
City of Austin Digital Properties Update

CPIO + CTM

Improving Digital Experiences

Incremental upgrade
of current site

Long term innovation for digital services design and delivery

2020

MARCH

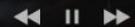
What changes are coming?

Updates to the current website

- **March 2020 Launch**
- Enhanced security features
- Better mobile experience
- New home page
- Improved accessibility
- New ways to highlight & promote content to visitors
- Updated look for department homepages & branded sites



Sign Up for Emergency Alerts
Register with Warn Central Texas to receive emergency messages via phone, text, or email.



Explore your city...

[Advanced Search](#)

I Need To...
 Select a Service
 Departments

RESIDENT HEADLINES

- ★ PARD Invites Children to Connect to Nature
Explore pop-up play areas, design-a-park stations, and fort building activities.
- ★ Community Court Reduces Offenses & Addresses Homelessness
DACC 20th anniversary serving homeless individuals.
- ★ Draft Land Development Code Revisions and Map Released
Community is invited to learn more in the coming months.

[See All News](#)

LOOKING AHEAD

- Feb 11**
TUE Child Passenger Safety Car Seat Check Event - Mar...
2:00 pm
- Feb 12**
WED Valentines Card Making
5:00 pm to 7:00 pm
- Feb 13**
THU Coffee with a Cop...
9:00 am to 11:00 am
- Feb 13**
THU That's My Face: Love and Basketball
6:00 pm

[View All](#)

CITY MANAGER NEWS

- ★ Forbes names City of Austin a Top 10 Employer
- ★ City of Austin : Top 25 U.S. employer

FEATURED INITIATIVES

- [Council Message Board](#)
- [Council Budget Questions](#)
- [Austin Strategic Plan](#)
- [Budget](#)

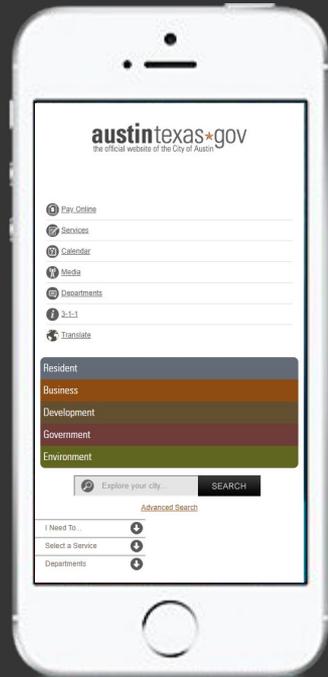
CONNECT WITH THE CITY

- ★ [Media Contacts](#)
- ★ [Social Media](#)
- ★ [Contact Us](#)
- ★ [Subscribe to Email Newsletters](#)
- ★ [Data Portal](#)
- ★ [SpeakUp Austin](#)
- ★ [AustinGo](#)
- ★ [Open Government Resources](#)
- ★ [Council Meeting Information Center](#)

CITYVIEW



Current Site



Upgraded Site

austintexas.gov Resident Business Government Departments Translate

Welcome to the Official Website of The City of Austin

Popular Services

- View your trash collection schedule
- Adopt a pet
- View airlines and flights out of Austin
- View City job openings
- Pay bills and fees
- View Lost and Found Pets
- Search police reports
- Visit Zilker Park

All City Services

Latest News

Bright Green Future Grant Applications are Now Open!

Learn more and apply by October 1st, 2018

Are City Rules and Regulations Working as Intended?

Give your input about rules, regulations, and reports that should be reviewed.

Video: Police Department Traffic Safety Tip

Learn about how to safely turn right at red lights.

Watch CityView

A news show covering important City programs, events, and information.

Watch Live Stream

ATXN is the City's television station that covers City Council meetings, news conferences, and educational videos.

Watch More ATXN Videos

Events

- THU, SEP 21**
Storied and Pop Japan: Exhibit Reception
- FRI - SUN, OCT 22 - 25**
Austin City Limits Festival

All City Events

Connect with Your City Government

- Share your ideas online about improving Austin
- Get updates sent to your email
- Get information on Boards and Commissions
- View ways to participate in the City
- Get information on City Council meetings
- View City contact information

City Transparency

- View open government information
- Request public information or records
- View the City Council message board
- View City priorities
- View open data
- View finance and budget documents

Austin 3-1-1

Get all the information or assistance you need about Austin, from the City's all day, everyday information center.

- Call 3-1-1
- Submit an online service request
- Report a water emergency
- Report a power outage
- Download the mobile app

More About 3-1-1

Translate
Get information or assistance
Give feedback on our website
Site Map

Visit Austin
City Directory
Jobs
Legal Notices

f t in @ v

—
How might we use city technology to promote civic participation, transparency, open data, and equitable access to services by citizens?

Connect with Your City Government



Share your ideas online about
improving Austin



Get updates sent to your email



Get information on Boards and
Commissions



View ways to participate in the
City



Get information on City Council
meetings



View City contact information

City Transparency

[View open government information](#)



[Request public information or records](#)



[View the City Council message board](#)



[View City priorities](#)



[View open data](#)



[View finance and budget documents](#)



Department Page

before

AUSTINTEXAS.GOV | AIRPORT | LIBRARY | AUSTIN ENERGY | AUSTIN WATER | CONVENTION CENTER | VISITORS BUREAU | OPEN GOVERNMENT

austintexas.gov
The official website of the City of Austin

Explore your city... SEARCH [Advanced Search](#)

Pay Online Services Calendar Media Departments 3-1-1 Translate

Resident Business Development Government Environment

Department » Watershed Protection

- Home
- About
- Services
- Programs
- Divisions
- FAQ
- Education
- Projects
- Codes and Regulations



Watershed Protection Department

WELCOME TO THE WATERSHED PROTECTION DEPARTMENT

Watershed Protection protects lives, property and the environment of our community by reducing the impact of flood, erosion and water pollution.

Austin is particularly vulnerable to these problems due to our torrential downpours and rocky landscape. We have a multi-tiered approach including a wide variety of ongoing programs such as Grow Green and the Lady Bird Lake Cleanup Crew; construction projects such as stormwater ponds and streambank restorations, and regulations to help prevent future problems. We are mostly funded by the drainage charge on utility bills.

Call 3-1-1 to report a drainage problem. To report potential pollution, please call our 24-hour pollution hotline at 512-974-2550. There is more contact information on our [About](#) page.

RECENT NEWS

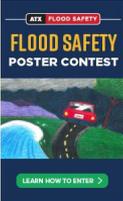
- February 10, 2020
City Council approves no wake zone on Lake Austin
- January 28, 2020
Watershed Protection to resume cleanups of homeless encampments near drainage infrastructure
- January 17, 2020
City to Focus on Reducing Flood Risk from Shoal Creek Landslide
- December 20, 2019
Texas Adopts New Wastewater Rules
- October 4, 2019
City of Austin announces new Director of Watershed Protection

TOP CONTENT

- Grow Green
- Flood Safety
- Floodplain Management and Regulations
- Scoop the Poop
- Rain Gardens Keeping Water on the Land

UPCOMING EVENTS

- Ready, Set, Plant! Shoal Creek Greenbelt at 34th St. Feb. 13, 2020
- Austin Cave Festival Feb. 22, 2020
- Ready, Set, Plant! Barkley Meadows Fair Feb. 29, 2020
- Eco Day - Green Resource Fair Mar. 08, 2020
- Garden for Life: An East Austin Garden Fair Apr. 04, 2020



ATLAS 14 FLOOD SAFETY POSTER CONTEST

LEARN HOW TO ENTER >

austintexas.gov

Resident Business Government Departments Connect

Departments > Watershed Protection

Watershed Protection

Home >

About >

Services >

Programs >

Divisions >

FAQ >

Education >

Projects >

Codes and Regulations >

Welcome to the Watershed Protection Department

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Call 3-1-1 to report a [drainage problem](#). To report potential pollution, please call our [24-hour pollution hotline](#) at 512-974-2550. There is more contact information on our [About](#) page.

Recent News

January 28, 2020
[Watershed Protection to resume cleanups of homeless encampments near drainage infrastructure](#)

January 17, 2020
[City of Austin on Reducing Flood Risk from Shoal Creek Landslide](#)

December 20, 2019
[Texas Adopts New Wastewater Rules](#)

October 4, 2019
[City of Austin announces new Director of Watershed Protection](#)

August 27, 2019
[Harmful Algal Bloom on Lady Bird Lake continues](#)

Top Content

- ☆ [Watershed Protection to resume cleanups of homeless encampments near drainage infrastructure](#)
- ☆ [City to Focus on Reducing Flood Risk from Shoal Creek Landslide](#)
- ☆ [RSMP Commercial and Multi-Family Developments](#)
- ☆ [District 5 Watershed Profile](#)
- ☆ [Send an email to Pam Kearfoot](#)

Upcoming Events

Thu, Feb 13
[Ready, Set, Plant! Shoal Creek Greenbelt at 34th St.](#)

Sat, Feb 22
[Austin Cave Festival](#)

Sat, Feb 29
[Ready, Set, Plant! Barkley Meadows Park](#)

Sun, Mar 08
[Eco Day - Green Resource Fair](#)

Sat, Apr 04
[Garden for Life, An East Austin Garden Fair](#)



Improved Navigation

before

A screenshot of the old austintexas.gov website. At the top, a horizontal menu lists various city services: AIRPORT, LIBRARY, AUSTIN ENERGY, AUSTIN WATER, CONVENTION CENTER, VISITORS BUREAU, and OPEN GOVERNMENT. Below this is a search bar with the text "Explore your city..." and a "SEARCH" button. A secondary menu includes "Pay Online", "Services", "Calendar", "Media", "Departments", "3-1-1", and "Translate". A main navigation bar features tabs for "Resident", "Business", "Development", "Government", and "Environment". Under the "Resident" tab, a sub-menu lists: Household, Neighborhoods, Health, Public Safety, Arts and Leisure, Environmental, Transportation, and City of Austin. A "Getting a Home" section is expanded, showing a "HOUSEHOLD" overview with a description: "The City of Austin offers popular programs and resources to help you manage your household, whether you own, rent or are looking for your first home." Below this, a "Getting a Home" section lists: Homebuyer Down Payment Assistance, Resources for Renters, and Tenant-Based Rental Assistance. A "Utilities" section is also visible.

A screenshot of the new austintexas.gov website. The top navigation bar includes "austintexas.gov" and tabs for "Resident", "Business", "Government", and "Departments". A large "Resident" banner image features two young girls. Below the banner, a "View all in Resident" button is present. A main navigation menu lists: Households, Neighborhoods, Health, Public Safety, Arts & Leisure, Environmental, Transportation, and City of Austin. A secondary menu under "Households" lists: Getting a Home, Energy Service, Water Service, Trash and Recycling, Taxes, Gardening & Landscaping, Home Improvements, Incentives & Rebates, and Pets & Adoption. A "View all in Household" button is located below this menu. A horizontal carousel of service tiles includes: "View swimming pool open hours", "Get immunizations", "View your trash collection schedule", and "View City job openings". An "All City Services" button is positioned below the carousel.

Latest News



Bright Green Future Grant Applications are Now Open!

Learn more and apply by October 1st, 2018



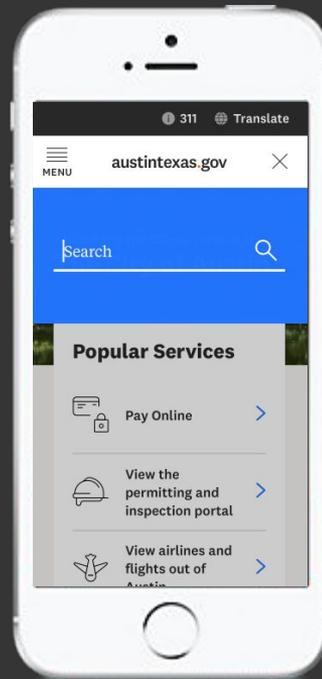
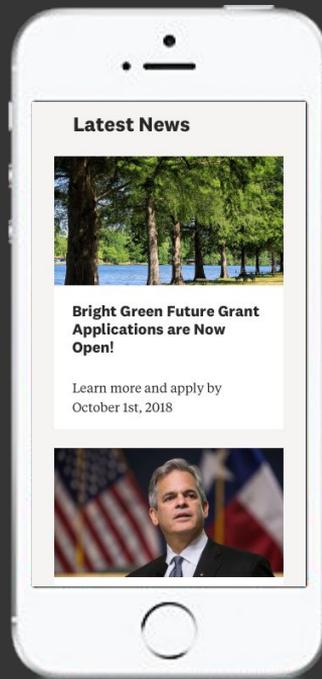
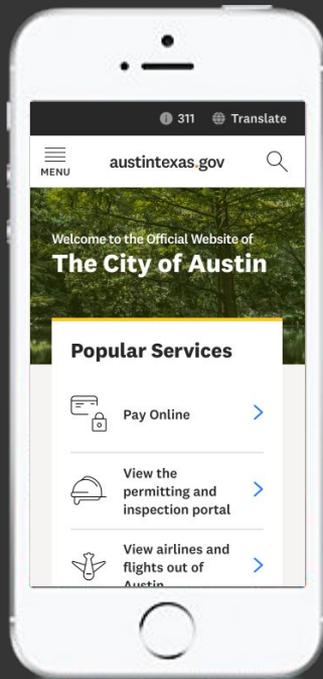
Are City Rules and Regulations Working as Intended?



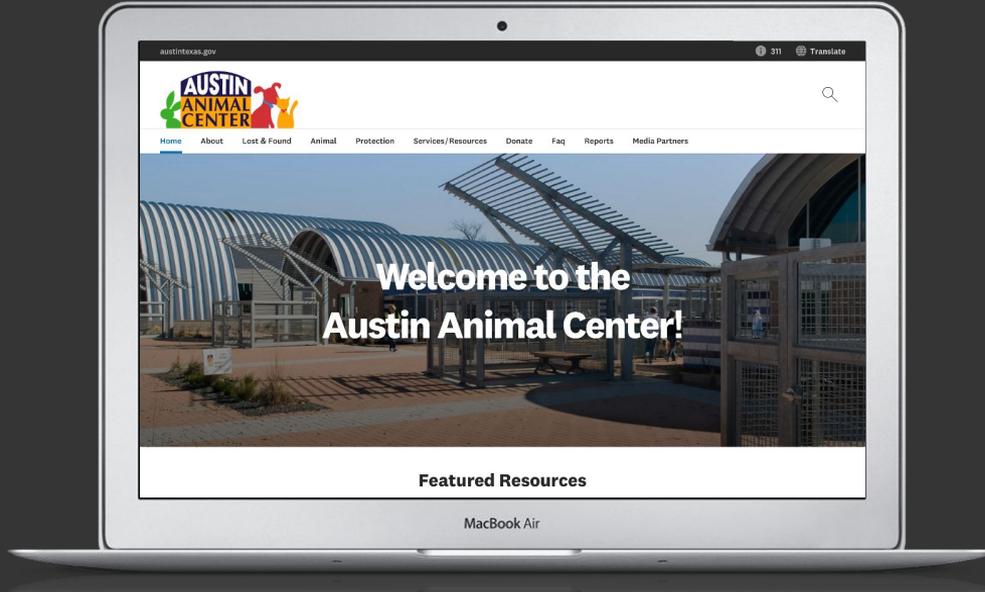
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A news show covering important City programs, events, and information.

Improved Mobile Experience



Updated Branded Sites



Questions?
