

CITY OF AUSTIN

Enhancing Public Participation at City Council

Austin 3-1-1 Input Report

1/22/2015

Service Request Summary Report
15-00014402

Printed Date : Jan 27, 2015 2:02:56 PM

Type: Community Project Feedback	SR #: 15-00014402
Area: -	Priority: Standard
Group: Community Engagement	Status: New
Jurisdiction: City of Austin	Status Date: Jan 23, 2015 12:31:27 AM
Input By: HENDERSON, CATHERINE	Created Date: Jan 23, 2015 12:31:27 AM
Method Received: Phone	Overdue on:
Location: 1520 RUTHERFORD LN, AUSTIN, TX	
Location Details:	
SR Comments: this information was recieved via the Austin 311 Mobile Application:	

Flex Notes	
Flex Note Question	Flex Note Answer
Give the name or description of the Community Engagement Project you are calling about	City Council Reorganization proposal
Did you miss the last meeting?	
Do you have any comments that you would like the stakeholder or City to consider in the process?	The current proposal to reorganize City Council and push public input to committee level will reduce the length of Council meetings but if staff will be speaking at Council meetings to explain agenda items then public citizens should also be allowed to speak. (General Comment)
Do you have any suggestion to increase participation in the process?	The current proposal to reorganize City Council and push public input to committee level will reduce the length of Council meetings but if staff will be speaking at Council meetings to explain agenda items then public citizens should also be allowed to speak. (General Comment)
Would you like a callback?	No
What is the preferred language for callback?	
The Community Engagement team will contact you within 5 business days.	not required
For more information about this project and other opportunities to provide feedback to the City please visit austintexas.gov/community	citizen was also referred to http://austintexas.gov/myatxgov for additional ways to provide input
Department Use Only	
What Community Engagement Project are you calling about?	
<i>Place notes on feedback in comments field.</i>	
<i>Type of feedback (main category).</i>	<i>Client Services (External to 311)</i>
<i>Feedback type - Client Services.</i>	<i>Feedback for other city departments</i>
<i>Department of person submitting feedback.</i>	<i>Citizen</i>
<i>Dept original call was concerning</i>	<i>Mayor & City Council</i>
<i>Root cause of feedback.</i>	<i>Invalid - Submitter did not understand process</i>
<i>Feedback result.</i>	<i>Correct SR Submitted</i>

Service Request Summary Report

15-00014402

Printed Date : Jan 27, 2015 2:02:56 PM

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Participant	, Refused			
Citizen				
COA Employee				

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Action Taken by Staff				

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Review Request	Community Engagement Staff			

Details

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Triage Request	HENDERSON, CATHERINE	Jan 23, 2015 2:49:00 AM	Jan 23, 2015 12:15:00 AM	Workgroup Completes Feedback

Details

forwarding this general comment to CIS to forward to the SPOC in Council. If this was misdirected, please notify Catherine.Henderson@austintexas.gov to advise. Thank You!!!

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Review Request	Client and Information Services		Jan 23, 2015 12:35:00 AM	Feedback Not Actionable - CLOSE SR

Details

PLEASE CANCEL RESPONSE TO THIS ISSUE- AFTER REVIEWING INTRANET, DID SEE INFORMATION ON HOW TO PROCESS GENERAL COMMENTS REGARDING THE CITY COUNCIL PROPOSED REORGANIZATION. HAVE SUBMITTED A COMMUNITY PROJECT FEEDBACK SR TO ENSURE INFO ROUTED TO PROPER DEPARTMENT.

Service Request Summary Report
15-00013845

Printed Date : Jan 27, 2015 2:02:56 PM

Type: Community Project Feedback	SR #: 15-00013845
Area: -	Priority: Standard
Group: Community Engagement	Status: New
Jurisdiction: City of Austin	Status Date: Jan 22, 2015 9:20:24 AM
Input By: Spot311 Interface	Created Date: Jan 22, 2015 9:20:24 AM
Method Received: Spot311 Interface	Overdue on:
Location: 1101 W ANNIE ST, AUSTIN, TX	
Location Details: N30.25 E97.76; XY: 3108169.1381995366, 10063828.290036485; LatLng: 30.249422297679352, -97.76276516009113	

SR Comments: I am in District 9
 Will there be an email sign up so that our District rep (council member K Tovo) can contact us about COA news?

Flex Notes				
Flex Note Question		Flex Note Answer		
Give the name or description of the Community Engagement Project you are calling about		Speak up Austin		
Did you miss the last meeting?		Yes		
Do you have any comments that you would like the stakeholder or City to consider in the process?				
Do you have any suggestion to increase participation in the process?				
Would you like a callback?		No		
What is the preferred language for callback?		English		
The Community Engagement team will contact you within 5 business days.				
For more information about this project and other opportunities to provide feedback to the City please visit austintexas.gov/community				
Department Use Only				
What Community Engagement Project are you calling about?				
Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Participant				
Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Action Taken by Staff				
Details				

Service Request Summary Report
15-00013161

Printed Date : Jan 27, 2015 2:02:56 PM

Type: Community Project Feedback
Area: -
Group: Community Engagement
Jurisdiction: City of Austin
Input By: Vasquez, Andrea
Method Phone
Received:
Location: 1520 RUTHERFORD LN, AUSTIN, TX
Location
Details:

SR #: 15-00013161
Priority: Standard
Status: New
Status Date: Jan 21, 2015 9:36:01 AM
Created Date: Jan 21, 2015 9:36:01 AM
Overdue on:

SR Comments: citizen states that the meeting should be in spanish as well and that the topics of the meeting should be listed a week before the meetings are held

Flex Notes	
Flex Note Question	Flex Note Answer
Give the name or description of the Community Engagement Project you are calling about	#myatxgov
Did you miss the last meeting?	Yes
Do you have any comments that you would like the stakeholder or City to consider in the process?	
Do you have any suggestion to increase participation in the process?	citizen states that the meeting should be in spanish as well and that the topics of the meeting should be listed a week before the meetings are held
Would you like a callback?	Yes
What is the preferred language for callback?	Spanish
The Community Engagement team will contact you within 5 business days.	
For more information about this project and other opportunities to provide feedback to the City please visit austintexas.gov/community	
Department Use Only	
What Community Engagement Project are you calling about?	

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Participant	Munos, Oltaviano	931 UNION CHAPEL, CEDARCREEK, TX		HOME 512-584-1297

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Action Taken by Staff				

Details