Civic Tech & Data Privacy

City of New Orleans

1. Civic Tech in New Orleans – A Recovery Story
2. Challenges and Progress
3. Lessons Learned
4. Data Standards
5. Data Privacy Best Practices today

How Civic Tech Aided our Recovery - 2006

Tackling Blight

- City recovery depended on aggressive property management and code enforcement
- Many property owners lived outside of the state or had not returned to New Orleans
- Private citizens began collecting property owner databases separate from the City

How Civic Tech Aided our Recovery - 2006

Tackling Blight

- Citizen partnership was critical part of our recovery – we had to ask for our data!
- Multiple datasets existed, data integrity was an issue
- Application development helped City staff provide transparent process to manage blight
- Private citizens were vested in our data management process

Blight Status

Lessons Learned

What we know today

- Data integrity – we needed accurate data to create the most effective application
- Citizen engagement - critical to civic tech development
- Processes should be transparent and iterative
- Partnerships are valuable

Adopt-A-Catch Basin

Data Standards for Civic Tech

- Open data related to business operations whenever possible
- Use a matrix to score the privacy, relevancy, etc related to data you'd like to open
- Talk through the release with the data custodian but always lean toward open when possible and potentially impactful to citizens
- Engage with your developer (tech) community – what do they want to see
- Work with your local agencies— Code for America, Sunlight Foundation
- Use open data standards where possible to publish municipal data

Data Driven New Orleans

Data Privacy – Protecting your citizens' data

- Create an analytics/visualization team working within government and with residents to identify research questions and indicators
- Build partnerships with local higher education and libraries to share resources and knowledge
- Personally Identifiable Information – Always consider:
  - Have other municipalities have published similar datasets?
  - If sharing 2 or more pieces of personal information, consider aggregating the data or anonymizing one of those pieces of data (eg - we share our 911 calls at the block level instead of by address)