

# Agenda chaptering survey results

Open City Hall Asheville

February 2020

This topic was open Feb. 4-23. It had 145 responses: 68 registered responses and 77 unregistered responses. That's 7.3 hours of public comment at an average of 3 minutes per response. All responses are counted in this report.

## Survey results

### How do you receive notification of the published City Council agenda?

	Response Percent	Response Count
View it on the City of Asheville website.	27.0%	38
Receive notification from City of Asheville newsletter.	10.6%	15
See information posted on City social media channels.	12.8%	18
Through email/listserve.	19.9%	28
Local news media outlets.	16.3%	23
Other	13.5%	19

### How often do you use the online City Council agenda?

	Response Percent	Response Count
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I use it for every Council meeting.	20.0%	26
I use it every few months.	20.0%	26
I use it several times a year.	10.8%	14
I use it only when an agenda item is of interest to me.	49.2%	64

### Is Council agenda information easy to find?

	Response Percent	Response Count
Yes	44.2%	61
No	55.8%	77

### Does the Council agenda contain the information you want?

	Response Percent	Response Count
Yes	82.2%	106
No	17.8%	23

### If you answered no to the question above, please describe what is missing.

**Answered:** 28

#### Responses

Contextual material would be helpful. Like if it's a capital project in the water department, maybe also link the item to the capital works page that gives an overview of

all water capital projects access to supporting documents would be handy

I don't actively access the website so the agenda would be great in an email with links to find more

An email reminder with a link to the on line agenda, with further links to the supporting materials, would be helpful; right now I don't look at the agenda or materials at all.

No. Because I do not receive the information and have not been made aware of ways to subscribe to receive it

Alot of people probably don't know it is there.

the truth and affordable housing plus living wage jobs

Pull down menu is confusing

It has been several months since I have gone to the City website for a Council agenda.

In general, I avoid websites including the City, although the City's has improved in the last year or so. Websites should be a source of information. Yet, information is seldom arranged in any logical order, or not, at least, according to the layman's logic.

It is too complex to easily understand what the impact of public hearings could be. This impedes citizen interaction.

(1) want to see results from votes taken at meeting (2) want to see an updated agenda when changes are made late in the cycle.

I would like to receive an email containing the agenda.

Related information or links would be helpful for agenda items that have supporting documents.

I don't get the agenda.

I wasn't aware it existed. Is it on the city's website? That website is terrible. The search bar doesn't even direct you to areas of the website. Rather, it gives you related google information....

I would like a better, brief summary of proposals on the agenda.

Some issues just aren't addressed

I would like the minutes to reflect what people in the general assembly state as their concerns.

My response to frequency of accessing the CC agenda is misleading. In fact, I've never accessed it. I don't know how.

I find the information online through local media outlets.

I just need more advanced notification on a regular basis, as advanced as possible.

I didn't know I could receive online

It's not clear how to get something on the agenda when there is a large amount of community support or some needed dialogue about an issue.

Yes, but I am computer literate. Concerned about communication members who aren't

Participatory budgeting

not enough details

What are you going to do about all the building without the necessary infrastructure.

And why are you clear cutting so many forests. Greed. Disgraceful.

Sometimes the topics are vague

## Do you know how to access the supporting materials for the Council agenda items?

	Response Percent	Response Count
Yes	54.0%	74
No	46.0%	63

## How often do you need materials from previous meetings?

	Response Percent	Response Count
I never need materials from previous meetings.	13.1%	17
I rarely need materials from previous meetings.	52.3%	68
I often need materials from previous meetings.	34.6%	45

## Do you use the live stream (watching the City Council meeting live) on the City's website?

	Response Percent	Response Count
Yes	30.0%	42
No	38.6%	54

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I did not know this was an option.	31.4%	44
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## Would you use a video chaptering function if it was available? This service would be available only after the meeting.

	Response Percent	Response Count
Yes	87.0%	120
No	13.0%	18

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## What suggestions do you have for improvement to access to Council agenda information?

**Answered:** 56

### Responses

I think it works great now. However finding information online is difficult, that could be improved.

Allow a mechanism for public input on specific agenda items in advance of a meeting. Agenda text should be sent out with Maggie's/Sarah's e-mail announcement. Not everyone has 24/7 Internet access; if the agenda itself is in the e-mail, it's more accessible than if people have to get the e-mail, then make a second trip out to click the link in the e-mail. The same for Facebook: links are good, but direct text is better. Also, the City's website should highlight Council meetings on the front page. It doesn't even show the next Council meeting, even though less important events on the same day are shown!

Query word search tool

Email with bullet points and links

Email, but not cell phone text, reminders.

push out via email prior to the council meetings a day prior

Advertise and actively promote the ways citizens can access the info and sign up for notifications. Also this survey is disappointing. You assume we are aware of the service and or use them. Some answers could be None, Not applicable, or Am not aware it is available.

None, but on the videos, makes sure the sound is good, sometimes people dont speak into their microphones and you cannot hear things.

The addition of the public hearing statements near the end of council meetings would be excellent. This should be possible if the meetings are recorded.

Put it in Mountain Xpress

If I do not access the information, the fault is mine. I believe the information is there. I simply do not avail myself of it.

affordable housing

I really don't think the above explanation on "video chaptering" is very clear. "Chapters" are something one might find in a book or a local part of a larger organization. In the present case, are we talking about finding a topic on a temporal basis of a sequential basis. If you really want the ordinary citizen to use the website, use a familiar vocabulary. Don't invent a vocabulary.

Put the public topics right in the email or newsletter email rather than making citizens follow links and google

A weekly newsletter

Create an app or email notifying us about the agenda

Put a headline or obvious link on the main homepage of the city website

Want to see results of votes taken at the meeting on agenda items.

I would like the agenda "pushed" to me by receiving an email a day or two in advance, rather than having to "pull it" from somewhere.

Would love a video chaptering function. Would also love to search for keywords that were said and be able to skip to those parts.

The Council agenda should be sent out via every possible communications channel at the City's disposal. The City should post important agenda items on Instagram and have a link the bio to the agenda.

I'm not sure if I would know how to use the video function.

add meeting minutes to past agendas to make the posts complete. a past agenda is not useful w/o minutes.

Make people aware of it (I didnt know and lived here my whole life). Make it easy to find. City's website is a mess. The old one wasnt great but it was a lot more user freindly than the new one.

Info and training on info available through social media or online newsletters.

None

Aggressive public outreach to let citizens know the meeting where/when is going to occur, and to let us know the agenda.

The City's website is very difficult to navigate, and the search function does not produce intuitive results.

People who address the Council have their backs to fellow citizens. Could the podium be moved to the left of the Council as looking from the entryhall?

Frankly, I think I could be more assertive in finding this information

dot m

I have no idea how to access this information so I'd suggest a posting to this listserv in advance of the meetings. I get these messages. Maybe I could get those announcements the same way?.

Social media posting on the information

Ensuring that all supplemental materials are accessible to people who use screen reading software.

A clearer link to the next Council meeting agenda located more centrally on the website

Let us know in advance of meetings and agendas. Enail links to agendas and meeting notes as soon as they are available. Make a live chat available for city government wuestions during normal business hours.

It would be great to get it through the emails with other "Announcements from the City of Asheville"

I would like to have an email with the agenda sent to me the week prior to a council meeting. Also, additional public meetings based on council decisions, such as hotel moratorium, transportation.

The council calendar is very difficult to find.

Easy access

Get it out everywhere, social, website, media, etc.

email the agenda or put it in the ACT paper

More outreach to inform residents about how/when/where. Why not even work to encourage residents to seek out the agenda and meeting materials?

Don't air the public comment portion on replays.

more prominent article in Asheville Citizens Times Wed or Sunday paper preceding City Council meetings. I try reading cover to cover and don't recall seeing such an article or announcement with agenda published.

The New organization of previous materials is much better than before. Thank you  
Better outreach to community groups that may be interested in learning about a particular agenda item.

Send agenda , date and time info via email instead of expecting residents to look it up.

Post links to the live stream on all COA socials

Include a .pdf on your FB page

Having the agenda come out earlier would be great.

more details - available sooner- mpre info on the back channels that have already been decided.

Actually send it out. Email. Social media.

Advertise it more through the newsletter emails - Do you folks have social media?? I would also send out the info to other news outlets - like AVL today

an improved overall City of Asheville website

**Please rate your experience on a scale of 1-5 (5 being the highest, 1 being the lowest).**

**Your experience for ease of use of City Council agenda information.**

	<b>Response Percent</b>	<b>Response Count</b>
1	13.4%	18
2	10.4%	14

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3	34.3%	46
4	29.9%	40
5	11.9%	16

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