

OUTLINE

30s algo systems have been making people really angry

1m we keep asking them to make decisions between data points we give them

1m but filling in the gaps isn't something only algos do

1m **bureaucrats** rely on enormous bodies of guidelines, policies, laws, etc...to figure out if and how to apply rules

1m We're going to ...[promise of the talk] ... and we'll call those agents **street-level algorithms**.

1m background on street level bureaucracies

1m **so what's going wrong?**

1m review the moment of decision

1m Let's talk case studies / roadmap

1m youtube: case study intro

1m youtube: the parallel

1m youtube: the insight

1m what does reflexivity give us that algorithms don't have?

1m other case studies: wage theft

1m other case studies: racist judicial system

1m ???

ALGO SYSTEMS HAVE BEEN MAKING PEOPLE REALLY ANGRY

screenshots?

ideas for screenshot stories

- youtube demonetization
- judicial bias in the courts
- wage theft
- hiring discrimination
- self-driving cars
- other ideas?

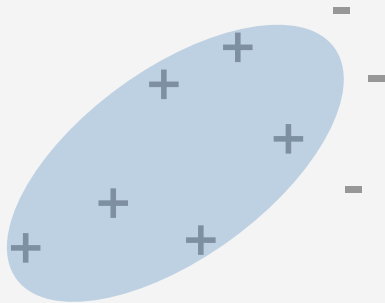
WE KEEP ASKING THEM TO FILL IN THE GAPS



WE KEEP ASKING THEM TO FILL IN THE GAPS



WE KEEP ASKING THEM TO FILL IN THE GAPS



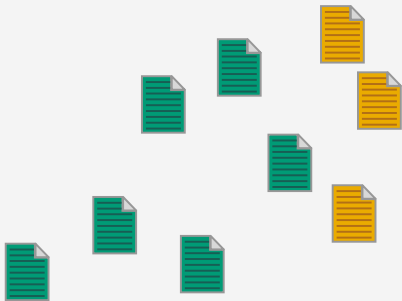
BUT FILLING IN THE GAPS ISN'T SOMETHING ONLY ALGOS DO



BUT FILLING IN THE GAPS ISN'T SOMETHING ONLY ALGOS DO



BUT FILLING IN THE GAPS ISN'T SOMETHING ONLY ALGOS DO



BUT FILLING IN THE GAPS ISN'T SOMETHING ONLY ALGOS DO



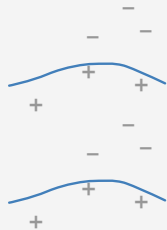
BUREAUCRATS RELY ON GUIDELINES, POLICIES, LAWS, ETC...

WE'RE GOING TO ...[PROMISE OF THE TALK];

BACKGROUND ON STREET LEVEL BUREAUCRACIES

SO WHAT'S GOING WRONG?

REVIEW THE MOMENT OF DECISION



The agent
gets trained

REVIEW THE MOMENT OF DECISION



The agent
gets trained



New data
shows up

REVIEW THE MOMENT OF DECISION



The agent
gets trained



New data
shows up

REVIEW THE MOMENT OF DECISION



The agent
gets trained



New data
shows up

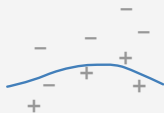
REVIEW THE MOMENT OF DECISION



The agent
gets trained



New data
shows up



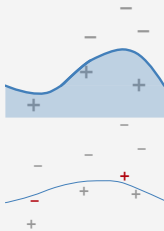
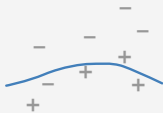
REVIEW THE MOMENT OF DECISION



The agent
gets trained



New data
shows up



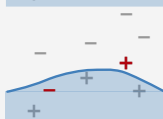
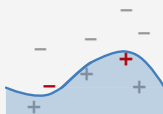
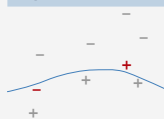
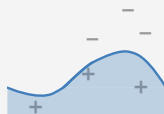
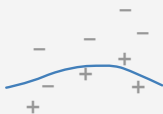
REVIEW THE MOMENT OF DECISION



The agent
gets trained



New data
shows up



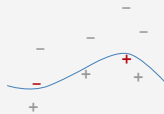
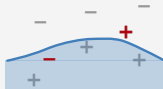
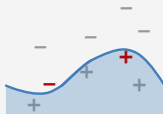
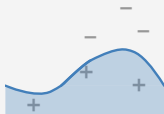
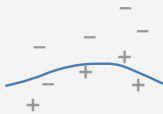
REVIEW THE MOMENT OF DECISION



The agent
gets trained



New data
shows up



LET'S TALK CASE STUDIES / ROADMAP

WHAT DOES REFLEXIVITY GIVE US THAT ALGORITHMS DON'T HAVE?

OTHER CASE STUDIES: WAGE THEFT

OTHER CASE STUDIES: RACIST JUDICIAL SYSTEM