paper census

Austin is breaking up with paper

RESOLUTION NO. 20161103-051

WHEREAS, Smart Cities use technology to improve efficiencie[s]
definition of a Smart City is one that "uses information and communica[tion]
technology to enhance its livability, workability and sustainability;" an[d]

WHEREAS, there is benefit in "the use of smart computing tech[nology to]
make the critical infrastructure components and services of a city (such [as city]
administration, education, public health and emergency services, public [real]
estate and planning/development, code enforcement, transportation and [others]
more intelligent, interconnected and efficient"; and

WHEREAS, the Imagine Austin Comprehensive Plan identifies [technology]
as part of Austin's economic base and recognizes the value it provides [as Austin]
becomes increasingly integrated into all facets of our community's eco[nomy,]
creative endeavors, healthcare, training, education, research and our day[-to-day]
living; and

WHEREAS, Imagine Austin Building Block E A20 provides an [action to]
"Improve government efficiency through technology (software and hard[ware)]
investments and by developing and retaining information technology st[aff"; and]

WHEREAS, in September 2015, the Federal government announ[ced a]
"Smart Cities" Initiative to target over $160 million in federal research [to]
help communities tackle local challenges and improve city services suc[h as]
reducing traffic congestion, fighting crime, and fostering economic gro[wth; and]

WHEREAS, in March 2016, the City was selected as one of sev[en cities]
out of 78 applicants to the U.S. Department of Transportation (USDOT[) Smart]
City Challenge resulting in a robust and ambitious set of proposals joint[ly]

Paper Census is a collaborative effort between Austin Tech Alliance and the City of Austin.

In 2016, Council tasked staff to build a Smart Cities Strategic Roadmap – IDing smart initiatives that can solve local challenges.

Departments needed help getting off of paper first!

Austin Texas @austintexasgov — Following

For the next four weeks in collaboration with @AustinTech we want Austinites share City services could benefit from going paperless. Let us know your thoughts at ow.ly/t19j30iE3EN #PaperCensus

Austin is breaking up with paper | Austin Tech Alliance
Paper processes are costly and inefficient. What City of Austin services (forms, activities, and actions) does the City need to make easier to use, and why? Read answers, insights and de...
austintech.insights.us

7:01 AM - 1 Mar 2018

Austin Texas @austintexasgov — Following

Digitizing paper-driven processes & day-to-day operations will improve access to services, slash costs, and create endless opportunities for data-informed decision making. Tell us how we can make your life easier at ow.ly/U18p30iEa7P #PaperCensus

Austin is breaking up with paper | Austin Tech Alliance
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austintech.insights.us

11:01 AM - 23 Mar 2018

CITY OF AUSTIN
DEVELOPMENT SERVICES DEPARTMENT
Building a Better and Safer Austin Together

Building Conne...

paper census

Share your thoughts about City of Austin forms and processes through online feedback

Austin Tech Alliance is conducting a "Paper Census" to identify and prioritize City services that will benefit from a paperless transformation.

CITY OF AUSTIN

CITY OF AUSTIN, AUSTIN TECH ALLIANCE LAUNCH PAPER CENSUS
Residents asked to share thoughts about improving services in new campaign.

The City of Austin and the Austin Tech Alliance are collaborating to ask Austin residents to provide their thoughts on how paper-driven city services can be made easier to use.

Together ATA and the City have launched the public insights campaign for the Paper Census, to identify paper-based city processes and prototype digital solutions. The campaign will ask a simple question: "What City of Austin services (forms, activities, and actions) does the City need to make easier to use, and why?"

Using a proprietary technology that integrates artificial intelligence with resident feedback, Paper Census will create strategic insights based on the crowdsourced answers. Austinites can share feedback at PaperCensus.org from February 26 through March 23.

"This is the first step in helping Austin break up with paper," said David Edmonson, ATA executive director. "Over the next four weeks, we want to hear from all corners of our community about city services that residents find cumbersome, time-consuming, or inefficient. Visit PaperCensus.org and click 'answer now' to let us know your thoughts."

There will be multiple ways to provide input. This project will have representatives gather in-person feedback at community events across Austin, placing an emphasis on reaching out to historically underserved populations. Additionally, residents can text their feedback to (806) 680-6802.

AUSTIN RECYCLES
AN ENEWSLETTER FROM AUSTIN RESOURCE RECOVERY
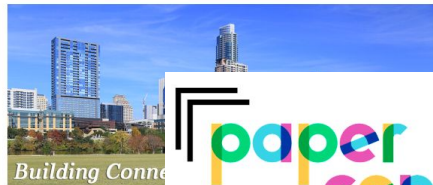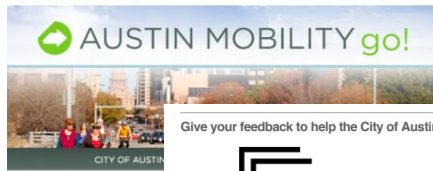
paper census

Austin is breaking up with paper. Share your thoughts on how City of Austin forms can be made easier to use. Visit papercensus.org or text (808) 680-6802.

AUSTIN MOBILITY go!

CITY OF AUSTIN

Austin M...

f Facebook

Give your feedback to help the City of Austin go paperless

paper census

ATA and volunteers from Austin's tech sector will:

- take inventory of paper processes and non-digital media,
- solicit community feedback on how we can improve access to City services,
- then prototype solutions to bring those services into the digital age

- Allows for skills-based volunteer opportunities for tech sector

- Helps solve challenges that impact all Austin residents

- Improve access to services, slash costs, and assist data-informed decision-making

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INSIGHTS

- [Insights](#) campaign launched on 2/19
- Campaign ran for 4 weeks
- Insights platform aggregates similar feedback into insights
- Insights are now public and we published a blog post about the learnings
- The survey was promoted through digital and non-digital channels
- Gaining feedback from communities without digital access will provide equitable feedback

AUSTIN TECH ALLIANCE

You are ready to launch your project!

START INVITING

☑ Send me an invitation

AUSTIN IS BREAKING UP WITH PAPER

⚙️ **PENDING APPROVAL**

ℹ️ **BACKGROUND**   💬 **ANSWERS**   💡 **INSIGHTS**   💡 **DECISIONS**

HELP CENTER

🌐 Open for all

What's next?

Here are the steps you need to follow in order to complete your project successfully:

- ✅ ~~Set a question~~
- ✅ ~~Add description~~
- ⚪ **Invite stakeholders** ›
- ⚪ Approve insights
- ⚪ Approve decisions

Paper processes are costly and inefficient. What City of Austin services (forms, activities, and actions) does the City need to make easier to use, and why?

David Edmonson
Executive Director, Austin Tech Alliance

IDENTIFY

PROTOTYPE

DELIVER

How might we help city employees use the information they get from residents and other departments to more effectively deliver services?

Goals:
1. Understand how key information is created, shared, and applied by departments to deliver services to residents
2. Identify opportunities to improve the way that key information is created (i.e. through forms), shared, and applied by departments so they can deliver services to residents more effectively and efficiently

Deliverables:
1. Kick-off prototyping "Funshop"
2. Plan and execute design and test cycles of prototypes (i.e. forms)
3. Measurements and observations of behaviors during testing
4. Recommendations of possible solutions based on testing
5. Low hanging fruit recommendations for easy improvements to existing knowledge management tools and processes

- After we identify which City departments forms and processes we're tackling, there will be a series of workshops
- These "funshops" will bring together residents, ATA member companies that are experts in design and development, and City employees to prototype new forms
- Starting with paper prototypes, we'll iterate design and testing until we have a form that will be digitally prototyped
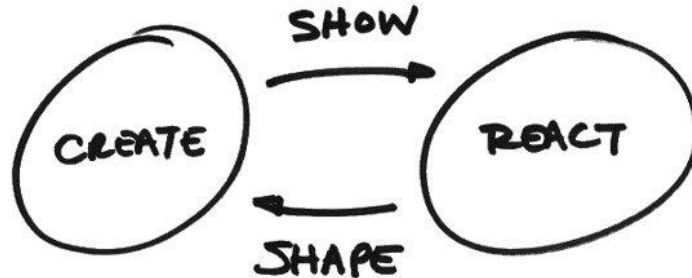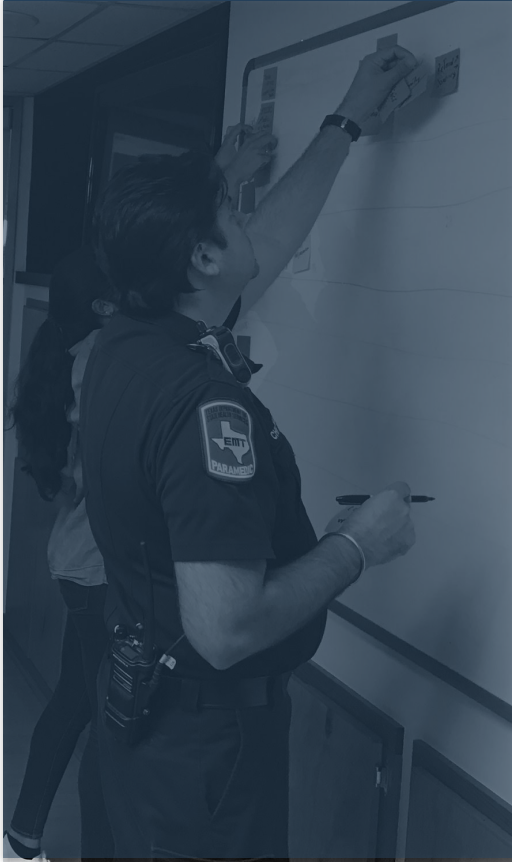
Austin-Travis County EMS:

Fall Prevention Program forms and process

Elderly falls at home attribute to a significant amount of dispatches and transports to the Emergency Room. ATCEMS offers free home safety assessments to identify potential risks and hazards for slips, trips and falls in the home environment.

- Kicked off 4/11
- Conducting staff and resident interviews
- "Follow the form" activities
- Recommendations due first week of June

Austin Transportation Department:
Residential Parking Permits forms and process

Austin's Residential Permit Parking Program is an initiative designed to give residents a better chance of finding an on-street parking space in their neighborhood. Over 8,000 permits are issued annually and must be renewed during two annual renewal periods.

- Kicked off 4/13
- Conducting staff and resident interviews
- "Follow the form" activities
- Funshop scheduled for week of 5/14
- Recommendations due second week of June

Parks and Recreation Department:

Temporary hiring forms and process

Every year PARD hires 800 temporary employees to work as ticket takers and lifeguards. For the past two years PARD had had to delay the opening of various pools and parks due to hiring and onboarding issues.

- Kickoff scheduled for mid June
- Funshop tentatively scheduled for week of 7/16