Open Government in a Digital World

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Marc Pfeiffer, Bloustein School of Public Policy, **@PfeifferGov**
Brian Platt, Jersey City Office of Innovation, **@BrianDavidPlatt**
Adam Loehner, Village of South Orange, **@AdamLoehner**
Lauren Skowronski, Sustainable Jersey, **@skowrola**

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/

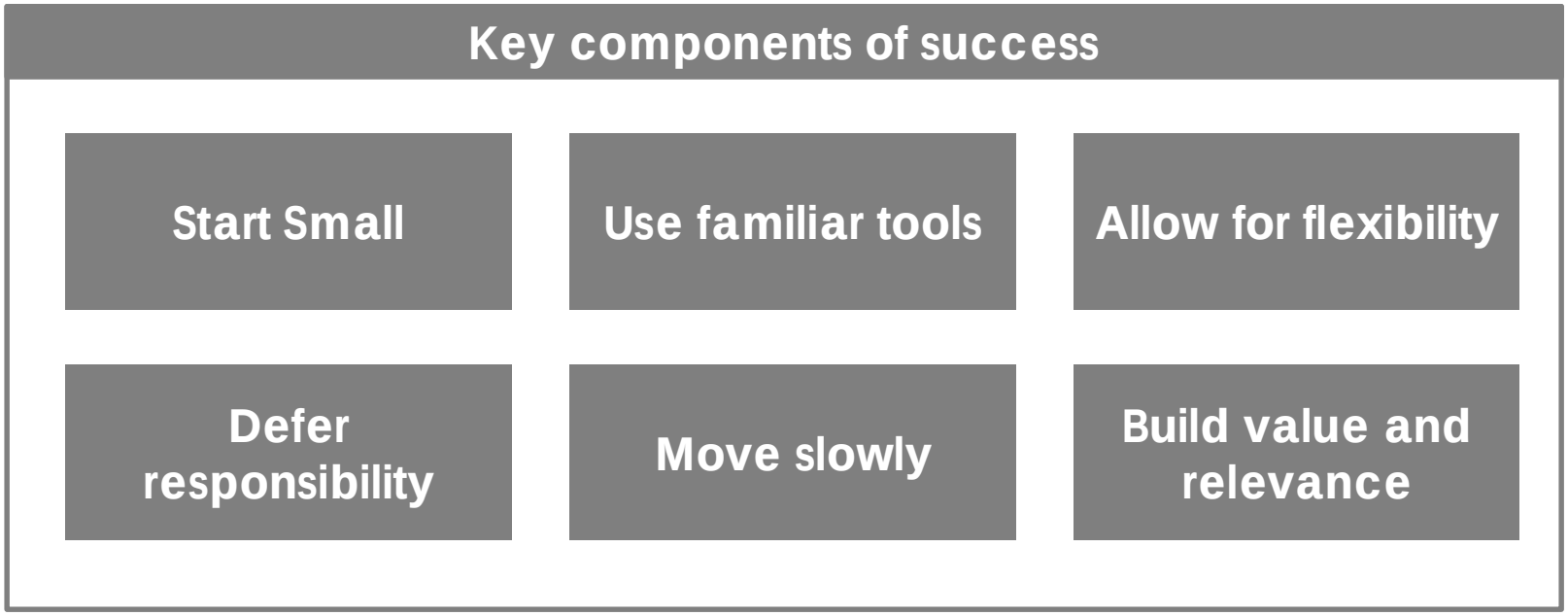
A Case for Open Data:

A Jersey City Model

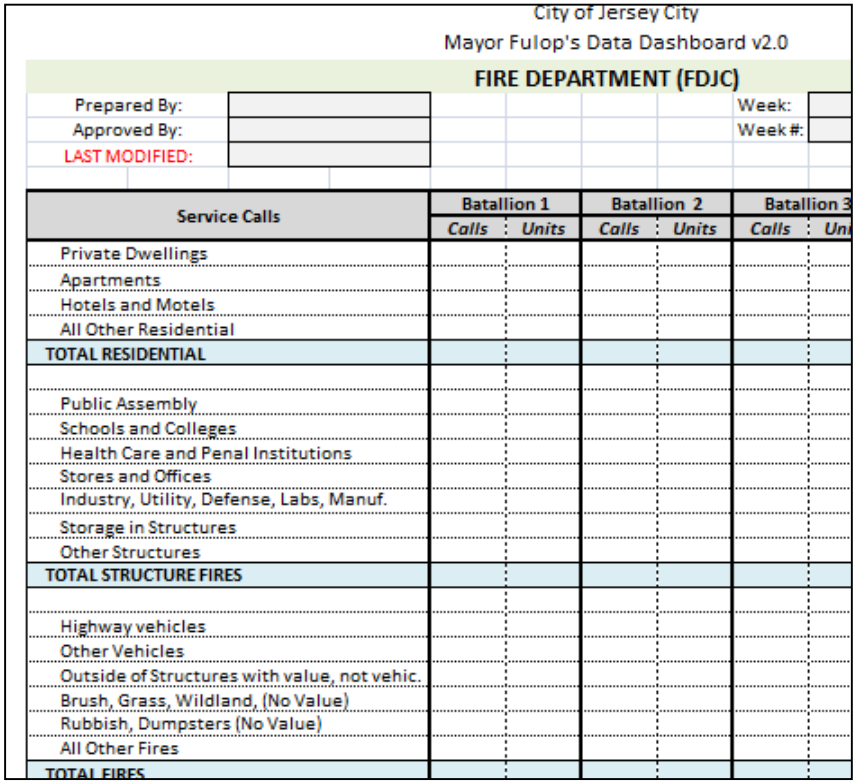
Brian Platt, Director
Jersey City Office of Innovation

@BrianDavidPlatt

Creating a successful Data Portal required 6 key components



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



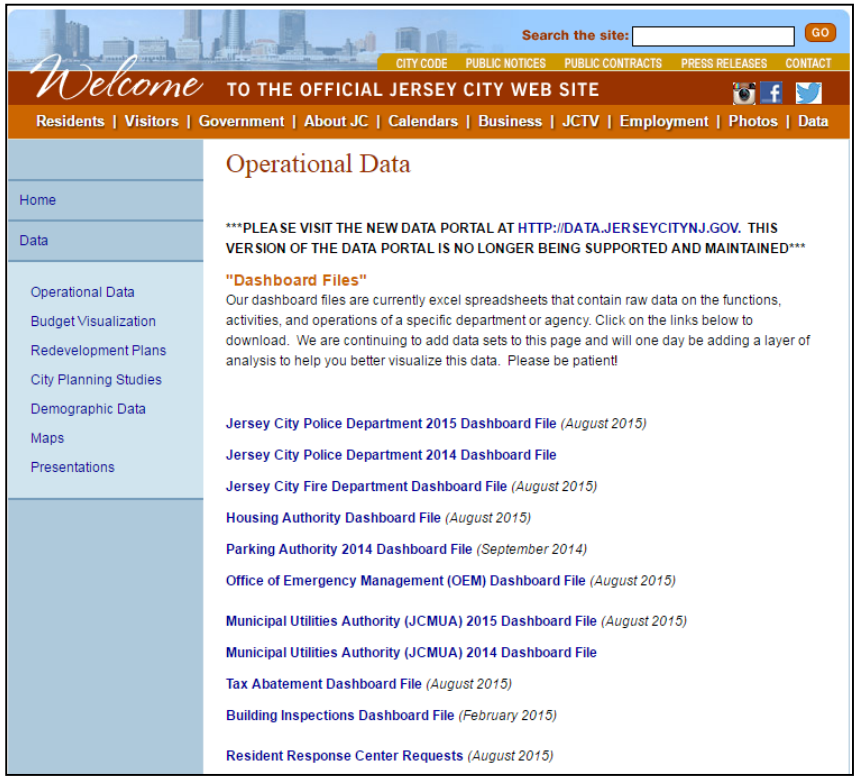
City of Jersey City

Mayor Fulop's Data Dashboard v2.0

FIRE DEPARTMENT (FDJC)

Prepared By:		Week:	
Approved By:		Week #:	
LAST MODIFIED:			

Service Calls	Batallion 1		Batallion 2		Batallion 3	
	Calls	*Units*	*Calls*	*Units*	*Calls*	*Uni*
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						



www.jerseycitynj.gov/data

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

Rich, comprehensive event details

Real time data updates

Minimal ETLs/data cleaning required

10-20k rows of data monthly

		spatched	Time Arrived	CALLCODE	Call Code Description	Call Ty
		:59:00	01/01/2015 01:09:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS / VICTIM); TIME ELAPSED NOT	911
		:59:00	01/01/2015 01:09:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS / VICTIM); TIME ELAPSED NOT	911
		:59:00	01/01/2015 01:09:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS / VICTIM); TIME ELAPSED NOT	911
		:12:00	01/01/0001 00:00:00	C22.00	THEFT PROP FROM VEHICLE; TIME ELAPSED NOT APPLICABLE; INJURY	Phone
		:12:00	01/01/2015 01:28:00	E13.00	LOUD MUSIC; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
		:14:00	01/01/0001 00:00:00	B23.00	OTHER INTERCONFLICT; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
		:14:00	01/01/2015 01:13:00	H13.00	AMBULANCE REQUEST FOR; TIME ELAPSED NOT APPLICABLE; INJURY	Self Initiated
15-000093	N	01/01/2015 01:14:18	01/01/2015 01:19:00	01/01/0001 00:00:00	E13.00 LOUD MUSIC; TIME ELAPSED NOT APPLICABLE; INJURY NOT	911
15-000094	W	01/01/2015 01:14:28	01/01/2015 01:18:00	01/01/2015 01:20:00	E14.00 STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
15-000097	N	01/01/2015 01:21:03	01/01/2015 01:23:00	01/01/2015 01:27:00	H13.20 AMBULANCE REQUEST FOR; IN PROGRESS AND/OR ACTOR ON SCENE;	Phone
15-000097	N	01/01/2015 01:21:03	01/01/2015 01:23:00	01/01/2015 01:27:00	H13.20 AMBULANCE REQUEST FOR; IN PROGRESS AND/OR ACTOR ON SCENE;	Phone
				01/01/2015 01:25:00	J26.00 OTHER ADMIN POLICE ACTIVITY; TIME ELAPSED NOT APPLICABLE;	Self Initiated
		:26:00	01/01/2015 01:28:00	E14.00	STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
		:26:00	01/01/2015 01:28:00	E14.00	STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
		:26:00	01/01/2015 01:28:00	E14.00	STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
		:26:00	01/01/2015 01:28:00	E14.00	STREET FIGHT (NO WEAPONS); TIME ELAPSED NOT APPLICABLE;	911
		:26:00	01/01/2015 01:33:00	H28.00	MEET OTHER AGENCY; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
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		:55:00	01/01/2015 01:02:00	H13.00	AMBULANCE REQUEST FOR; TIME ELAPSED NOT APPLICABLE; INJURY	Phone
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		:52:00	01/01/2015 01:01:00	Z33.00	RING BACK; TIME ELAPSED NOT APPLICABLE; INJURY NOT APPLICABLE	911
		:50:00	01/01/2015 01:02:00	D34.00	HANDICAPPED PARKING; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Phone
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		:49:00	01/01/2015 00:52:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS / VICTIM); TIME ELAPSED NOT	Phone
		:49:00	01/01/2015 00:52:00	F18.00	GUNSHOTS FIRED HEARD (NO WITNESS / VICTIM); TIME ELAPSED NOT	Phone
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15-000057	N	01/01/2015 00:46:09	01/01/2015 00:47:00	01/01/2015 01:03:00	D23.00 DRIVEWAY PARKING VIOLATION; TIME ELAPSED NOT APPLICABLE;	Phone
15-000055	S	01/01/2015 00:45:17	01/01/2015 00:46:00	01/01/2015 00:58:00	C14.00 DAMAGE MOTOR VEHICLE; TIME ELAPSED NOT APPLICABLE; INJURY	Phone
			01/01/2015 00:44:00	01/01/2015 00:44:00	A22.00 ROB PERSON; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Self Initiated
		:44:00	01/01/2015 00:44:00	A22.00	ROB PERSON; TIME ELAPSED NOT APPLICABLE; INJURY NOT	Self Initiated
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		:42:00	01/01/2015 00:49:00	B21.00	MERCHANT/CUSTOMER DISPUTE; TIME ELAPSED NOT APPLICABLE;	Phone
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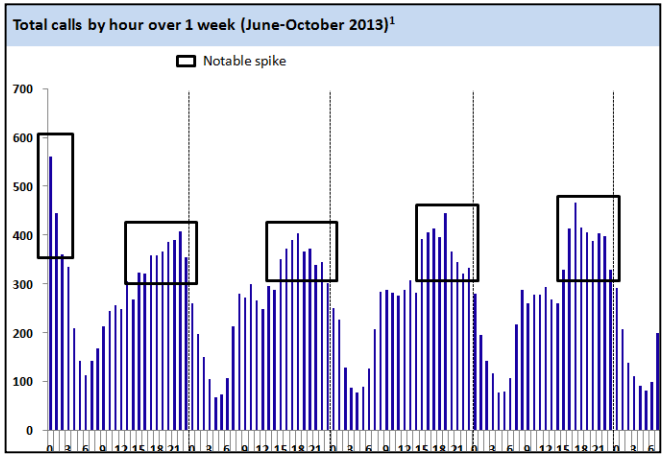

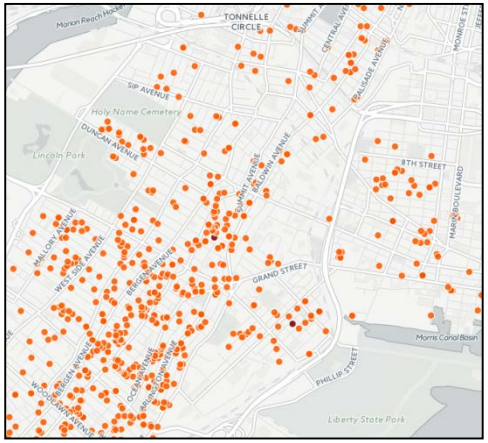

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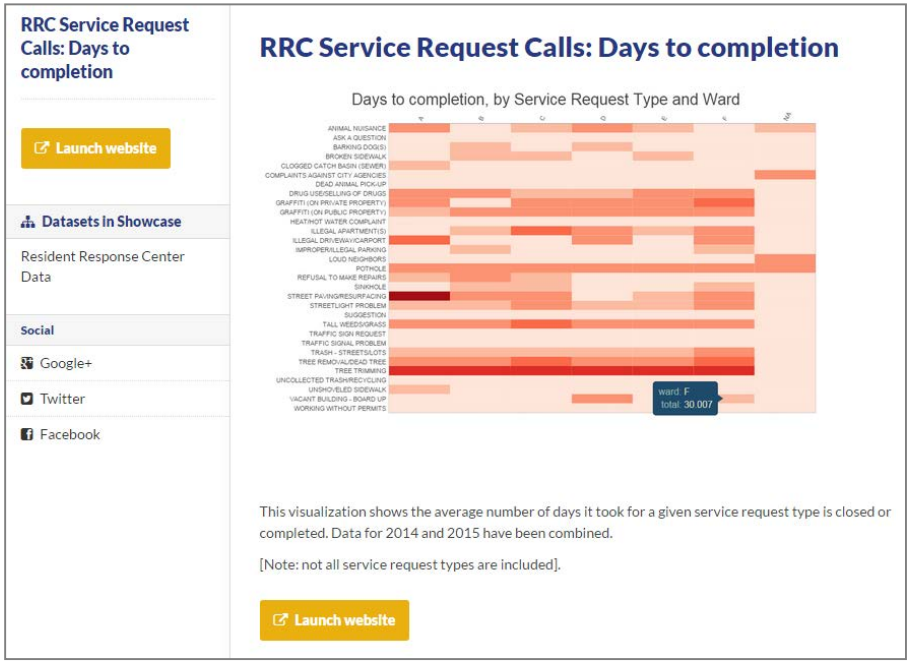
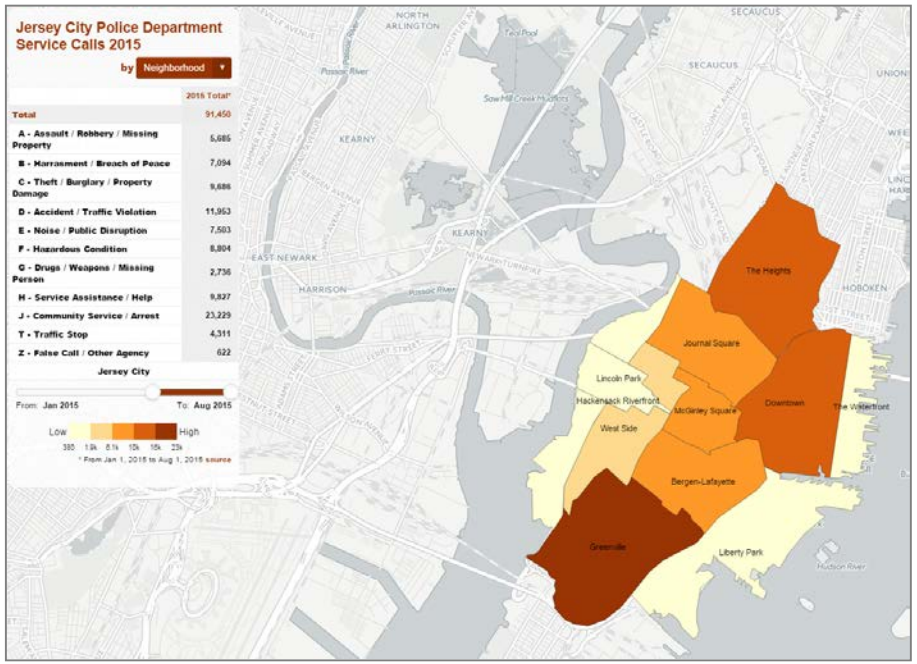
Our next Data Portal iteration includes more analysis and automated systems





http://data.jerseycitynj.gov

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Engaging the Public Through Digital Information:

A South Orange Case Study

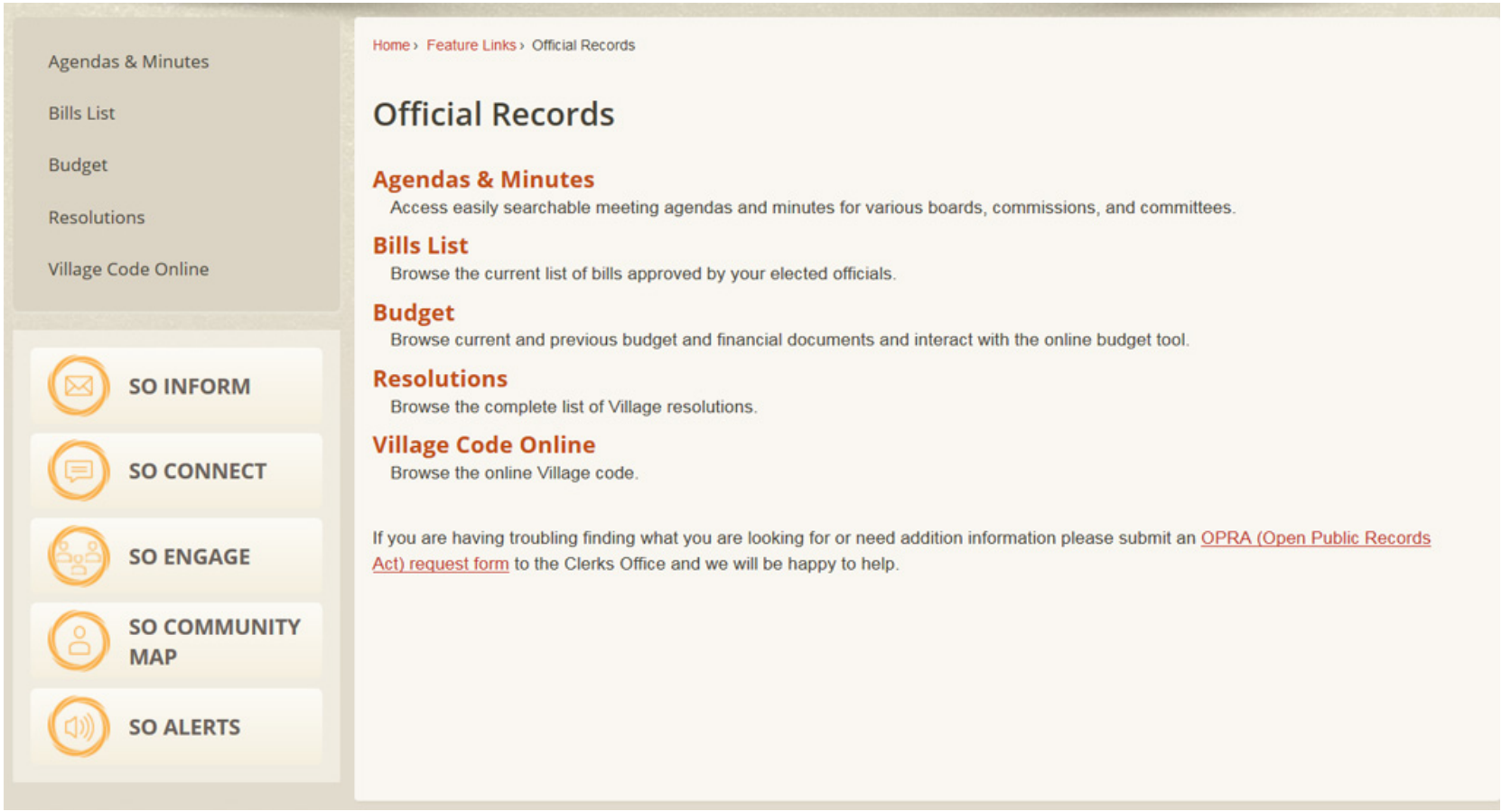
Adam Loehner, Deputy Village Administrator
Village of South Orange

@AdamLoehner, @southorangenj

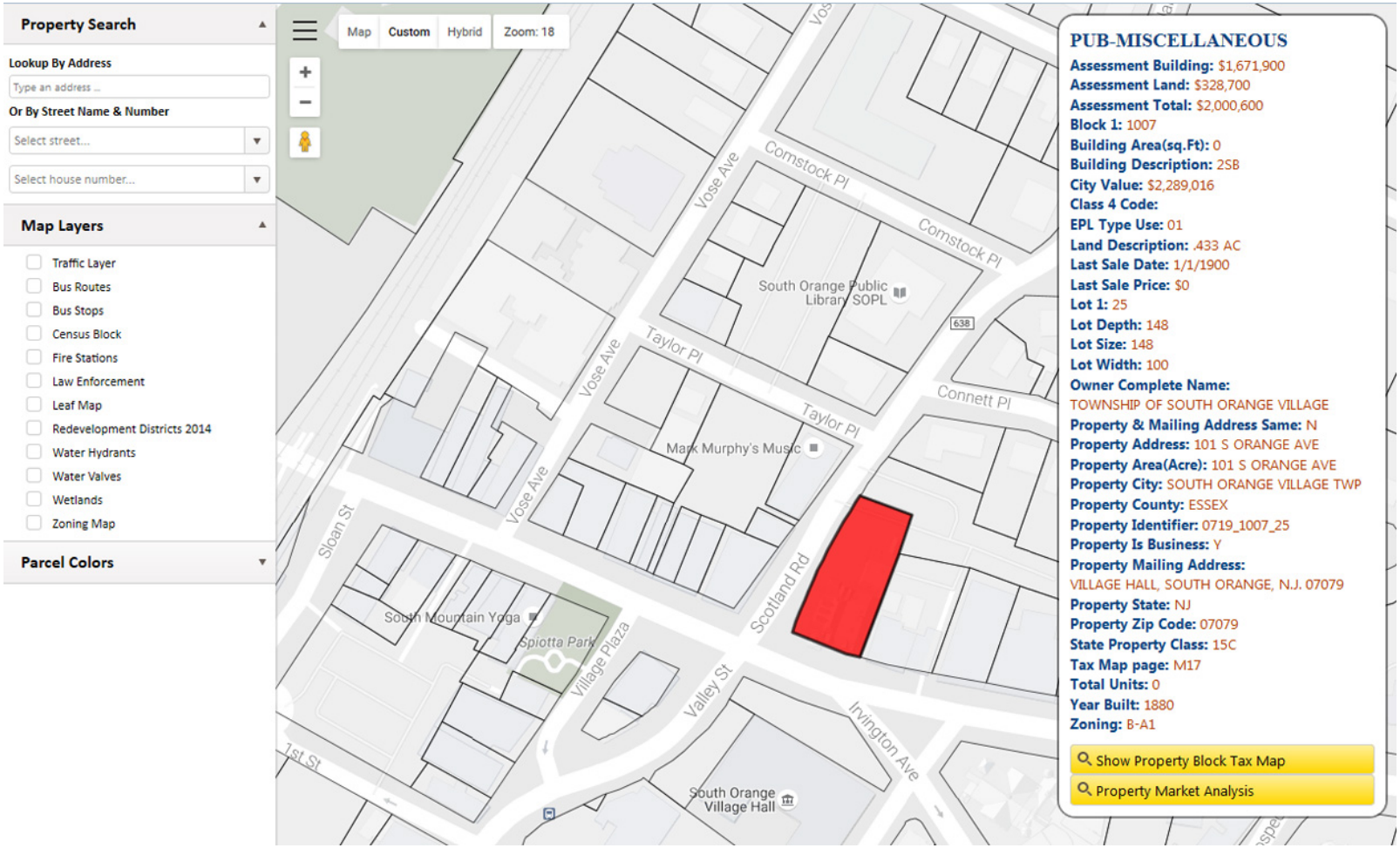
Bringing Municipal Functions into the Digital Realm

- **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



Transparency



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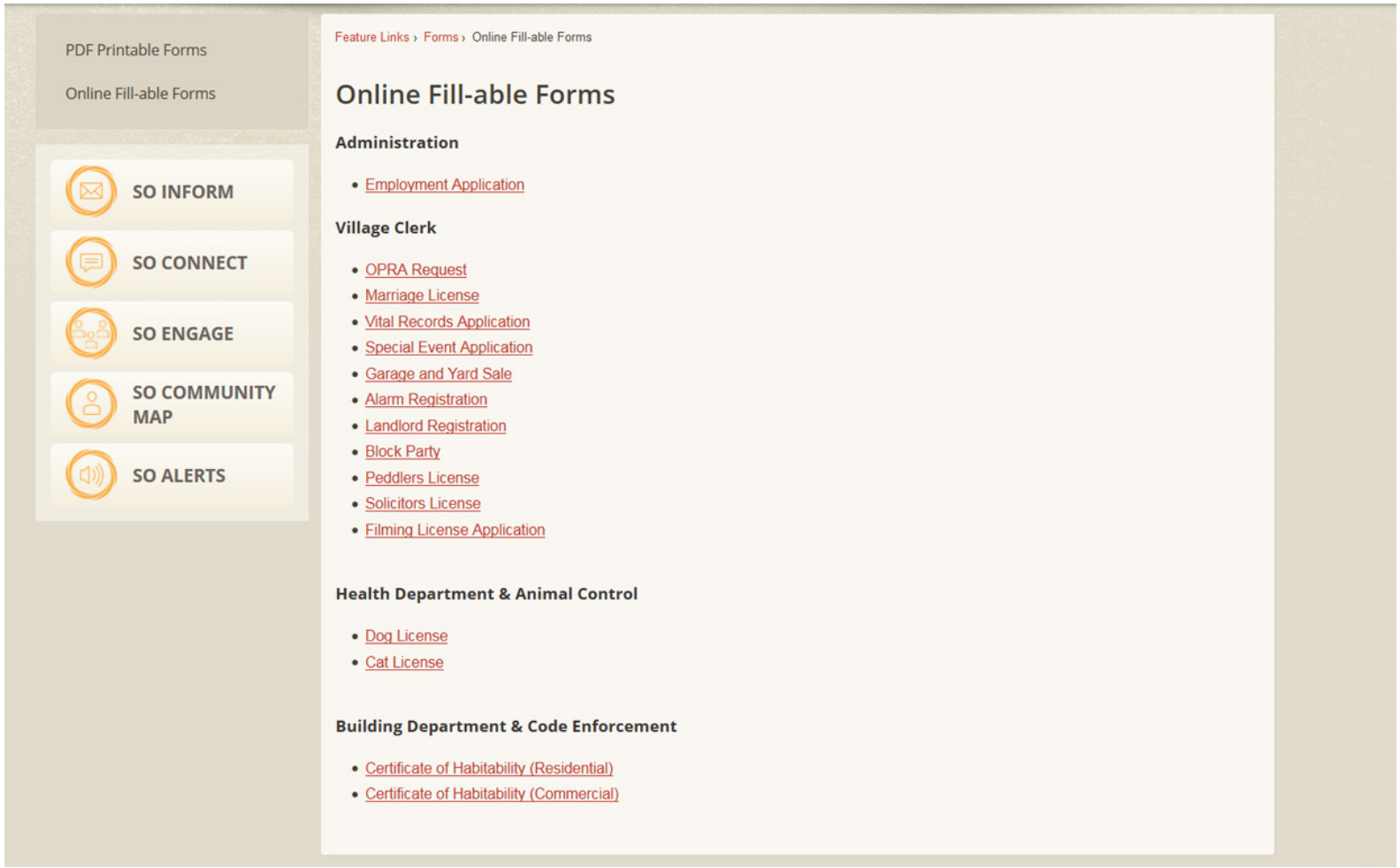
Accessibility



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)

Address | City | State | Zip

Telephone # | Fax # | Email

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.*

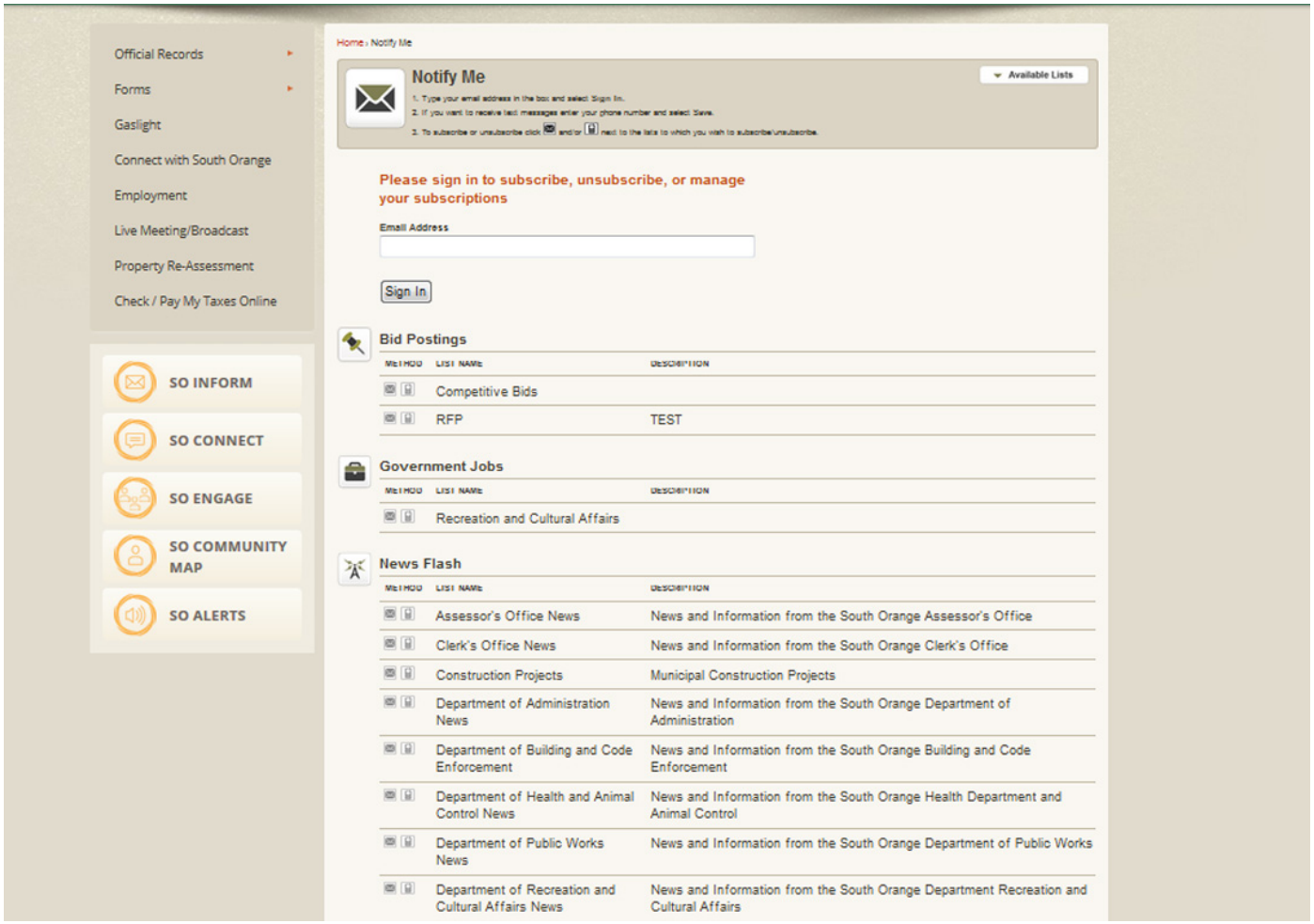
A public record under the common law is one required to be kept, or necessary to be kept in discharge of a duty imposed by law, or directed by law to serve as a memorial and evidence of something written, said, or done, or a writing filed in a public office. The elements essential to constitute a public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



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Promotion & Engagement

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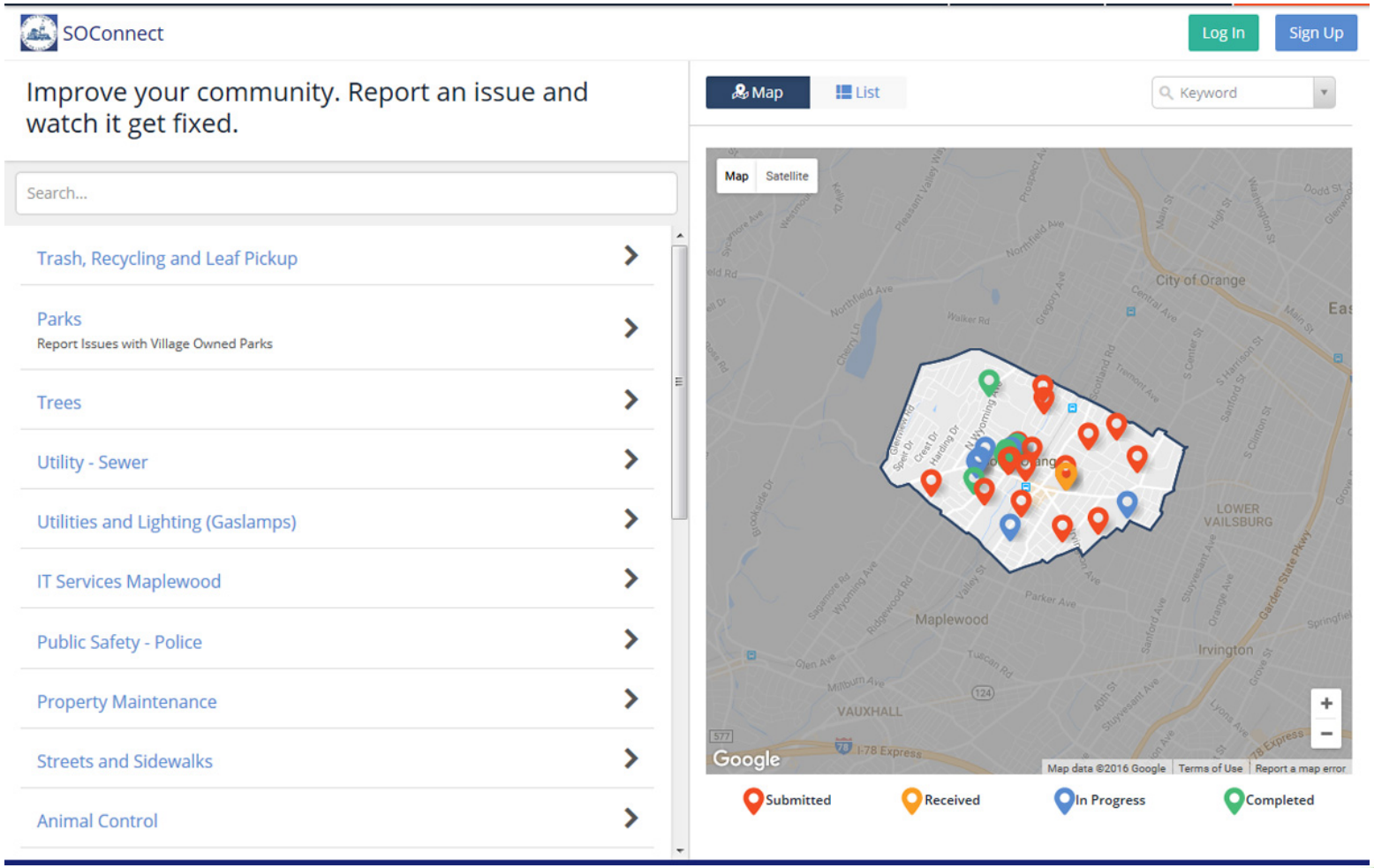
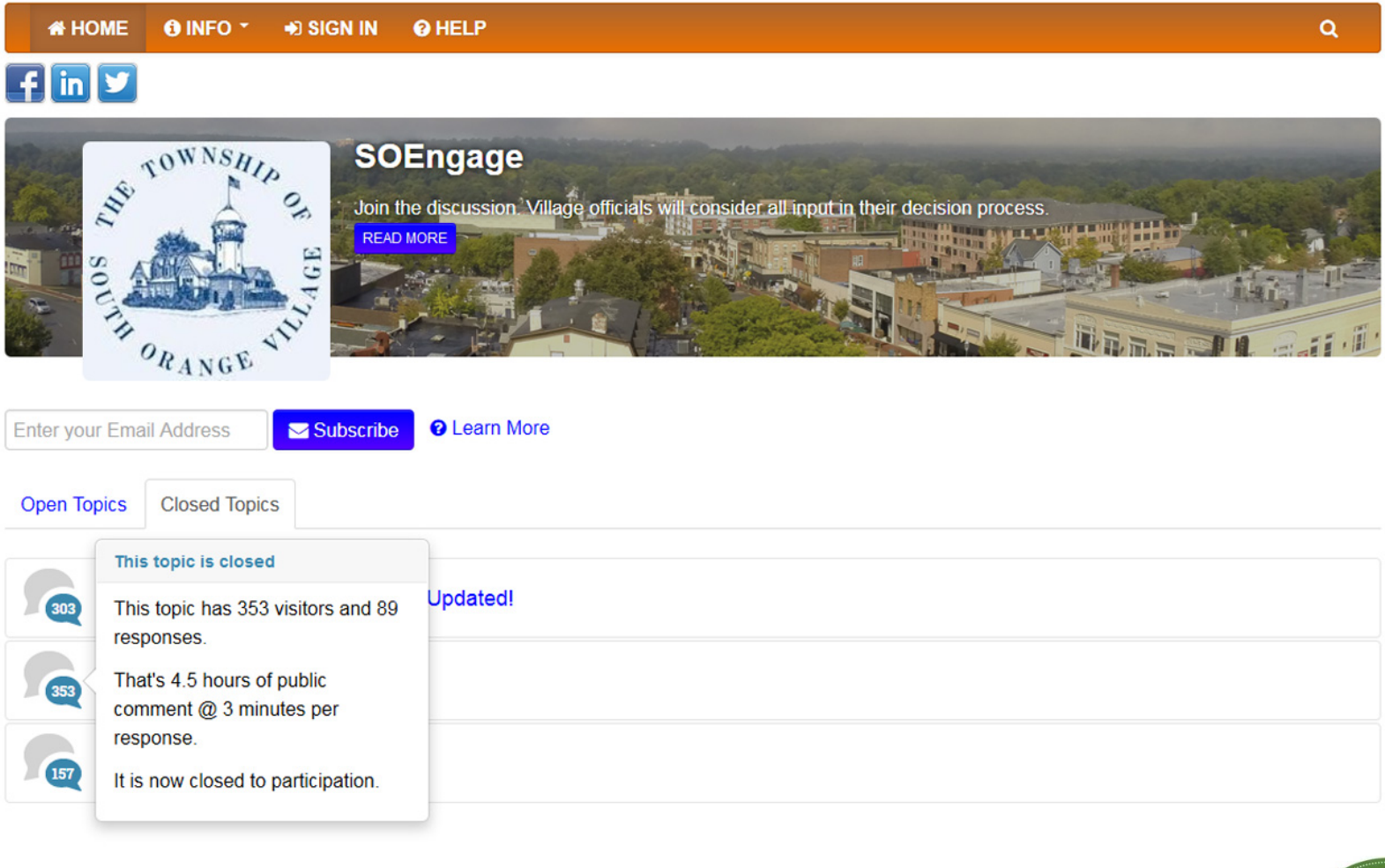
Promotion & Engagement



Promotion & Engagement



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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The Geraldine R. Dodge Foundation

Surdna Andrus

New Jersey's cleanenergy program™ njcleanenergy.com

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Small Grants Program Underwriter

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