



Panel 1

Part 1: The Interaction of Compliance & Culture

April 17, 2013



Driving Change

Know

Feel

Believe

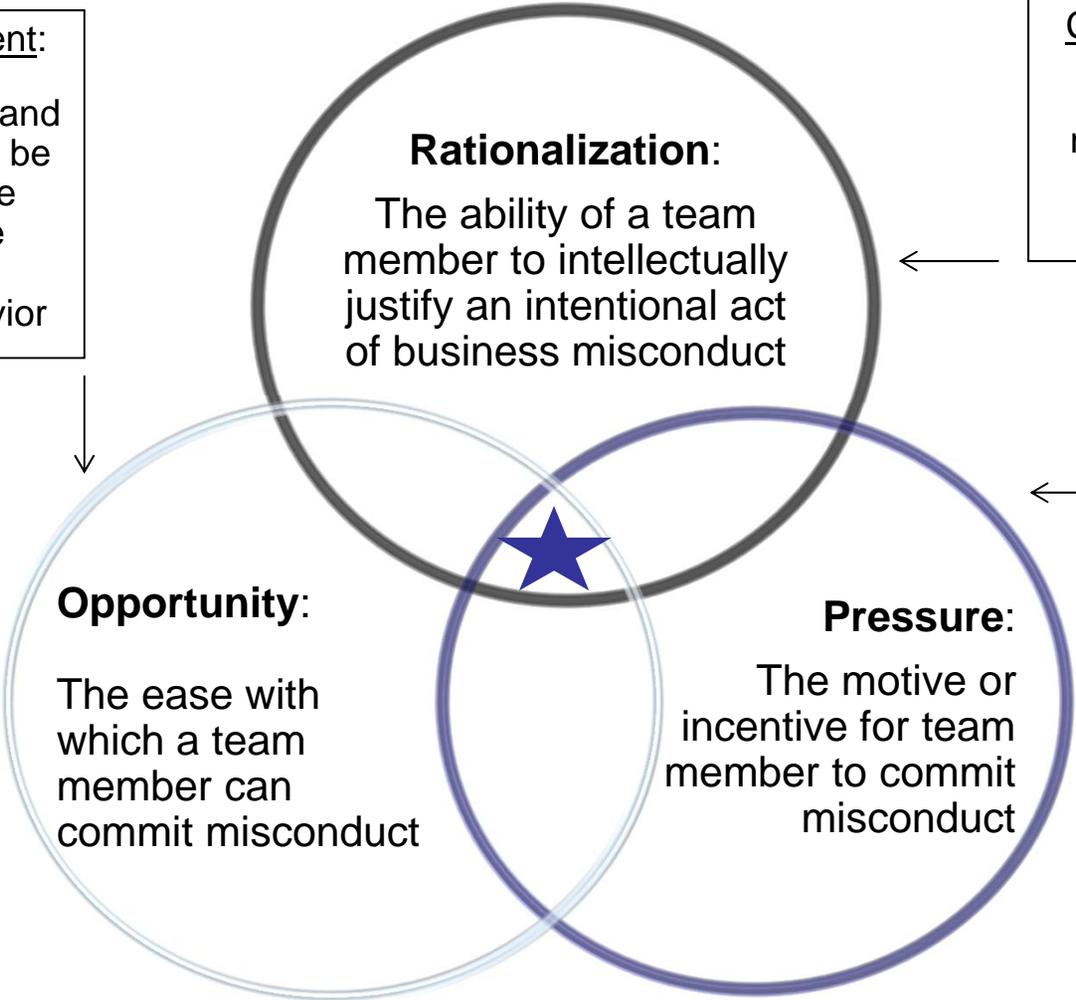
Do



Compliance & Culture

Cultural component:
Although controls and processes should be effective, culture establishes the standards of acceptable behavior

Cultural component:
Disengaged team members are better able to rationalize antisocial behavior



Cultural component:
Cultures of integrity emphasize performance obtained only in a compliant, ethical manner



Simple Actions That Make a Big Difference (And Cost Nothing!)

- ✓ Authentically **discuss** expectations
- ✓ Create an **open** environment for input
- ✓ **Tell stories** about real issues and real impact
- ✓ Use a simple **values-based decision making model** and talk about how it's driven better outcomes
- ✓ Leverage **unethical *and* ethical examples** from the news
- ✓ **Celebrate** ethical outcomes – especially when decision was hard





Panel 1

Part 2: An Open Government Overview



What is Open Government?

Open government provides the public with access to government activity.

An open government provides transparency, encourages public participation, and fosters public trust.

Considerations can include meetings, information, conflicts of interest, lobbying, municipal finance, and campaign finance



What is the Texas Open Meetings Act?

The Open Meetings Act is a Texas statute that provides for public access to meetings of governmental bodies.

Chapter 551 Texas Government Code.



What does TOMA Compliance Require?

Meeting notice (agenda) be posted and...

- 72 hour notice
- Must include what will be discussed
- “Citizen Communication” cannot be discussed

Discussions of official business by a quorum or more occur in public.

- Exchanges by email and social media can constitute a discussion of official business
- Official business does not include ceremonies, social events, conferences, or workshops
- Working groups must be made up of less than a quorum of the body



City Samples: TOMA

- Council Work Sessions
- Council Postings: Standing Executive Session
- Board Postings: The Community Interest Announcement
- Board Communications: Recommendation Email



What Is The Public Information Act?

The Public Information Act is a Texas statute that gives the public the right to ask for government information

Chapter 552 Texas Government Code.



What does Public Information Act Compliance Require?

The Public Information Act requires that the city and its officials provide certain documents regarding city business upon written request.

Documents may be paper or electronic format. Email or social media communication regarding city business can be subject to the Public Information Act.

Records retention guidelines inform when it is ok to dispose of a document.



City Samples: PIA

- Electronic Communications
 - Resolution 20110407-014
 - Administrative Bulletin 08-06
- Tech Support for Council Email Searches
- Board Email (bc-first.last@austintexas.gov)



Additional City Samples

- PRIDE Values
 - Public Service & Engagement
 - Responsibility & Accountability
 - Innovation & Sustainability
 - Diversity & Inclusion
 - Ethics & Integrity
- Increased Values Training
 - City-wide, Online & In Person: Annual Training “Respect & Voice”
- Open Government Page



Q&A

