

# Informing Democracy: Local Leadership and the Changing Information Needs of Communities

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2010 League of California Cities' Annual Conference

**Peter M. Shane**

Jacob E. Davis & Jacob E. Davis Chair in Law  
The Ohio State University Moritz College of Law  
September 16, 2010

# Government Information Initiatives

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- Why? (A Framework)
- How? (Examples)

# Recommended Source of Ideas

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Knight Commission  
on the Information  
Needs of Communities  
in a Democracy,  
*Informing  
Communities: Sustaining  
Democracy in the  
Digital Age* (2009).  
[www.knightcomm.org](http://www.knightcomm.org)



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# Why Do Communities Need Information?

# Coordination

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Picture by ScandiaLabs. Some rights reserved.

# Problem-Solving

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# Accountability

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Picture by Ladouceur78. Some rights reserved.

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# Connection

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# Our complex media environment

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## Good News

- Unprecedented avenues for info-sharing
- People look at government websites
- Progress in addressing digital divide

## Bad News

- Shrinking local reportorial resources
- Many places have no news to speak of
- Local websites have tiny audiences and little original reportorial content
- Literacy/access issues

# No Golden Age to Be Nostalgic For

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- 2007: NAA count of daily U.S. Newspapers = 1,422
- 2004 Survey: 6,704 community weeklies
- Legal jurisdictions in the United States
  - 3,248 counties
  - 19,000 incorporated places
  - 30,000+ “minor civil divisions” having legal status, such as towns and villages.
- “It follows that hundreds, if not thousands of American communities receive only scant journalistic attention on a daily basis, and many have none.”

# What's in it for us?

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- ❑ Remember the four community information needs!
- ❑ Information builds support!
- ❑ Information builds identity!
- ❑ Information promotes engagement!
- ❑ Information promotes success!

# So what should you do?

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- ❑ *Communication*: Tell Your Story Better
- ❑ *Data/Records*: Open Your File Cabinets
- ❑ *Participation*: Invite Dialogue

# Communication

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- Connect to social media: Facebook, Twitter, YouTube
- Enable RSS feeds
- Start streaming and archiving meetings, speeches and workshops ([www.fcc.gov/live](http://www.fcc.gov/live))
- Created subject-centered portals on key issues
- Blog

Facebook | Living Long Beach - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.facebook.com/#!/pages/Living-Long-Beach/288333327932?ref=ts

Most Visited Getting Started Latest Headlines Customize Links Free Hotmail Windows Windows Media

Amazon.com: Madiso... national-broadband-... (14) Twitter / Home 'SNL' News: Jay Phar... RealClearPolitics - 20... Facebook | Livin...

facebook Search Home Profile Account

Living Long Beach Like

Wall Info Photos Discussions FBML

Suggest to Friends

The "OFFICIAL" calendar of events page for Long Beach! Post any LB related event and let people know what is happening!

\*\*\*Please post upcoming Long Beach events only. Non-event related posts will be deleted.

Information

Founded: 2010

11,982 People Like This

Ryan Burke Robert Kruse Angela Zubia

Bari Kuda

"Los Cabos" Music Video - Barikuda  
www.youtube.com  
Filmed Live and Direct in Los Cabos Mexico. M.O.P. on di Beat!!!!!! Resect and Thanks out to all the Freak Fest Fam!!! Thanks to Mango Deck, Happy Ending, Jungle Cruise, FFAT, M.O.P. , Drivers Rolando and Pollo, everyone who held the Camera!!!!!!!, and all mi Hermanos in Mexico and Worldwide!!!!...

15 hours ago · Share · Flag

Victoria Wells Be in like Flynn this Friday. First Fridays Long Beach

I ♥ FF September First Fridays  
Location: Bixby Knolls, Long Beach  
Time: 6:30PM Friday, September 3rd

17 hours ago · Share · Flag

Tenicia Bennett Come out to the Seabirde Jazz Lounge to the Soul Station, it's a Open Mic/ Jam Session where bad ass singers, musicians and poets get together for impromptu collaborations and planned performances. SEABIRD JAZZ LOUNGE in Long Beach (right next to Roscoe's Chicken and Waffles)....Come sing, play or just enjoy amazing music...

The Soul Station Open Mic/Jam Session!!!  
Location: Seabird Jazz Lounge  
Time: 8:30PM Thursday, September 2nd

Wednesday at 6:31pm · Share · Flag

Create an Ad

Bronzi's Gift Store

Like old western decor? Like dream catchers, Western Nostalgia, statues, figurines, clocks, mirrors, vases? Click here to see more.

Like

Main Street Film Festival

COMING SOON to Downtown Columbus

Main Street or Wall Street? Click here for more info on AFSCME's film festival.

Like

Chat (22)

Done

Start Inb... Eud... Micr... Wor... Fac... IS... Can... Sha... Fac... 10:14 AM

YouTube - CityofSantaRosa's Channel - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.youtube.com/user/CityofSantaRosa

Amazon.com: Madiso... national-broadband-... (15) Twitter / Home 'SML' News: Jay Phar... RealClearPolitics - 20... YouTube - Cityof...

YouTube Search Browse Upload Create Account Sign In

City of Santa Rosa, California CityofSantaRosa's Channel **Subscribe** Uploads



0:03 / 9:40 360p

Info Favorite Share Playlists Flag

Santa Rosa Google Fiber for Communities.mpg Like

Transferring data from v2.cache2.c.youtube.com...

Start Inb... Eud... Micr... Wor... You... IS... Can... Sha... You...

10:17 AM

**Santa Rosa Google Fiber for Communities**  
259 views - 5 months ago  
9:41

**Spirit of Innovation with Background**  
246 views - 10 months ago  
9:44

**Spirit of Innovation**  
21 views - 10 months ago  
9:44

**Give Us Your Best Shot Santa Rosa**  
721 views - 1 year ago  
9:53

**PSA Bike Safety 2008**  
67 views - 1 year ago  
0:32

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All rights reserved.

Modesto Police (ModestoPolice) on Twitter - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://twitter.com/ModestoPolice

Amazon.com: Madiso... national-broadband-... Modesto Police (... 'SNL' News: Jay Phar... RealClearPolitics - 20... YouTube - CityofSan...

Home Profile Find People Settings Help Sign out

 **ModestoPolice**

+ Follow Lists Settings

**Investigators Continue to Work on a 2008 Gang-Related Homicide**  
[www.nixle.us/65KYQ](http://www.nixle.us/65KYQ)  
 8:00 PM Sep 1st via API

Update: Accident scene clear. All lanes on Pelandale Ave are now open. Solo vehicle accident. Driver only person injured.  
 7:49 PM Aug 27th via Twitter for iPhone

Modesto Police Department to Partner with Avoid the 12 DUI Campaign to Launch Intensive Crackdown on Impaired Driving  
[www.nixle.us/63X7R](http://www.nixle.us/63X7R)  
 6:57 PM Aug 27th via API

Avoid Pelandale Ave if possible.  
 6:53 PM Aug 27th via Twitter for iPhone

**Name** Modesto Police  
**Location** Modesto, CA  
**Web** <http://www.modestopolice.com>  
**Bio** The Modesto Police Department strives to keep the citizens of Modesto informed. Our agency posts press releases and videos at [modestopolice.com](http://modestopolice.com)

10 following 2,700 followers 148 listed

**Tweets** 391

Favorites

Actions  
[block ModestoPolice](#)  
[report for spam](#)

Following



RSS feed of ModestoPolice's tweets

Done

Start Inb... Eud... Micr... Wor... Mod... IS... Can... Sha... You... 10:18 AM



# Open the File Cabinets – Public Records

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- Every state (like US) has a public records law that sounds great in principle
- Actually acquiring records often difficult, time consuming
  - Resistance
  - Lack of training
  - Under-resourced

# SunshineReview.Org Checklist

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- Current budget
- Notices of public meetings
- Roster of elected officials with contact info
- Roster of administrators with contact info
- Ability to track zoning, building permits
- Performance audits
- Contracting info (including campaign contributions)
- Membership in lobbying organizations
- Who is in charge of fulfilling open records requests + contact info
- Taxation information

# Implications for Internal Processes

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- Do your work processes foster ease of sharing?
  - .Pdf's searchable?
  - Forms filled out online?

# Open the File Cabinets: Data

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CapStat: Building a City That Works - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://capstat.oca.dc.gov/

Amazon.com: Madis... national-broadband... Home CapStat: Buil... 'SNL' News: Jay Pha... RealClearPolitics - 2... YouTube - CityofSa...

DC.gov Service Request Center Area Residents Business & Non-Profit Visitors Media Government

**What can we help you find?**

GO

**CapStat: Building a City That Works**  
CapStat provides dynamic information about the operations and performance of DC government.

- Main
- About OCA
- CA's Biography
- What is CapStat?
- CapStat Sessions on Video
- CapStat Action Items
- Summary Reports
- Mapping Application
- TrackDC

**eServices**

Online Services

Online Forms

ALL SEARCHABLE DATABASES

More eServices

**CapStat: Building a City That Works**

**Information. Knowledge. Progress.** Welcome to CapStat, your resource as a District of Columbia resident to track how District Government is working for you. You can use these pages to track the performance of individual agencies, find neighborhood statistics and learn how your government is responding to the city's most pressing challenges. [How to Reach Us](#)

**Track DC**

Service Request Center Area Residents Business & Non-Profit Visitors Media Government DC.gov

**Welcome to TrackDC**

Welcome to TrackDC, your resource as a District of Columbia resident to track how District Government is working for you. You can use these pages to track the performance of individual agencies, learn more about agencies Key Performance Indicators, Budget, Spending and News, access agency Data and Connect to the agency.

Check our other resources:

- CapStat Website
- DC Data Catalog

**FY09 Key Performance Indicators**

Not Achieved	Partially Achieved	Fully Achieved	No Data
132	122	327	59

**Agencies**

- CAH - Commission on Arts & Humanities
- CPSA - Child and Family Services Agency
- DC FILM - Motion Picture & Television Development
- DCHR - Department of Human Resources
- DCOA - Office on Aging

**Featured Agency: DMH - Department of Mental Health**

DMH is responsible for developing, supporting and overseeing a comprehensive, community-based, consumer driven, culturally competent, quality mental health system that is responsive and accessible to children, youth, adults, and their families. DMH contracts with a network of community-based, >> more Agency Website...

Stephen T. Baron  
Since July 11, 2006

**Current Year Budget**

**City Information**

- District Budget
- YTD Spending
- District Demographics
- Contracting Information and Opportunities

**Get Involved, Stay Involved**

- Nonprofit Organizations
- Service Request Center
- Volunteering in DC

**Tell Us Your Ideas**

Share your ideas with the Office of the City Administrator [Feedback](#)

http://track.dc.gov/

Start In... EU... Mic... W... Ca... IS... Ca... Sh... Fil... Sh... 10:40 AM

**Data Catalog - Mozilla Firefox**

File Edit View History Bookmarks Tools Help


http://data.octo.dc.gov/

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Amazon.com: M... national-broadb... Home CapStat: Buildin... **Data Cata...** 'SNL' News: Jay ... RealClearPolitics... YouTube - Cityo...

DC.gov Service Request Center Area Residents Business & Non-Profit Visitors Media Government

## Data Catalog



For years the District of Columbia has provided public access to city operational data through the Internet. Now the District provides citizens with the access to 444 datasets from multiple agencies, a catalyst ensuring agencies operate as more responsive, better performing organizations. Use the data catalog below to subscribe to a live data feed in Atom format and access data in XML, Text/CSV, KML or ESRI Shapefile formats. Please note that by accessing the data catalog and feeds, you agree to our [Terms of Use](#). Please read before accessing the data. All data visualizations on maps should be considered approximate. The visualizations provided by this application include only records that can be mapped. If you have any questions or comments about the DC Data Catalog, please contact us at [citydw@dc.gov](mailto:citydw@dc.gov). Visit [DC FOIA page](#) for information on FOIA requests.

**Create Your Own Visualizations using DC datasets**

Free websites such as [Swivel](#) and [Many Eyes](#) allow users to create and share a variety of data visualizations. Below are the links to some interactive graphs and charts created based on DC datasets. You can create your own visualization using already uploaded datasets or slice and dice data the way no one did before. Please email us at [citydw@dc.gov](mailto:citydw@dc.gov) if you want your visualization to be featured on this page.

- [2009 Service Requests](#)
- [Building Permits Paid Fees](#)
- [Assessment Roll](#)
- [Recent Crimes in DC](#)

**Popular Downloads**

- [CJIS Juvenile Arrests and Charges 2009](#)
- [CJIS Juvenile Arrests and Charges 2008](#)
- [Crime incidents \(ASAP\) 2010](#)
- [Crime incidents \(ASAP\) 2009](#)
- [Crime incidents \(ASAP\) 2008](#)
- [Crime incidents \(ASAP\) 2007](#)
- [Crime incidents \(ASAP\) 2006](#)
- [Purchase Orders 2010](#)
- [Purchase Orders 2009](#)
- [Purchase Orders 2008](#)
- [Purchase Orders 2004-2007](#)
- [Public Space Permits 2008](#)
- [Public Space Permits 2004-2007](#)
- [ITSA Current Awarded Engagements](#)
- [Purchase Card Transactions](#)
- [ITSA Current Open Requirements](#)
- [311 Service Requests](#)

**Live Data Feeds**

- [311 Service Requests](#)
- [CJIS Juvenile Arrests and Charges](#)
- [Completed Construction Projects 2010](#)
- [Crime incidents \(ASAP\)](#)
- [Current Construction Projects](#)
- [ITSA Current Awarded Engagements](#)
- [ITSA Current Open Requirements](#)
- [Public Space Permits](#)
- [Purchase Orders](#)
- [Registered Property](#)
- [Registered Vacant Property](#)

Get updates in other formats...

**See it on Google Maps**

- [311 Service Requests](#)
- [Building Permits](#)
- [CBEs active in ITSA Program](#)

**New design & features coming soon!**

- Subscribe to [Data Catalog News](#) feed to get updates.
- For Developers, we provide the [Data Catalog Description](#) and [Data Catalog Updates](#)

For more information on government operations and performance monitoring visit the [CapStat](#) website or view [Summary Reports](#).

**Text / CSV:** Use this format for easy access to the data. Text/CSV files could be opened by most desktop spreadsheet applications (e.g. MS Excel).

**Atom feed:** Better suited for consumption by automated programs capable of handling Atom files. Allows subscription to data feed for continuous updates. [Learn more about Atom](#). We support [GeoRSS](#) extension which includes location as part of a feed.

**XML:** Better suited for consumption by automated programs capable of handling raw XML files.

Done

Start In... Eu... Mic... W... Da... IS... Ca... Sh... Fil... Sh... 10:37 AM

DataSF - Liberating City Data - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.datasf.org/

Amazon.com: Madis... national-broadband... Home DataSF - Libe... 'SNL' News: Jay Pha... RealClearPolitics - 2... YouTube - CityofSa...

# DataSF beta

Register | Login

Datasets About Scorecard Contact Us App Showcase Suggest Other Datasets/Apps Search.. Go

Admin & Finance Environment Geography Housing Human Services Public Safety Public Works Transportation Advanced Search

## What is DataSF?

DataSF is a clearinghouse of datasets available from the City & County of San Francisco. Our goal in releasing this site is:

- (1) improve access to data
- (2) help our community create innovative apps
- (3) understand what datasets you'd like to see
- (4) get feedback on the quality of our datasets.

looking for a dataset or app that you'd like to see?

<tell us>

Tag cloud

## DataSF App

## Datasets

### ★ ★ ★ ★ ★ SFO Noise Exceedance Data - Noise Exceedance Rating

Categorized under [Transportation](#) Views: 151 (<http://www.tlvsfo.com>)

**Description:** The SFO Noise Exceedance Rating dataset contains data about aircraft noise exceedances collected from twenty-nine noise monitors on the peninsula starting in January 2005 and is updated monthly. The file contains monthly data by airline, their noise exceedance rating, their total noise exceedances, their total operations per month and their exceedances per thousand operations. Contained within th

**Agency Name:** San Francisco International Airport

**Date Released:** 30 days following month end


**Time Period:** January 2005 to present

**Frequency:** Monthly

**Location of dataset:** [Noise Exceedance Rating](#)

**Format:** Excel 2007 (xlsx)

**Location of Data Dictionary:** Within the zip file

[Read More](#) | [Discuss](#)  [Share This](#) Tags: [sfo](#) [sfa](#) [noise](#) [threshold](#) [exceedance](#) [airport](#) [aircraft](#) [airline](#) [airlines](#) [noise](#) [monitor](#) [decibel](#) [transportation](#)

Done

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10:41 AM

# Why Do This?

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- ❑ What is visible to the public becomes visible to you!
- ❑ Provides the basis for privately developed apps
- ❑ People look for this stuff!
- ❑ Improves performance



NYC School Survey - School Accountability Tools - New York City Department of Education - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://schools.nyc.gov/Accountability/tools/survey/default.htm>











**Department of Education**  
Joel I. Klein, Chancellor

Children First. Always.

search... Parents and Families Students Employees

DOE Home Page > Performance & Accountability > NYC School Survey

## NYC School Survey







 Share |  Like

### Results from the 2010 NYC School Survey are in!

New York City parents, teachers, and students reached new participation heights on this year's School Survey. 922,694 surveys were submitted this year. Feedback gathered by the survey is aggregated at the citywide level and also summarized and reported for each individual school.

Find the [2010 Survey Report](#) for an individual school.

View the [citywide analysis](#) of survey results.  
View the [citywide report of survey results for general education schools](#).  
View the [citywide report of survey results for District 75 special education schools](#).  
Download the [2010 School Survey data](#).  
View the [2010 Scoring Guide for general education schools](#).

### Updates to survey results are coming...

Survey results from 2009 are available in [Survey Quest](#), an online tool that provides easy-to-read graphs that compare survey results between schools. Survey Quest will be updated with 2010 results this summer.

### School Survey Overview

The NYC School Survey helps school leaders understand what key members of the school community say about the learning environment at each school. The information captured by the survey is designed to support a dialogue among all members of the school community about how to make the school a better place to learn.

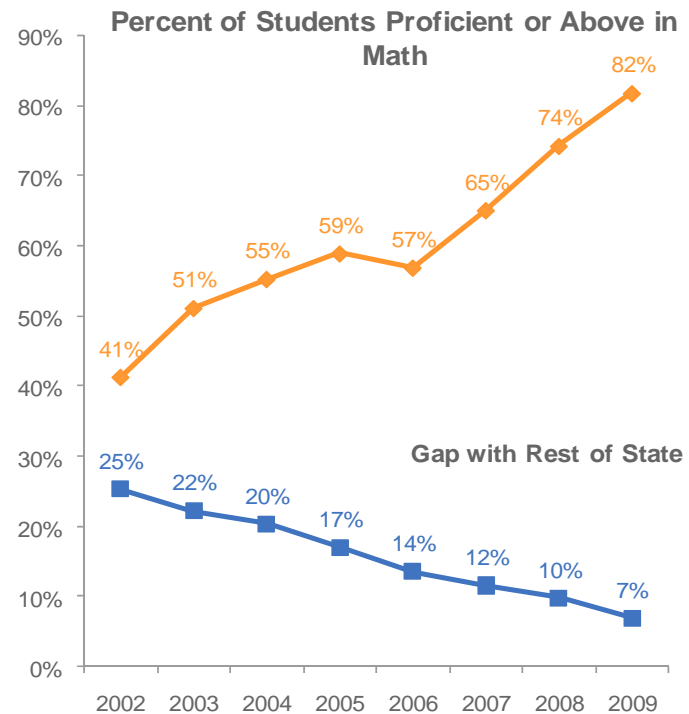
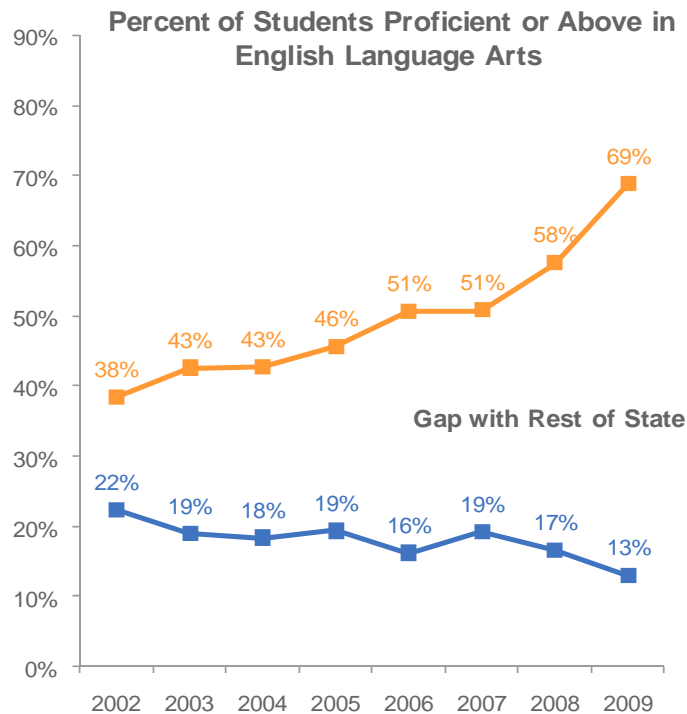
- About Us >
- Academics >
- Choices & Enrollment >
- Schools in the Community >
- Offices & Programs >
- Rules & Policies >
- Student Support, Safety & Activities >
- Performance & Accountability v
  - School Accountability Tools
    - > Progress Report
    - > NYC School Survey
    - > Quality Review
    - > State and Federal Accountability
    - > Rewards and Consequences
  - Student Achievement Resources
    - > ARIS and ARIS Parent Link

Done Internet

Start In... Eu... Mic... W... Da... IS... Ca... NY... Sh... 10:48 AM

# More NYC Students Are Meeting or Exceeding State Standards, and NYC Has Closed the Gap Considerably with the Rest of the State

(NYC is 73% Black/ Hispanic, 84% low income; Rest of State is 23% Black/ Hispanic, 31% low income\*)



Note: Results reflect State tests in grades 4 and 8 from 2002-2005 and grades 3-8 from 2006-09. State tests were rescaled in 2005/06 as well as expanded to include all grades 3-8. State testing policy changed in 2006/07 to include more ELL students in the English Language Arts test.

# Participation

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- Conversation
- Reporting and Feedback
- Citizen deliberation


Talkswindon - Index - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.talkswindon.org/index.php>

Google  Go

Bookmarks 555 blocked Check AutoLink AutoFill Send to Settings



simple machines forum

May 11, 2009, 02:22:39 PM

Welcome, **Guest**. Please [login](#) or [register](#).  
 Did you miss your [activation email](#)?




Forever

Login with username, password and session length

[HOME](#) [HELP](#) [SITEMAP](#) [SEARCH](#) [CALENDAR](#) [SWINDON-SENN FORUM](#) [SWINDONTALK FORUM](#) [BLOGSWINDON](#) [ELECTED MAYOR SURVEY](#) [LOGIN](#) [REGISTER](#)

**Talkswindon**

**Talkswindon - 'How Do I Get Started?' and other F.A.Q's**

	<p><b>'How Do I...?'</b> Easy 'How To' guides and answers to frequently asked questions</p>	<p>18 Posts 4 Topics</p>	<p><b>Last post</b> by <a href="#">Mart</a> in <a href="#">Re: How Do I: Insert Vid...</a> on February 07, 2009, 08:15:12 PM</p>
	<p><b>Forum Problems &amp; FAQ's</b></p>	<p>160 Posts 29 Topics</p>	<p><b>Last post</b> by <a href="#">Geoff Reid</a> in <a href="#">TS server was down brief...</a> on <b>Yesterday</b> at 02:20:31 PM</p>
	<p><b>Talkswindon Terms And Conditions</b></p>	<p>5 Posts 4 Topics</p>	<p><b>Last post</b> by <a href="#">Florence</a> in <a href="#">Re: The Talkswindon Quic...</a> on August 30, 2007, 07:58:08 AM</p>

**Out & About In Swindon & Beyond - What's on, where are you going and where have you been?**

Done Internet

Start  In... EU... tal... W... EL... As... Pr... Fi... W... ht... D... Ta... 9:23 AM

Spokane Government Blog - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste

Address http://new.spokanepubliclibrary.org/blog/spokane\_government/ Go Google t blog Settings



Spokane Public Library

Today's Blog - Another sunny day at the library. There's a bunch of fun things happening here at the library.

Read. Learn. Discover.

SEARCH

## Spokane Government Blog

### September Safety

Wednesday, August 25, 2010 - 8:20 am



School starts soon, so adults and students need to be extra careful when driving, walking, and biking near schools. The [Spokane County Traffic Safety Commission](#) has many online fact sheets on such topics as child passenger safety, bicycle safety, and teen driving. The City Street Department's [Frequently Asked Questions](#) list includes information on school zones and pedestrian safety. School District 81's Transportation page links to [bus route information](#), [bus rules](#), and [links](#) to other transportation safety websites. - Spokane Government Librarian

Posted in [Laws, Websites](#) | [Permalink](#) | [No Comments](#) >

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### Summer Parkways

Wednesday, August 11, 2010 - 11:28 am

Sunday, August 22nd, is the second [Summer Parkways event](#) in Spokane, where 3 miles of Howard Street will be closed to motorized vehicle traffic from 9am to 1pm. Walkers, bikers, skaters, and other human-powered transportation will take over the street and join the celebrations. There will be bike decoration contests, fitness activities, and product demonstrations. In a related bike story, the City of Spokane has [new signs](#) that proclaim it a [Bicycle Friendly Community](#). Also check out the new [bike and pedestrian plans](#) that are being worked on by various local governments and organizations. - Spokane Government Librarian

SPL BLOGS - (Blog Info & Feeds)

- SPL Blog
- Audio, Music, & Movies!
- Business Blog
- Federal Government Blog
- Genealogy Blog
- Health Blog
- Kids' Blog
- Northwest Room Blog
- Reader's Corner Blog
- Spokane Government Blog
- Teen Blog

Davis Wiki - The definitive resource for Davis, California - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print W Settings

Address [http://daviswiki.org/Front\\_Page](http://daviswiki.org/Front_Page) Go Google G vnt wiki Settings

# DAVISWiki

User name:   
Password:   
[\(new user\)](#)

Front Page People Recent Changes

## Front Page

Info Talk Map Search:


**DONATE** Pledge now! Help us bring collaborative, community-owned media to every community!

**\$15,815 PLEDGED**

We have **10 days left** to raise \$25,000.

[Pledge now](#) or [learn more about the LocalWiki effort!](#)

This project will only be funded if at least \$25,000 is pledged by Monday September 13, 1:09pm, WST.



Start In... Eu... Mic... W... Da... IS... Ca... Da... Sh... Internet 11:00 AM

# Simulator-Based Surveys

**Budget Simulator**

This is how you are spending this year's budget...

Total Spend **£0.14 m** On Budget **0.0%** Council Tax Increase **0.0%**

Your council's spending and council tax will stay the same.

## Budget Allocation for Whatchester

Now you get to make your budget decisions! Clicking a service name will give you background information, then click the boxes below to allocate more or less of your budget, compared to last year's spend, to that service. Once you're happy with your budget, hit the 'review and finish' button.

Remember that if you want to spend more on a service you have to either decrease spending on another one or increase council tax levels.

N.B. this process is for "simulation" purposes only to help us understand broadly how you want to allocate resources relative to each other.

-25% -20% -15% -10% -5% 0% 5% 10% 15% 20% 25%

- Street Cleaning
- Public Transport
- Health and Social Care
- Public Toilets
- Parks and Open Spaces
- Children's Services
- Democracy and...

Done Internet 9:31 AM

# Turn the Public Into Reporters

SeeClickFix: Report non-emergency issues, receive alerts in your neighborhood - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.seeclickfix.com/citizens

Amazon.com: Madis... national-broadband... Home SeeClickFix: ... 'SNL' News: Jay Pha... RealClearPolitics - 2... YouTube - CityofSa...

**SeeClickFix**  
power to the community

Home How it Works Help & Support **GoPro!** Login Sign up

**Fast Speeds in residential area. Used a cut thru**  
2965 Seebaldt Waterford MI 48329  
Farmer and Seebaldt Ave in Waterford, cut thru from Dixie to Walton. People drive...  
a minute ago

**Citizens Get Started**  
Find out what's going on in your neighborhood

**Neighborhood or City**

Try Philadelphia, Plano Texas, Boston, New Haven

WHY USE OUR ONLINE SERVICES?

**Easy access from anywhere**

You're just one click away from raising awareness about issues in your neighborhood. SeeClickFix encourages active citizenship, by offering a variety of platforms to report your concerns. Report issues through our [website](#), [mobile apps](#), [widgets](#), and voice mail.

**Engaging Tools for:** Government Media Community Groups

**Free Sign Up** **GoPro! Free Trial**

**Already registered? Then just Login**

*"I never had much faith in one or two people being heard by the city [...] and that was true. It took the whole neighborhood to express their feeling, and the city people ... really listened. Good for you and*

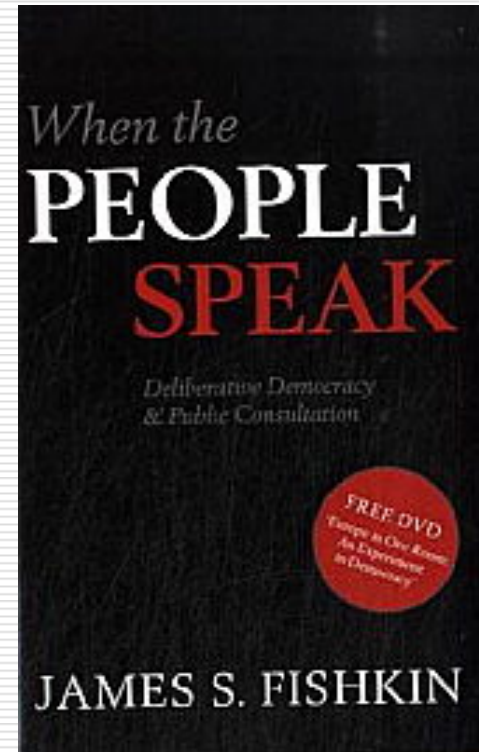
Done

Start In... Eu... Mic... W... Se... IS... Ca... Se... Sh... 11:02 AM



# Invite Citizens to Deliberate

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CDD: Deliberative Polls: California - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://cdd.stanford.edu/polls/smc/

Amazon.com: Madis... national-broadband... Home CDD: Deliber... 'SNL' News: Jay Pha... RealClearPolitics - 2... YouTube - CityofSa...

# the center for deliberative democracy

Search CDD

## Deliberative Polling®: California

### San Mateo Countywide Assembly on Housing Choices

Is there a critical housing shortage in San Mateo County? If so, what should be done about it? A scientific sample of county residents recently participated in a Deliberative Poll® sponsored by Threshold 2008, a coalition of civic groups in the county. The weekend sample of 238 participants considered competing policy options, became more informed about them, questioned competing experts and by the end of the weekend, changed their views. The Deliberative Poll®, conducted as part of a Countywide Assembly on Housing Choices, was hosted by Cañada College on the weekend of March 15-16, 2008.

#### Results

- Executive Summary: [Informed Citizens Want More Housing](#)
- Results of the San Mateo Countywide Assembly on Housing Choices  
Informed citizens identify need for more housing, majority support higher density, more regional solutions

#### Additional Information

- Threshold 2008  
Threshold 2008 is an unprecedented campaign to build the public voice about housing issues and options in San Mateo County.
- Briefing Document: [Countywide Assembly on Housing Choices in San Mateo County](#)
- Briefing Document: [Countywide Housing Background and Information](#)

CDD

Events & Symposia

In the Press

Research

Deliberative Polling®

- ADP
- Argentina
- Brazil
- Bulgaria
- By the People
- California**
- China
- Energy Choices
- European Union
- Greece
- Hungary
- Italy
- Japan
- Northern Ireland
- Poland

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# Other Models

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- ❑ AmericaSpeaks
- ❑ Citizen Juries/Panels
- ❑ Participatory Budgeting



# Many Online Resources!

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- ❑ Institute for Local Government (California)  
<http://www.ca-ilg.org/ilgpubs> -lots on engagement, collaborativer governance
- ❑ National Coalition for Deliberation and Dialogue  
<http://www.ncdd.org/>
- ❑ Involve <http://www.involve.org.uk/>
- ❑ GSA Intergovernmental Solutions Newsletters  
[http://www.usaservices.gov/events\\_news/ISnewsarchive.php](http://www.usaservices.gov/events_news/ISnewsarchive.php)
- ❑ Report on “Building Democracy Through Online Citizen Deliberation” from Ohio State  
[http://moritzlaw.osu.edu/pldd/docs/building\\_democracy.pdf](http://moritzlaw.osu.edu/pldd/docs/building_democracy.pdf)

# And even more . . .

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- Penn Fels Institute of Government  
*Making the Most of Social Media*  
<https://www.fels.upenn.edu/news/making-most-social-media>
- Center for Technology in Government at SUNY Albany  
<http://www.ctg.albany.edu/>
- Steve Clift's listserv – [www.e-democracy.org](http://www.e-democracy.org)

# http://pages.e-democracy.org/Local\_Government\_2.0

Local Government 2.0 - E-Democracy.org - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [http://pages.e-democracy.org/Local\\_Government\\_2.0](http://pages.e-democracy.org/Local_Government_2.0)

E-Democracy.org

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Page Discussion Edit History

## Local Government 2.0

Back to [Sunshine 2.0](#)

These are some important reports and guides related to Local Gov 2.0. Many are related to the use of social media by local governments and elected officials. In particular, we are looking for reports that suggest what a government should (or could) do with the Internet to support democracy.

- **1. Connected councillors: a guide to using social media to support local leadership**
  - 40 pages - by Ingrid Koehler , March 2010 - <http://twitter.com/Ingridk>
  - Info: <http://socialmedia.21st.cc/>
  - Direct: [http://socialmedia.21st.cc/wp-content/uploads/connected\\_councillors.pdf](http://socialmedia.21st.cc/wp-content/uploads/connected_councillors.pdf)
  - Ingrid's blog post and Twitter: <http://ideapolicy.wordpress.com/2010/03/23/connected-councillors/>
  - Note: <http://ideapolicy.wordpress.com/2010/03/22/building-britains-local-digital-future/>
- **2. Local by Social: How local authorities can use social media to achieve more for less**
  - 48 pages by Andy Gibson, March 2010 - <http://twitter.com/gandy>
  - Info: <http://www.idea.gov.uk/idk/core/page.do?pagelid=17770779>
  - Direct: <http://www.idea.gov.uk/idk/aio/17801438>
  - Andy's blog and Twitter: <http://sociability.org.uk>

Search

Go

Internet

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# For many examples. . .

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- Konga, Jury and Proudlock, Michael. "Municipal Open Government Framework: A Work in Progress." (June 14, 2010).

<http://www.slideshare.net/jkonga/municipal-open-gov-framework-work-in-progress> (accessed Sept. 5, 2010).

# Knight Commission Conclusion

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- The Commission, however, understands “informed communities,” like democracy itself, as a vision always to be pursued, not as a final state of perfection ever likely to be achieved. In that spirit, our first call is for an outpouring of additional ideas, dialogue, and action in communities throughout the United States. The “information issue” is everyone’s issue.



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# Thank You!

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