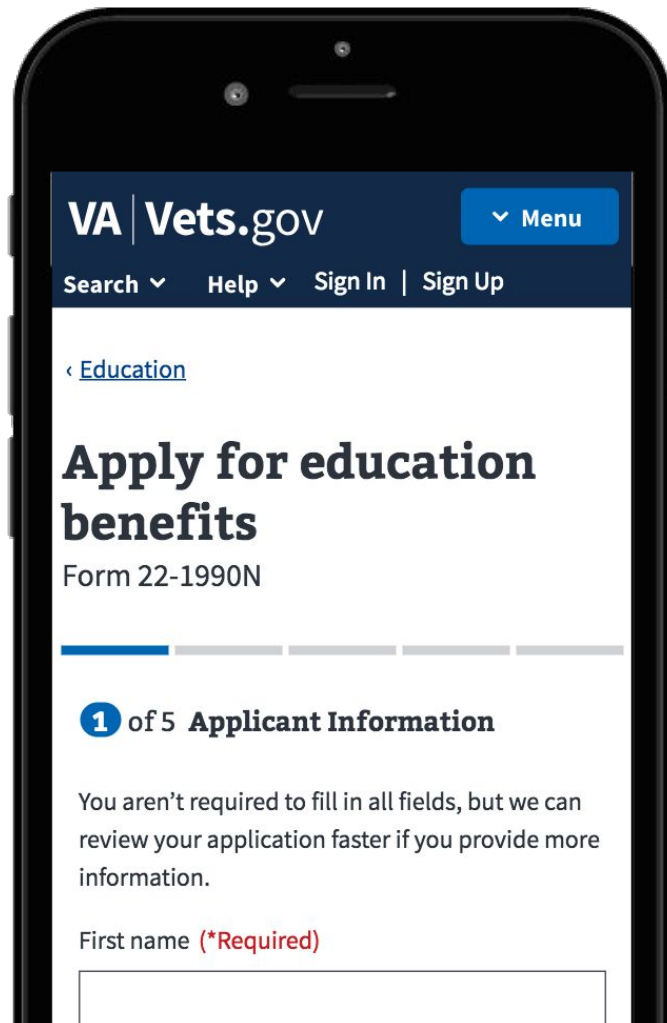
2

Collaborating on Austin's Digital Services Strategy

We need a strategy that's broader than any specific technology solution.

1/ Put residents first

Start with residents, not technology. Connect with the community about their needs and expectations, and test and refine solutions with residents.

1/ Put Residents First

Research & test with residents
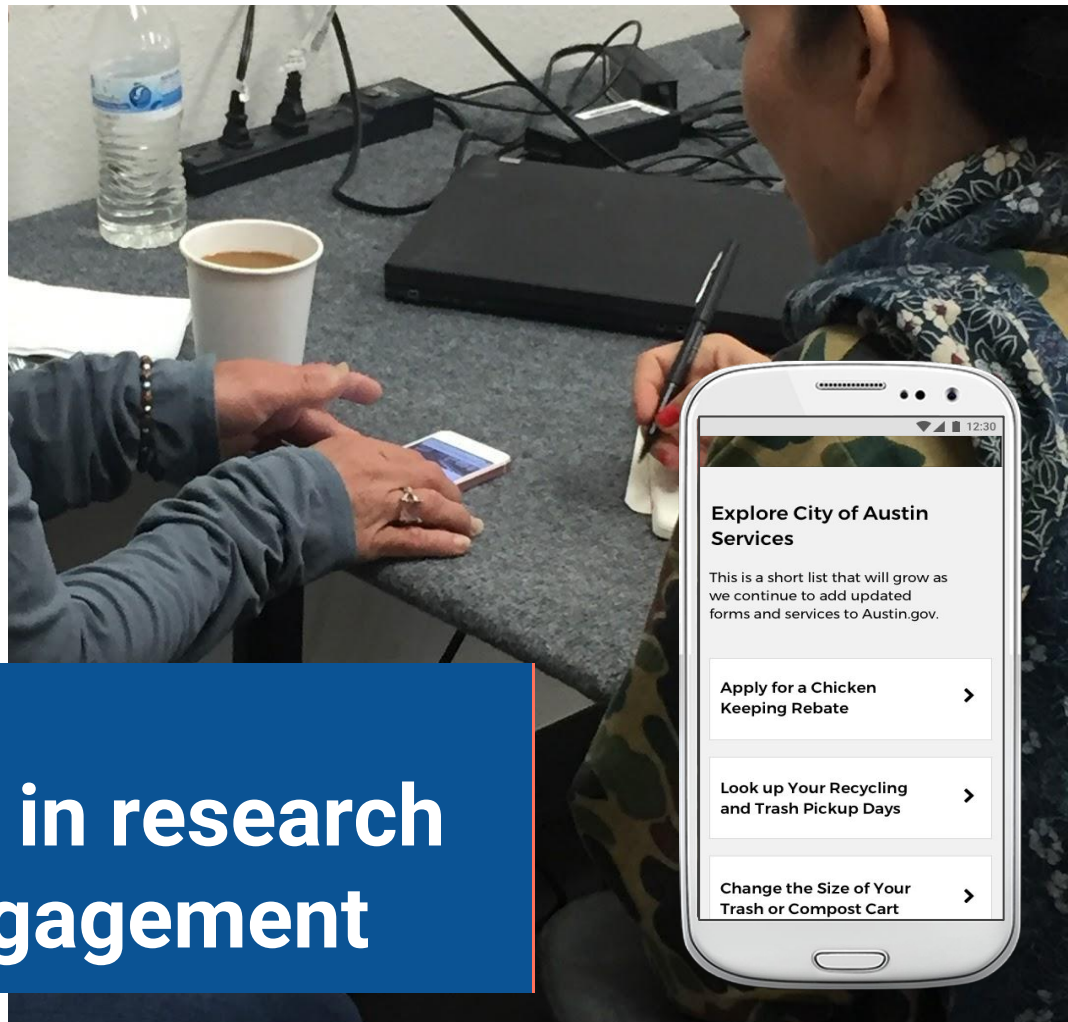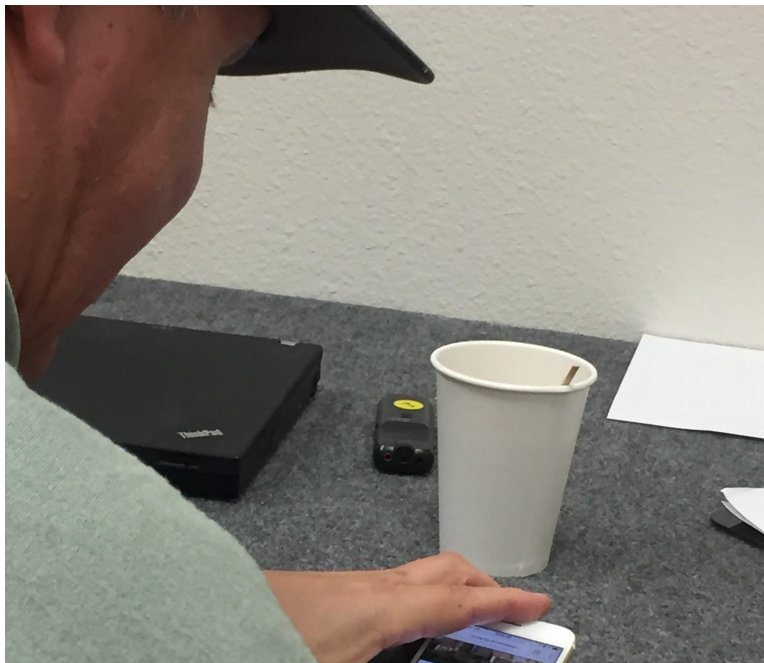
1/ Put Residents First

Prioritize inclusion in research and community engagement

Language Access: Austintexas.gov

Language Spoken At Home #1

Percentage of the total population living in households in which a given language is spoken at home.
Scope: population of Texas and Austin

■ Austin — Texas

	Count
Spanish	194k
Chinese	9,690
Vietnamese	7,237

Spanish 24.9%
Chinese 1.2%
Vietnamese 0.9%
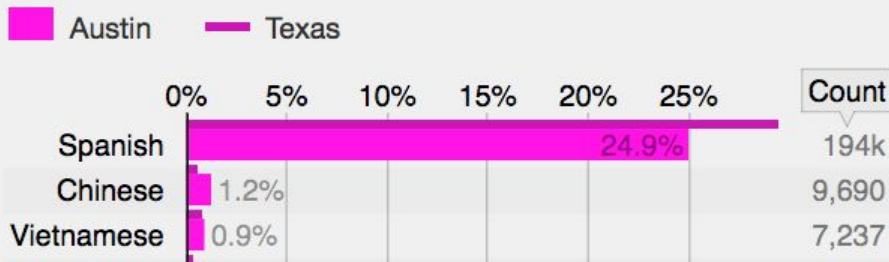
Percentage of Austintexas.gov Sessions by Language
November 2016-2017

Spanish **0.76%**

Chinese **0.16%**

Vietnamese **0.03%**

1/ Put Residents First

Prioritize equity when planning features and functionality

2/ Recognize that digital services require teams and competencies, not just software

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Empower teams of experts in to support research, design, delivery, and integration of digital services.

New types of leadership
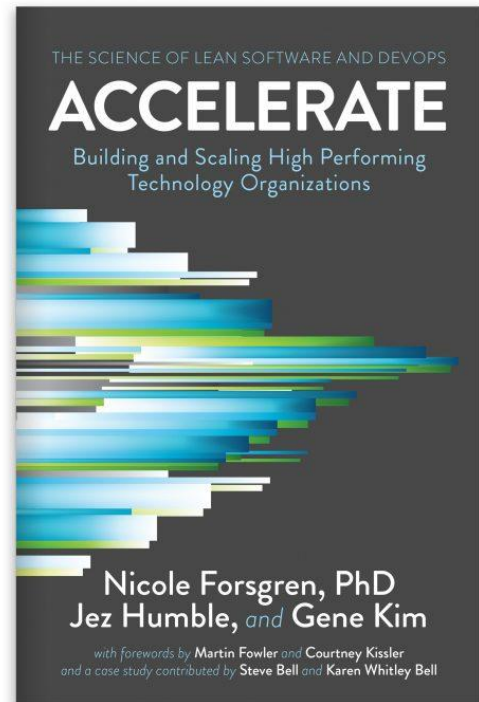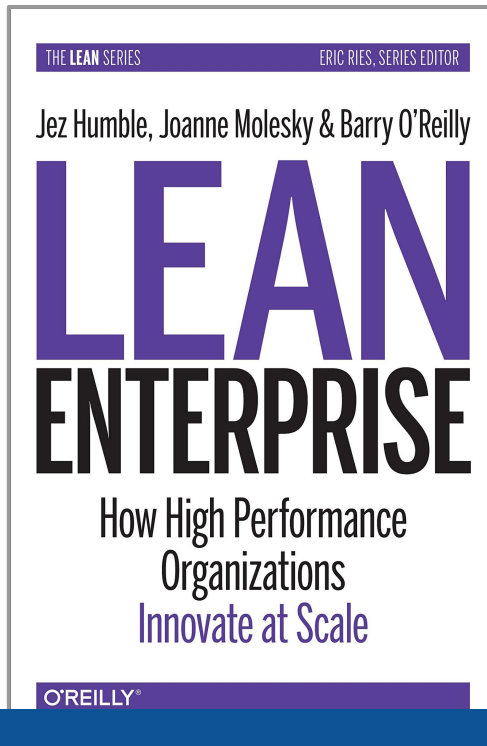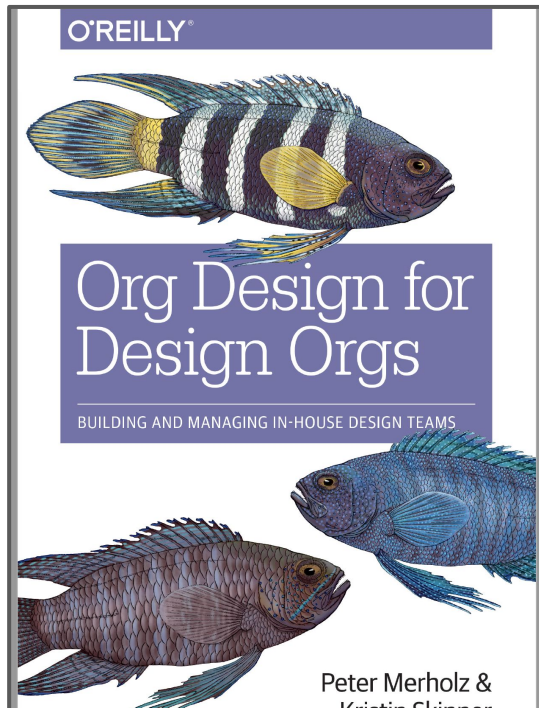
2/ Teams, not just software

New types of teams

Digital Services Style Guide   Home   Contact   Work with us

DIGITAL SERVICES STYLE GUIDE

Introduction

Focus on the public and their needs

Speak to the people, not over them

Accessibility for all

Make Hemingway proud

Write with some style, formatting and flair

Write for all languages, please, por favor, xin vui long, رجاء, 請

Create quality content

Introduction

Serve up content that's as simple and satisfying as breakfast tacos.

Austin residents and visitors desire an easy, helpful and productive interaction with their local government through all digital channels. Much like a great taco is made up of quality ingredients, our job is to deliver quality content to our residents.

Rather than creating digital services based on organizational structure, hierarchy and assumptions, we will use user research to understand user needs and build digital services that center on the most important part of the City: the public.

This style guide will direct the City of Austin in this new approach to provide digital services, making us more open, accessible, empathetic and effective as a City.

2/ Teams, not just software
City-wide standards

3/ Understand that everything must change

The best solution today isn't necessarily the best solution tomorrow. Design for adaptability.
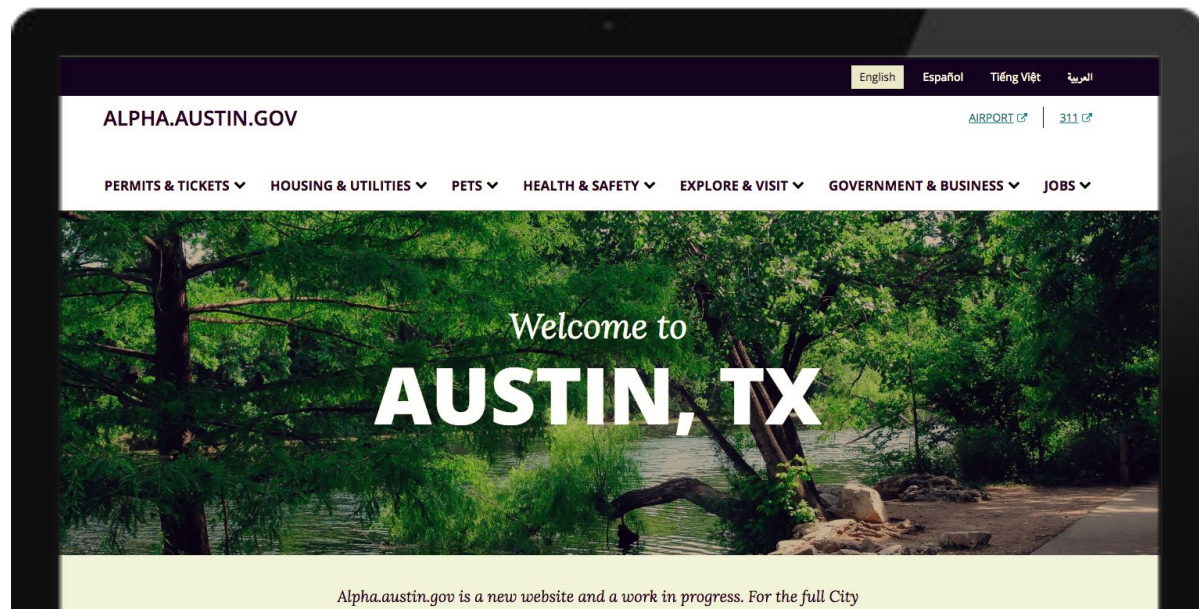
3/ Understand that everything must change

Establish safe spaces for prototyping and testing
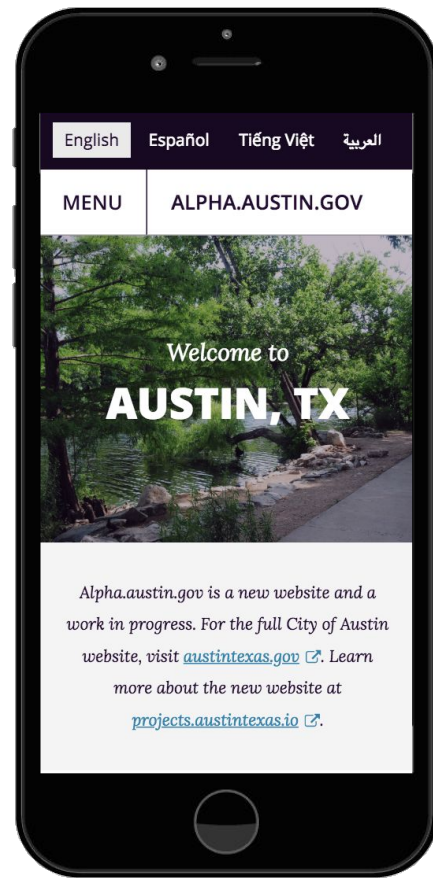
3/ Understand that everything must change

Invest in shareable, discoverable research

UI

CMS   Forms   Maps   Payments
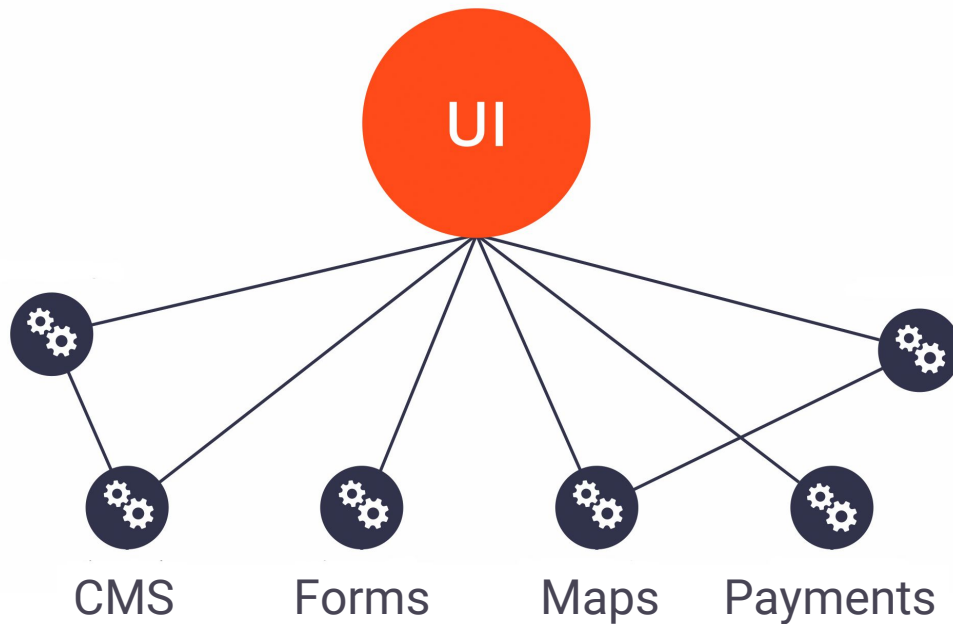
Create and support modular, reusable components

4/ Cultivate a community of learning

Cultivate learning opportunities for managers, practitioners, and residents across disciplines, departments, and sectors
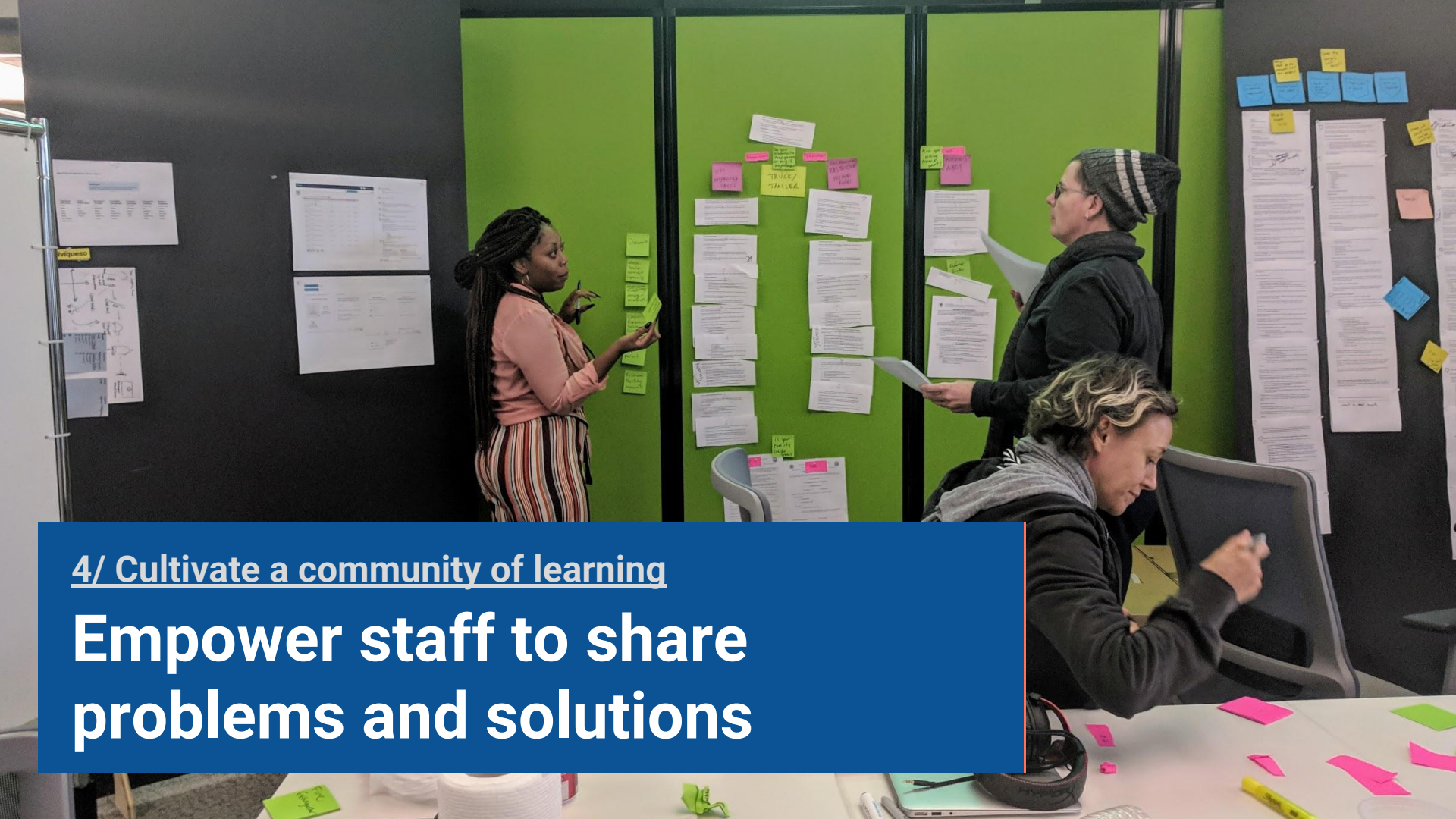
4/ Cultivate a community of learning

Empower staff to share problems and solutions

4/ Cultivate a community of learning

Create opportunities to unlock our full potential

4/ Cultivate a community of learning

Contribute to and learn from the broader community
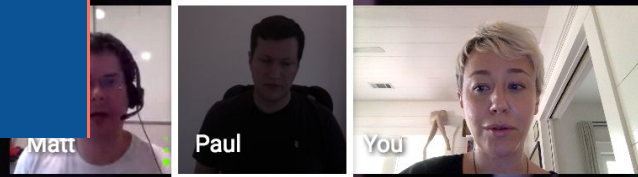
1/ Put residents first

2/ Recognize that digital services require teams and competencies, not just software

3/ Understand that everything must change

4/ Cultivate a community of learning

3

How can we work together?

Thanks!

civiqueso

5 Fundamentals for Designing an Agile Organization (esp in local government)

Lessons learned from building, iterating, and scaling the City of Austin's capacity for design, technology, and innovation

Ben Guhin
May 30
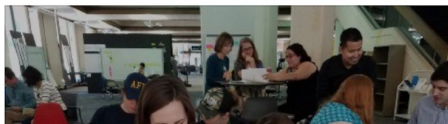
Necessity Breeds Innovation: