



From Chaos to Collaboration

Innovations in Public Engagement at the City of Austin

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Agenda

- ◆ The Magic of Meetings
- ◆ Engage on the Go
- ◆ Engagement Eavesdropping
- ◆ Lights, Camera, Engagement
- ◆ To the Future

Why 'Outside the Box' Public Engagement?

- ◆ Empower and engage the un-engaged and disempowered
- ◆ Foster culture of civility and consensus
- ◆ Develop citywide capacity for connecting community to government



Adding Meaning to Meetings: Summits and Workshops

Goals:

- ◆ Smaller conversations
- ◆ Multiple ways of engaging
- ◆ Games and activities
- ◆ Facilitated dialogue in smaller groups

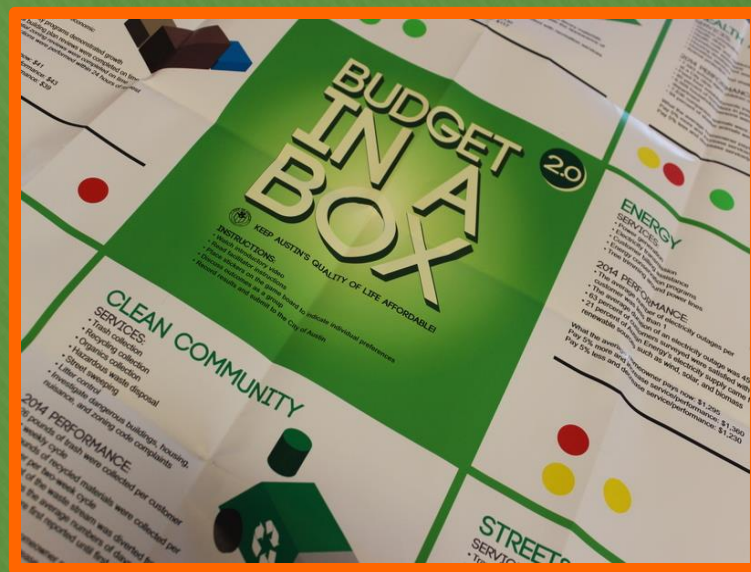


MEETINGinaBOX



Portable Conversations

- Examples:
 - ◆ Meeting in Box
 - ◆ Budget in a Box
- Provides:
 - Convenience
 - Flexibility
 - Safety
 - Honesty



Engage the Unengaged

Goals:

- ◆ Convenience
- ◆ Safety
- ◆ Varying levels of input
- ◆ Anonymity
- ◆ Different amounts of time





Train Community Facilitators to Host Dialogue Sessions on Civic Issues

- ◆ Solicit input and advice on variety of current topics
- ◆ Enable participants to broach other topics and forge solutions among each other and/or with government
- ◆ Facilitators report input to government or agency, which in turn provides feedback to public on how input was utilized
- ◆ Keep the community informed and engaged

speakupaustin!

SpeakUpAustin.org

- ◆ Expands reach of engagement beyond those with means and inclination to attend meetings
- ◆ Discussions and forums mirror facilitated dialogue
- ◆ More than 4,000 registered users weigh in on multiple issues, not just a single “cause”

Texting



CONNECT TO YOUR GOVERNMENT

in **3** steps

txt *your ideas about your neighborhood*

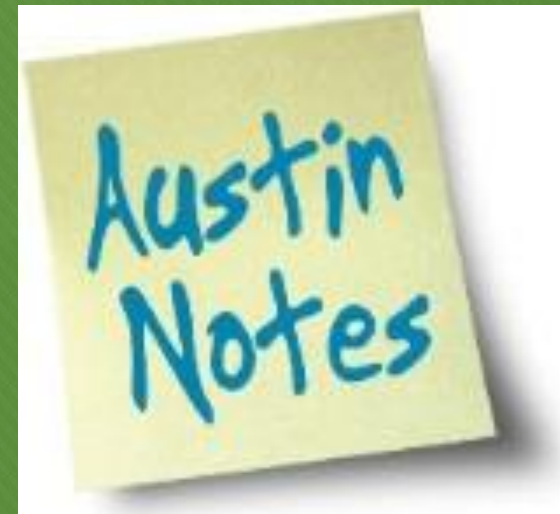
reply *to ideas about your neighborhood*

talk *about ideas in your neighborhood*

text 718.514.6113

- Solicit comments from the public via text message
- Example: Text “Humanrights” to 512-555-5555
- User is sent automated message and questions to answer
- Can send text to existing users

Email



TV Town Hall

- ◆ Reaching a greater audience
- ◆ Public joins using TV, Telephone, Text, or Twitter





Questions?

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