

	Rec #	Description	Responsible City Agencies	Other Impacted City Agencies	Key Community Stakeholders	Fiscal Impact	Steps	Notes
311	38	On the City website, allow option for having a chat with a City employee who can direct a resident in the right direction should they have an issue or question about government services					Will receive update from IT at next meeting	
311	39	Continue working towards having a 311 number for City services					Will receive update from IT at next meeting	
311	41	Review customer relation software options that may create better processes for residents to navigate City services, such as through a ticketing system where issues are ticketed, followed up on by staff, and then the results reported back to the person requesting the service					Will receive update from IT at next meeting	
Appointments & chair of BCC	16	That the mayor continue appointing residents and alders to the BCCs, but that the process be changed to ensure a robust review of nominations by the Common Council Executive Committee.					For further discussion on February meeting agenda	
Appointments & chair of BCC	17	That if the City transitions to a full-time Common Council, alder appointments to the BCCs should be made by the CCEC, subject to confirmation by the full Council.					For further discussion on February meeting agenda	
Appointments & chair of BCC	18	Common Council members should not serve as chairs of BCCs with resident members.					For further discussion on February meeting agenda	
BCC Admin Support and Resident Engagement	14	Create an Office of Resident Engagement and Neighborhood Support ("ORENS") to support BCC system staffing, training, and resident engagement.					In progress; continue to have as standing agenda item	
BCC Admin Support and Resident Engagement	15	Immediately create an Administrative Services Team to support the BCC system and improve resident engagement.					In progress; continue to have as standing agenda item	
BCC Admin Support and Resident Engagement	19	That the City review City processes and procedures applicable to BCCs so that it is easier for residents to participate in BCCs.					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
BCC Admin Support and Resident Engagement	20	That the City implement a technology plan to improve representation and engagement on the City's BCCs.					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
Support and Resident Engagement	25	Provide childcare at meetings					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
BCC Admin Support and Resident Engagement	26	Validate parking for people attending meetings					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
BCC Admin Support and Resident Engagement	27	Make Council proclamations before the legislative business begins at 6:30 p.m.					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
BCC Admin Support and Resident Engagement	28	Allow video testimony or live electronic participation such as through the internet, from remote centers of the City, or other electronic means					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
BCC Admin Support and Resident Engagement	30	Separate public testimony from legislative debate and action by allowing individuals to provide input at the beginning of Council meetings regardless of when the item on which they wish to speak is considered					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
BCC Admin Support and Resident Engagement	31	Vary meeting locations throughout the City					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
Support and Resident Engagement	32	Make written comments available to the public and Council members at the time of the meeting					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey. John Strange to confirm.	
Support and Resident Engagement	33	Avoid late-night meetings and reduce overall length of meetings					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
BCC Admin Support and Resident Engagement	34	Adhere to and/or change current rules regarding the length of alder statements at Council meetings					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey	
Legistar	29	Allow public comments to be made and considered prior to a meeting, such as through a system that notifies residents of decisions to be made, asks for their input, and then relays that input to decisionmakers					Virtual Meeting Protocols; For further discussion; January agenda item for Committee of the Whole discussion/alder survey; potential oportunity to access with Legistar upgrade	
Legistar	35	Improve accessibility and functionality of Legistar					Receive update from IT staff in February	
Legistar	36	Create a way for people to provide input in Legistar or some other appropriate platform					Virtual Meeting Protocols; For further discussion	
Legistar	37	Provide classes for the public to learn how to use Legistar					For further discussion	
Legistar	40	Maintain subscription lists for Council and BCC items so that residents can be made aware of issues coming before a body through an email blast or text message and report back promptly when a decision has been made					Virtual Meeting Protocols; For further discussion	

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TFOGS REC #	RELATED TO #		Next Steps	Task Owner	Staff Members to Engage	Timeline	Priority
10		Create an organizational chart of all BCCs and organize BCCs around lead committees	TFOGS Implementation to discuss: What information do we want organized? What key items to be presented together? Sources of information.				
11		Eliminate or combine BCCs that are redundant or have outlived their purpose	Pending results of #10	Common Council			
12		Reorganize BCCs to increase accountability	Pending results of #10	Common Council			
13		Review BCC enabling ordinances and resolutions to ensure clarity of purpose and authority	Staff to add links to BCC information tracker;	Staff/BCC Admin Team	Karen KP (Council Office)		
13		Review BCC enabling ordinances and resolutions to ensure clarity of purpose and authority	Admin team to create self-assessment/tool to be approved by TFGOS Implementation, and distributed to BCCs	Staff/BCC Admin Team	Karen KP (Council Office); Christy Baumel (Mayor's Office); others?		
13		Review BCC enabling ordinances and resolutions to ensure clarity of purpose and authority	BCC chairs fill out self-assessment and return to BCC Admin Team	BCC Chairs/BCC Admin Team	Karen KP (Council Office); Christy Baumel (Mayor's Office); other staff SMEs?		
13		Review BCC enabling ordinances and resolutions to ensure clarity of purpose and authority	Determine what categories of information to be collected in BCC information spreadsheet	TFOGS Implementation			
14		Create an Office of Resident Engagement and Neighborhood Support ("ORENS") to support BCC system staffing, training, and resident engagement	Further discussion needed	TFOGS Implementation			

	20	Ensuring that meetings are recorded by video or audio and that the recordings are posted to Legistar.	Identify status of BCC recording, posting (mediasite & Legistar) and retention policy	IT			
			Identify streamlining steps to migrate BCC recordings into Legistar and barriers	IT			
	20	Scheduling of virtual meetings for both Type 1 and Type 2.	Review existing virtual meeting protocols	TFOGS Implementation			
	19	Making sure correct meeting locations are listed in Legistar	Determine current expectations and propose a process for a review of this information	BCC Admin Team			
	19	Clear process for timely entering of BCC actions, referrals, into Legistar	Determine current expectations and propose a process for a review of this information	BCC Admin Team			
	19	Process for timely publishing draft minutes; and BCC recommendation visibility in Legistar	Determine current expectations and propose a process for a review of this information	BCC Admin Team			
	13	Review policy for creating subcommittees in Legistar	Determine current expectations and propose a process for a review of this information; develop a QA process for this	BCC Admin Team			
	13	Review policy for creating subcommittees in Legistar	Identify how BCCs are handling subcommittees in practice	BCC Admin Team			
	13	Review policy for creating subcommittees in Legistar	Management of subcommittee documents and attachments	BCC Admin Team			
	13	Standards for uploading documents to Legistar	Determine current expectations and propose a process for a review of this item; as well as develop QA process for this	BCC Admin Team			

	16	Increase Common Council role in BCC appointment process	The team should provide a regular update to CCEC (once a quarter?) about vacancies on BCCs along with details about how long those vacancies have existed, prospects for getting them filled, demographics/representation.	BCC Admin Team			
	29, 36	Implement <i>President's Work Group To Review Council Communication Tools & Processes</i> recommendation relating to electronic public comment.	Clarify whether this function can be added to current version of Legistar, and if so what are the steps to do so	IT			
	19	Reinforcing the expectation that agendas are published by EOD Friday for the following week really needs to be a priority action for the BCC Admin Team.	Determine current expectations and propose a process for a review of this item; as well as develop QA process for this	BCC Admin Team			
			Prioritize BCC Admin Tasks	TFOGS Implementation			
		Policymakers to review and decide on virtual meeting protocols (such as use of video in meetings, Robert's Rules in virtual meeting space)					

Notes
Group #13 with other items related to BCC self-assessment;
Put on next agenda: January 2021

[illegible]

Goal to assist Council in identifying recruitment needs
Does this require Legistar migration? What is the timeline for that?
Future agenda item for TFOGS Implementation

**Recommendation
Number**

1

2

3

4

5

6

7

8

9

Description

Madison should transition to a full-time Common Council

Madison should reduce the size of the Common Council to ten (10) members elected concurrently with the Mayor. (4-year terms)

Madison should increase Common Council member pay to 80% of the area median income for a single parent with two children (approximately \$67,000).

Madison should maintain geographic aldermanic representation.

Madison should increase aldermanic terms to four (4) years.

Madison should impose term limits of twelve (12) consecutive years.

Madison should increase Council leadership terms to two (2) years if the Council terms are increased to four (4) years.

That any structural changes to the Council take place at the election immediately following redistricting.

That any changes to the size of the Council or the terms of its members be made by charter ordinance subject to binding referendum of the electors.

Responsible City Agencies	Other Impacted City Agencies	Key Community Stakeholders
Common Council Office	Clerk's Office, Finance Department, IT department	District Residents
Common Council Office	Clerk's Office, Finance Department, IT department	District Residents
Common Council Office	Finance Department,	
Common Council Office	Finance Department, Clerk's Office	

Fiscal Impact

Steps

Notes

Recommendation Number	Description	Responsible City Agencies	Other Impacted City Agencies
10	Create an organizational chart of all BCCs and organize BCCs around lead committees.	CCEC	
11	Eliminate or combine BCCs that are redundant or have outlived their purpose.		
12	Reorganize BCCs to increase accountability.		
13	Review BCC enabling ordinances and resolutions to ensure clarity of purpose and authority.		
14	Create an Office of Resident Engagement and Neighborhood Support (“ORENS”) to support BCC system staffing, training, and resident engagement.	CCEC	
15	Immediately create an Administrative Services Team to support the BCC system and improve resident engagement.		
16	That the mayor continue appointing residents and alders to the BCCs, but that the process be changed to ensure a robust review of nominations by the Common Council Executive Committee.		
17	That if the City transitions to a full-time Common Council, alder appointments to the BCCs should be made by the CCEC, subject to confirmation by the full Council.		
18	Common Council members should not serve as chairs of BCCs with resident members.	CCEC	
19	That the City review City processes and procedures applicable to BCCs so that it is easier for residents to participate in BCCs.		
20	That the City implement a technology plan to improve representation and engagement on the City’s BCCs.		

**Key Community
Stakeholders**

Fiscal Impact

Steps

Notes

**Recommendation
Number**

21

22

23

24

Description

That Madison should retain the Mayor-Council form of Government.

That Madison should not pursue First-Class City Status.

That Madison should not restrict or expand the Mayor's current veto power.

That the City review the Mayor's administrative span of power and take steps to ensure that the Mayor and Deputy Mayors can adequately supervise all direct reports.

Responsible City Agencies

**Other Impacted City
Agencies**

**Key Community
Stakeholders**

Fiscal Impact

Steps

Notes

**Recommendation
Number**

25

26

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42

Description

Provide childcare at meetings

Validate parking for people attending meetings

Make Council proclamations before the legislative business begins at 6:30 p.m.

Allow video testimony or live electronic participation such as through the internet, from remote centers of the City, or other electronic means

Allow public comments to be made and considered prior to a meeting, such as through a system that notifies residents of decisions to be made, asks for their input, and then relays that input to decisionmakers

Separate public testimony from legislative debate and action by allowing individuals to provide input at the beginning of Council meetings regardless of when the item on which they wish to speak is considered

Vary meeting locations throughout the City

Make written comments available to the public and Council members at the time of the meeting

Avoid late-night meetings and reduce overall length of meetings

Adhere to and/or change current rules regarding the length of alder statements at Council meetings

Improve accessibility and functionality of Legistar

Create a way for people to provide input in Legistar or some other appropriate platform

Provide classes for the public to learn how to use Legistar

On the City website, allow option for having a chat with a City employee who can direct a resident in the right direction should they have an issue or question about government services

Continue working towards having a 311 number for City services

Maintain subscription lists for Council and BCC items so that residents can be made aware of issues coming before a body through an email blast or text message and report back promptly when a decision has been made

Review customer relation software options that may create better processes for residents to navigate City services, such as through a ticketing system where issues are ticketed, followed up on by staff, and then the results reported back to the person requesting the service

Add more than just the name of meetings to the City calendar so that more information can be obtained with one (1) click, instead of requiring multiple clicks to get relevant and substantive information about a meeting

Responsible City Agencies

**Other Impacted City
Agencies**

**Key Community
Stakeholders**

Fiscal Impact

Steps

Notes