



**TO:** Mayor and Council Members

**FROM:** Kerry O'Connor, Chief Innovation Officer 

**DATE:** January 17, 2019

**SUBJECT:** **Open Government Partnership Action Plan 2019-2020**

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City Council Resolution [20160225-017](#) confirmed the City of Austin's interest in participating in the Open Government Partnership (OGP), an international coalition of governments and community organizations working together on good government projects that foster accountability, transparency, civic engagement, and technology innovation.

OGP formally launched on September 20, 2011, when the eight founding governments (Brazil, Indonesia, Mexico, Norway, the Philippines, South Africa, United Kingdom, and the United States) endorsed the Open Government Declaration and announced their country action plans. OGP's vision is that more governments become sustainably more transparent, accountable, and responsive to their citizens, with the ultimate goal of improving the quality of governance, as well as the quality of services that citizens receive. More about this organization is available at their website: [www.opengovpartnership.org](http://www.opengovpartnership.org).

The City of Austin is currently the only American city participating in the OGP, and we successfully completed five projects in 2017 – our first one-year OGP Local Governments Program cycle. In 2018, city staff worked with the community to develop new projects for our next OGP cycle, which will cover a two-year period.

We are proud to share our 2019-2020 Action Plan highlighting the City's work on important community issues with four projects to be completed in collaboration with the community:

- climate resilience pilot in Dove Springs led by the Office of Sustainability;
- public participation in city anti-displacement efforts led by the Neighborhood Housing & Community Development Department;
- public safety data analysis led by the Equity Office; and,
- inclusion in court contracting led by the Downtown Austin Community Court.

This Action Plan will be forwarded to OGP in January 2019. Should you have additional questions, please contact me at [kerry.oconnor@austintexas.gov](mailto:kerry.oconnor@austintexas.gov) or 202-375-3126.

cc: Spencer Cronk, City Manager  
Elaine Hart, Deputy City Manager/Chief Financial Officer

# Open Government Partnership Local Governments Program



City of Austin, USA  
2019-20 Action Plan

# Introduction

The Open Government Partnership (OGP) is an organization of nations, local governments, and community organizations supporting one another in the design and implementation of projects that promote governance [transparency, public engagement, and accountability](#). Transparency describes the ability for the public to not just see but also understand the workings of their government. Public engagement refers to the public's ability to influence government by engaging in governmental processes and programs. Accountability reflects the public's ability to hold the government responsible for its policies and performance.

Austin, Texas – a global American city comprised of almost 2 million people in its metropolitan area – joined OGP in 2016 as a member of the inaugural Subnational Government Pilot Program for local government participants (see [Council Resolution 20160225-017](#)), with a one-year Action Plan in 2017. The program is now a permanent OGP component, with a rebrand as the OGP Local Program and a new two-year Action Plan timeline in sync with national government participants.

Austin has a history of concerted efforts to increase transparency, accountability, and civic participation, and these efforts have yielded wonderful results: a comprehensive 30-year plan for Austin's future co-created by its citizens; an innovative city council online discussion board; a foundational change to our election system that replaced our at-large council seats with single-member districts and brought diverse, geographically-representative voices to the governing dais; and annual hackathons with our local universities and civic volunteer brigade, Open Austin.

The city's participation in OGP has challenged us to “up our game” in OGP's key value areas, with special attention to technology and innovation. Our first five commitments challenged the city and our community to improve efforts on homelessness; equitable budgeting; online project tracking; council public meetings; and the city's Smart Cities inclusion process. In our second OGP Action Plan, we strive to stretch farther, with four commitments addressing climate resilience, housing displacement, court services contracting, and public safety data.

The City is honored to be included in this second round of local government Action Plans, with the opportunity to apply lessons learned and stretch farther.

*Kerry O'Connor*  
*Chief Innovation Officer,*  
*City of Austin Innovation Office*  
*Lead Agency*

*Sabine Romero*  
*Chief Administrative Officer,*  
*City of Austin Innovation Office*  
*Point of Contact*

# Austin's Action Plan Process

## Action Plan 2017: Overview

The City of Austin's first Action Plan included five commitments addressing homelessness, an equity budget tool, online information about city projects, better access to city council public meetings, and inclusiveness in "smart city" processes. The plan evolved in community meetings, a hackathon, and sidewalk conversations with the community our government serves. OGP gave these first Action Plans a one year execution timeline – January 1 to December 31.

Our first year in the OGP experience produced several key takeaways:

- Every commitment needs something different from city staff. We now carefully craft our communications for each stakeholder group in each commitment.
- We have great collaborative discussions when we talk about what the OGP experience has to offer, not just what the experience requires. Going forward, we are talking about the resources OGP and the city provide in this shared effort, which is an even more valuable benefit to outcomes and our community.
- We have great collaborative discussions when we talk about OGP as "how" we do what we do, not just "why" we do what we do. We now frame transparency, civic participation, accountability, and technology as "how" we do what we do every day, not just "why" we do what we do.
- A city champion outside our core OGP city staff group is essential to a commitment's long term sustainability. This Action Plan reflects a process designed to ensure a hero in a city department to lead each commitment and invest each effort's longtime sustainability.

## Action Plan 2017: IRM Assessment

OGP's Independent Reporting Mechanism assessment of the city's 2017 efforts also provided key guidance for what worked and what can be done better. Conclusions pointed to ambitious projects that centered on improving access to information and civic engagement in key priority areas like homelessness and equitable budgeting. The report commended the city's public input process utilized to develop and implement the projects' work plan.

Action Plan outcome strengths for the five commitments included:

- Establishing the Homelessness Advisory Committee of Austin as part of the city's homelessness project created an unprecedented channel for including the views of individuals experiencing homelessness in public policy decisions;
- The city's Equity Assessment Tool received the highest level designation as a "STAR" commitment for its specificity, relevance, transformative potential impact, and on time completion
- The open/smart collaboration project identified and shared an inventory of over 80 open government initiatives at the city, increasing public access to information and providing city departments with coordination opportunities

- The public meetings commitment is the only project that achieved the highest level of design specificity in every phase of its work
- The online city project tracking tool received commendations for providing one central location for a wide variety of otherwise decentralized updates

## Action Plan 2017: Response to IRM Recommendations

In addition, the Independent Reporting Mechanism final report included the following general recommendations. With each recommendation is a description of our proposal for addressing the opportunity in our next two-year cycle.

*Strengthening the Co-Creation Process:* The IRM report recommended future action plans would benefit from a co-creation process that is more widely publicized (p. 6). The report also recommended we work to ensure continuity during [community service organizations'] leadership or staffing changes (p. 7).

The city of Austin's original OGP application included letters of support from three civil society members, and these three organizations -- Open Austin, Leadership Austin, and Vision Zero ATX -- remained strong, supportive partners throughout the first Action Plan period. In the second Action Plan, broader outreach and commitment participation is contributing to strengthening the co-creation process. We look forward to utilizing this approach to support commitments through any possible staffing changes that may occur.

*Increased Public Accountability Measures:* The report suggested we should strive to explicitly include public-facing public accountability measures in future commitment designs (p. 7).

This recommendation will have its most direct response in our contracting commitment, where accountability is a central goal of the project's outcome. The Action Plan's resilience commitment, data commitment, and displacement commitment will also strive to create more public-facing information, as we foster technology-friendly and in-person access to ongoing project information.

*Stronger Incentives for Departmental Engagement and Support for OGP Projects:* An additional recommendation is that future action plans would benefit from stronger department incentives and mandatory implementation (p. 8).

With this in mind, each commitment in this second Action Plan has a specific city department identified as the city lead, unlike our first Action Plan that shared commitment responsibility between a number of city departments. This increases the probability that the city is committed to continuing the work once the OGP 2 year period is over. Each commitment in this second Action Plan is also tied to mandatory city Strategic Direction goals, with the goal of weaving OGP values and outcomes into the work departments are required to undertake in the coming 5 years. Aligning commitments to city strategic goals also increases the project's probability of long term success.

*Opportunities for New City Manager:* The IRM researcher noted the appointment of a new city manager, Spencer Cronk, and an opportunity for him to support open government measures as part of his new directives (p. 8).

Sharing this plan with the new City Manager prior to public release has been an important step in what promises to be a rewarding and supportive relationship and role for the city manager's office, and an effort consistent with his well publicized support for open governance and transparency.

*Funding and Staffing:* Finally, the report noted that future action plans will benefit from dedicated funding and staffing for the OGP process (p. 8).

It is always our hope and intention that the OGP process will receive individualized attention in future budgets, as the City of Austin continues to demonstrate its commitment to accountability, transparency, civic participation, and technology innovation. For example, leadership in the city's Office of Performance Management tagged a number of city Strategic Plan metrics as opportunities to promote OGP goals, thereby increasing the possibility that future funding and staffing decisions will align with key OGP values.

## Action Plan Transition Year 2018

In September 2017, OGP announced its intention to make the local government program permanent and add additional local government participants. In addition to renewing Austin's OGP membership for an additional Action Play cycle, OGP also encouraged all future commitments to address United Nations 2023 Sustainability Goals (see Appendix II).

During 2018, city staff focused on completing 2017 commitments, supporting the IRM review of the first Action Plan's efforts, and then began community discussions for the next Action Plan. Stakeholder participation opportunities included staff bringing the OGP topic into standing community meetings, such as presenting at monthly Open Austin meetings; staff integrating the OGP topic into standing city meetings, such as at the monthly Open and Smart Advisory Committee meetings; community organizations convening meetings on the topic, such as Go! Austin /¡Vamos! Austin integrating OGP into their Communities United for Health gatherings; and a wide range of one-on-one discussions as collaborators deliberated with staff and one another. Beginning in September, participants shared access to a draft Action Plan via Google Docs for real time edits, comments, and questions on the four commitment concepts that had emerged from the previous months of discussion.

This discussion also integrated the city's Strategic Direction plan goals, published in March 2018. Over the prior year, city staff led by the Office of Performance Management had conducted research with employees and residents to identify the next five years of city strategic priorities and needs. These findings became the city's [Strategic Direction 2023](#) plan. The final document identified six priority Strategic Outcomes:

- Economic Opportunity and Affordability: Having economic opportunities and resources that enable us to thrive in our community.
- Mobility: Getting us where we want to go, when we want to get there, safely and cost-effectively.

- Safety: Being safe in our home, at work, and in our community.
- Health and Environment: Enjoying a sustainable environment and a healthy life, physically and mentally.
- Culture and Lifelong Learning: Being enriched by Austin’s unique civic, cultural, ethnic, and learning opportunities.
- Government That Works for All: Believing that city government works effectively and collaboratively for all of us—that it is equitable, ethical and innovative.

This discussion also integrated the IRM’s final assessment, published in September 2018. As noted above, OGP’s Independent Reporting Mechanism recognized the city’s effort to design ambitious projects that centered on improving access to information and civic engagement in key priority areas like homelessness and equitable budgeting. Feedback from both the Strategic Plan process and IRM report provided valuable guidance for commitment planning discussions and decisions.

## Austin’s 2019-20 Commitments

Our goal in this second round of commitments is to identify commitments that address three good governance lenses: Open Government Partnership values, United Nations Sustainability Goals, and City Strategic Direction objectives. This approach leverages OGP’s resources towards more successful results; makes for more significant commitments; and better serves our local and global community. All commitments share a January 1, 2019 start date, and a December 31, 2020, end date.

The City of Austin OGP commitments for 2019-20 are:

### Commitment 1: Community Climate Resilience Pilot

To further the city’s Strategic Plan goals of Health & Environment, Safety, and Government that Works, and the United Nations Goal of Sustainable Cities and Communities, we commit to fostering transparency and civic engagement by co-creating a unified community vision for city owned land and assets that guides public and private investment and stewardship of the regional green space network in Southeast Austin.

#### 1.1 Current Problem:

The Southeast Austin is home to many passionate, engaged residents and community groups that are working tirelessly to address health disparities and socioeconomic inequities in their neighborhoods. While various related efforts are underway in the area, there is no cohesive framework for City and community projects together to address green infrastructure and the use of public land.

#### 1.2 Main Objective:

Improve transparency and civic engagement with city climate resilience planning by developing a model for department and community plan co-creation that results in a city effort that meets community resilience needs.

### 1.3 Commitment Description:

The City of Austin's Office of Sustainability and community organization Go! Austin /¡Vamos! Austin are collaborating in Southeast Austin to pilot the creation of a unified community vision for city owned land and assets that will guide public and private investment and stewardship of the regional green space network. This commitment will create a model for department and community co-creation that results in a city effort that meets community resilience needs.

The city and community teams collaborating on this commitment will take a holistic look at aspects of community well-being to address resilience and community connectivity in a co-created manner that can be successfully adapted and repeated in other city neighborhoods, including climate resilience (may include green infrastructure, flood mitigation projects, etc.), and community empowerment (enabling communities to guide investment in their neighborhood).

This effort will result in improved climate resilience and ecological greenways. The work may improve the health of waterways, and mitigate the urban heat island effect by improving and expanding the greenbelt of parks, wildlife habitats, urban agriculture, and recreational spaces spanning both Onion and Williamson Creeks. We'll also see improved neighborhood connectivity that increases use of active transportation and provide safe connectivity to parks, creeks, and other public spaces and facilities by creating a accessible, family-friendly transportation networks.

The current accountability cadence includes biweekly meetings convened by the Office of Sustainability, attended by community and city department representatives.

### 1.4 Anticipated Transformative Results:

- **Open Government Partnership Values: (2020)**
  - Identify opportunities to revise community engagement strategies to improve the public role in city decision making and empower community members to have a sense of ownership over the physical, program, and policy decisions made in their neighborhood. This improves civic participation by engaging residents in new ways for community buy-in, better decision-making processes that are community-led, and new relationships and partnerships between the City, community, and other relevant stakeholders. (Open Government Partnership: Civic Participation)
  - Share information such as meeting notes, decisions made, milestones, and progress on an easy-to-access public platform. This improves transparency by sharing new decision making information on an easy-to-access public platform. (Open Government Partnership: Transparency)
- **City Strategic Plan Metrics (2023):**
  - More community members with access to parks and open spaces through newly constructed sidewalks and urban trails (City Strategic Plan 2023: the Health & Environment goal and its Accessibility to Parks indicator category)
  - More community members with natural disaster information, education, and preparedness (City Strategic Plan 2023: the Safety goal and its Emergency indicator category)

- More city engagement with community members resulting in dialogue and resident satisfaction (City Strategic Plan 2023: the Government That Works For All goal and its Stakeholder indicator category)
- **United Nations Goals (2030)**
  - Contribute to universal access to safe, inclusive, and accessible green and public spaces, in particular for women and children, older persons, and persons with disabilities (United Nations Goal 2030: [Sustainable Cities & Communities](#))

## 1.5 Collaborators:

### Civil Society partners:

- **Lead:** Go! Austin / ¡Vamos! Austin **Contact:** Carmen Llanes Pulido, Executive Director
- Informal issue groups (e.g. Flood Mitigation Action Team, Travis-Austin Recovery Group)
- Neighborhood groups and associations (e.g. Public Green and Wild)
- Regional non-profits (e.g. Austin Parks Foundation, Austin Free Net)
- Places of worship

### Government partners:

- **Lead:** City of Austin Office of Sustainability. **Contact:** Marc Coudert, Environmental Program Manager
- City of Austin Departments may include, but not limited to, Parks and Recreation, Public Works and Watershed Protection

## 1.6 Exploration Questions:

Open questions that we may need to answer in order to reach our desired outcomes include:

- How are the green spaces currently being used?
- What resources are available to fund short term projects? Which projects should be prioritized in order to build community trust and buy-in?
- Is there an appetite for, and commitment to, this kind of coordinated planning from relevant department directors?

## 1.7 Project Milestones: (see [Appendix](#) for phase descriptions)

### 1.7.1 Clarify Phase:

Expected deliverables: Community-driven Guidance Document

Co-create a project plan with the community, especially communities of color or lower-income communities that will be impacted by the outcomes of the plan. Devise a way to that incorporates the wisdom of the community to increase existing neighborhood resilience.

### 1.7.2 Framing Phase:

Expected deliverables: Report, map and presentation materials

Collaborate with community to identify neighborhood strengths, assets, and climate hazards, including an assessment of social and environmental adaptive capacity, vulnerabilities, climate risks, and the underlying causes of social stressors.

### 1.7.3 Conceive/Prototype/Test Phase:

Expected deliverables: Long-range (10 years+) Vision Document and Short-term (1-3 years) projects for Dove Springs

Collaborate with community to determine the guiding principles and vision for the initiative. Develop an equity framework that includes an understanding of unintended consequences of actions and potential impacts on equity in the alternatives analysis. Identify and prioritize solution based on equity analysis.

#### **1.7.4 Plan/Build Phase:**

Expected deliverables: Annual reporting to community groups and executive staff

Partner with community during implementation to reduce the risk of creating new inequities or worsening existing ones. Collaborate with the community to update strategies and program implementation based on lessons learned from monitoring

## **Commitment 2: Inclusion in Court Contracting**

To further the city's Strategic Plan goals of 'Economic Opportunity & Affordability', and the United Nations Sustainability Goal to Reduce Inequalities, we commit to fostering transparency, accountability, and civic participation by co-creating strategies to maximize the community court end-user's experience in services purchased on their behalf.

### **2.1 Current Problem:**

The City of Austin's Downtown Austin Community Court and the community organizations Sunlight Foundation and the Open Contracting Partnership are collaborating to identify how to effectively include court clients in designing city service contracts and assessing contract outcomes. With an annual budget of \$4,697,956 for fiscal year 2019 ([City of Austin FY19 Budget](#)), DACC seeks to identify the contractual portions of its budget that will benefit from a collaborative accountability approach.

### **2.2 Main Objective:**

This commitment will improve transparency by giving the public access to information at each step of the procurement process; improve accountability by linking city contracting decisions to the feedback provided by the court's clients; and improve civic participation by inviting public feedback at each step of the procurement process and connecting that feedback to city decision making.

The accountability cadence will include biweekly meetings of the Austin Homeless Advisory Committee, convened by the Downtown Austin Community Court and attended by community and city department representatives.

### **2.3 Commitment Description:**

The Downtown Austin Community Court contracts with local nonprofits to provide services to court clients, with the goal of assisting them to achieve a higher level of self-sufficiency. Currently, the city purchases services for clients through a closed, one-size-fits-all contracting

approach -- the end user does not participate, in a process that is the same for purchasing social services or paper.

During the contracting process, the city process makes assumptions about what the client needs, values, and what will assist them to transition from homelessness to housing. The Downtown Austin Community Court staff wants to develop strategies for including the end user in the procurement and contracting processes.

## 2.4 Anticipated Transformative Results:

- **Open Government Partnership Values (2020):**
  - Create community engagement strategies to ensure a public role in downtown community court's contract decision-making. This improves civic participation by engaging residents in new ways for community feedback; better decision-making processes; better use of city resources; and new relationships between the city, community, and vendors. (Open Government Partnership: Civic Engagement)
  - Establish an approach to contracting that includes city contractors reporting on a quarterly basis to both the downtown community court staff and members of the public who provided the initial contract decision-making input. (Open Government Partnership: Accountability)
  - Establish an approach to contracting that includes the city and community providing a feedback loop to city contractors on vendor performance vis a vis the contract elements designed with the community (Open Government Partnership: Accountability)
- **City Strategic Plan Metrics (2023):**
  - Improve the number and percentage of people receiving homelessness services through City of Austin contracts and Downtown Austin Community Court case management who move into housing (City Strategic Plan 2023: Economic Opportunity & Affordability goal's Homelessness indicator category)
- **United Nations Goals (2030):**
  - Empower and promote the social, economic and political inclusion of all, including the homeless, irrespective of economic or other status (United Nations Goal 2030: [Reduce Inequalities](#))

## 2.5 Collaborators:

### Civil Society partners:

- **Lead:** Sunlight Foundation & Open Contracting Partnership, **Contact:** Katherine Wikrent, OCP
- **Local Lead:** Open Austin, **Contact:** Vickie O'Dell, Brigade Captain
- Austin Homeless Advisory Committee (AHAC)
- Court clients
- Business community
- Neighborhood associations
- Homeless advocacy groups

### Government:

- **Lead:** Downtown Austin Community Court, **Contact:** Robert Kingham, Assistant Director
- City of Austin Purchasing Department

- City of Austin Financial Services Department
- City of Austin Law Department
- City of Austin Innovation Office

## 2.6 Exploration Questions:

Open questions that we may need to answer in order to reach our desired outcomes include:

- What will end user input look like?
- How might end user input ensure contractor accountability?

## 2.7 Project Milestones: (see [Appendix](#) for phase descriptions)

### 2.7.1 Clarify Phase: Spring 2019

Expected deliverables:

- Who will the community be?
- What will their input look like?
- How can we standardize these questions?

### 2.7.2 Framing Phase: Summer/Fall 2019

Expected deliverables:

- Identify how to design and implement a contracting process with community input
- Identify how to design and implement contract management deliverables with community input (life of contract from contract established, reporting, to contract close out)

### 2.7.3 Conceive/Prototype/Test Phase: Winter/Spring 2020

Expected deliverables:

- First procurement document written with end users
- First bid evaluation with end users, to make funding recommendations
- First partner quarterly report assessment with end users

### 2.7.4 Plan/Build Phase: 2020

Expected deliverables:

- Standard operating procedure for developing and issuing a solicitation that involves end user participation

## Commitment 3: Public Participation In City Anti-Displacement Efforts

To further the city's Strategic Plan goal of Economic Opportunity and Affordability and the UN Sustainability Goal of Reduced Inequality, we commit to fostering transparency and participation by improving online and in person access to housing services.

### 3.1 Current Problem:

The Department of Neighborhood Housing and Community Development has received over 300 recommendations for actions that could become part of an actionable anti-displacement strategy, however the city does not know how different strategies will work in different neighborhoods, and how each neighborhood can best access available resources.

### 3.2 Main Objective:

The Department of Neighborhood Housing and Community Development received community requests for an online portal for housing availability information and a streamlined housing application process. Over the next two years, staff will work with neighborhood community members and citywide to make these technology resources available online and in person with social service agencies, with lessons to be learned for neighborhoods across the city.

### 3.3 Commitment Description:

The city will utilize resources made possible by the Bloomberg Philanthropies-funded Innovation Team (iTeam) to provide on-the-ground research in the city's Montopolis neighborhood. In this community, at least 199 renters and 144 homeowners are currently at high risk of displacement (Guadalupe Neighborhood Development Corporation, [Right to Remain](#), 2018.).

City staff will work with community to develop approaches and solutions that meet community members' needs. The effort will include quantitative and qualitative methods to co-create and test community-driven solutions with residents, community groups, and city staff. This early collaboration is designed to ensure successful implementation and sustainability of initiatives, while building city staff and stakeholder capacity.

The accountability cadence will include regular meetings attended by community and city department representatives.

### 3.4 Anticipated Transformative Results:

- **Open Government Partnership Values (2020):**
  - Open the public's role in identifying the resources most useful to individuals at risk of losing their housing (Open Government Partnership: Civic Participation)
  - Improve the public's ability to locate, understand, select, and benefit from those anti-displacement resources (Open Government Partnership: Transparency)
- **[City Strategic Plan Metrics \(2023\)](#):**
  - Maintain or improve the number of residents whose income is less than 60 percent median family income (MFI) residing in the City of Austin and incorporate future displacement metrics (City Strategic Plan 2023: Economic Opportunity & Affordability goal's Housing indicator and Economic Mobility indicator categories)
- **United Nations Goals (2030):**
  - Empower and promote the social, economic and political inclusion of all, including the homeless, irrespective of economic or other status (United Nations Goal 2030: [Reduce Inequalities](#))

### 3.5 Collaborators:

#### Civil Society partners:

- **Lead:** Austin Community Design & Development Center, **Contact:** Nicole Joslin, Executive Director
- Guadalupe Neighborhood Development Corporation
- Montopolis Resident Steering Committee
- Building and Strengthening Tenant Action (BASTA)

- Go! Austin / ¡Vamos! Austin (GAVA)
- Faith-based neighborhood institutions
- Neighborhood associations

**Government:**

- **Lead:** Neighborhood Housing and Community Development, **Contact:** Kerry O'Connor, City of Austin Innovation Officer & Jonathan Tomko, NHCD
- City of Austin iTeam
- City of Austin Planning & Zoning Department
- City of Austin Economic Development Department
- City of Austin Innovation Office

**3.6 Exploration Questions:**

Open questions that we may need to answer in order to reach our desired outcomes include:

- Do neighborhoods in different stages of gentrification require a specifically designed approach to anti-displacement policies, programs, and services?
- If the content and communications from the City were made more accessible, would neighbors take advantage of services that would help end displacement?
- What metrics best measure the effectiveness of anti-displacement actions and strategies?

**3.7 Project Milestones: (see [Appendix](#) for phase descriptions)**

**3.7.1 Clarify Phase: Spring 2019**

Expected deliverables:

- Continue winter 2019 desk research to synthesize the work and recommendations done to date

**3.7.2 Framing Phase: Summer 2019**

Expected deliverables:

- Research will generate a Synthesis Report, Engagement Plan, and Prototyping and Testing Plan

**3.7.3 Conceive/Prototype/Test Phase: Fall/Winter 2020**

Expected deliverables:

- Test and prototype anti-displacement recommendations

**3.7.4 Plan/Build Phase: 2020**

Expected deliverables:

- Develop prototyping and testing plans for other neighborhoods, based upon lessons learned from neighborhood engagement
- Identify how different strategies perform in different stages of gentrification found in different neighborhoods

**Commitment 4: Public Safety Data Analysis**

To further the city's Strategic Plan goals for Government That Works, and the UN Sustainability Goal of Reduced Inequality, we commit to fostering transparency and civic participation by increasing usefulness and usability of the police arrest data made available on Austin's city open data portal.

#### 4.1 Current Problem:

The City of Austin is a government leader in offering easily accessible online police data at no cost. Community members and others who utilize the data sets believe the information can be even more meaningful and useful, resulting in better public safety problem solving and policy decisions.

#### 4.2 Main Objective:

This commitment strives to work with the community to put city statistics and data sets in an improved format that better reflects their everyday usefulness, opportunities for improvement, and additional necessary data.

#### 4.3 Commitment Description:

The city's most recent Annual Crime Data file, updated in September 2017, has over 3,500 views and over 3,800 downloads (<http://bit.ly/2F19HMo>). The data is fully coded and complete, however the format is not necessarily meaningful to most people. For example, it is not currently possible to discern the data's narrative or easily understand the data legends.

The project will take data on the Austin Police Department website and make it meaningful for everyday people in the community. Participants will co-create ways to analyze data and provide interpretations in color coded, mapped formats that allow users to hover for additional data and see community trends. The goal is to improve community's quality of life, and inform discussions with community and decision makers.

#### 4.4 Anticipated Transformative Results:

- **Open Government Partnership Values (2020):**
  - Improve the public role in city public safety decision making through better data (Open Government Partnership: Civic Participation)
  - Improve the public's ability to organize around safety issues and express themselves freely (Open Government Partnership: Civic Participation)
  - Increase information usefulness via online accessibility (Open Government Partnership: Transparency)
- **City Strategic Plan Metrics (2023):**
  - Increase the percentage of datasets published in the Open Data portal that are being utilized frequently (City Strategic Plan 2023: Government That Works goal's Transparency and Ethical Practices indicator category)
- **United Nations Goals (2030):**
  - Ensure equal opportunity and reduce outcome inequalities, including by promoting appropriate legislation, policies, and action (United Nations Goal 2030: [Reduce Inequalities](#))

#### 4.5 Collaborators:

**Civil Society partners:**

- **Lead:** Grassroots Leadership, **Contact:** Chris Harris, Data Analyst & Campaigns Coordinator
- Open Austin, Vickie O'Dell, Brigade Leader
- Good Mojo
- Neighborhood Associations

**Government:**

- **Lead:** City of Austin Equity Office, **Contact:** Kellee Coleman, Equity Process Consultant
- Austin Police Department
- Office of Police Oversight
- Computer Technology Management
- City of Austin Innovation Office

**4.6 Exploration Questions:**

Open questions that we may need to answer in order to reach our desired outcomes include:

- What patterns will we find when we analyze available data? What does it mean?
- How might we effectively use this data in conversations with community?
- How might the community better access the data?

**4.7 Project Milestones: (see [Appendix](#) for phase descriptions)**

**4.7.1 Clarify Phase:**

Expected deliverables:

- Review available data
- Identify additional necessary data sets

**4.7.2 Framing Phase:**

Expected deliverables:

- Analyze data and physical locations with community for assessing patterns, context, and upstream issues

**4.7.3 Conceive/Prototype/Test Phase:**

Expected deliverables:

- Overlay data on community maps

**4.7.4 Plan/Build Phase:**

Expected deliverables:

- Create a website that takes accessibility into consideration around languages, mobile friendly, and readability
- Ensure website includes a feedback loop

## Closing

We wish to close by expressing our continued gratitude to the Open Government Partnership, its national and local government members, our national leadership, and our city leadership for making our involvement in OGP possible. The City of Austin values this opportunity to continue contributing to a vital international discussion of good governance.



# Appendix I

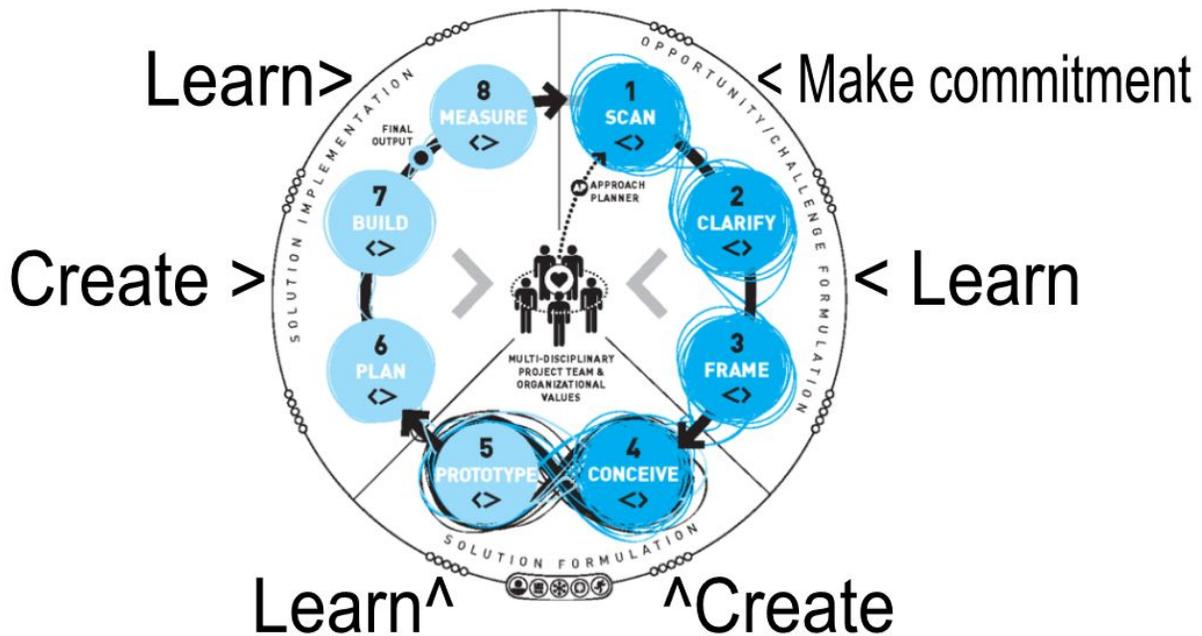
## I. How we will work through implementation

This commitment document represents a living, evolving project plan for each of our commitments. For sustainable, co-created results, we will follow an alternating pattern of learning and creating, described below.

### Project Phases

For all projects, we will focus on outcomes, not just building things.

We begin work with a **Clarify** phase which, depending on the project, can include researching more about the topic, the problem, the desired goals, and outcomes. This research may be desk research; interviewing neighbors, stakeholders, or governmental staff; or sharing and compiling joint knowledge in a meeting. After this initial research, we will pull together insights based on what has been learned, share them, and start the next phase of framing the exact nature of the challenge to be solved.



*Co-creation = alternating between learning and creating, together*  
*Co-Creation framework courtesy of [Humantific](#)*

In the **Framing** phase, we may pivot or change direction based upon what we have learned. We may realize that our assumptions were incorrect, and we need to solve for something different. We will explore what has been blocking us from solving the problem in the past. We will reaffirm

why we are heading in the chosen direction. We will frame what we need to achieve our outcomes.

In the **Conceive/Prototyping/Testing** phase, we will rapidly alternate between create and learn. By working with neighbors, stakeholders, and governmental staff, we will generate ideas (create) and test them to find the viable path forward (learn). The process of prototyping or testing enables us to determine which concepts will most likely deliver upon the desired outcomes - before we invest a lot of time, energy, and resources.

The **Plan/Build/Measure** phase concludes our project. Once we have landed upon the concept or solution that will get us to our outcomes, we will make sure to set the project up for sustainable delivery, and to include establishing performance measures to inform any necessary course correction.

## Teaming

For best collaboration design, we suggest a conceptual model for teaming around our commitments.

Project teams can consist of three main groups:

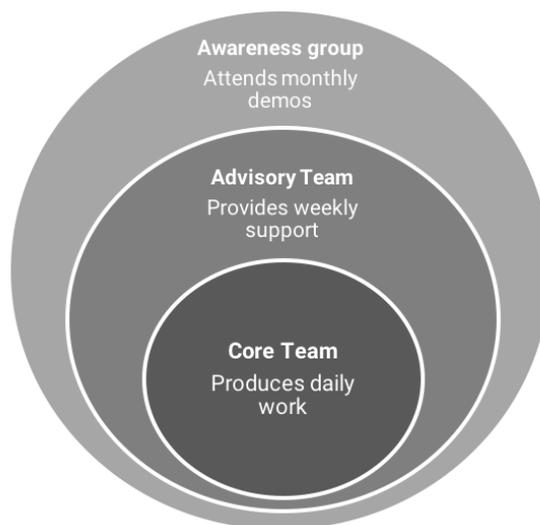
1. The **Core Team** consists of people who will be working on the project for at least 50% of their time every day.
2. The **Advisory Team** consists of people who will provide subject matter expertise as needed - possibly as frequently as weekly.
3. The **Awareness Group** consists of anyone who may be interested in the progress of the project, including department staff, other city staff, and members of the public - possibly as frequently as monthly.

We note that Commitment 5 - the project tracking tool - may enable our work to be done in the open, so that anyone may follow along at any time, and not be restricted to in-person meetings.

## Principles we will our work

Projects that proceed benefit from shared creativity and trust. To

- ★ Assume actions of
- ★ Seek first to be understood.



## honor throughout

in this manner tend to values that support this end, we strive to:

well-meaning in the others.  
understand, then to

- ★ Frame the problem first. Frame the problem, first. Frame. The. Problem. First.
- ★ Remember that we're designing for our neighbors.
- ★ Default to inclusion.
- ★ Embrace our discomfort zones.
- ★ Realize that democracy is a contact sport.
- ★ Give and receive feedback as a gift.
- ★ Make small bets - try it out, you just might like it.

## Appendix II: United Nation Sustainability Goals

In September 2015, the General Assembly adopted the 2030 Agenda for Sustainable Development that includes 17 Sustainable Development Goals (SDGs). Building on the principle of “leaving no one behind”, the new Agenda emphasizes a holistic approach to achieving sustainable development for all.

The 17 sustainable development goals (SDGs) to transform our world:

[GOAL 1: No Poverty](#)

[GOAL 2: Zero Hunger](#)

[GOAL 3: Good Health and Well-being](#)

[GOAL 4: Quality Education](#)

[GOAL 5: Gender Equality](#)

[GOAL 6: Clean Water and Sanitation](#)

[GOAL 7: Affordable and Clean Energy](#)

[GOAL 8: Decent Work and Economic Growth](#)

[GOAL 9: Industry, Innovation and Infrastructure](#)

[GOAL 10: Reduced Inequality](#)

[GOAL 11: Sustainable Cities and Communities](#)

[GOAL 12: Responsible Consumption and Production](#)

[GOAL 13: Climate Action](#)

[GOAL 14: Life Below Water](#)

[GOAL 15: Life on Land](#)

[GOAL 16: Peace and Justice Strong Institutions](#)

[GOAL 17: Partnerships to Achieve the Goal](#)