

California Civic Tech Strategic Planning Workshop
12/15; 10 AM - 3 PM
LA Clean Tech Incubator
525 S Hewitt Street
Los Angeles, CA 90013

Context: California's public technology movement will accelerate dramatically over the coming years. Jennifer Palka, Founder and ED at Code for America, laid out an [excellent letter to the next Governor](#) providing a high level overview for digital government in California.

What's next? This strategic planning workshop will convene leading civic technologists across California to develop our next year of work. The [California Public Technology Principles](#), authored in collaboration with Code for America Brigade leadership across the state, provide a v 1.3 of succinct goals and implementation strategies to guide this work.

Organizing Team:

- Patrick Atwater
- Ramy Kim
- Nina Kin

Background materials to review

- ACTION Please fill out this form to provide your input on priorities for 2019:
https://docs.google.com/forms/d/e/1FAIpQLSe40FTnkFrXYh45I9zTzxXNpQIP AISJUASC wv mVQoVIMIZgg/viewform?usp=sf_link
- INFORMATION Science debate grant application:
<https://docs.google.com/document/d/1khyqIti8Q3bJPxh4h25YqOvtBzEV-q30c4d81JmGtAE/edit#>
- INFORMATION Civic Tech Timeline: <https://civic-tech-timeline.github.io/>
- INFORMATION IFTF California Dreaming Map:
<http://www.iff.org/our-work/global-landscape/human-settlement/california-dreaming-map/>
- INFORMATION Previous call notes:
https://docs.google.com/document/d/1J4OT96Xr2rLeQsjpqKs_Nvq7NH5qs8zpMbeoC_dENRQ/edit#heading=h.vt06zziorqmx
- <https://www.codeforamerica.org/how> -- CfA principles

Attendees (Please Sign in Here)

- Ev Boyle -- <sick>
- Tom Dooner -- been in CA 6 years
- Krystof Litomisky -- been in CA 15 years
- Zach Antoyan -- lived in CA entire life
- Nina Kin -- CA lifer
- David Marulli -- been in CA 2 years
- Ramy Kim -- been in CA for 2 yrs

- Patrick Atwater -- CA lifer

Day of Agenda

- Welcome and icebreaker
- 10:30 - 11:30 AM Call In
 - Introductory remarks -- Ramy and Patrick
 - Go over public tech principles
 - Review google form goals -- Nina?
- LUNCH
- 12:30 - 3:00 PM
 - Review Implementation Strategy of Principles
 - Align on common California goals
 - Backwards plan year of 2019
- 3:00 - 5:00 PM
 - [The LACI Artists in Residence are showing their work](#)

2019 Timeline (Please add more!) -- share events on Gov Ops Calendar

- Jan 15 -- Hack for LA workshop on implementation of CA public tech principles
- Jan / Feb -- [Roundtable with key stakeholders at Pepperdine Public Policy](#)
- Jan 31 - Feb 1 -- School of Data LA
- Feb 19th -20th [Data on Purpose](#) at Stanford
- Feb 23 - 25 -- CA Dem and Rep Conventions
 - Pioneer Pete?
- Feb 25th -- [California Public Sector CIO Academy](#) -- Sacramento, CA
- Mar 2nd -- International Open Data Day
 - Hack for LA
 - LA County Supervisor Scroll
 - Something with housing?
 - Google Streetview for Landscape Area Classifications
 - California-wide
 - Inventorying California civic and government data activities. See here for a first stab using the GitHub API:
https://github.com/argo-marketplace/future_of_california/blob/master/CA_data_collaborations/README_data_collabs.md
 - Build on [2018 Civic Switchboard activities?](#)
- Mar 7 -- [CityAge: San Francisco](#)
- Mar 7-10 -- So Cal Linux Expo
- Mar 14 -- [California Public Sector CIO Academy](#) -- Los Angeles, CA

- Mar 14-17 -- [Local Gov Commission Annual Conference](#)
- May 7-10 -- [Association of California Water Agencies in Monterey](#)
- May 16 -- [CityAge: Los Angeles](#)
- May 29 - 31 -- [CfA Summit](#)
 - Workshop on “principles for the future of civic tech”
 - Brigade network principles
 - CA Public Tech Principles
 - California civic tech corps -- could do as a weekend unconference / camp where we invite Capital Fellows, Coro Fellows, Fuse Corps, Civic Spark Fellows and other natural allies and share successes and level up the communities civic tech skills
- June 8 ish
 - Escaping Reality -- Refactor Camp in LA
- June 19 - 20 -- [CA League of Cities -- Mayors & Council Exec Forum](#)
- July ish TBD
 - [Climate Change Data Exchange in LA](#)
- Aug - [Los Angeles Digital Government Summit 2019 - exact date TBA](#)
- Sept 9 -10 -- [California Digital Government Summit](#) - Sacramento CA
- Sept. 21 -- National Day of Civic Hacking
- Oct 16-18 -- League of California Cities Annual Conference
- Oct 18-20 -- [CfA Brigade Congress](#) -- Cleveland, OH
 - Session on version 2.0 of Public Technology Principles
- Oct 17-19 -- [MMASC Annual Conference](#)
- Dec 3 -- [CSAC Annual Meeting](#)
- TBD
 - [MISAC Annual Conference](#)
 - [California Special Districts Association](#)
 - CA LAFCO Association?
 - [CA Society of Municipal Financial Officers](#)
 - Transportation Camp LA?
 - Arts Datathon LA (March ??)
 - Training event with State Legislative Staff?
 - Some way to visit all the CfA brigades across the state?

Notes (Please add in day of):

ACTION ITEMS

- **Connections**
 - Template workshop -- Tom and Patrick to design prototype process
 - Try in Oakland, Fresno and LA -- open to all members
 - Target an alpha test in January
 - Rotating quarterly activity

- Align with Summit (stay the weekend) and Congress
 - Other locations
 - Monterey? Aquarium! ACWA in May
 - Fresno -- Zach
 - Eastern Sierras
 - Mojave
 - JTree!
 - Sacramento! Lobby day
 - Reach out to more California brigade people -- Nina
 - Yan Yin Choi -- San Jose
 - Emily Wasserman --
 - Joel Riphagen -- Sacramento
 - Ev Boyle --
 - Isaac -- San Diego
 - Walnut Creek?
 - San Mateo?
 - Reach out to more like minded organizations
 - USC -- Zach Armenian civic organization -- code for all connection
 - Lawrence Grodeska -- Civic Makers
- **Communications**
 - Succinct blurbs -- Nina (support PA)
 - Memes
 - Tom, Zach, Krystof, Nina, Patrick
 - Judged by Ramy
 - <https://imgflip.com/memegenerator>
 - Videos
 - Krystof!
 - PA to talk to Tae
 - Blog Posts
 - Zach better DMV user experience
- **Conniving**
 - Setup a call with Stu and Angie on advice -- PA to send email
 - Brian Purchia -- Zach connection
 - Aligning with CfA activities -- NAC (Ramy and Nina) -- Tom

PA Other Notes on Next Steps

- Rekindle LA Technology Rock Climbing Group
- Develop template workshop for brigades to develop their own strategies to implement the public technology principles
 - Tie into resources like user research / procurement best practices
- Add google spreadsheet of CA state legislator contact info
- Bullet point list summarizing the principles
- Refine the elevator pitch for the CA public tech principles

- Regular in person outdoor activity (Quarterly?)

Morning notes

- There is a need to articulate why a constituent should be invested in digitizing normal experiences(ie losing a license)
- Who is the speaker and who is the audience? We need something that is vague enough to apply to multiple different audiences, but something specific enough to give direction
- DMV issues/privacy issues/interoperability things to be considered and focused on
- Water can/should be another point of reference for issues to consider.

Scenario: my license plate got stolen:

<p>California Tech Future - made using technology readily available today</p> <p>Open my CA GOV app on my phone. I know I could also do it on the california.gov website, but I decide to take care of it from my phone.</p> <p>I enter “stolen license plate” in the app’s search bar. The app understands that my license plate was stolen, and suggests guiding me through everything I need to do to take care of the process.</p> <p>First, I select which vehicle the license plate was stolen from (the app already knows who I am and which vehicles I own, so I just select the right car and don’t need to enter any additional information about it).</p> <p>The app then asks a few questions about the incident - what happened, and when. With my permission, the app submits a formal report to my local police department. The app also submits a copy of the incident report to the DMV.</p> <p>The app tells me that to get new license plate and registration stickers, I need to pay a fee. I do this quickly through the app on my phone.</p> <p>The app tells me that my new license plate</p>	<p>Actual situation today.</p> <p>I google “california stolen license plate”, which brings me here: https://www.dmv.ca.gov/portal/dmv/detail/vr/c/hecklists/dup_sub</p> <p>I can’t fill out the PDF form REG 156 on my phone. I download it, print it out, and painstakingly fill it out, including basic information like my name, driver’s license number, the license plate number etc. Another source tells me that I also need to submit a police report. I am not sure what to do.</p> <p>I go on the LAPD’s website, and start submitting a police report online. I painstakingly fill out all of the information, including basic info like my name, address, the vehicle license plate etc. After I have filled out the whole form, the website tells me that this type of report cannot be submitted online.</p> <p>I go to my local police station. I wait in line. When I am finally able to speak to an officer, I dictate to him everything that I have already filled out twice - once on the DMV form, and again on the police report online. The police officer enters this into his computer. He calls the DMV, and reads all of the information to</p>
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and registration stickers will arrive in the mail in about two weeks. In the meantime, if I get pulled over, I can show any law officer a digital copy of the police report right from my CA GOV app to prove that my license plate was stolen.

The whole process is finished in less than 10 minutes.

them over the phone. He makes a mistake in the spelling of my name, and I correct him. The police officer gives me a copy of the police report so that I can show it to any law officer if they ask me why I am driving with no plates. The officer then tells me that I have to go to the DMV.

I go to the DMV. Because I do not have an appointment, the estimated wait time is three hours. I decide to go to work instead, because I am already late.

Later, on the DMV website accessed from my work computer, I try to make an appointment as soon as possible at my local DMV office. The website tells me that I can make an appointment at any time in the next three months. I ask the website to show me the soonest available appointments. It tells me there are no appointments available at any time. I try a different DMV office near me and get the same result. I try a third DMV office near me, and the soonest appointment I get offered is in the middle of a workday two months from today. I accept it because I have no better option.

On the date of the appointment, I show up to the DMV. After waiting for half an hour, I get seen at the window. I show the clerk a copy of the police report and the filled out form REG 156, both of which I thankfully remembered to bring.

The clerk types everything from the printed-out form into his computer, processes payment, and hands me new license plates and registration stickers.

The whole process takes me at least six hours spread out over two months.

Scenario: I have asthma and the air quality on my block is shit compared to one block over

Ideal Situation:

I google air quality data in my area to see whether data shows what I'm experiencing. It does.

I pull up air quality data on my CA GOV app. It matches the independent data I found online.

When I pull it up, I click "follow this" to follow my local air quality to get updates on the air quality, any related news stories, council meetings that mention it, and more.

I also click "contact my representative about this", which takes me directly to a contact form. My representative will get exactly the data I was looking at, information about who I am, and I also provide more comments.

I don't get a response from my representative within 24 hours. The next time I open my CA GOV app, I open my local air quality thread, and filter it such that it only shows direct communication between me and my representative. I can see that it has been more than 24 hours since my message, and I click a button to automatically follow-up again.

Another day later, and I still haven't gotten a response. I open the thread in my app, and see that four other people from my block have also complained about air quality recently. I click a button to call the representative's office.

I talk to someone. The call also gets logged in the thread.

...etc.

Notes:

- complaint process drives policy and enforcement of rules and regulations
- being able to follow issues and actions taken

Unfortunate reality:

<p>by government officials -lets me elevate issues that are not addressed -identifies others engaged in this issue - shows me a thread view of this issue (i sent a message about this on 12/14, sent a follow up on 12/18, called on 12/22, spoke to your secretary Sarah on 12/23, the council discussed this at their meeting on 12/27 (here's a link to the video and the minutes) etc.)</p>	
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Scenario: I just got laid off

<p>Ideal situation: - gov handles everything: COBRA, UI, here are some career centers etc.</p>	<p>Current situation</p>
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Elevator pitch notes:

- The public technology principles will guide our bureaucracy into a more effective, efficient, equitable, and accessible future
- Do you want the DMV to not suck? What if you could take care of everything you need to right from an app on your phone?
- What if following and supporting policy changes was as easy as following Oprah on twitter?
- What if you could tell your representatives whether you support a proposed bill as easily as ordering food delivery?
- What if you could take \$5 of your tax payments and allocate it to any project you want?