WORK SESSION AGENDA

NOTICE IS HEREBY GIVEN THAT THE CENTERVILLE CITY COUNCIL WILL HOLD ITS WORK SESSION MEETING AT 5:30 PM ON JUNE 20, 2023 AT CENTERVILLE CITY HALL, 250 NORTH MAIN STREET, CENTERVILLE, UTAH.

Centerville City Council meetings are open to the public, unless otherwise closed for reasons allowed by law. Centerville City Council meetings may be conducted via electronic means pursuant to Utah Code § 52-4-207. In compliance with the Americans with Disabilities Act, individuals needing special accommodations due to a disability may contact the City Recorder at (801) 295-3477, at least 24 hours in advance of the meeting. The Mayor and Council reserve the right to modify the sequence of agenda items in order to facilitate special needs or provide greater efficiency.

The full agenda packet and backup materials can be found on the Centerville City website at:
https://centervilleutah.gov/129/Agendas-Minutes

A. ROLL CALL

B. BUSINESS ITEMS
Business action or discussion items to be considered.

1. Discussion - Parade Safety
   Consider ideas and policies for parade safety
2. Discussion - Qualtrics for General Plan and Branding Effort
   Chandler Hoopes from Qualtrics will give a presentation on Qualtrics

C. DEPARTMENT OR COMMITTEE REPORTS
Department heads or committee chairs may provide updates regarding department or committee assignments or events.

D. CLOSED SESSION
The City Council may vote to discuss matters in a closed session for reasons allowed by law, including, but not limited to, the provisions of Utah Code § 52-4-205 of the Open and Public Meetings Act, and for attorney-client matters that are privileged pursuant to Utah Code § 78B-1-137.

1. Discussion regarding deployment of security personnel, devices, or systems

E. ADJOURNMENT

CERTIFICATE OF POSTING

I hereby certify that this notice and agenda was posted at Centerville City Hall, published on the Utah Public Notice Website, and provided to a newspaper or media correspondent in accordance with the requirements of the Utah Open and Public Meetings Act, including, but not limited to, provisions of Utah Code § 52-4-202.

Jennifer Robison
Centerville City Recorder

CITY COUNCIL

Staff Report

6/20/2023

Item No. 1.
Title: Discussion - Parade Safety
Initiated By: Lisa Romney, City Attorney
Staff Representative: Lisa Romney, City Attorney

SUBJECT:

Consider ideas and policies for parade safety

RECOMMENDATION:

BACKGROUND:

ATTACHMENTS:

CITY COUNCIL

Staff Report

6/20/2023

Item No. 2.
Title: Discussion - Qualtrics for General Plan and Branding Effort
Initiated By: Bryce King, Community Services Manager
Staff Representative: Bryce King, Community Services Manager

SUBJECT:

Chandler Hoopes from Qualtrics will give a presentation on Qualtrics

RECOMMENDATION:

BACKGROUND:

ATTACHMENTS:

1. City Government IQM.pptx (1)

QUALTRICS in Higher Ed

Carnegie Mellon University
BOSTON UNIVERSITY
OHIO STATE
UNIVERSITY of WASHINGTON
University of San Diego
MIT
BYU
BABSON
NYU
UF | UNIVERSITY of FLORIDA
MICHIGAN STATE UNIVERSITY
UCLA
RICE
Penn
University of Pennsylvania
WISCONSIN SCHOOL OF BUSINESS
UNIVERSITY OF WISCONSIN-MADISON
TOGETHER FORWARD
UNIVERSITY OF MICHIGAN
PURDUE UNIVERSITY
EMORY UNIVERSITY
SMU
VANDERBILT UNIVERSITY
UNT UNIVERSITY OF NORTH TEXAS
TCU
BAYLOR
Georgia Institute of Technology
Stanford University
HARVARD UNIVERSITY
GEORGETOWN UNIVERSITY
Columbia Business School
AT THE VERY CENTER OF BUSINESS™
UCIRVINE

500+ Local Governments

Qualtrics Platform Overview

LISTEN

DATA COLLECTION & SEGMENTATION

+ Omni-channel distribution methods
+ Comprehensive resident and employee journey profiles
+ Segmentation for targeted outreach

UNDERSTAND

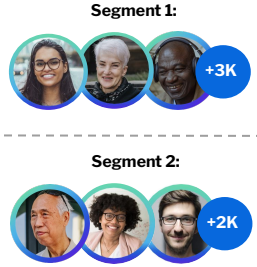
DATA ANALYSIS & VISUALIZATION

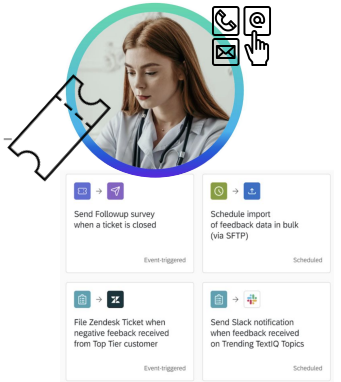
+ Dashboard insights to improve service design
+ Public-facing dashboards for transparency and collaboration
+ Automated compliance reporting and system integrations

ACT

ACTIONS & FOLLOW-UP

+ Close the loop with automated actions
+ Direct residents and offer suggestions
+ Triage support and offer tailored responses





Security + Compliance

DATA PRIVACY, COMPLIANCE, AND DATA SOVEREIGNTY

- FedRAMP, HITRUST, ISO 27001
- Fully GDPR compliant
- GDPR “Right to Erasure” management
- Data loss prevention for sensitive data
- Globally distributed data centers for data sovereignty

USER MANAGEMENT AND AUTHENTICATION

- User and feature access governance
- Single sign-on (SSO)
- Multi Factor authentication (MFA)
- Password strength controls

PLATFORM SECURITY

- SSAE-16 audited Type 1 SOC 2 data centers
- In-house security operations center (SOC)
- SMTP server set up, DKIM, and IP whitelisting
- Periodic vulnerability scanning, penetration testing, and continuous network monitoring

AUTHENTICATION AND USER MANAGEMENT

ENCRYPTION

- AES 256 encryption for data at rest
- Transport layer security (TLS) for data in motion
- Backup encryption
- Data isolation with customer-specific encryption keys

AUDITING

- Security logging and analysis for all system events
- Log read and write access to critical data

MONITORING

- Usage reporting
- Consumption reporting
- User activity reporting
- Sensitive data monitoring
- Cost and billing governance

City Employees

- Improve employee recruitment, retention, and engagement
- Understand the full employee journey from onboarding to exit
- 360 Employee Feedback

Data Collection and Survey Governance

- Surveys, Forms, Assessments, etc.
- Standardize & Consolidate Tools
- Eliminate data silos, improve data security, unlock pricing economies of scale

Ongoing Resident Feedback/Communication

- Community Surveys
- Targeted Neighborhood feedback
- Digital city website feedback
- Resident Education
- City Event Registration/Feedback
- Panel Creation of residents
- Digital 311

Transportation

- Pothole Submission
- Public Transportation feedback
- Street Service Requests
- Closed loop feedback
- Carbon Footprint initiatives
- Transportation infrastructure planning
- Accessibility Initiatives

GovXM

Parks and Recreation

- Rec Program Evaluation
- Activity Registration
- Park Maintenance Requests
- Trail Management requests
- Volunteer Management and satisfaction
- Use permission forms

Public Safety

- See something, say something
- Incident follow-up and case management
- Resident and Police force relations/ feedback
- Training and Education evaluation
- Crisis Communication
- Program and Policy Planning and Development

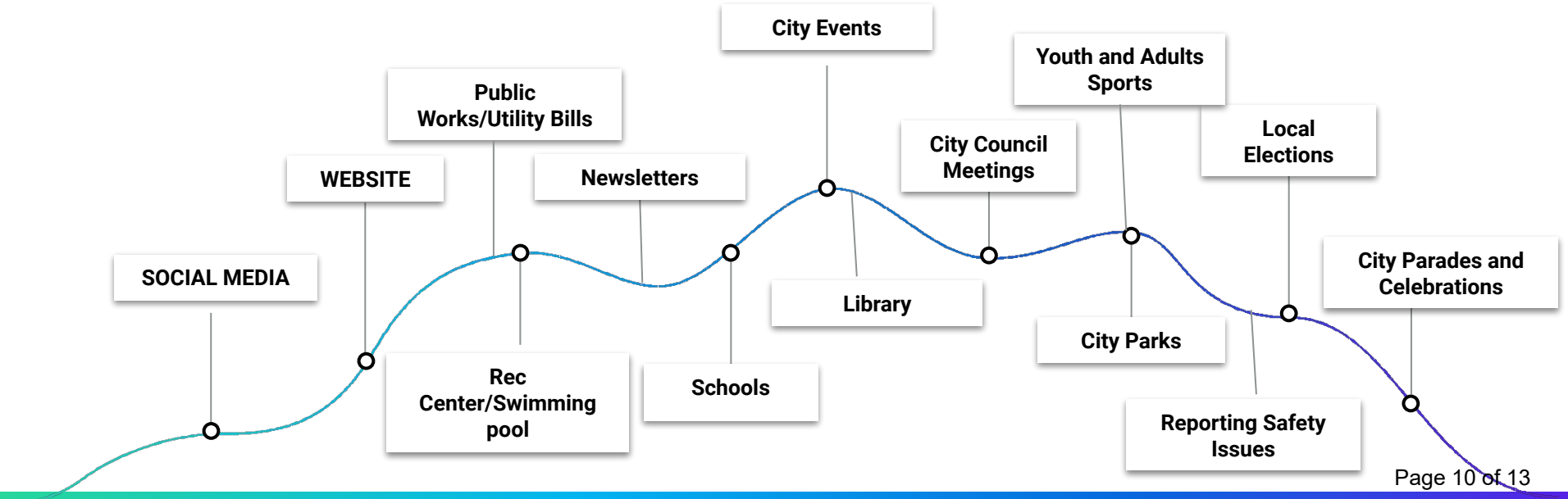
City Public Works

- Service Delivery Feedback
- Technician Evaluations
- Service Request Forms
- Closed loop feedback
- Work order ticketing

Economic Development

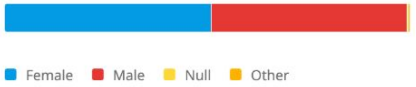
- Business Needs Assessment
- Permit application
- Resident Economic needs assessments
- Private and Public Partnership initiatives
- Economic development stakeholder communication and education

Listening opportunities are everywhere:



OFFICE OF PERFORMANCE MANAGEMENT

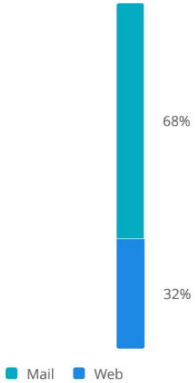
Gender



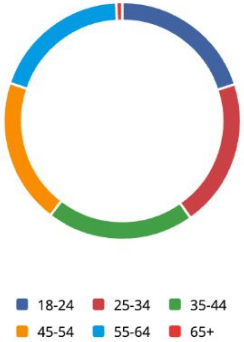
PERCEPTIONS OF THE COMMUNITY

Overall Quality o...	Over...	Over...	Over...	Over...
69%	50%	34%	54%	81%

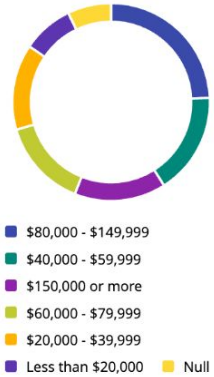
Method



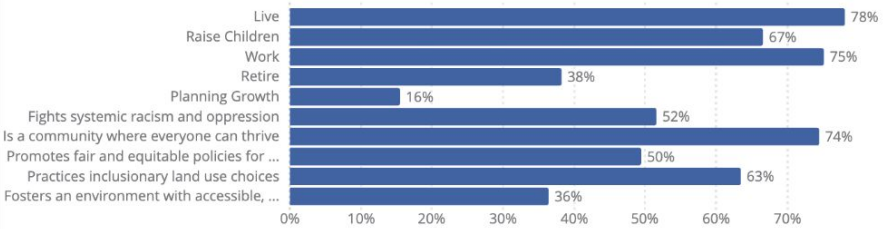
Age



Annual Household Inco...



The City of Austin as a place:



SATISFACTION WITH MAJOR CITY SERVICES

Overall Quality and Services

Overall Maintenance

Effectiveness and Quality

CITY COUNCIL

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6/20/2023

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