

PRIORITY RECOMMENDATIONS

Priority Recommendations

While the report identifies a number of recommendations for future work efforts, the Work Group has identified the following priority recommendations for immediate action:

1. Implement new blog tool for use by alders as recommended and approved by CCEC - *Common Council Staff, IT Staff*
 - a. Regular updates on progress should be shared with CCEC
2. Adopt the draft social media policy and proceed with social media pilot - *CCEC, Common Council Staff, IT Staff, City Attorney's Office*
3. Define Common Council staff role in regards to communications and expand common council communication support for alders - *CCEC, Common Council Staff, IT Staff*
 - a. As part of the chief of staff role review, CCEC should review all Common Council staff position descriptions and clearly identify responsibility to support communication related needs for alders
 - b. Common Council staff should continue to produce and distribute the weekly summary content to alders and should work with alders and city staff to improve the content and format going forward
 - c. Common Council staff should work with CCEC to create and issue an annual survey of alders regarding barriers and opportunities for improvement related to communication tools and processes
 - d. Develop training to introduce online tools that support alders work – Common Council & IT Staff
4. Implement communication related TFOGS recommendations - *Ad Hoc Task Force On The Structure Of City Government (TFOGS) Final Report Implementation Work Group, BCC Administrative Support Team, Common Council Staff, IT Staff*
 - a. Proceed with identifying and implementing a legislative management system replacement product that addresses the needs and recommendations found in the TFOGS and the report. Alders and residents should be included as key stakeholders in this initiative along with BCC support staff.
 - b. Prioritize the implementation of a 311 system to reduce the burden on alders that currently shoulder the much of the burden created by this gap.
 - c. Create organizational capacity and structure to improve outbound and inbound city communications (communications and resident engagement) with a focus on improving access for underrepresented residents (ORENS). This structure should be able to address and improve:
 - i. Standards and coordination of city communications across agencies
 - ii. Reducing barriers for residents that are currently not connected to city information
 - d. Support and strengthen the work of the BCC Administrative Support team with particular focus on:
 - i. Establishing standards for publishing agendas/attachments/minutes in a timely and accessible format

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- ii. Establishing standards for managing public input on legislative items including implementation of a system to efficiently manage electronic public comment as identified in the *Electronic Public Comment Improvement Proposal*.