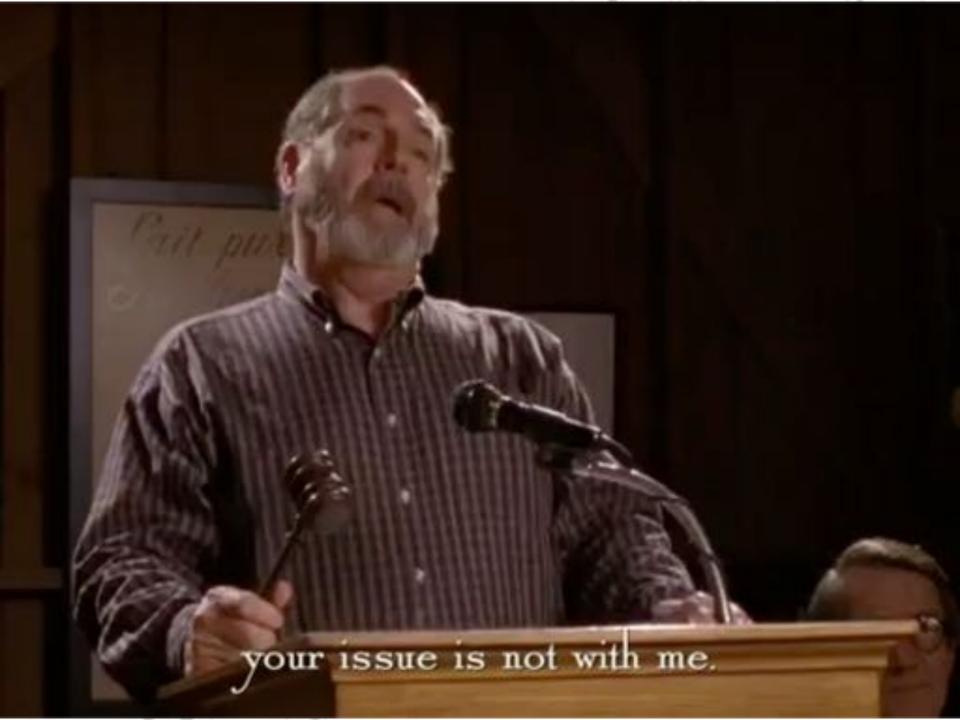
Sensemaking for Digital Civics:

Interpreting Public Comments for Local Civic Leaders

Presented by Jenn Halbleib





For citizens...

- Time consuming
- Intimidating
- Costly

For governments...

- Inefficient
- Costly
- Limited (encourages outliers)

How can tech help?



(66)

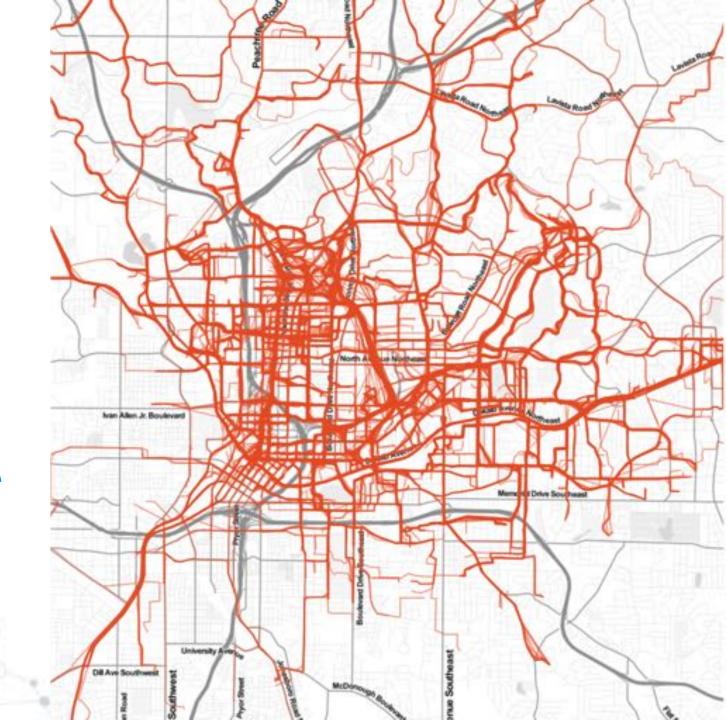
Miles of junk to throw out-how do you decide what to keep when everything is sentiment.

-Staceyann Chin

Inside the Field: Relevant Research



Data as Input



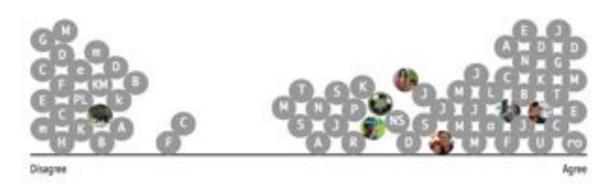
Simplified Discourse

Option A: Edit existing policy with focus on character and scale

#West Seattle Junction: update policy WSJ-P13 | submitted 10/3/2017 by Seattle 2035

Maintain the a character and scale integrity similar to of the existing single-family housing areas.

What do you think?



Top Cons



The WSJ community has already proposed a better amendment - docketed for consideration by City Council - proposing to remove single family areas from the UV boundaries.

11/5/2017, 0 commercs

shou

Top Pros

This is the closest to our current neighborhood plan. Until there is a new neighborhood planning process conducted for our UV the city should honor the current plan.

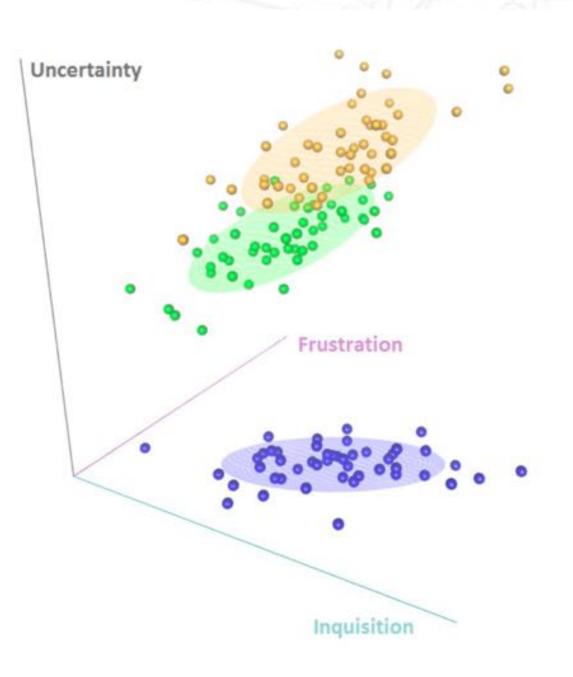


10/5/2017, 5 comments

Expanding Out: Relevant Research



Visual Sentiment



Takeaways

- Crowdsourcing can help
- Sentiment holds the keys
- Best approach has layers of analysis

My Vision

App receives comments

Internally summarize and sort text

Display
Analysis for
Civic
Leaders

Initial Research

- Find data
- ID relevant sentiment dimensions
- Crowdsource labels for topic and sentiment

Data

- City Council of Portland, Oregon CC transcripts
- Grabbed public testimony

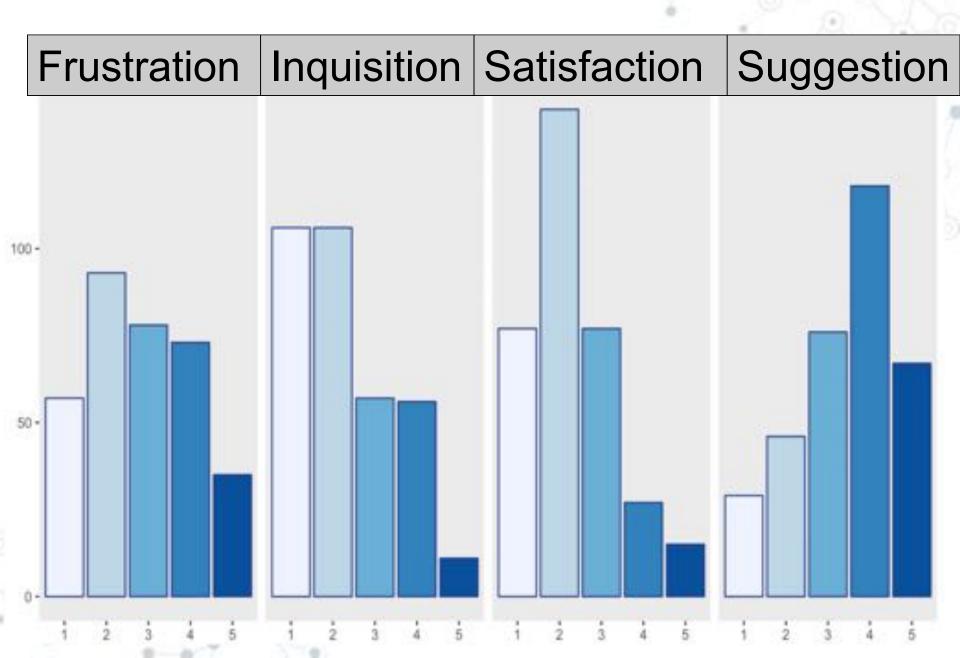
Dimensions

- Frustration
- Inquisition
- Satisfaction
- Suggestion

Results



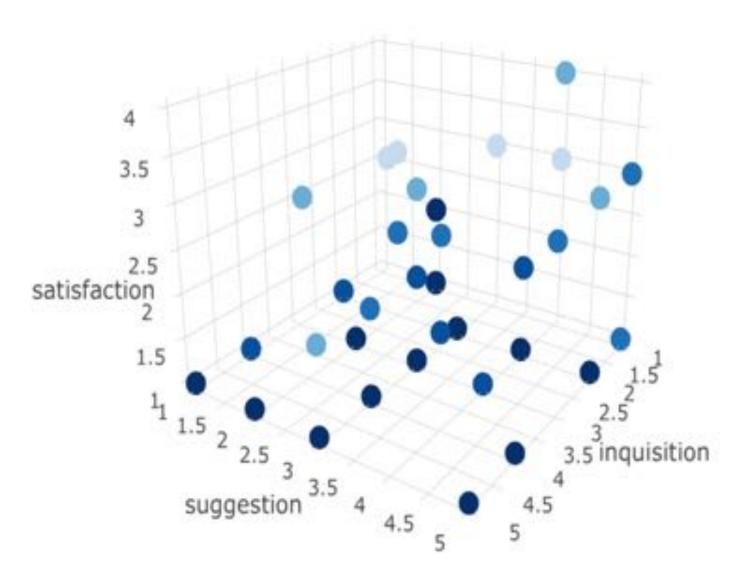
Individual Dimensions

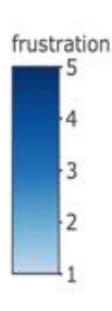


Comment Topic



Sentiment by Topic: Police





What's next?

- Get bigger data set labeled
- Test existing dictionaries
- Create suggestion dictionary

Thanks!

Any questions?

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