



# NYC PREPARED

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## Grassroots Disaster Relief Network Response to Superstorm Sandy: Successes and Opportunities

# General Focus

“Grassroots disaster relief networks” are neither unaffiliated volunteers, nor are they affiliated volunteers. **They’re different.**

- Organizing members have prior relationships
- Horizontal, consensus based decision making
- Incorporate themselves into conventional relief structures over time
- Heavy Use of Social Media and FLO Software

High  
Technical  
Complexity  
of Society

Low

Agency  
Operated  
Proprietary  
Software

**FLO  
Software**

Solar

Recon  
Drones

Low

High

Local Accessibility

[nycprepared.org/presentations](http://nycprepared.org/presentations)

# Superstorm Sandy

Superstorm Sandy hit New York City  
on October 30th, 2012.  
2nd most impactful in US history.



147 people died.  
300k/750k homes  
affected in NYC/USA.  
\$19B/\$65B cost of  
damage in NYC/USA.



# Occupy Sandy's Impact

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## Within 48 hours

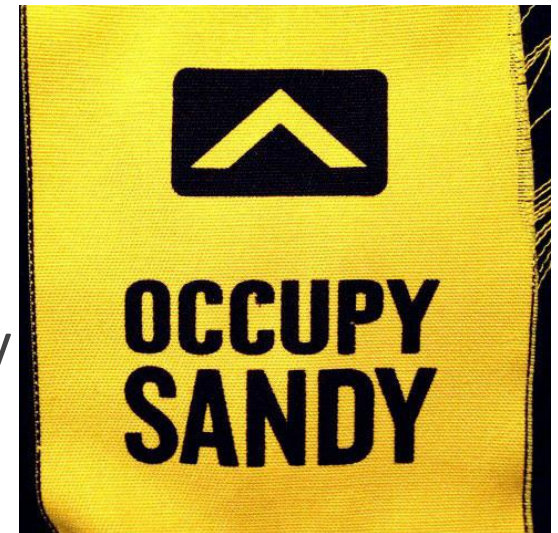
- Social network profiles
- Website and volunteer database
- First base of operations

## Within two weeks

- 3 main hubs producing 10k-20k meal/day
- Supplying approximately 20 relief sites

## In Total

- \$2.5 million raised
- 12k signed in volunteers
- 60k volunteers mobilized (4x more than the Red Cross)\*



\* <http://homelandsecurity.org/Docs/The%20Resilient%20Social%20Network.pdf>



# Response

Hundreds of groups and “relief sites” sprang up in the NYC area for Sandy response. Many of these groups had never before been involved in disaster preparedness or relief efforts.

Within **30 days** of the storm...



...**360** relief sites and organizations connected to Occupy Sandy “central hubs” in NYC.

# Why is this Important?

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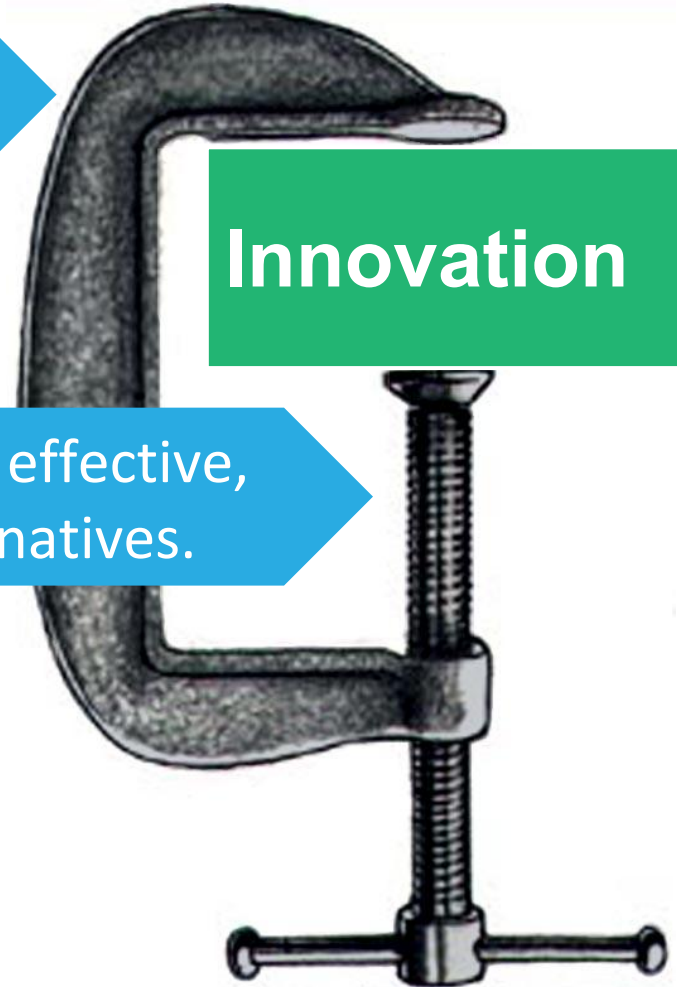
- Grassroots disaster relief networks are increasingly effective.
- We have yet to achieve integration between grassroots and institutional relief – we can, we must. The outcomes will be great.
- We can leverage insights and advances in grassroots relief work to accelerate innovate in institutional relief efforts.

# Theory of Change: The Clamp

Pressure from within  
institutions to do better.

Citizens modeling effective,  
innovative alternatives.

**Innovation**



# How Did Occupy Sandy Happened?

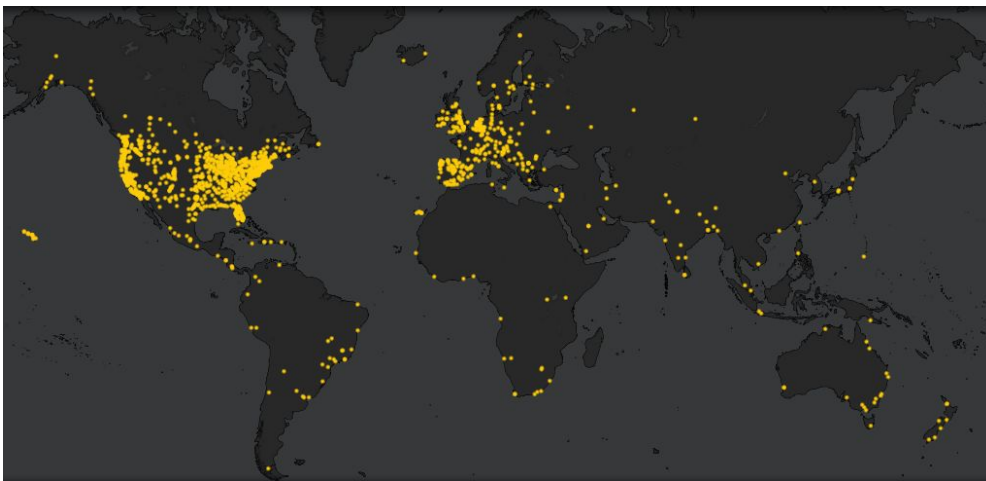
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# Occupy Wall Street

Occupy Wall Street (OWS) began on September 17, 2011, in Zuccotti Park, in NYC's financial district as a movement against social & economic inequality.

Over 1,500 "occupations" emerged worldwide. Many ended with "evictions" and arrests: 1500 arrests in NYC and nearly 8,000 worldwide.



The term is still used by social movements such as the recent social movement in Hong Kong called #OccupyCentral.

# Two Sides of OWS



Protest



Mutual Aid

# Zuccotti Park was a Relief Site



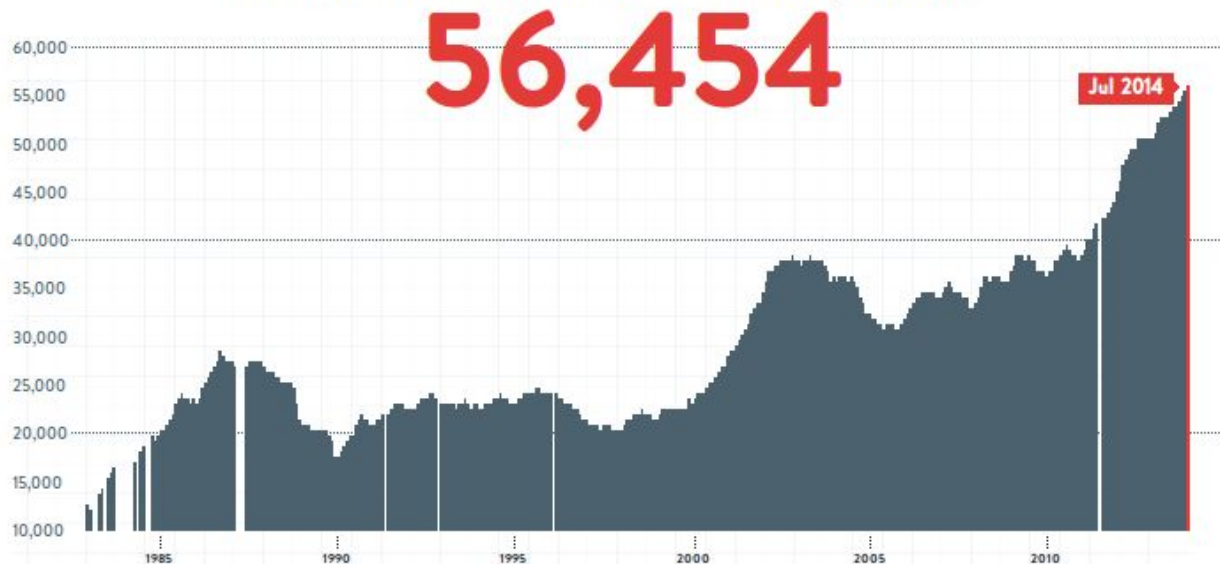
- Kitchen
- Comfort
- Shipping, Inventory and Storage
- Medical Center
- Sacred Space
- Info
- Media
- Sleeping/Shelter
- Assembly Space
- Resource Center



# New York City Needs More of Them

## Number of Homeless People in NYC Shelters Each Night

Hover over a month to view total shelter census. Click to see end-of-year breakdown.



Source: NYC Department of Homeless Services and Human Resources Administration and NYCStat shelter census reports

\*For data through September 2011, figures for homeless families, children, and adult family members reflect end-of-month census data. All numbers for families after September 2011 and for homeless single adults (men and women) for all months reflect average daily census data.

The primary cause of homelessness, particularly among families, is lack of affordable housing leading to eviction; doubled-up or severely overcrowded housing; domestic violence; job loss; and hazardous housing conditions.

Homeless single adults have significantly higher rates of serious mental illness, addiction disorders, and other severe health problems.

# Opportunity for Social Services Providers

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Meeting place of difficult to reach “at risk” populations attracted by service provision outside the conventional “institutionalized” environment.

- Chronically houseless
- Mental health issues
- Gay youth without support at home
- “Drop outs”

It was an unprecedented opportunity to reach these populations.



# Bloomberg (and Wall St.) Didn't Care



# 11.5 Months Later...



- Kitchen
- Comfort
- Shipping, Inventory and Storage (off site)
- Medical Center
- Sacred Space
- Info
- Media
- Sleeping/Shelter
- Assembly Space
- Library



## Where FEMA Fell Short, **Occupy Sandy** Was There ...

[www.nytimes.com/.../where-fema-fell-short-occup...](http://www.nytimes.com/.../where-fema-fell-short-occup...) ▼ The New York Times ▼

Nov 9, 2012 - In Hurricane **Sandy's** aftermath, **Occupy** Wall Street has tapped into an unfulfilled desire among city residents to assist in the recovery.

# OWS Had “Preparedness” Tools

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- Community organized into informal affinity groups
- OWS social media profiles (500k followers) ready to promote new OS ones
- Network of Occupy websites ready to deploy technology
- Relationships with religious institutions and spaces
- Shared philosophy
  - direct action
  - horizontalism
  - mutual aid

# Phase 1: Scouting - within 48 hours

Online	Offline
<ul style="list-style-type: none"> <li>● Listservs for internal communications</li> <li>● Twitter and Facebook for external communications</li> <li>● WePay for donations</li> <li>● WordPress Website with relief maps</li> <li>● Celly loops for organizers</li> </ul>	<ul style="list-style-type: none"> <li>● People go to affected communities</li> <li>● Survey damage</li> <li>● Connect with residents</li> <li>● Start hubs</li> <li>● Report back to emerging OS community</li> </ul>

**Governance: None**

# Phase 2: Networking - within 2 weeks

Online	Offline
<ul style="list-style-type: none"> <li>● Social media profiles grow</li> <li>● Press takes notice</li> <li>● CiviCRM for volunteer management is launched</li> <li>● Newsletters and email alerts start</li> </ul>	<ul style="list-style-type: none"> <li>● More hubs are established at churches</li> <li>● Main distribution location are set up</li> <li>● Resource begin to flow in</li> </ul>

**Governance:** managed through facilitated meetings

**Finances:** controlled by a small group distributing emergency funds to hubs



## Phase 3: Relationships - within 2 months

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- Developed strategic relationships with local partners.
- Deeper integration with local operations
- Volunteer and financial climaxed
- Meeting sizes continued to grow and include institutional folks
- Struggled to navigate institutional partnerships
- Migrated from Google Docs to Sahana EDEN

**Governance:** official network meetings

**Finances:** team and decision making process is transparent, all accounting information is published online

# Phase 4: Projects - Ongoing

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People have organized autonomous projects, often with local partners in affected communities

Attempted participatory budgeting but decide to fund Long Term Recovery Groups instead.

Projects that are still active.

- Coop Incubation
- Community Organizing and Political Education
- Survivor Storytelling
- LTRG Facilitation
- Community Space
- Technology Development

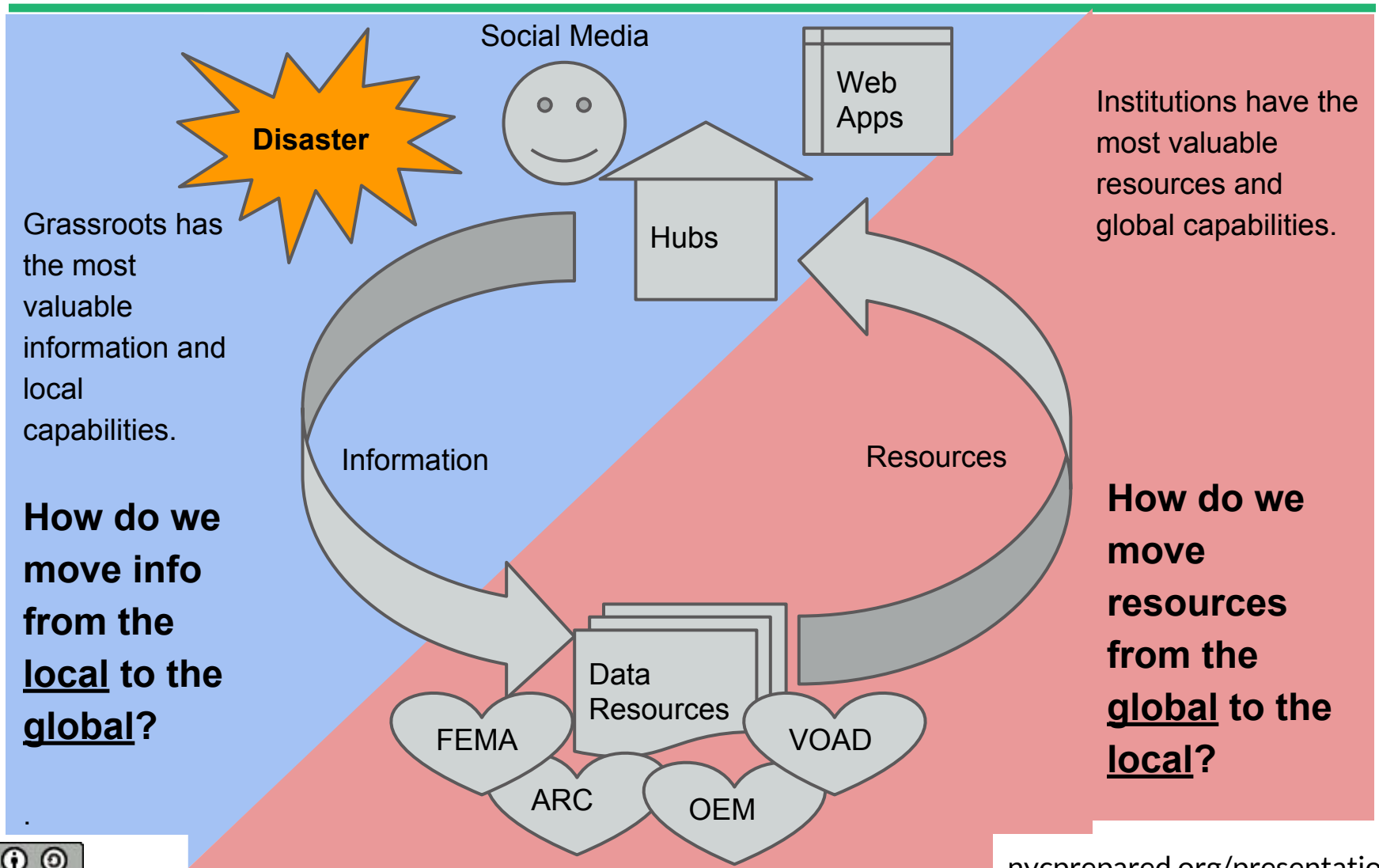
**Governance:** projects made decisions via “spokescouncil”

**Finances:** allocated by spokescouncil, administered by a project,

# Introducing NYC:Prepared

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# Grassroots & Institutional Collaboration

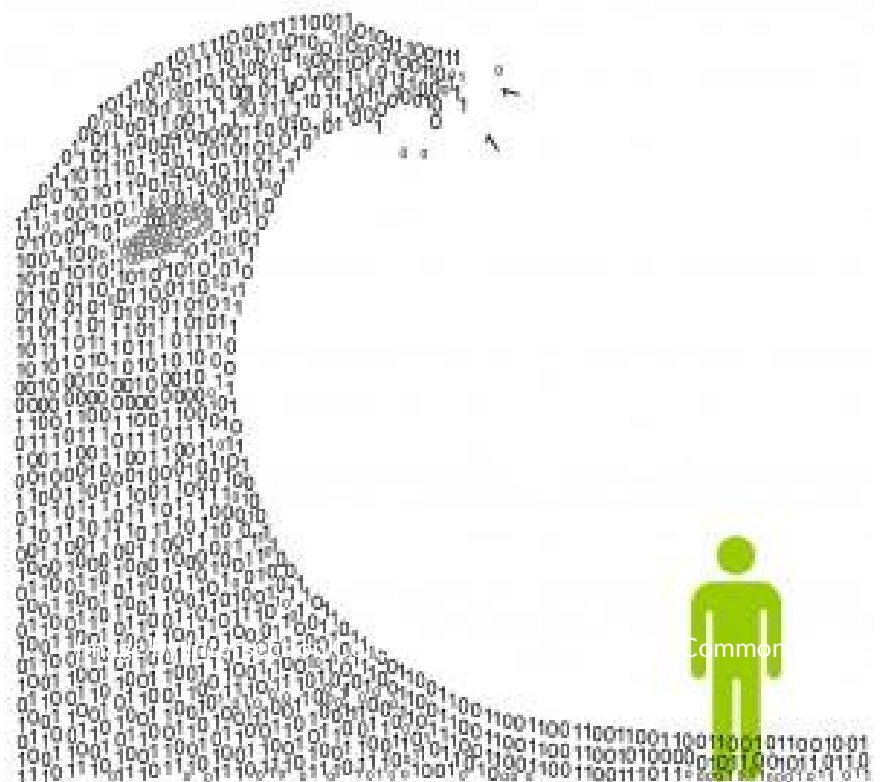


# A Massive Information Challenge

Neither grassroots nor institutional relief have central software systems for coordination.

- Hundreds of organizations - each with their own systems.
- Politics ensures there will never be a single “miracle” solution everyone uses.
- Information is money and power.

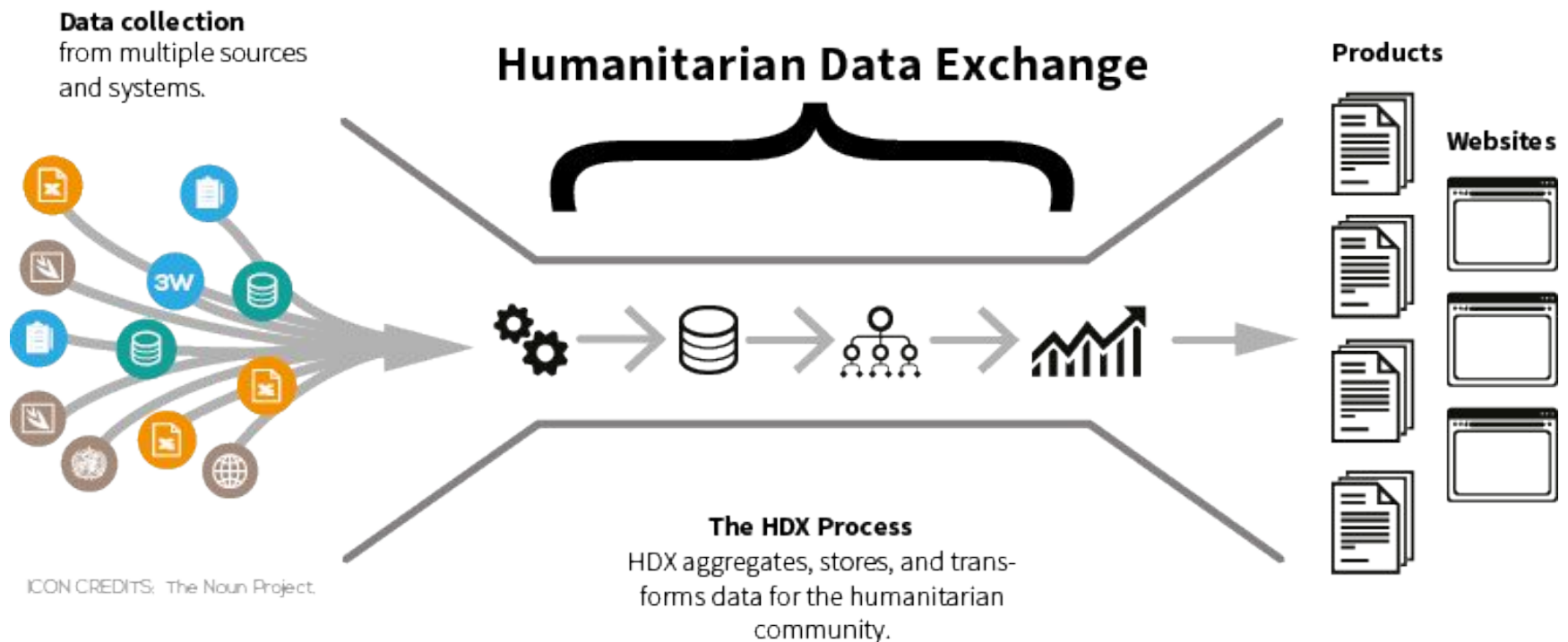
We need a strategy that enables many independent solutions to work together.





# UN's OCHA is Tackling this Problem

Humanitarian Data Exchange (HDX) project allows participants to upload data in the most accessible file formats (ex. CSV) and then produces information products with it.



ICON CREDITS: The Noun Project

<http://docs.hdx.rwllabs.org/>

[nycprepared.org/presentations](http://nycprepared.org/presentations)

# Our Target: Coordination Networks

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Organizations engaged in disaster relief and community resilience work after Sandy are the most in need of these types of coordination systems.

Many of these organizations participate in coordination networks that lack software coordination solutions.

- Borough-based response networks (ex. Brooklyn **Long-Term Recovery Groups**)
- City-wide relief networks (ex. New York City Voluntary Organizations Active in Disaster Relief - NYCVOAD)
- Networks engaged in human service provision (ex. Human Services Council)
- Networks building community resilience (ex. Community Garden Coalition)

# Target Valuable Proposition

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- Nonprofit organization logs into it's own website's and uploads a post requesting volunteers for an event.
- Event is published on their website, syndicated through social media and posted on an inter-organizational coordination system (IOCS).
- Network partners/users can commit to, prepared, fulfill and report on requests through IOCS.
- If the nonprofits website goes down, they can use IOCS, if IOCS goes down, the nonprofit can use their website.

# Our Strategy

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- **Establish data standards and build templates** we can use to make HDX style info products.
- **Provide software solutions** to organizations that makes producing compatible data easy.
- **Provide central a platform** “coordination networks” can use to turn data into action.

# Common Software Needs

These groups need a common set of tools not just for themselves, but also for their coordination networks.

## For Individual Groups

### Online Publishing

- Syndicable News & Events
- Form Builder/Manager
- Newsletters
- Donation Processing

### Productivity Suite

- Collaborative Documents
- Data-Driven Mapping
- Inbox Management
- Email Address & Groups

## For Coordination Networks

### Information Management

- Contact & Facilities Directories
- Services Directories
- Request & Work Order Queues
- Mapping & Data Visualization

### Data Repository

### Knowledge Base

### Network-Wide IT Support

# Common Data Needs

These groups need to access, update, visualize and collaboratively manage a few different types of data.

Types of Data	Examples	Sources
1: News, Events and General Knowledge	Relevant news & events, localized preparedness plans and procedures, training materials and templates for community-led relief and response.	Local nonprofit & aid community
2: Core Demographic and Geographic Data	Boundaries such as census tracts, points of interest such as hospitals, vulnerability information such as elevations and flood predictions.	Local, state and federal agencies
3: Human Services	Disaster food stamps, rental assistance, remediation and repair services, grants for replacing damaged items, assistance with paperwork.	Nonprofits & gov' t agencies.
4: Coordination Network Information	Individuals, organizations, groups, and facilities within coordination networks; action items, work orders, inventories and assets, internal discussions.	Participating groups & orgs.



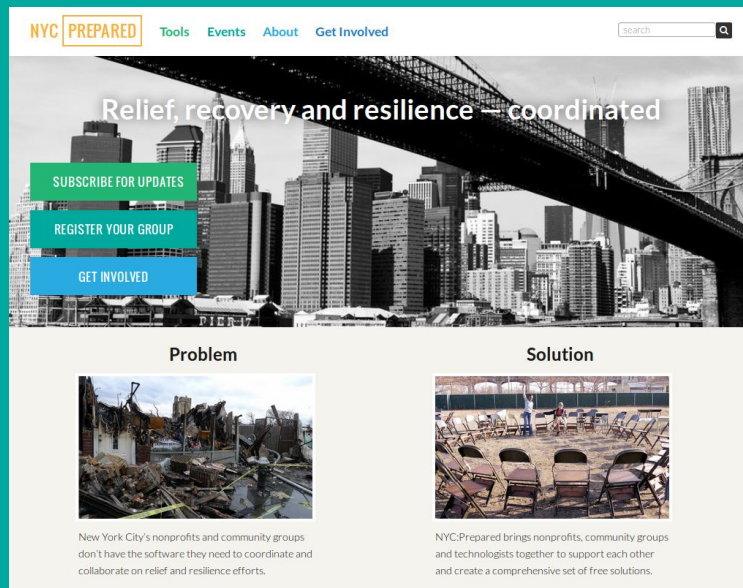
# Technology Criteria

Accessibility	Autonomy
<p>We use FLO tools &amp; techniques so that as many organization as possible can participate.</p> <p>FLO means:</p> <ul style="list-style-type: none"> <li>• <b>Free:</b> donation-based business model</li> <li>• <b>Liberty:</b> the community owns its data and leads the software development process</li> <li>• <b>Open-source:</b> people can contribute and innovation can be shared globally</li> </ul>	<p>We use open data standards so groups can use their own tools or use ours.</p> <p>Open standards include:</p> <ul style="list-style-type: none"> <li>• <b>RSS</b> for news</li> <li>• <b>iCAL</b> for events</li> <li>• <b>Open Referral</b> for services data</li> <li>• <b>HXL</b> for reporting (eventually)</li> </ul>

All the solutions we produce are released with “copyleft” licenses like GPL and Creative Commons, meaning others can use our intellectual property with minimal restrictions.

# FLO Makes Interoperable Systems Possible

- We can provide these products to hundreds (even thousands) of nonprofit in the NYC area using popular, reputable, free/libre/open source software and open data standards.



# A Common(s) Solution Set

Products	Software	Data	Provider
Online Publishing	WordPress	News, Events and General Knowledge	Glocal Coop
Knowledge Base	Wagn	General Knowledge	Grass Commons
Data Repository	CKAN	Core Demographic and Geographic Information	Ontodia Inc
Services Directory	Ohana API	Human Services Data	Sarapis
Information Management	Sahana EDEN	Network Information Management	AidIQ
Productivity Suite	Google Apps*	All Purpose	NA

\* free not not FLO

# Website Builder

We offer free websites to organizations powered by the **WordPress** content management system. Our particular deployment integrates with the NYC: Prepared ecosystem of tools. We're working on a plugin that would enable any WordPress-powered site to integrate with our ecosystem.

Our free sites have all the features most organizations needs:

- News posts and feeds
- Event calendar and feeds
- Email Newsletters
- Social media integration
- Form building and management
- Donation processing
- Customizable looks and feel



# Aid Management System

We offer a central information management platform powered by **Sahana EDEN**, which is used by dozens of governments and NGOs to manage their humanitarian aid operations. Features include:

- News Feed Management
- Request Queues
- GIS and Data Visualization
- Network Directory
- Inventory and Logistics Management

The screenshot displays the Aid Management System interface. At the top, there is a navigation bar with tabs: NEWS, MAP, PROJECTS, REQUESTS, LOCATIONS, CONTACTS, and NETWORKS. Below this, the interface is divided into several sections:

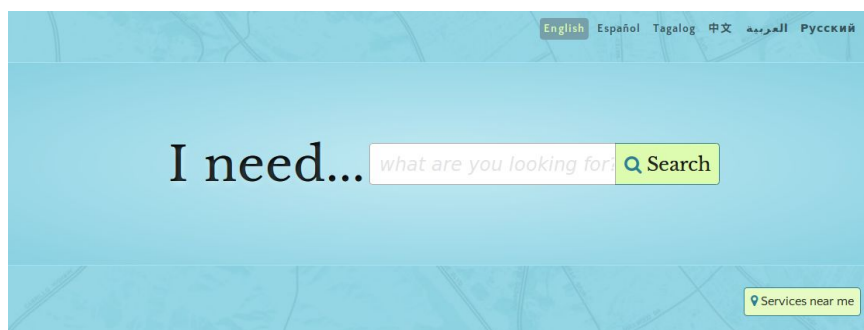
- Search and Filters:** A search bar is followed by filter options: Filter by Bookmark (All, My Bookmarks), Filter by Tag (Canarsie, Canarsie Resident), Filter by Location (Select State), Filter by Organization (Select), Filter by Network (Select), and Filter by Date (From: , To: , Clear filter, Saved filters).
- LATEST INFORMATION:** A section titled "LATEST INFORMATION" with a "News" tab. It displays a news item about "ALL BROOKLYN Comptroller Stringer Sandy Oversight Town Hall" dated 05-02-2014 14:04. The text describes a town hall meeting for the All Brooklyn Comptroller Stringer Sandy Oversight Town Hall, inviting Brooklyn communities affected by Sandy to a Sandy Oversight town hall. It includes details about the meeting: When: Tuesday, May 6th; Where: Coney Island Hospital, 2601 Ocean Parkway; Time: 7pm-9pm, doors open at 6:30 PM; and a link to reserve at eventsrsvp@comptroller.nyc.gov. Below the text are tags for Canarsie, Brighton Beach, Gerritsen Beach, Red Hook, Coney Island, Townhall Meeting, Marine Park, Blog, Mill Basin, and Sheephead Bay. A link to the town hall page is provided: <http://brooklynrecovers.org/all-brooklyn-comptroller-stringer-sandy-oversight-town-hall/>.
- Map:** A map of the New York City area, showing the Hudson River, East River, and surrounding areas. A location is highlighted with a red pin, and a pop-up window displays details for "Sarapis Soho".
- Block and Tenant Associations Upcoming Workshop Schedule March 2014:** A section titled "Block and Tenant Associations Upcoming Workshop Schedule March 2014" with a date of Wednesday, March 26 and April 2nd. It mentions "Free individual legal advice by APPOINTMENT" and "Receive 30 minutes individual legal advice on Sandy-related issues, like FEMA, insurance, and contractors disputes".

The pop-up window for "Sarapis Soho" displays the following information:

- Name: Sarapis Soho
- Facility Type: Office
- Organization: Sarapis
- Requests: REQ-SARAPIS SO-000001
- Street Address: 134 Spring St #302
- Opening Times: 10-6 M-F
- Contact: Devin
- Phone 1: 2129650099
- Email: info@sarapis.org
- Website: http://sarapis.org/



# Human Services Directory



Survivors and their case managers need access to information about services being provided by nonprofits in their area. OpenReferral offers open data standards and FLO software for managing that information.

## Government Assistance

- CalFresh/Food Stamps
- Health Insurance
- Medi-Cal
- Medicare
- SFMNP/Food Vouchers For Seniors
- WIC/Women, Infants, & Children

## Human Services

### Children and Family Services

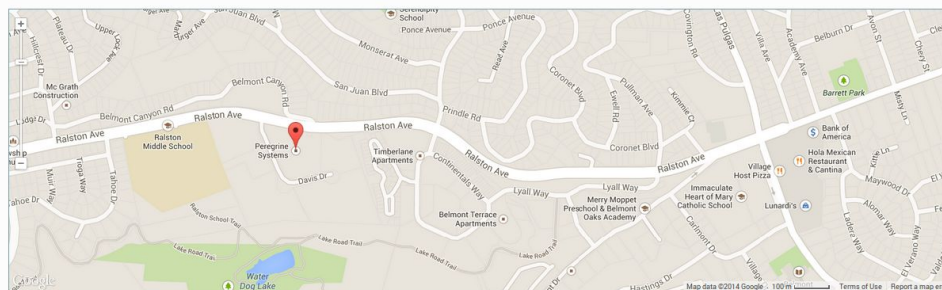
San Mateo County Human Services Agency

Accepts referrals about situations in which children age 17 or under are in jeopardy because of abuse, abandonment or exploitation.

**Description:** Takes reports of situations in which children age 17 or under may be in jeopardy because of abuse, abandonment, sexual molestation, exploitation or neglect. When the home situation is such that the child needs to be placed under the protection of the juvenile court, this unit initiates court action, conducts an investigation and supervises children who have been removed from parental custody. Can ... <more>

#### Location

**Public Transit:** SAMTRANS stops within 3 blocks.



#### Contact

- Marsha Beaman (Court Investigations)
- Matt Radisch (Licensing)
- Pravin Patel (Shelter Care)
- Marie Morris (Adoptions)

(800) 632-4615  
Hotline  
(24 hours daily)

(650) 802-5001  
Fax

#### Homepage

[www.smchsa.org](http://www.smchsa.org)

#### Mailing Address

Children and Family Services  
1 Davis Drive  
Belmont, CA 94002

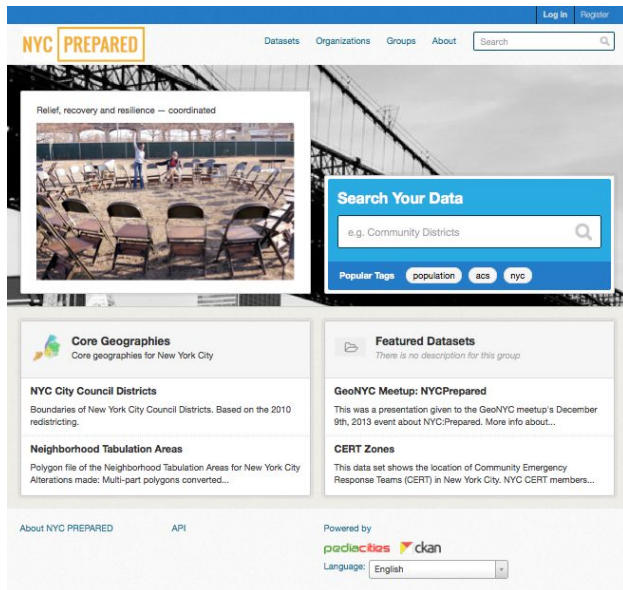
#### Service Categories

- Emergency
- Emergency Shelter
- Housing
- Emergency Shelter
- Care
- Adoption & Foster Care

We're deploying an Ohana API data platform to manage this information.



# Data Repository



Our **CKAN** powered data repository contains over 100 datasets useful to communities and organizations working on disaster related issues. The files contain elevation maps, flood projections, community district boundaries, census tracts and more.

This same software and functionality is used by the UNOCHA's Humanitarian Data Exchange (HDX) Project to aggregate, organize and publish data sent to them via their partners.

## nyc-city-council-districts-2010

[Download](#)

URL: <https://nycdatasets.s3.amazonaws.com/2013-06-19T18:16:52.454Z/nyc-city-council-districts-2010-polygon.geojson>

Polygon boundaries of New York City Council Districts.

Alterations made: Multi-part polygons converted to single-part polygons. Multi-arrays (holes in polygons) removed. Geometries simplified.



### Resources

nyc-city-council-district...

Social

Google+

Twitter

Facebook

### Additional Information

Field	Value
Last updated	Sep 30, 2013
Created	Sep 30, 2013
Format	binary/octet-stream
License	<a href="#">Open Data Commons Attribution License</a>

Show more

# Productivity Suite

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Google offers free Apps for Nonprofits accounts to 501.c.3 organizations.

A single Google Apps account can provide functionality to dozens of organizations.

We help organizations register and configure accounts to meet their unique needs.



## Google Apps for Nonprofits

**Reduce your IT costs and help staff and volunteers work together more effectively.**

### **Get the job done with Google Apps for Nonprofits:**

- Get free access to the Google Apps suite including Gmail, Google Calendar and Google Drive
- Work better with colleagues through online collaboration
- Store documents in the cloud: 30GB of storage across Gmail and Google Drive
- Stay connected from anywhere; securely access data anywhere
- 24/7 support; no hardware, no updates
- Google Apps for Nonprofits is free for all members of Google for Nonprofits

# A System of Syndication

Organizations following our online communications standards (RSS)/iCAL) can syndicate into NYC:Prepared's information management system.



Publish	Aggregate	Organize	Synthesize
Member organizations publish to social media and on our free websites or their own.	Our system aggregates these information feeds and parses them into queues of requests, reports and events.	Our data team adds descriptive metadata and formats it for actioning.	<ul style="list-style-type: none"> <li>• SitRep Feeds</li> <li>• Ticket Queues</li> <li>• Directories</li> <li>• Asset Tracking</li> <li>• Mapping &amp; Viz</li> <li>• Printable Reports</li> <li>• API</li> </ul>

# Community Information via API

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Agencies and large organizations can integrate with the Sahana API to access real time data from these deployments.

What API's do the large organizations and agencies have that they can offer to our community?

- Shelter Status Map
- 311 Requests
- National Guard Assessment Dat



## Broader Question

How do civic institutions and social service organizations share data?

# Services

We provide a few services to keep this system functioning.

Training	Data Work	System Support
<p>Regularly scheduled trainings in critical technology skills:</p> <ul style="list-style-type: none"> <li>• WordPress</li> <li>• Google Drive</li> <li>• Data Sharing</li> <li>• Social Media</li> <li>• EDEN IMS</li> <li>• Open Referral</li> </ul>	<p>Our network of data specialists can perform work on-demand:</p> <ul style="list-style-type: none"> <li>• Data entry and cleaning</li> <li>• Data scraping</li> <li>• Extract, Transform, Load (ETL)</li> <li>• Database administration</li> </ul>	<p>24/7 tech support for all NYC:Prepared community tools and “office hours” supporting members WordPress, Google Apps and social media efforts.</p>

# Access Model

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Access is provided to organizations that are members of approved coordination networks.

Approval requires:

- NYC-Based
- Nonprofit and Community Groups
- Dealing with Relief and Resilience
- Elect delegate to Information Management Working Group
- Provides resources to sustain the network



# Success Required Data Standards







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We're working towards a set of data standards for emergency management information in NYC that is widely accessible to institutions and grassroots groups alike.

- News & Events
- Requests
  - Supplies
  - Assets
  - People
- Facilities
- Organizations
- People
- Resources
  - Assets
  - Inventories
  - Services
- Assessments
  - Canvass
  - Individual needs
  - Damage
  - Unmet needs

# It Begins With...

... a series of spreadsheets, form templates and simple training materials that defines how information should be collected and what should be done with it.

<input type="checkbox"/>	TITLE
<input type="checkbox"/> ☆ 	Data Standards Introduction Shared
<input type="checkbox"/> ☆ 	Assessments Template Shared
<input type="checkbox"/> ☆ 	Resources Template Shared
<input type="checkbox"/> ☆ 	Organizations Template Shared
<input type="checkbox"/> ☆ 	Facilities Template Shared
<input type="checkbox"/> ☆ 	Requests Template Shared

**Site \***  
The name of the location that supplies are to be sent.

**Address \***  
The address of the site that the supplies are to be sent.

**Site Contact (Primary) \***  
Name, Phone, Email (This is very important information to gather)

**Site Contact (Secondary)**  
Name, Phone, Email

**Site Resources**

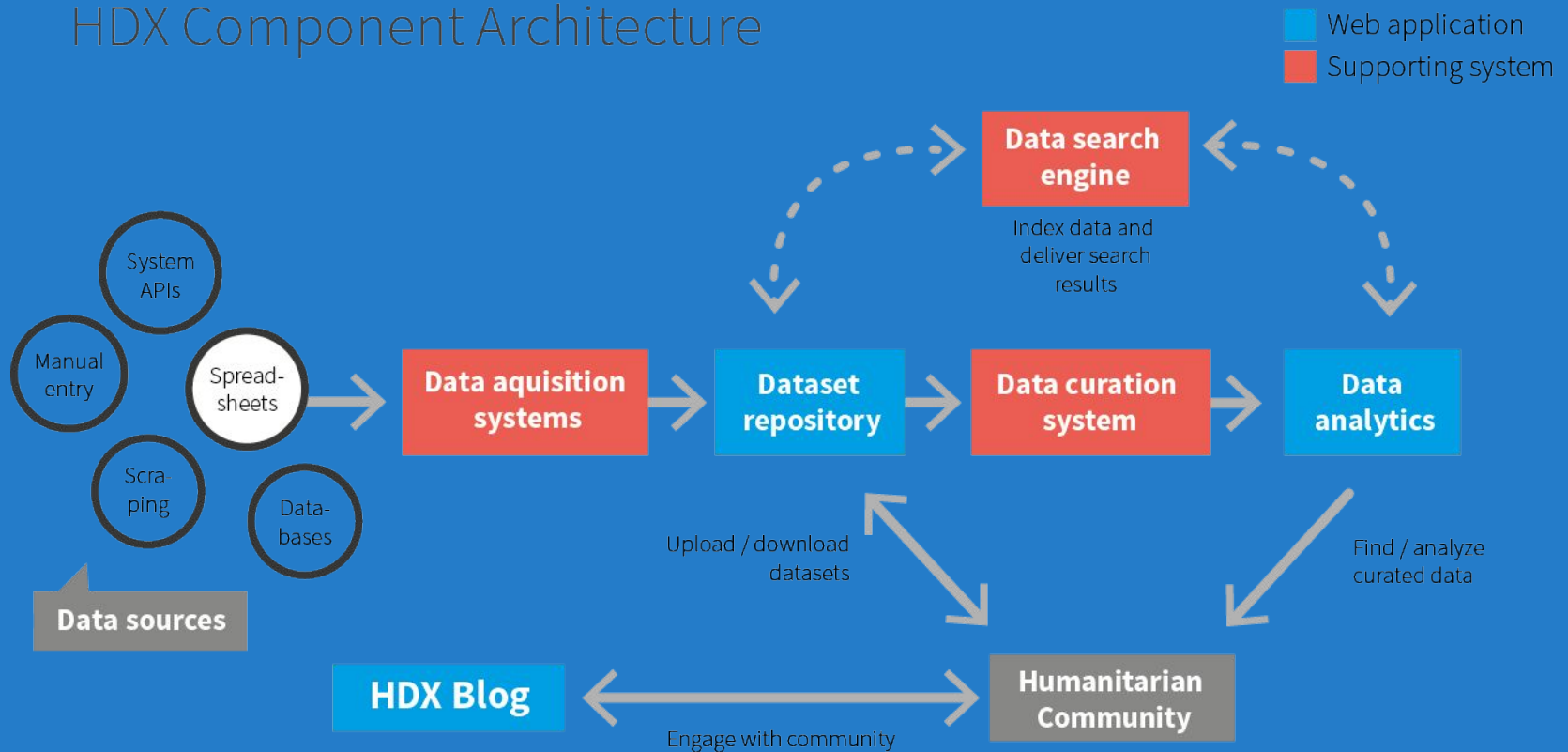
**Cell Service?**  
Does the site have reliable cell service?  
☐ Yes  
☐ No  
☐ Unreliable / Unsure

**Has Electricity?**  
Does the site have electricity?  
☐ Yes  
☐ No  
☐ Partial / Unreliable

# It Matures Into...

A comprehensive set of solutions for information sharing.

## HDX Component Architecture



<http://docs.hdx.rwlab.org/>

# It Requires a Commitment

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- For “non technical” people to come to the table and to come to some level of agreement on how to describe things.
- We need a process to keep these standards flexible and up to date.
- For institutions to build capabilities for sharing information with each other and with the grassroots.
- For those with resources to fulfill requests that originate from reputable groups and conform to established standards.

# Progress

## 2013

Info management for Staten Island, Brooklyn, Queens LTROs.

## Fall 2014

Deploying 2 last tools:

- Website Builder
- Services Directory



## Winter 2014

Contracts with all of our software vendors.

## Summer 2014

NYCVOAD website  
SI using IMS

## Spring 2014

3 of 5 tools deployed:

- Data
- Eden (Resources)
- Knowledge.

## Winter 2015

Organize a Crisis Response Working Group to manage data standards.

# Goals for 2015 and Beyond

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## Organization

- Become financially sustainable through member funding and grants.
- Gain adoption in all 5 boroughs of NYC and NYCVOADs.
- Stable governance body with functioning steering committee

## Technology

- Mobile Application with offline functionality
- Incorporate social and gamified features into WordPress
- Better integration between Sahana and WordPress system

## Affiliates

- Bring cost for additional systems down to:
- \$10,000/deployment
- \$10,000/year of maintenance

If you're interested in deploying a similar system in your region, let us know.



# SARAPIS Approach

OPEN SOLUTIONS TO LOCAL CHALLENGES

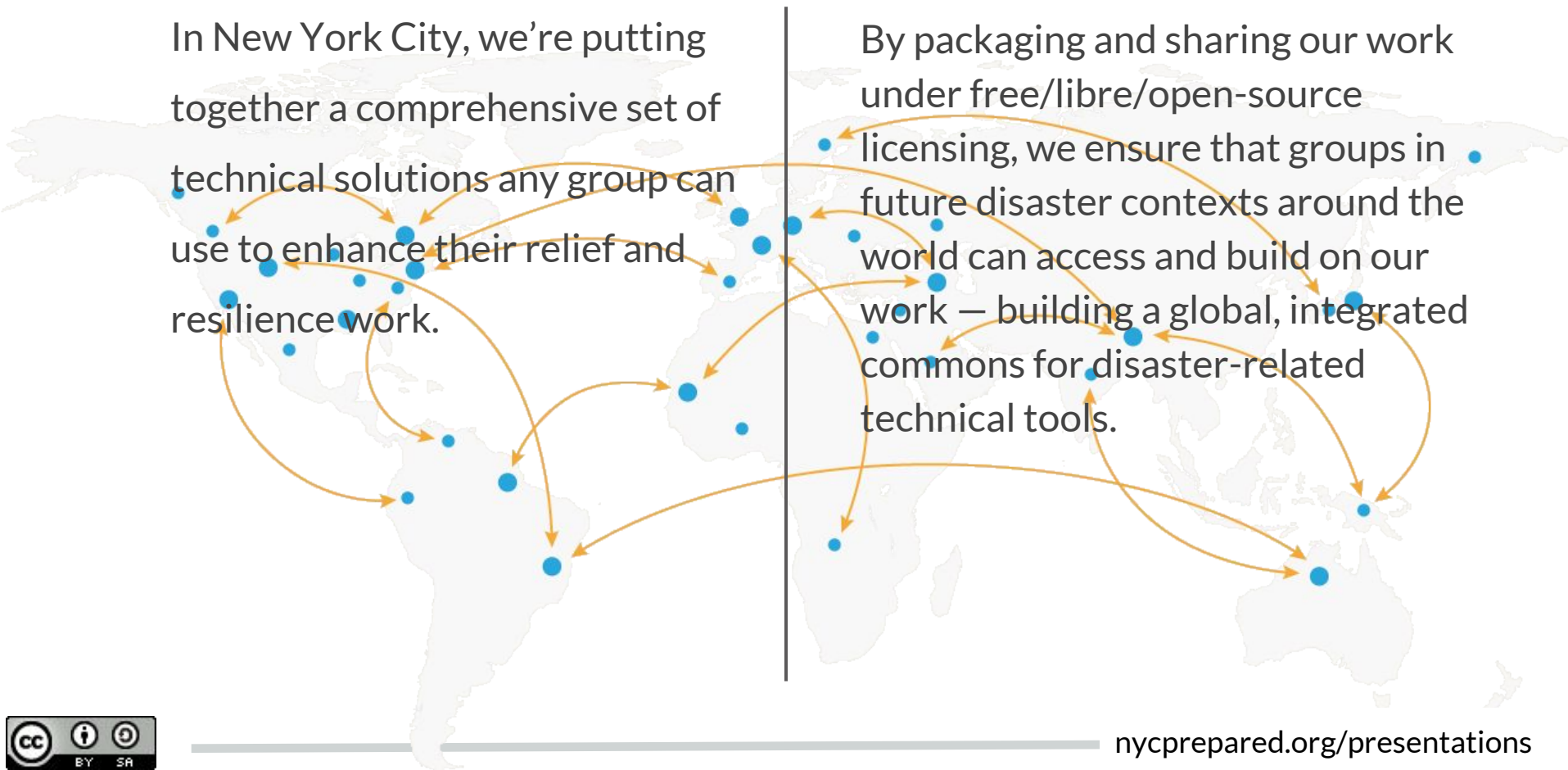
## Local Impact

In New York City, we're putting together a comprehensive set of technical solutions any group can use to enhance their relief and resilience work.

## &

## Global Contribution

By packaging and sharing our work under free/libre/open-source licensing, we ensure that groups in future disaster contexts around the world can access and build on our work — building a global, integrated commons for disaster-related technical tools.



# Connect with Us

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**Connect with Me**  
[devin@sarapis.org](mailto:devin@sarapis.org)  
@devinbalkind

**Learn More**  
[nycprepared.org](http://nycprepared.org)

**Contact Us**  
[info@nycprepared.org](mailto:info@nycprepared.org)  
@nycprepared

**Donate**

[nycprepared.org/donate](http://nycprepared.org/donate)

NYC:Prepared is operated by Sarapis, a 501.c.3 organization. Donations are tax deductible.

# Extra Slides

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## Trainings:

- [Data Basics](#)
- [WordPress](#)
- [Google Drive](#)

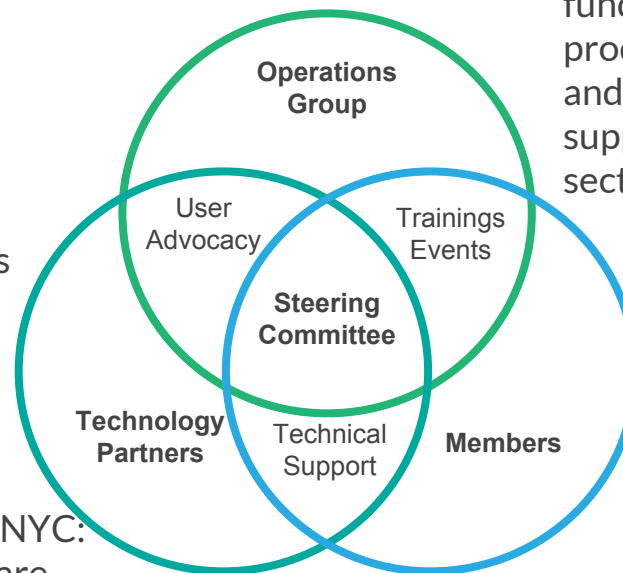
# Governance Model

Three stakeholder groups coordinate through a steering committee.

## Steering Committee:

- manages a technical development roadmap
- facilitates coordination amongst the three groups

**Technology Partners** manage NYC: Prepared software and hardware systems.



**Operations Group** manages fundraising and administration, produces communications, events and training materials, provides support to members and organizes sector-wide standards bodies.

**Members** are relief providers who use NYC:Prepared tools and services.

# Software Development Milestones

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- General
  - Apply Uniform Design to All Apps and Improve Mobile Experiences
  - Sync WordPress/EDEN User Directory, Networks and Organizations
  - Package complete systems so they can be rapidly deployed
- WordPress
  - Expand of MultiSite Customizability
  - Incorporate of BuddyPress and Gamification Components
  - Incorporate of Wiki (to replace Wagn)
- EDEN
  - Build Services Data Model and Sync with Ohana API
  - Integrate Work Orders with CrisisCleanup API
  - Expand Social Media Feed Processing Capabilities
  - Redesign UI of Request Management (Kanban Style)
  - Continuously Refine Data Models and Expand GIS Data Sets

# Feature Access x User Type

	Individual Organizations	Coordination Networks	Network of Networks
<b>Website Builder</b>	<ul style="list-style-type: none"> <li>Free Website</li> <li>Integration Option</li> </ul>	<ul style="list-style-type: none"> <li>Free Website</li> <li>Integration Option</li> <li>Feed Aggregation</li> </ul>	<ul style="list-style-type: none"> <li>Free Website (Main)</li> <li>Feed Aggregation</li> <li>Content Portal</li> </ul>
<b>Productivity Suite</b>	<ul style="list-style-type: none"> <li>Google Apps for Nonprofits</li> </ul>	<ul style="list-style-type: none"> <li>Google Apps for Nonprofits</li> </ul>	<ul style="list-style-type: none"> <li>Google Apps for Nonprofits</li> </ul>
<b>Data Portal</b>	<ul style="list-style-type: none"> <li>Organizational accounts</li> </ul>	<ul style="list-style-type: none"> <li>Organizational accounts</li> </ul>	<ul style="list-style-type: none"> <li>Administrative accounts</li> </ul>
<b>Information Management System</b>	<ul style="list-style-type: none"> <li>Organization profile</li> <li>View network asset</li> <li>Make &amp; fulfill requests</li> </ul>	<ul style="list-style-type: none"> <li>Manage membership</li> <li>Curate news feeds</li> <li>Network info/assets</li> </ul>	<ul style="list-style-type: none"> <li>All</li> </ul>
<b>Human Services Directory</b>	<ul style="list-style-type: none"> <li>Organization profile</li> <li>Manage services list</li> </ul>	<ul style="list-style-type: none"> <li>Embed of services on their website</li> </ul>	<ul style="list-style-type: none"> <li>All</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Trainings</li> <li>NYCP Website Support</li> </ul>	<ul style="list-style-type: none"> <li>Trainings</li> <li>General IT Support</li> <li>Data Work</li> </ul>	<ul style="list-style-type: none"> <li>All</li> </ul>



# Open Data: A Solvable Problem

## What Data Should Be Public

1. Proactively release government information online
2. Reference and build on existing public accountability and access policies
3. Build on the values, goals and mission of the community and government
4. Create a public, comprehensive list of all information holdings
5. Specify methods of determining the prioritization of data release
6. Stipulate that provisions apply to contractors or quasi-governmental agencies
7. Appropriately safeguard sensitive information

## How to Make Data Public

8. Mandate data formats for maximal technical access
9. Provide comprehensive and appropriate formats for varied uses
10. Remove restrictions for accessing information
11. Mandate data be explicitly license-free
12. Charge data-creating agencies with recommending an appropriate citation form
13. Require publishing metadata
14. Require publishing data creation processes
15. Mandate the use of unique identifiers
16. Require code sharing or publishing open source

17. Require digitization and distribution of archival materials
18. Create a central location devoted to data publication and policies
19. Publish bulk data
20. Create public APIs for accessing information
21. Optimize methods of data collection
22. Mandate ongoing data publication and updates
23. Create permanent, lasting access to data

## How to Implement Policy

24. Create or appoint oversight authority
25. Create guidance or other binding regulations for implementation
26. Incorporate public perspectives into policy implementation
27. Set appropriately ambitious timelines for implementation
28. Create processes to ensure data quality
29. Ensure sufficient funding for implementation
30. Create or explore potential partnerships
31. Mandate future review for potential changes to this policy

Sunlight Foundation's "Open Data Guidelines"  
<http://sunlightfoundation.com/opendataguidelines/>

# Open Data Simplified: Four Ingredients

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**Schema** (Column Headers) to define **services**.

Google.org's CivicServices Schema is sufficient.

**Taxonomy** (Terms) to classify service type and eligibility.

We've got a good start on services types and need to work on eligibility.

**Format** (Files) so we can easily exchange information.

PDFs are bad. Documents are okay. Spreadsheets are best.

Databases without APIs are bad. Databases with APIs are good.

**Licenses** (rights) that allow us to share.

Copyright is bad. No license is okay. Creative Commons is good.