

	Rec #	Description	Responsible City Agencies	Other Impacted City Agencies	Key Community Stakeholders	Fiscal Impact	Steps	Status	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						CCEC Received Update on 3/30/21 - It's unclear what committee will be in charge of the next steps discussed in IT's presentation. This item also needs budget support to continue as well. The work group has questions about staffing, where the 311 program will be located in the City and how it related to the Council office.	
311	39	Continue working towards having a 311 number for City services						CCEC Received Update on 3/30/21 - It's unclear what committee will be in charge of the next steps discussed in IT's presentation. This item also needs budget support to continue as well. The work group has questions about staffing, where the 311 program will be located in the City and how it related to the Council office.	
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						CCEC Received Update on 3/30/21 - It's unclear what committee will be in charge of the next steps discussed in IT's presentation. This item also needs budget support to continue as well. The work group has questions about staffing, where the 311 program will be located in the City and how it related to the Council office.	
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.	
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.						Should be discussed further in a Common Council Committee of the Whole meeting.	
Appointments & chair of BCC	18	Common Council members should not serve as chairs of BCCs with resident members.						For further discussion.	
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; discussed at a future meeting and has budget related ramifications.	
BCC Admin Support and Resident Engagement	15	Immediately create an Administrative Services Team to support the BCC system and improve resident engagement.						In progress; City of Madison - File #: 61541 (legistar.com) - An Administrative Services Team was created on 9/15/2020 by the Common Council. The work group Task Force has received regular updates from this team at its meetings. The Work Group recommends further work on figuring this team's future role	
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; Should be discussed as part of a future Committee of Whole meeting.	
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	
BCC Admin Support and Resident Engagement	25	Provide childcare at meetings						Virtual Meeting Protocols; Should be discussed as part of a future Committee of Whole meeting.	
BCC Admin Support and Resident Engagement	26	Validate parking for people attending meetings						Virtual Meeting Protocols; Should be discussed as part of a future Committee of Whole meeting.	
BCC Admin Support and Resident Engagement	27	Make Council proclamations before the legislative business begins at 6:30 p.m.						Virtual Meeting Protocols; Should be discussed as part of a future Committee of Whole meeting.	
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; Should be discussed as part of a future Committee of Whole meeting.	
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; Should be discussed as part of a future Committee of Whole meeting.	
BCC Admin Support and Resident Engagement	31	Vary meeting locations throughout the City						Virtual Meeting Protocols; Should be discussed as part of a future Committee of Whole meeting.	
BCC Admin Support and Resident Engagement	32	Make written comments available to the public and Council members at the time of the meeting						Virtual Meeting Protocols; Should be discussed as part of a future Committee of Whole meeting.	
BCC Admin Support and Resident Engagement	33	Avoid late-night meetings and reduce overall length of meetings						Virtual Meeting Protocols; Should be discussed as part of a future Committee of Whole meeting.	
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; Should be discussed as part of a future Committee of Whole meeting.	
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						The IT Department has a legislative information center upgrade on their roadmap.	
Legistar	35	Improve accessibility and functionality of Legistar						The IT Department has a legislative information center upgrade on their roadmap.	
Legistar	36	Create a way for people to provide input in Legistar or some other appropriate platform						The IT Department has a legislative information center upgrade on their roadmap.	
Legistar	37	Provide classes for the public to learn how to use Legistar						The IT Department has a legislative information center upgrade on their roadmap.	
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						The IT Department has a legislative information center upgrade on their roadmap.	

