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

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

- Why? (A Framework)
- How? (Examples)
Recommended Source of Ideas

Why Do Communities Need Information?
Coordination

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Problem-Solving

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Accountability

Picture by Ladouceur78. Some rights reserved.
Connection

Picture by rama_miguel. Some rights reserved.
## Our complex media environment

<table>
<thead>
<tr>
<th>Good News</th>
<th>Bad News</th>
</tr>
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<tbody>
<tr>
<td>- Unprecedented avenues for info-sharing</td>
<td>- Shrinking local reportorial resources</td>
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<tr>
<td>- People look at government websites</td>
<td>- Many places have no news to speak of</td>
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<tr>
<td>- Progress in addressing digital divide</td>
<td>- Local websites have tiny audiences and little original reportorial content</td>
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<td></td>
<td>- Literacy/access issues</td>
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No Golden Age to Be Nostalgic For

- 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?

- Remember the four community information needs!
- Information builds support!
- Information builds identity!
- Information promotes engagement!
- Information promotes success!
So what should you do?

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

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

Bari Kuda

"Los Cabos" Music Video - Barikuda
www.youtube.com
Filmed live and direct in Los Cabos, Mexico. M.O.P. on di Boot!!! I respect and thank you all the Prok N' Fli!! Thanks to Mingo Deck, Happy Ending, Jungle Cruise, PMT, M.O.P., Drivers Rolando and Rolly, everyone who held the Camera!!!!!!, and all my Hermanos in Mexico and Worldwide !!!

12 hours ago · Share · Flag

Victoria Wells

In love Flynn this Friday. First Fridays Long Beach
September First Fridays
Locations: Baby Knaps, Long Beach
Time: 6-10PM Friday, September 3rd

17 hours ago · Share · Flag

Tenicia Bennett

Come out to the Seabirds 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 Rosie's Chicken and Waffles)...Come sing, play or just enjoy amazing music...

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

Wednesday at 6:31 pm · Share · Flag

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Investigators Continue to Work on a 2008 Gang-Related Homicide

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/63K7R

5:57 PM Aug 27th via API

Avoid Pelandale Ave if possible.
5:53 PM Aug 27th via Twitter for iPhone
Open the File Cabinets – Public Records

- 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

- 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

- Do your work processes foster ease of sharing?
  - .Pdf’s searchable?
  - Forms filled out online?
Open the File Cabinets: Data
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 citydev@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 citydev@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
- ITS A Current Awarded Engagements
- Purchase Card Transactions
- ITS A 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
- ITS A Current Awarded Engagements
- ITS A 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 ITS A 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 feeds for continuous updates. Learn more about Atom. We support the GData extension which includes location as part of a feed.

KML: Better suited for consumption by automated programs capable of handling raw KML files.
Datasets

SFO Noise Exceedance Data - Noise Exceedance Rating

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 the dataset.

Agency Name: San Francisco International Airport

Date Released: 30 days following month end

Time Period: January 2005 to present

Frequency: Monthly

Location of the dataset: Noise Exceedance Rating

Format: Excel 2007 (.xls)

Location of Data Dictionary: Within the zip file.

Read More | Download

Tags: sfia noise threshold exceedance airport aircraft airline airlines noise monitor data

Transportation
Why Do This?

- 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

Results from the 2010 NYC School Survey are in!

New York City parents, teachers, and students reached new participation heights this year. School Survey 2010 included 922,694 surveys 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 school report of survey results for general education schools.
View the school 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.
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

- Conversation
- Reporting and Feedback
- Citizen deliberation
### Talkswindon - "How Do I Get Started?" and other F.A.Q's

<table>
<thead>
<tr>
<th>Topic</th>
<th>Posts</th>
<th>Topics</th>
<th>Last Post</th>
<th>Last Poster</th>
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<tr>
<td>'How Do I...?'</td>
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<td>4</td>
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<td>29</td>
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</tr>
<tr>
<td>Talkswindon Terms And Conditions</td>
<td>5</td>
<td>4</td>
<td>03/07/2009, 01:46  PM</td>
<td>Florence</td>
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</tbody>
</table>

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

Summer Parkways
Wednesday, August 11, 2010 – 11:20 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 9 am to 1 pm. 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 a new sign 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
Pledge now! Help us bring collaborative, community-owned media to every community!

$15,819 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.
Simulator-Based Surveys

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%
Turn the Public Into Reporters

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

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

Neighborhood or City

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.

"I never had much faith in one or two people being heard by the city. I used to think that was true. It took the whole neighborhood to express their feelings, and the city people... really listened. Good for you and..."
Invite Citizens to Deliberate

When the PEOPLE SPEAK
Deliberative Democracy & Public Consultation

JAMES S. FISHKIN

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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

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Other Models

- AmericaSpeaks
- Citizen Juries/Panels
- Participatory Budgeting
Many Online Resources!

- Institute for Local Government (California) http://www.ca-ilg.org/ilgpubs - lots on engagement, collaborative 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
And even more . . .

- Penn Fels Institute of Government
  *Making the Most of Social Media*
  [https://www.fels.upenn.edu/news/making-most-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/](http://www.ctg.albany.edu/)

- Steve Clift’s listserv – [www.e-democracy.org](http://www.e-democracy.org)
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 Kohler, March 2010 - http://twitter.com/ingridk
   - Ingrid's blog post and Twitter: http://ideapolicy.wordpress.com/2010/03/23/connected-councillors/

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
   - Direct: https://www.idea.gov.uk/idk/aio/17801458
   - Andy's blog and Twitter: http://socialability.org.uk
For many examples...

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.
Thank You!

Shane.29@osu.edu