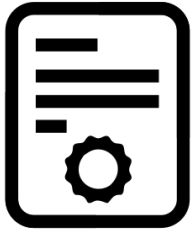


NYC's Civic Innovation Fellowship

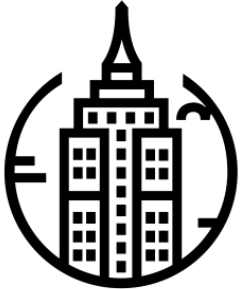
A program of
**Manhattan Borough President Gale A. Brewer
& BetaNYC.**

The challenge

The challenge



- Develop Community Boards' digital civic literacy.
- Increase quality & usage of NYC's open data.
- Improve Community Boards' internal operations & data decision-making capabilities.



Last year's intervention



**Manhattan Borough President
Gale A. Brewer & 2014's CUNY Service
Interns**

"The wealth of city data available online needs to be made usable..."

Once the students are trained, they will work with Manhattan's community boards in solving neighborhood problems...

[This] initiative [is] a **great way for the students involved to gain a foothold in what is an emerging industry.**

"...these service corps members will have the tools for a new career in civic technology..."

Quotes from Hon. Gale A. Brewer

Source: Gotham Gazette, 15 Sep 2014, <http://bit.ly/1IICEpR>

Insights from last year

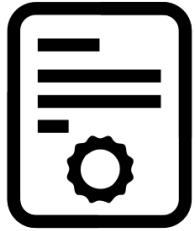
While students learned about Community Boards, **Community Boards learned they wanted to know more.**

Both came away with open data useability issues.

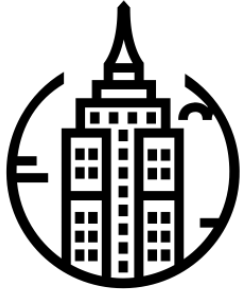
When the MBPO reviewed the program, it **recognized the need for assistance in curriculum development** as well as for a **partner in managing the program.**

The solution

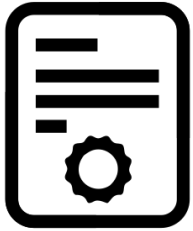
NYC Civic Innovation Fellows



Create new working relationships between NYC Community Boards & the next generation of community leaders through training and employment in human-centered, data-driven decision making.



Fellowship Objectives



Community Boards

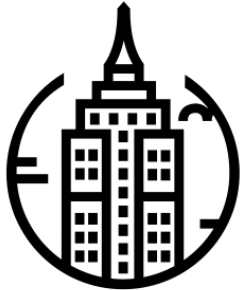
Build capacity through digital civic literacy and mapping, planning, and improvements tools.

CUNY Service Fellows

Educate and empower a new generation of community leaders who know how to use civic design, technology, and data.

MBPO

To train & support Community Boards to better communicate & engage with their constituents.



Fellowship Overview

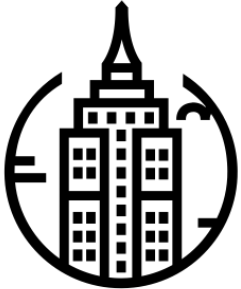


Bootcamp

Starting with a six week boot camp, CUNY Service Corp students will receive a “civic hacker” education.

Field Work

Students will be dispatched to investigate and meet Community Boards’ digital needs.



Continuing Education

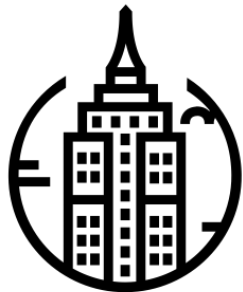
Leverage Manhattan Borough President’s Office, the Mayor’s Office of Data Analytics, BetaNYC, CartoDB, The Wise City, and SeeClickFix to provide ongoing education to Community Boards and CUNY students.

NYC Civic Innovation Fellowship (toolkit)



Tools

- GitHub
- Socrata
- CartoDB
- CKAN
- Slack
- Discourse
- OpenRefine
- Google Docs



Practices

- Project Management
- Agile / Scrum
- User Research
- Journaling
- Inclusive Development
- Public Speaking
- Map making
- Data scraping

Data (examples)

- NYC 311
- City Record
- Health Inspections
- Public Safety
- Business
- US Census

Languages

- HTML
- Markdown
- SQL

Initial Two Year Timeline

Phase 1.1 Research <ul style="list-style-type: none">* Discovery Workshops* Curriculum Development* Fellowship Recruitment	Phase 1.2 Fellowship <ul style="list-style-type: none">* Fellowship bootcamp* Fieldwork & research* End of Program Showcase	Phase 1.3 Debrief <ul style="list-style-type: none">* Feedback & review workshops* Continuing edu. for Community Boards* Develop insights for yr 2.	Phase 2.1 Research <ul style="list-style-type: none">* Discovery Workshops* New Curriculum Development* Fellowship Team Recruitment	Phase 2.2 Fellowship <ul style="list-style-type: none">* Fellowship bootcamp* Fieldwork & research* End of Program Showcase	Phase 2.3 Debrief <ul style="list-style-type: none">* Feedback & review workshops* Continuing edu. for Community Boards* Develop insights for yr 3.
3 Months	6 Months	3 Months	3 Months	6 Months	3 Months

Over two years, build up an agile loop to enhance insights and develop solutions.

Fellowship Impact

Impact on Borough Presidents' Offices

- Proof of concept for citywide enhancement of Community Board operations.
- A needs assessment on content management and contact management systems.
- A toolkit that features inclusive development practices for improving community board constituent services.

Impact on participants

Community Board Members (CBM)

- Development of digital civic literacy.
- Increase open data capacity.
- Explore technological solutions to improve internal operations and decision-making capabilities.

CUNY Service Corp Fellows (CUNY-SC)

- Provide practical technology & government work experience.
- Teach digital literacy and workforce development skills.
- Through an alumni program, create a long lasting connection across fellows and future fellows.

Appendix

Introduction to MBP Gale A. Brewer

Borough Presidents generally act as advocates of their boroughs at the mayoral agencies, the city council, the New York State government, public corporations and private businesses.

- Borough Presidents advise the Mayor
- Comments on all land-use items in their borough
- Advocate borough needs in the annual municipal budget process
- Appoint Community Boards

Ms. Brewer previously served on the City Council for 12 years, from 2002 through 2013. As Councilmember, she successfully passed legislation requiring all City data be published online. She was the founding chair of the Council's Technology Committee in 2002.

Introduction to BetaNYC

BetaNYC is a civic organization dedicated to improving lives in New York through civic design, technology, and data.

We envision an informed and empowered public that can leverage civic design, technology, and data to hold government accountable, and improve their economic opportunity.

Introduction to Data & Society

Data & Society is a research institute in New York City that is focused on social, cultural, and ethical issues arising from data-centric technological development.

Noel Hidalgo is a 2015 Data & Society fellow and incubator of this project.

Appendix - Partners

● Gov Partners

- MBP Gale A. Brewer
- CM Ben Kallos
- Mayor's Office of Data Analytics
- White House - NYC's commitment to National Open Government action plan.

● Community Partners

- BetaNYC
- Data & Society
- CartoDB
- The Wise City
- SeeClickFix
- NYU Furman Center
- Code for America
- Microsoft Civic
- Accela
- NYC Media Lab
- Civic Hall

Appendix - Outcomes

- Open Data Curriculum
- New NYC open data tools & community dashboards
- Best practices on how to train w/ NYC open data
- Skills development for 24 people
 - 12 Fellows
 - 12 Community Board Members
- Workshops
 - Fellows, 5; CBM, 4
- End of fellowship showcase event

Appendix - Community Board Technology

- Constituent Relationship Management tools (CRM)
 - Some use MS Access or Excel
- External / Web Content Management Systems (CMS)
 - Most use an outdated tool named TeamSite, managed by DOITT
- Maps and Data Dashboards
 - Few use NYC.gov/data, aka Socrata, and CartoDB
- Social Media Dashboards
 - Few use Hootsuite
- Office “apps” - Operating Systems, Word Processing, Spreadsheets, & Presentation Software
 - Most use Microsoft Operating Systems and Microsoft Office Suite
- Email / Mobile
 - Personal tech solutions