

# Digital Participation Wanted: Seeking Records and Supporting Transparency for Technology-Driven Citizen Engagement



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# 1. I will:

- Define citizen engagement as an aspect of open government
- Present the combined frameworks of the IAP2 Spectrum and archival diplomatics
- Provide an overview of citizen engagement technologies in use in Canadian jurisdictions
- Discuss the identification of records emerging from citizen engagement initiatives and their relationship with transparency and trust

## 2. Study Context

- InterPARES Trust North American Team Study 08: Open Data, Open Government, Big Data: Implications for the Management of Records in an Online Environment
- Interviews took place from April to June 2015:  
Municipal: Toronto, Vancouver  
Provincial: Alberta, British Columbia, Ontario  
Federal: Treasury Board Secretariat

### 3. Defining Citizen Engagement

A communicative, interactive and iterative process or initiative that actively involves citizens in policy or program development at any level of government

# Example: BC Liquor Policy Review

- Intended to revise existing liquor regulation and policies
- Headed by John Yap, BC MLA
- Stakeholder meetings in person
- Online citizen engagement using social media, blogs and comments, and e-mail input
- Result was report containing 73 recommendations

# 4. The IAP2 Spectrum

INCREASING IMPACT ON THE DECISION					
PUBLIC PARTICIPATION GOAL	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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# 5. Public-Facing Technologies

<i>Technology</i>	<i>Example</i>	<i>Example Jurisdiction</i>	<i>Example Initiative</i>	<i>User Abilities</i>	<i>Data Input</i>	<i>IAP2 Elements in Context</i>
Blogs	Comments on posts	British Columbia	Liquor Policy Review	Comments	Unstructured text	Inform-Consult
E-mail	Letters in response to an issue	British Columbia	Liquor Policy Review	Comments	Unstructured text	Consult
Surveys and Polls	Series of directed questions requesting opinions on issue	British Columbia	Digital Services Consultation	Comments, scale ratings, etc.	Structured, semi-structured or unstructured text and numerical data	Consult
Popular social media platforms	Twitter	British Columbia	Liquor Policy Review	Comments	Unstructured text	Inform-Consult
Collaborative documents	GoogleDocs	Ontario	Ontario Open Data Directive	Editing, comments	Unstructured text	Inform-Consult
Open data/open information catalogues	Open Data Catalogue	Vancouver	General	Read only, feedback form	Unstructured text	Inform-Consult
Open data portals	Open Data Portal	Alberta	General	Read, data analysis, feedback form	Interactive tables, charts, visualizations and comments	Inform-Consult-Involve
Proprietary social platforms	IdeaSpaceTO	Toronto	General	Contribute "ideas," comments, voting	Unstructured text	Inform-Consult-Involve-Collaborate

# 6. Government-Facing Technologies

Can include:

- Text and data analytics software/systems
- Social media management
- Web publishing
- Other internal systems

“With categories in mind, we ... use software designed to sift through the public input we've received to draw all the relevant comments together.

... Once these categories are in place, our experts then begin to summarize the essence of the ideas we're hearing from both the public, stakeholders and industry. From there they begin the analysis process to understand the impacts of the different ideas we're hearing.”

- John Yap, “How we make sense of all your ideas and feedback” (BC Liquor Policy Review, 2013)

# 7. Seeking Records



City of Toronto Archives, Fonds 1266, Item 4469

# 8. Supporting Transparency



Cropped from "Chess players," c.1912-1916, City of Toronto Archives, fonds 1244, item 2241.

# 9. Questions?

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City of Toronto Archives, Fonds 1266, Item 8970