



Open Government in a Digital World

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Why Governments are Moving Towards Digitization

Marc Pfeiffer, Assistant Director
Rutgers Bloustein Local Government Research Center



@PfeifferGov



Definitions first: What is open government and open data

- Open government: Change in government and the civic environment through the promotion of government transparency, accessibility of government data and services, and promotion of civic involvement in the democratic process
- Data" means final versions of statistical or factual information:
 - In alphanumeric form reflected in a list, table, graph, chart or other non-narrative form, that can be digitally transmitted or processed;
 - and regularly created or maintained by or on behalf of and owned by an agency that records a measurement, transaction, or determination related to the mission of an agency.
- Open Data – data that is made available to the public on an ongoing basis, not upon request, usually on a website in a machine-readable form.



Why governments are digitizing public info and opening up data

- Public loss of trust in government
- Greater expectation of access to government
- Increased engagement in public affairs
- Increased partisanship
- Technology improves availability of data
- Value to private sector and economic development
- Value to journalists and new “data editors”
- Can relieve burden of some OPRA requests

Benefits of Open and Transparency

- Increased credibility of government – creation of technology driven feedback
- Using data to develop sound policy decisions
- More people looking at data brings in more ideas
- Data used to support economic development
- Improved OPRA responses



Challenges & Benefits of Open & Transparency

- Costs: money, time and attention
- Managing technology and data is not easy
- Technology planning is important
- Harder to make decisions or communicate in private
- Finding a balance
- Data will be used by political opposition



The state of New Jersey – How open are we? What does our future look like?

- What is it in the first place?
- NJ structure affects policies
- OPRA came before open data
- Resource constraints/Can government agencies handle the technology?
- But, it is evolving; a bill on state government open data is moving.
- NJ Open Government Data Report -
<http://blousteinlocal.rutgers.edu/nj-open-govt-data/>



A Case for Open Data: **A Jersey City Model**

Brian Platt, Director
Jersey City Office of Innovation



@BrianDavidPlatt

Creating a successful Data Portal required 6 key components

Key components of success

Start Small

Use familiar tools

Allow for flexibility

Defer
responsibility

Move slowly

Build value and
relevance

The first iteration of Jersey City's Data Portal began with excel files

City of Jersey City Mayor Fulop's Data Dashboard v2.0									
FIRE DEPARTMENT (FDJC)									
Prepared By:								Week:	
Approved By:								Week #:	
LAST MODIFIED:									
Service Calls		Battalion 1		Battalion 2		Battalion 3			
		Calls	Units	Calls	Units	Calls	Units		
Private Dwellings									
Apartments									
Hotels and Motels									
All Other Residential									
TOTAL RESIDENTIAL									
Public Assembly									
Schools and Colleges									
Health Care and Penal Institutions									
Stores and Offices									
Industry, Utility, Defense, Labs, Manuf.									
Storage in Structures									
Other Structures									
TOTAL STRUCTURE FIRES									
Highway vehicles									
Other Vehicles									
Outside of Structures with value, not vehic.									
Brush, Grass, Wildland, (No Value)									
Rubbish, Dumpsters (No Value)									
All Other Fires									
TOTAL FIRES									

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Welcome TO THE OFFICIAL JERSEY CITY WEB SITE

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Operational Data

Home

Data

- Operational Data
- Budget Visualization
- Redevelopment Plans
- City Planning Studies
- Demographic Data
- Maps
- Presentations

PLEASE VISIT THE NEW DATA PORTAL AT [HTTP://DATA.JERSEYCITYNJ.GOV](http://data.jerseycitynj.gov). THIS VERSION OF THE DATA PORTAL IS NO LONGER BEING SUPPORTED AND MAINTAINED

"Dashboard Files"

Our dashboard files are currently excel spreadsheets that contain raw data on the functions, activities, and operations of a specific department or agency. Click on the links below to download. We are continuing to add data sets to this page and will one day be adding a layer of analysis to help you better visualize this data. Please be patient!

- [Jersey City Police Department 2015 Dashboard File \(August 2015\)](#)
- [Jersey City Police Department 2014 Dashboard File](#)
- [Jersey City Fire Department Dashboard File \(August 2015\)](#)
- [Housing Authority Dashboard File \(August 2015\)](#)
- [Parking Authority 2014 Dashboard File \(September 2014\)](#)
- [Office of Emergency Management \(OEM\) Dashboard File \(August 2015\)](#)
- [Municipal Utilities Authority \(JCMUA\) 2015 Dashboard File \(August 2015\)](#)
- [Municipal Utilities Authority \(JCMUA\) 2014 Dashboard File](#)
- [Tax Abatement Dashboard File \(August 2015\)](#)
- [Building Inspections Dashboard File \(February 2015\)](#)
- [Resident Response Center Requests \(August 2015\)](#)

www.jerseycitynj.gov/data



Robust data can be used to uncover insights and drive decision making

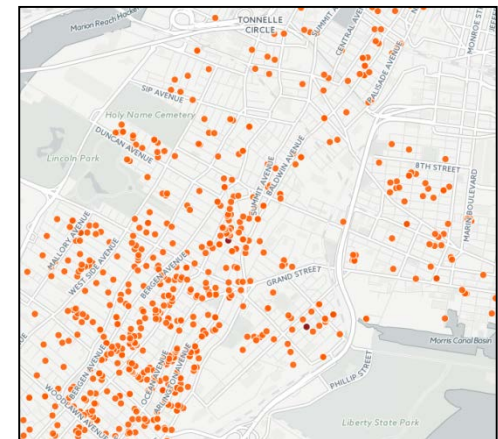
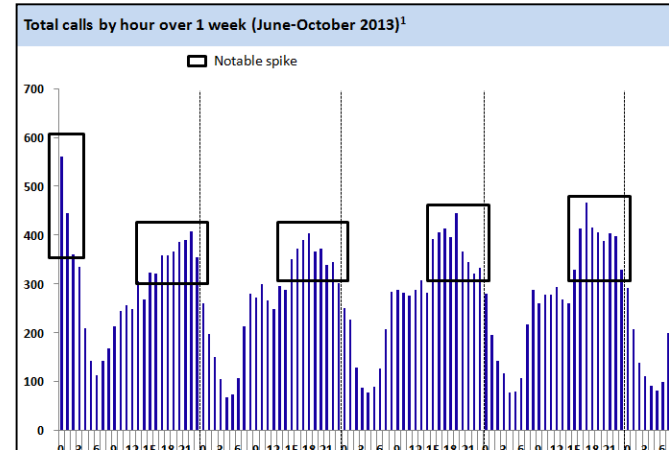
Rich, comprehensive event details

Dispatched	Time Arrived	CALLCODE	Call Code Description	Call Ty
0:59:00	01/01/2015 01:09:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS/ VICTIM); TIME ELAPSED NOT	911
0:59:00	01/01/2015 01:09:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS/ VICTIM); TIME ELAPSED NOT	911
0:59:00	01/01/2015 01:09:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS/ VICTIM); TIME ELAPSED NOT	911
1:12:00	01/00001 00:00:00	C22.00	THEFT PROP FROM VEHICLE; TIME ELAPSED NOT APPLICABLE; INJURY	Phone
1:12:00	01/01/2015 01:28:00	E13.00	LOUD MUSIC; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
1:14:00	01/00001 00:00:00	B23.00	OTHER INTERCONFLICT; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
1:14:00	01/01/2015 01:13:00	H13.00	AMBULANCE REQUEST FOR; TIME ELAPSED NOT APPLICABLE; INJURY	Self Initiated
01:19:00	01/00001 00:00:00	E13.00	LOUD MUSIC; TIME ELAPSED NOT APPLICABLE; INJURY NOT	911
01:18:00	01/01/2015 01:20:00	E14.00	STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
01:23:00	01/01/2015 01:27:00	H13.20	AMBULANCE REQUEST FOR; IN PROGRESS AND/OR ACTOR ON SCENE;	Phone
01:23:00	01/01/2015 01:27:00	H13.20	AMBULANCE REQUEST FOR; IN PROGRESS AND/OR ACTOR ON SCENE;	Phone
01:25:00	01/01/2015 01:25:00	J26.00	OTHER ADMIN POLICE ACTIVITY; TIME ELAPSED NOT APPLICABLE;	Self Initiated
1:26:00	01/01/2015 01:28:00	E14.00	STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
1:26:00	01/01/2015 01:28:00	E14.00	STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
1:26:00	01/01/2015 01:28:00	E14.00	STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
1:26:00	01/01/2015 01:28:00	E14.00	STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
1:26:00	01/01/2015 01:33:00	H28.00	MEET OTHER AGENCY; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
1:26:00	01/01/2015 01:33:00	H28.00	MEET OTHER AGENCY; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
1:35:00	01/01/2015 01:45:00	F18.00	SUSPICIOUS PERSON/CONDITION; TIME ELAPSED NOT APPLICABLE;	911
01:33:00	01/01/2015 01:32:00	J26.00	OTHER ADMIN POLICE ACTIVITY; TIME ELAPSED NOT APPLICABLE;	Self Initiated
00:58:00	01/01/2015 01:02:00	A12.00	ASSAULT NO WEAPON; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
00:58:00	01/01/2015 01:02:00	A12.00	ASSAULT NO WEAPON; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
00:58:00	01/01/2015 01:02:00	A12.00	ASSAULT NO WEAPON; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
00:56:00	01/00001 00:00:00	E21.00	OTHER PUBLIC NUISANCE; TIME ELAPSED NOT APPLICABLE; INJURY	911
0:55:00	01/01/2015 01:02:00	H13.00	AMBULANCE REQUEST FOR; TIME ELAPSED NOT APPLICABLE; INJURY	Phone
0:55:00	01/01/2015 01:02:00	H13.00	AMBULANCE REQUEST FOR; TIME ELAPSED NOT APPLICABLE; INJURY	Phone
0:53:00	01/00001 00:00:00	D23.00	DRIVEWAY PARKING VIOLATION; TIME ELAPSED NOT APPLICABLE;	Phone
0:52:00	01/01/2015 01:01:00	233.00	RING BACK; TIME ELAPSED NOT APPLICABLE; INJURY NOT APPLICABLE	911
0:50:00	01/01/2015 01:02:00	D34.00	HANDICAPPED PARKING; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
0:49:00	01/01/2015 00:52:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS/ VICTIM); TIME ELAPSED NOT	Phone
0:49:00	01/01/2015 00:52:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS/ VICTIM); TIME ELAPSED NOT	Phone
0:49:00	01/01/2015 00:52:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS/ VICTIM); TIME ELAPSED NOT	Phone
0:49:00	01/01/2015 00:52:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS/ VICTIM); TIME ELAPSED NOT	Phone
0:48:00	01/01/2015 00:55:00	C31.00	BURG ALARM COMMERCIAL PROP; TIME ELAPSED NOT APPLICABLE;	Phone
0:47:00	01/01/2015 01:03:00	D23.00	DRIVE WAY PARKING VIOLATION; TIME ELAPSED NOT APPLICABLE;	Phone
0:46:00	01/01/2015 00:58:00	C14.00	DAMAGE MOTOR VEHICLE; TIME ELAPSED NOT APPLICABLE; INJURY	Phone
0:44:00	01/01/2015 00:44:00	A22.00	ROB PERSON; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Self Initiated
0:44:00	01/01/2015 00:44:00	A22.00	ROB PERSON; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Self Initiated
0:43:00	01/01/2015 00:58:00	E13.00	LOUD MUSIC; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
0:42:00	01/01/2015 00:49:00	B21.00	MERCHANT/CUSTOMER DISPUTE; TIME ELAPSED NOT APPLICABLE;	Phone
0:40:00	01/01/2015 00:46:00	C12.00	DAMAGE RESIDENTIAL; TIME ELAPSED NOT APPLICABLE; INJURY NOT	911
0:40:00	01/01/2015 00:46:00	C12.00	DAMAGE RESIDENTIAL; TIME ELAPSED NOT APPLICABLE; INJURY NOT	911
0:40:00	01/01/2015 00:46:00	C12.00	DAMAGE RESIDENTIAL; TIME ELAPSED NOT APPLICABLE; INJURY NOT	911
0:40:00	01/01/2015 00:46:00	C12.00	DAMAGE RESIDENTIAL; TIME ELAPSED NOT APPLICABLE; INJURY NOT	911

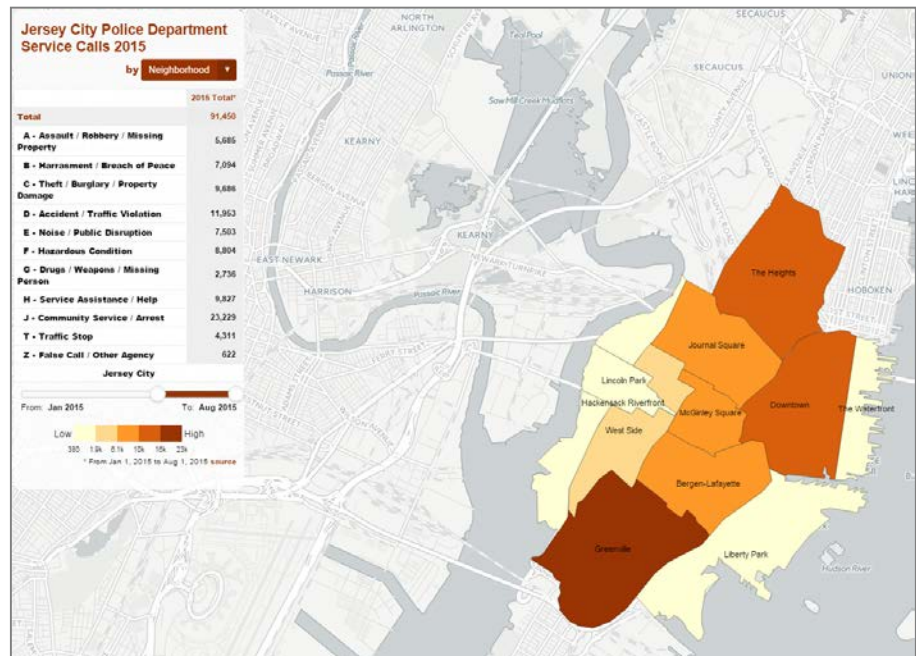
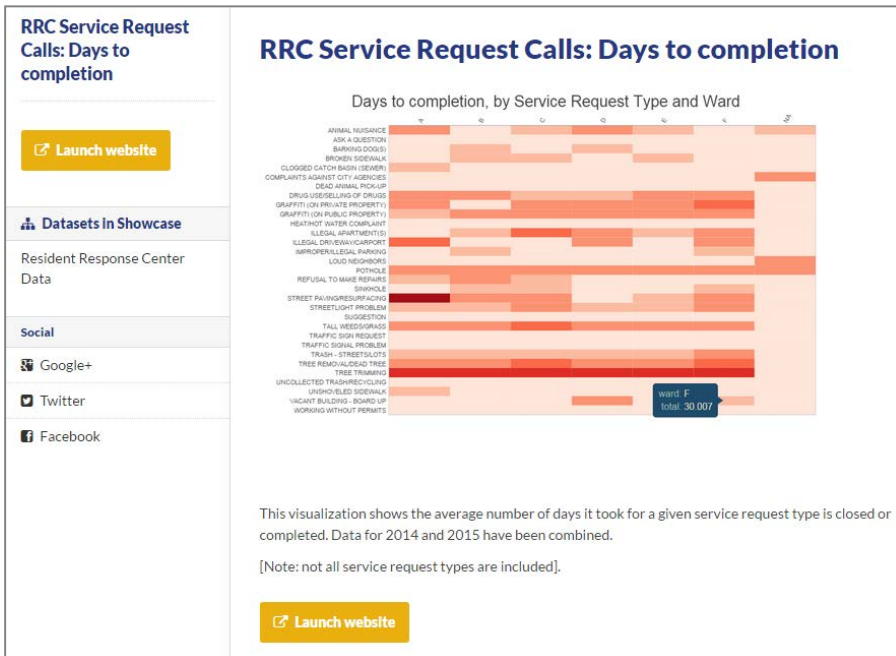
Real time data updates

Minimal ETLs/data cleaning required

10-20k rows of data monthly



Our next Data Portal iteration includes more analysis and automated systems



<http://data.jerseycitynj.gov>



Engaging the Public Through Digital Information: **A South Orange Case Study**

Adam Loehner, Deputy Village Administrator
Village of South Orange



@AdamLoehner, @southorangenj

Bringing Municipal Functions into the Digital Realm

- **Transparency**
 - Public Records
 - Online Village Codes
 - Interactive Map
 - Online Meeting Videos
- **Accessibility**
 - Website
 - Online Fillable Forms
 - Mobile Capabilities
 - Push Notifications & Information - Cross Platforms
- **Promotion & Engagement**
 - Two way communication
 - Direct Access



Transparency


Agendas & Minutes


Bills List


Budget


Resolutions


Village Code Online

 **SO INFORM**

 **SO CONNECT**

 **SO ENGAGE**

 **SO COMMUNITY
MAP**

 **SO ALERTS**

[Home](#) > [Feature Links](#) > Official Records

Official Records

Agendas & Minutes

Access easily searchable meeting agendas and minutes for various boards, commissions, and committees.

Bills List

Browse the current list of bills approved by your elected officials.

Budget

Browse current and previous budget and financial documents and interact with the online budget tool.

Resolutions

Browse the complete list of Village resolutions.

Village Code Online

Browse the online Village code.

If you are having troubling finding what you are looking for or need addition information please submit an [OPRA \(Open Public Records Act\) request form](#) to the Clerks Office and we will be happy to help.

Transparency

Property Search

Lookup By Address

Or By Street Name & Number

Map Layers

☐ Traffic Layer
☐ Bus Routes
☐ Bus Stops
☐ Census Block
☐ Fire Stations
☐ Law Enforcement
☐ Leaf Map
☐ Redevelopment Districts 2014
☐ Water Hydrants
☐ Water Valves
☐ Wetlands
☐ Zoning Map

Parcel Colors

Map Custom Hybrid Zoom: 18

PUB-MISCELLANEOUS

Assessment Building: \$1,671,900
Assessment Land: \$328,700
Assessment Total: \$2,000,600
Block 1: 1007
Building Area(sq.Ft): 0
Building Description: 2SB
City Value: \$2,289,016
Class 4 Code:
EPL Type Use: 01
Land Description: .433 AC
Last Sale Date: 1/1/1900
Last Sale Price: \$0
Lot 1: 25
Lot Depth: 148
Lot Size: 148
Lot Width: 100
Owner Complete Name:
TOWNSHIP OF SOUTH ORANGE VILLAGE
Property & Mailing Address Same: N
Property Address: 101 S ORANGE AVE
Property Area(Acre): 101 S ORANGE AVE
Property City: SOUTH ORANGE VILLAGE TWP
Property County: ESSEX
Property Identifier: 0719_1007_25
Property Is Business: Y
Property Mailing Address:
VILLAGE HALL, SOUTH ORANGE, N.J. 07079
Property State: NJ
Property Zip Code: 07079
State Property Class: 15C
Tax Map page: M17
Total Units: 0
Year Built: 1880
Zoning: B-A1

[Show Property Block Tax Map](#)

[Property Market Analysis](#)

Accessibility

PDF Printable Forms

Online Fill-able Forms

SO INFORM

SO CONNECT

SO ENGAGE

SO COMMUNITY
MAP

SO ALERTS

Feature Links > Forms > Online Fill-able Forms

Online Fill-able Forms

Administration

- [Employment Application](#)

Village Clerk

- [OPRA Request](#)
- [Marriage License](#)
- [Vital Records Application](#)
- [Special Event Application](#)
- [Garage and Yard Sale](#)
- [Alarm Registration](#)
- [Landlord Registration](#)
- [Block Party](#)
- [Peddlers License](#)
- [Solicitors License](#)
- [Filming License Application](#)

Health Department & Animal Control

- [Dog License](#)
- [Cat License](#)

Building Department & Code Enforcement

- [Certificate of Habitability \(Residential\)](#)
- [Certificate of Habitability \(Commercial\)](#)

Accessibility



Township of South Orange Village

79 South Orange Avenue, Suite 302
South Orange, NJ 07079
(973) 378-7715
www.southorange.org

Open Public Records Act Request Form

11/14/2016 10:40 AM



* Indicates required field

Requestor Information

First Name	MI	Last Name	Business Name (If applicable)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address		City	State
<input type="text"/>		<input type="text"/>	<input type="text"/>
Telephone #	Fax #	Email	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Record Request Information

Note that you may only submit one (1) request per form. After pressing "Submit" below you will have the option to enter additional in a second request. Please be as specific as possible in describing your request.*

A public record under the common law is one required to be kept, or necessary to be kept in discharge of a duty imposed by law, or directed by law to serve as a memorial and evidence of something written, said, or done, or a writing filed in a public office. The elements essential to constitute a public record are that it be a written memorial, that it be made by a public officer, and that the officer be authorized by law to make it.

Does this record fall under the common law?

No

If the information requested is a "public record" under common law and the requester has a legally recognized interest in the subject matter contained in the material, then the material must be disclosed if the individual's right of access outweighs the State's interest in preventing disclosure.



Accessibility

Official Records

Forms

Gastlight

Connect with South Orange

Employment

Live Meeting/Broadcast

Property Re-Assessment

Check / Pay My Taxes Online

SO INFORM


SO CONNECT



SO ENGAGE

SO COMMUNITY MAP

SO ALERTS

Home » Notify Me


 **Notify Me** Available Lists





1. Type your email address in the box and select Sign In.
2. If you want to receive text messages enter your phone number and select Save.
3. To subscribe or unsubscribe click  and/or  next to the links to which you wish to subscribe/unsubscribe.


Please sign in to subscribe, unsubscribe, or manage your subscriptions



Email Address


Sign In

















 **Bid Postings**

METHOD	LIST NAME	DESCRIPTION
 	Competitive Bids	
 	RFP	TEST

 **Government Jobs**

METHOD	LIST NAME	DESCRIPTION
 	Recreation and Cultural Affairs	


 **News Flash**

METHOD	LIST NAME	DESCRIPTION
 	Assessor's Office News	News and Information from the South Orange Assessor's Office
 	Clerk's Office News	News and Information from the South Orange Clerk's Office
 	Construction Projects	Municipal Construction Projects
 	Department of Administration News	News and Information from the South Orange Department of Administration
 	Department of Building and Code Enforcement	News and Information from the South Orange Building and Code Enforcement
 	Department of Health and Animal Control News	News and Information from the South Orange Health Department and Animal Control
 	Department of Public Works News	News and Information from the South Orange Department of Public Works
 	Department of Recreation and Cultural Affairs News	News and Information from the South Orange Department Recreation and Cultural Affairs

Promotion & Engagement



Promotion & Engagement

 SOConnect

Log In

Sign Up

Improve your community. Report an issue and watch it get fixed.

Search...

Trash, Recycling and Leaf Pickup

Parks

Report Issues with Village Owned Parks

Trees

Utility - Sewer

Utilities and Lighting (Gaslamps)

IT Services Maplewood

Public Safety - Police

Property Maintenance

Streets and Sidewalks

Animal Control

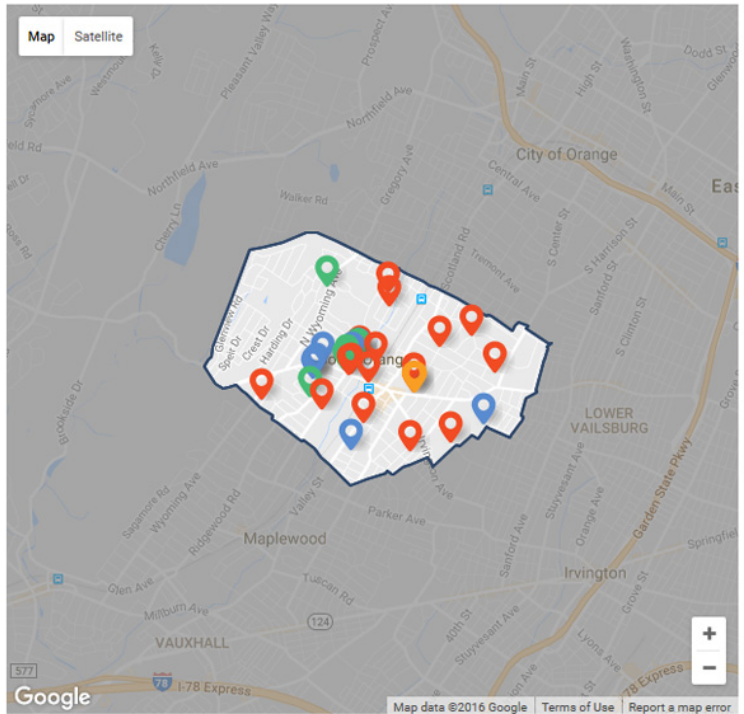
Map

List

Keyword

Map

Satellite



Submitted

Received


In Progress

Completed

Promotion & Engagement

[HOME](#) [INFO](#) [SIGN IN](#) [HELP](#) [Q](#)

[f](#) [in](#) [t](#)




SOEngage

Join the discussion. Village officials will consider all input in their decision process.


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[Open Topics](#) [Closed Topics](#)



This topic is closed




This topic has 353 visitors and 89 responses.



That's 4.5 hours of public comment @ 3 minutes per response.

It is now closed to participation.

Updated!



A Better Tomorrow, One Community at a Time

How does this all help - Public

- Increased participation from a wider audience
- More meaningful engagement
- Direct access to departments
- Quicker response times

How does this all help – Internal Operations

- Increased efficiencies (custom workflows)
 - Time
 - Cost (Software Integration)
 - Mobility
- Breakdown of Department Silos
- Reporting and Analytics



Sustainable Jersey's PIE Initiative

Lauren Skowronski, Program Director for Community Engagement
Sustainable Jersey



@skowrola

1st Piece of the PIE: related Sustainable Jersey actions

1. Digitizing Public Information
2. Open Data Inventory & Management
3. Improve Public Engagement within Municipal Gov't
4. Improve Public Engagement through Planning & Zoning
5. Online Public Service Systems



2nd Piece of the PIE:

municipal Gov 2.0 tech assessments

1. Team to meet with key municipal staff to assess
 - Strategic goals related to public engagement & communications
 - Municipal needs & challenges
 2. Final report & road map provided
 - Resources needed
 - Available digital technologies
- Municipal application launches: **Dec. 1**
 - Application deadline: **Sun. Feb 5, midnight**



3rd Piece of the PIE: Coding for Community competition

cfc.sustainablejersey.com

Municipalities + tech community = tech solutions to community issues

Timeline:

- Kicks off **Friday, Jan. 27th @ NJIT**
- 2 month development phase (*March – April*)
- Presentation & awards (*early May*)

Benefits:

- ✓ Win \$ and a custom tech project for your town
- ✓ Build relationships for future municipal projects



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Small Grants Program Underwriter



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Gold Sponsors



Silver Sponsors



Bronze Sponsors





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Underwritten By:



NEW JERSEY
EDUCATION
ASSOCIATION



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Grants Program
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