



Service Access Questionnaire

We (CTM) are collecting an inventory of community-facing services that we should consider digitizing and redesigning to make a better resident experience with City services.

Use this form to submit information on services to this inventory. We will use this inventory to focus and direct resources departments can use to bring services online, rethink business processes, and up our game in accessibility.

[More information about the inventory and this request is here.](#) If you're unsure of where or how to get started, get in touch with us: access@austintexas.gov.

Submitter name

Job title

Email

Department

Division (if applicable)

Name of the service you are submitting information about

The Impact of the Service on the Community

Approximately how many individuals use this service annually?

- ☐ Less than 100
- ☐ 100 - 999
- ☐ 1,000 - 9,999
- ☐ 10,000 - 49,999
- ☐ 50,000 or more
- ☐ Unsure/not measured consistently

How does the department measure the number of individuals who use this service? Use the below field to describe the measure and share any other comments.

For example, transaction volume, completion of services or entries.

Is the City of Austin the sole provider of the service? We want to understand if individuals have other options for getting this service or if they rely on the City for this service.

- ☐ Yes, the City is the sole provider of the service
- ☐ No, there are other providers of this service
- ☐ It depends
- ☐ Unsure

Would an individual need to access this service on a regular or ongoing basis?

For example, for required reporting, to make regular payments, or to maintain their entry in the service.

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

Please select the top two SD23 outcome areas that this service promotes.

- ☐ Economic opportunity and affordability
- ☐ Mobility

- ☐ Safety
- ☐ Health and Environment
- ☐ Culture and Lifelong Learning
- ☐ Government that works for all

Please select which, if any, of the City Council's top 10 SD23 indicators that this service addresses (select no more than 3).

- ☐ Homelessness
- ☐ Housing
- ☐ Skills and capability of our community workforce (including education)
- ☐ Accessibility to and equity of multi-modal transportation choices
- ☐ Accessibility to quality health care services, both physical and mental
- ☐ Fair administration of justice
- ☐ Climate change and resilience
- ☐ Accessibility to quality parks, trails, and recreational opportunities
- ☐ Vibrancy and sustainability of creative industry ecosystem
- ☐ Condition/quality of City facilities and infrastructure and effective adoption of technology

Information on the City Council's top 10 SD23 indicators (from 2018) is available here:

- [Top 10 SD23 Indicators](#)

How community members access and use the service

Are there any eligibility criteria (e.g., income, age, housing) required to access this service?

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

Does the department collect demographic data on the race or ethnicity of individuals that use the service?

- ☐ Yes - the department currently collects this data
- ☐ No - but the department plans to collect this data
- ☐ No - the department does not collect this data
- ☐ Unsure
- ☐ Other:

Does the department conduct community outreach about this service?

- ☐ Yes, the department directly conducts community outreach
- ☐ Yes, the department partners with nonprofits, service providers, and/or other organizations to conduct community outreach
- ☐ No
- ☐ Unsure

Does the department evaluate the effectiveness of community engagement or outreach on this service?

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

Do individuals have the ability to provide feedback about this service?

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

How can individuals enroll in the service? Please check all that apply.

- ☐ In-person / over-the-counter
- ☐ In-person visits
- ☐ Mobile outreach (e.g., mobile vehicle, community event)
- ☐ Phone
- ☐ Text/SMS
- ☐ Mail
- ☐ Online
- ☐ Other:

Has the department applied accessibility standards to this service? Accessibility standards include the Americans with Disabilities Act (ADA), Web Content Accessibility Guidelines (WCAG), and Section 508.

- ☐ Yes

- ☐ No
- ☐ It depends
- ☐ Unsure

Links to more information on these policies and standards:

- [About the ADA](#)
- [About WCAG](#)
- [About Section 508 of the Rehabilitation Act](#)

Are staff trained to work with individuals with diverse needs and abilities (psychological, cognitive, developmental, etc.) who are trying to access the service?

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

Has information about this service been reviewed for reading level? This includes online content and paper materials.

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

More information on reading level is available here:

- [About the Flesch-Kincaid readability score target](#)

How many languages is this service offered in?

- ☐ 1 language (English only)
- ☐ 2 languages
- ☐ 3+ languages
- ☐ It depends

Is there a fee or cost for this service?

- ☐ Yes
- ☐ It depends
- ☐ No
- ☐ Unsure

How the service is managed and delivered

Is this service funded, either partially or fully, by an external organization (ex: foundation, non-profit, state government, federal government)?

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

Are any external organizations involved in delivering this service? For example, inter-governmental partners, contracted vendors, or grantees.

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

Are other City departments involved in delivering this service?

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

We're interested in knowing what updates the department might make to this service. Please tell us your level of interest in making the following updates:

	Not interested at this time	Somewhat interested	Very interested	Already complete	Already in progress	Already planned for future	Not applicable
Streamlining the business process behind this service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving this service fully online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Migrating the service to a new platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Making this service work better for the resident/user	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Translating information about this service into other languages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe any efforts to update how this service is delivered. Include efforts in any stage -- interested, planned, in progress, or complete.

We want to understand what challenges the department faces in making this service more accessible. Please rate how significant these challenges are for the department.

	Not applicable for this service	Not a challenge at all	Somewhat of a challenge	Significant challenge
Insufficient financial resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competing priorities for other department programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department does not yet understand areas for improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lacking tools or resources to redesign, digitize, or substantially change the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What other challenges does the department face in redesigning or making this service more accessible for individuals?

Is there any other information you want to provide about this service?

Does your department have any concerns with sharing the information provided via this form either within the City of Austin, or publicly?

- ☐ Yes, I have concerns about sharing this information
- ☐ No, feel free to share this information

Are you interested in any resources that could help improve the accessibility of this service?

- ☐ Yes
- ☐ No
- ☐ It depends
- ☐ Unsure

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