

COMMITTEE ON CITIZEN
ENGAGEMENT MINUTES

June 4, 2019

After determining that a quorum was present, the Committee on Citizen Engagement convened in a meeting on June 4, 2019 at 10:32 a.m. in the City Hall Conference Room at City Hall, 215 E. McKinney Street, Denton, Texas.

PRESENT: Council Member Deb Armintor, Council Member Gerard Hudspeth (arrived at 10:43 a.m.), and Council Member Keely Briggs.

STAFF PRESENT: Sarah Kuechler, Ryan Adams, Stephanie Yates, Amy Cunningham, Justin Harmon, Sarah Fullwood.

OTHERS PRESENT:

A. Consider approval of the minutes of April 2, 2019.

Council Member Armintor motioned, and Council Member Briggs seconded to approve the minutes. The motion carried unanimously.

B. Receive a report, hold a discussion, and give staff direction regarding Improving Denton communications for capital projects and infrastructure.

Improving Denton and Construction Communication

Staff provided general updates on the 2019 Mid-Year Construction Guide, Bond Program, Improving Denton website, GIS Map, Construction Guide for Businesses

Staff reported that the Construction Guide is scheduled to hit mailboxes between the end of July and early August.

Council Member Armintor stated that she thinks the Construction Guide is great and empowers people to ask questions. She suggested it would be helpful if there was a way for people to sign up for online updates about specific projects in addition to the Guide.

Ryan Adams shared details about tools on the Improving Denton webpage that provide updates on specific projects. He said the Public Affairs department can also explore email notification options as well. The department will also determine what is feasible on the City of Denton website that could be leveraged to provide more updates.

Council Member Briggs expressed concern that residents may not know about Improving Denton and the Construction Guide. She asked if apartments receive the Guide in the mail, or if it only goes to standalone residences.

Justin Harmon said the Guide is sent out using the door-to-door direct method, which should

include apartments. He said he would confirm whether or not this is the case and follow up with more details.

Council Member Briggs asked what resources were available to help people find route detours.

Sarah Kuechler said the City shares information through the Waze app and does provide some alternate routes. She said that Public Affairs will explore an option with Laserfiche to share the more detailed letters that are mailed out to impacted residences for people who don't use the Waze app.

Ryan Adams said Public Affairs can explore adding more information to the Improving Denton webpage. He stated that texting alerts are also worth exploring, but the City doesn't currently have the resources to implement texting alerts.

Council Member Hudspeth suggested that a printable format would be helpful to post online, particularly a satellite view with routes drawn on it that people can download or print.

Council Member Briggs voiced support for this idea and said it would be a less wordy option. She suggested adding a note that "not all construction projects are the City of Denton".

Sarah Kuechler said that Public Affairs could provide maps of that nature online through Laserfiche or another portal, as it already exists in the detailed letters mailed to impacted residences, and promote the Engage Denton app and website again to raise awareness of the resource.

Council Member Hudspeth stated that we should remind people that I35 construction is one year behind and that's a TxDOT project.

Bond Program

Ryan Adams stated that a webpage is setup for use if Council wishes to call for a bond election.

Council Member Briggs asked if it is possible to have the names of the bond advisory committee members listed on the webpage.

Justin Harmon said that the list is posted on another page and that a link can be added to the bond election webpage.

Council Member Armintor suggested that it would be great if links to audio recordings of the meetings could also be posted on the page.

Sarah Kuechler said that is not possible on this page, but that the recordings are available with the City Secretary and that Council could choose to have the meetings filmed.

Council Member Armintor said people have asked why some bond programs are not completed yet. She asked that the City explain that somewhere.

Sarah Kuechler said Public Affairs can add details on the bond webpages to give context on the completion of projects.

Council Member Briggs said the City should give context on money spent versus projects completed.

Justin Harmon said the Construction Guide has some info on that also.

Sarah Kuechler said the new Guide will also have an update.

Ryan Adams stated that the Improving Denton site has also been updated. He said Public Affairs is rolling out a Construction Guide for businesses.

Council Member Armintor asked that City Council contact information also be provided on the document so Council would know when people have questions and complaints.

Council Member Hudspeth said two small DTV projects could be to show pre- and post-construction progress, such as the easement on Bell, and Denton County Brewing Company mentioned more foot traffic after the sidewalk was put in. He said those are two wins that should be highlighted.

GIS Map and Waze

Ryan Adams gave updates on the GIS map and Waze collaboration.

Council Member Hudspeth said he uses the GIS link quite a bit and it's great.

Sarah Kuechler expressed appreciation for all the feedback.

C. Receive a report, hold a discussion, and give staff direction regarding citizen engagement, communications, and transparency initiatives.

Staff provided general updates on Direct Project Notifications, Weekly Street Construction Report, Social Media Posts, DTV, Project Meeting Coordination, Press Releases and Media Alerts.

Sarah Kuechler reported that Public Affairs staff has spent time helping with the cultural district application.

In providing an update on Engage Denton, Sarah said the number of requests has increased and staff is trying to emphasize customer service and communication when keeping up with the volume of requests.

Council Member Briggs said she thinks Engage Denton has been really successful and that she

tries to promote it when she can. She asked if staff has been able to keep up with the increase in requests.

Sarah Kuechler said yes, and that some departments find it really useful as a resource to track requests.


Sarah Kuechler gave an update on Gas Well Inspections and said a feature has been added that allows residents to request emails notifications on new gas well permits.

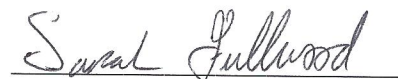
Sarah Kuechler said the City is working on a number of community events, and said DTV also did a video on the home repair program recently.

Set Future Meeting Dates and Topics.

With no further business, the meeting was adjourned at 11:18 a.m.

The next committee meeting will be held on Tuesday, August 6, 2019 at 10:30 am.


KEELY BRIGGS
CHAIR
CITY OF DENTON, TEXAS


SARAH FULLWOOD
RECORDING SECRETARY
CITY OF DENTON, TEXAS