

CommunityMatters
Deepening Digital Public Engagement



Notes and Questions

Friday, September 5, 2014

2-3 pm Eastern

www.communitymatters.org

Speakers

- Pete Peterson, executive director, Davenport Institute
- Alissa Black, investment principal, Omidyar Network
- Moderated by Fran Stoddard, Communications Consultant at the Orton Family Foundation

Agenda

- Call introduction and protocols (5 min)
- Speaker Introduction: Pete (5-7 min)
- Speaker Introduction: Alissa (5-7 min)
- Question and answer period (35 min)

Audio

- <https://soundcloud.com/communitymatters/deepening-digital-public-engagement>

Announcements:

- Next event: October 9 webinar on Rewriting the Rural Narrative. Ben Winchester joins CommunityMatters and the Citizens' Institute on Rural Design for a conversation about rural migration trends. [Register now](#).
- Save the date for our November 20 conference call on Civic Health.
- Interested in learning about facilitation in virtual environments? 2nd Online Facilitation Unconference tentatively scheduled for late October. Contact info@intellitics.com, and we'll let you know once we have all the details confirmed.
- If you love talking about these issues online and want to continue from here, I invite you to join the nearly 2,000 member Open Government and Civic Technology Facebook Group: <https://www.facebook.com/groups/opengovgroup/>
- Thanks to everyone for joining us on this call. Please let us know how we did by completing this short survey: <https://www.surveymonkey.com/s/8CXMDRY>

Call Notes:

Pete:

Principles of Public Engagement: How what we already know about public participation extrapolates into the use of online tools. So many principles that are pertinent in general public

engagement are also relevant in online spaces. The general principle of the civic engagement spectrum--the public participation ladder ([Sherry Arnstein](#)) or the [IAP2 Spectrum of Public Participation](#) outlines reasons why government engages their residents. Going from “1.0” engagement (informing the public) to deeper engagement (empowerment). Empowerment is turning over decision making responsibility or service delivery responsibility to the public.

The Spectrum Offline: There are different processes that engage the public in different ways. If a decision has been made by a planning board and you want to communicate that decision, you would convene the public in a straight information session because you want to let them know that’s happened. Q&A from the public are really meant to inform government, not the public. As you move along the spectrum, you are moving to a more facilitated process. You could look inside or outside city government for facilitators with a particular expertise. You’re looking to inform the public but also looking to get more information back to policy makers about policies or decisions.

The Spectrum Online: Just as you have a spectrum in face-to-face public engagement, there is a spectrum in online public engagement. You have different tools that can be used for different reasons. If you are looking to inform the public and use an online platform, you would look at your website or social media tools to communicate in a one-directional way. There are many options for sharing information online (i.e. budget transparency tools). Moving along the spectrum and you are looking to engage the public in different ways, different platforms come into play (i.e. [Mindmixer](#)- an idea aggregation and prioritization tool). Survey tools (i.e. [SurveyMonkey](#)) provide specific questions and asked for specific answers. Empowerment tools look for the public to engage directly in service provision ([SeeClickFix](#)).

Challenges: The challenges that governments face are the same between online and offline engagement. Specifically, the “if we build it they will come” mantra. The idea that if you just get the right platform, the public will flock to use it. This mindset isn’t thoughtful about what tools are best for eliciting participation, so many “die in the vines.” We don’t do a great job of teaching marketing in public administration, but it takes marketing to promote and recruit participation. The biggest challenge for government is driving traffic to online sites for engagement.

Alissa:

Ask Why: For government staffers looking at how to get started, it is important to ask *why* you want to engage the public in advance of any public engagement process, whether online or offline. The “why” helps you better select an appropriate tool. If you’re looking to create a more informed public, providing useful information or data on a website is a good way to do that.

Consulting the Public: Refers to a modified IAP2 spectrum--informing the public and consulting the public. Ideation tools (idea aggregation) are good for consulting the public, particularly in the early stages of a project.

Cooperation: A deeper level of engagement is “cooperation”, which gets closer to allowing the

public to be involved in decision making. Mapping tools are very helpful in this level of engagement. You can ask people to map where they want bike racks located, a new park situated or sidewalk improvements.

What stage are you involving the public? Is it in the early stages where the public can still have a say in decision making or after a decision has been made?

Empowerment: Empowerment is the deepest level of engagement. There aren't a lot of examples of empowerment with online tools. Community planning games--this gets into how you involve the public in making decisions around land use--are one example (i.e. [Participatory Chinatown](#)). [Neighborhood networking sites](#) like [NextDoor](#) can be led and managed by residents as a way to reinforce services that might be lacking in a community by allowing neighbors to help neighbors.

Blending online and offline: Know your audience--how many people are connected. Try a blended approach that uses online and offline resources. Online engagement reduces some barriers like transportation or timing, but it can also add barriers, especially for those that have limited digital literacy. There are tools for using mobile phones without the need for smartphone technology.

Questions:

Questions in blue were asked on the line.

Getting Started

Where do I start? -- Raging Granny (Marie H., RI)

- Tim Bonnemann: Ping me. ;-) tim at intellitics dot com
- Pete: Check out the resources in this Google Doc. Look at websites for online platforms to get a sense of what types of projects are possible. Do research on questions that other cities are using these platforms to ask. Determine if your community is ready to have those types of conversations.
- Alissa: If you are a government staffer, understand why you want to engage the public and plan for resources. Consider a strategy over time, not just for a one-time project. Start connecting with government staffers who have experience. Let your government staff know that you have an appetite for learning about digital engagement. Neighborhood networking tools can be used even without involvement from government, so as a community member you can do something!

What successes have you seen in communities? (Fran)

- Pete: Santa Monica--formed stakeholder promotion group at the beginning that included local newspaper. Used [UserVoice](#) (budget tool) and MindMixer (around general plan issue). In both cases, the platform was hosted on the newspaper website rather than the local government website, in part because the newspaper was getting more visitors than the government site. One thing to know is what kind of traffic your government website is

attracting. Thinking about where you house a platform can open up new opportunities for attracting participation.

Deepening Engagement

How do we evolve online engagements so that participants become empowered - from the sharing individual ideas into an engaged community of action? (Vic D., CA)

- Pete: We're still early in our understanding of empowerment tools. One example is [Adopt-a-Hydrant](#) in Boston where citizens could share in clearing out fire hydrants after snow storms. There are similar efforts with graffiti removal. There needs to be government follow up to ensure that services offered are in fact being performed.

How do you 1) find new audiences, and 2) keep them engaged at a meaningful, conversational level. (Kimberly D., WA)

- Alissa: Oakland, California created [Engage Oakland](#) using Mindmixer at the consulting phase of their project (posing a question and asking for feedback). A way to tie in and get new participants online is to integrate online platforms into offline conversations. As an example, if there is a decision about a dog park to talk about rules, zoning changes or a budget, you can have the conversation in a traditional public meeting but then encourage people to go online to share their thoughts. Tying the online and offline together can help bring in new audiences and create parallel conversations that feed into or reinforce one another. Marketing is crucial--public servants often don't market new things because of the risk or potential for failure. Marketing is a way to bring in new participants. Online tools often bring in a group of residents that might not typically get engaged.

How best to manage two-way communication when you have no one to devote to it full time. (Jay B., KS)

- Pete: This could be something where you have to say "we're not ready." If you are going to invite a conversation, but you don't have someone at the end of the phone line to respond, you probably aren't ready. If it takes too long for people to see a response through online platforms, the public will pull back from the tool. There needs to be a reinforcing mechanism from government to let the public know you are listening. One way to increase engagement is to display that someone in the government is listening and responding.
- Alissa: When thinking through which online platforms you should use and how to bring them to your town, ask what resources you have to dedicate. If the answer is none, you may not be ready.
- Della Rucker: I would just add that you don't have to do everything all at once. Pete's very right that people have to know and believe that you are listening. But there's nothing wrong with focusing on a very narrow question to start with. Get your feet wet.

Choosing the Right Tools + Matching Tools with Engagement Goals

Is there any study that shows what digital tools works best for various community engagement

activities? (Vickie B., CO)

- Tim Bonnemann: I'm not aware of any research done specifically on this (very general) question, especially since so much depends on the circumstances on the ground. One important thing to keep in mind in this context is the fact that much (or most, actually) of what makes digital engagement successful has little or nothing to do with any particular tool. Things like having a sound strategy to begin with, ensuring that the online participation is integrated into the overall process, effective outreach, communications, facilitation and community management etc. are all integral to making things work.

My need is rather than how to start projects but how to connect needs with assets? (Tony H., OH)

Do the speakers have any suggestions about tools for interactive mapping and/or augmented reality 'sandboxes' that might facilitate community natural resource management? (Nicole C., OK)

Are changes by Facebook with the reach of Pages and more and the torrent of surface content on Twitter making it difficult to engage deeply on these platforms? What to do? (Steven C., MN)

- Alissa: Many communities do have a Facebook page or Twitter account now. If you do have one of these pages already, make sure the content is dynamic--be responsive and add new relevant content. Create a reason for people to visit your page. The expectation of social media is that it is real-time, relevant and fun to engage with. If you can have those three things and resources to support it, social media sites can be engaging.
- Della: my \$.02: I think, yes. Facebook's algorithms make it harder to get attention unless the issue has huge response or you're buying a promotion. I think the jury is still out as to what Twitter's coming algorithm changes will do -- Alex Howard (@digiphile) had a good analysis of that this morning.

If you were asked to quickly set up something for an online "National Discussion on (.....)", what off-the-shelf platform(s) would you choose? (Stephen B., MA, [@OpenGovMetrics](#))

I'd like ideas on how to organize an educational campaign for a mid-sized city. (Janice L., CO)

- Clift: Build your org/gov [email newsletter list](#) - no matter how crappy (or brilliant) your website is now you can always tell people "what's new" ... ideally everyone who signs up for public service alerts get directed to join your general list ... then you can invite them to participate in your special online engagements

What digital tools are best for civic engagement? (Anna H., NC)

What is the best digital engagement platform currently available? (Christine G., VA)

- Tim Bonnemann: Your digital engagement strategy should start with your goals and objectives (what are you trying to accomplish?) and take into account your stakeholders or target audiences (who are you trying to reach?) as well as a number of other factors (under which conditions?) such as budget, staff/volunteer bandwidth, staff/volunteer

capacity, existing infrastructure etc. Depending on your use case and depending on your requirements, a variety of tools or combinations of tools may be appropriate. The answer to your question is “it depends”. There is no one size fits all.

- Della Rucker: what he said. :-)

What is the best platform to use when not everyone has Facebook or LinkedIn accounts?

(Anonymous, VT)

- Della Rucker: I actually usually encourage people to not rely on Facebook, LinkedIn, Twitter, etc. Not only are they nowhere near as universal as online behavior in general, but you can’t channel the discussion -- you can’t facilitate the discussion very easily. You need a more focused platform.

We are a village with a good blend of industry, academia, and artisans. We want to ensure that we provide safe, secure, respectful applications that communicate the cool uniqueness of our village. What business applications and public services would you recommend that establish us as a digital destination? (Amy M., OH)

- Alissa: This is a question that addresses the information side of engagement, tying to marketing and making the village cool. LA County produced an [engaging video](#) on flood control and flood management. They took a dry subject and made it interesting. Video and infographics can be used to show how exciting your village is. A well-designed website with information for residents and visitors is also important. A website is usually the first way people engage with your community in the most fundamental sense--it is your virtual “front door.”
- Pete: It sounds like this community already has a high level of participation. A platform like [NextDoor](#) is an extremely effective platform for reinforcing community building where there is already strong engagement.
- Della Rucker: First, Yay Ohio! :-) I suspect your entree would be to start with the folks in the community. You’re probably going to find that there some pretty amazing skill sets, and they’re going to have an ownership of the outcomes that will be a huge help. Obviously you can’t just throw them in a room together and expect something magic to come out, but with some good facilitation, that could generate something very one of a kind! I think it’s important to remember that online is an extension of real life, not something totally separate. Course, Pete just said that. :-)

Anyone using ArcGIS Online for collaborative mapping or engagement? (Dan S., WI)

Making the Case

How to overcome resistance/anxiety about new tech is one issue I deal with. Another is that everyone is on overload; even for me learning a new technical tool gets postponed.

(Anonymous, FL)

The Commission is very hesitant to use online surveys (like Survey Monkey) because they don’t

like the anonymity of them. They want to know who and where the answers are coming from. With public input continually decreasing at public meetings we really need to merge into gathering residents input from online surveys. What's your recommendation to get non-digital savvy elected officials comfortable with the digital age, specifically online surveys?

- Alissa: One example was a community that asked for ideas through a survey about what new policies government should be working on. Responses were about legalizing marijuana and creating a Death Star. That is the worst case scenario--you have people participating that aren't offering productive ideas. But, in many cases, especially with ideation platforms there is some peer influence where people can provide feedback on if an idea is constructive. There is more sophistication built into platforms now to deal with unproductive comments--outliers will generally fall to the side. Negative feedback can be really helpful for government.
- Pete: Most of the better platforms allow multiple screens for educating the public before you get to the decision. Even if you are trying to consult with the public, you still need to inform them before inviting feedback. The best platforms start by informing people about the tradeoffs before asking questions. Ask questions in a way that invites responses that are productive. We shouldn't discount the informing capacities of online platforms.
- Alissa: Rancho Cordova, California used [Open Town Hall](#) and asked a question about raising chickens in town. Found that the voice online was more moderate than what shows up to a face-to-face meeting. They felt that the online platform opened them up to a new audience with more moderate opinions.
- Cliff - Check out the almost [lost lessons from the Citizen Panel](#) in Issy France - they can weigh results by demographics and ask the citizens question on the issues that interest them
- Cliff - On a related note, I am interested in starting a research/best practices review on how Facebook-native elected officials are using their *personal* profiles and Pages to ASK the public questions - this is a huge trend in Minneapolis with all the 30 somethings just elected to the council
- Della: Just want to reinforce what Alissa just said. I've seen and heard the same.

Equity, Accessibility, etc.

How do we ensure that amplifying and facilitating digital participation, we aren't inadvertently reducing the voices of folks with accessibility barriers, whether technical or linguistic? (Annette K., HI)

- Steven Cliff: Numbers from Pew show that those currently willing to talk politics online are more to the political extremes - [see 16-17](#) - Therefore, without very intentional outreach you won't get the new voices you want ... but our experience is that with that outreach you can create connections across race, income, generations, etc. ... I think local online engagement could become central in immigrant integration strategies - using online to break the ice and then get people together in-person
- Della: The other thing to keep in mind, which I think Alissa said in passing but I think should be reinforced, is that online actually enables certain populations that you otherwise may not hear from. For example: the homebound, or people on the autistic

spectrum, who may not be physically capable of speaking in public.

Advice for approaches in rural communities and less populated areas? (Anonymous, WA)

- Steven Clift, E-Democracy: Facebook is very important in areas where “everyone knows each other” ... I think my extended family in Pine City, MN. Also you see lots of Facebook Groups created out of economic necessity “buy, sell, trade” etc. missing gap are the neighborhood often Facebook Groups we see as a “community forum” space. We experimented with this in rural Minnesota ([Rural Voices Project](#)) before FB Groups worked well. If we did this again, we’d use Facebook if our outreach resources were limited for outreach. Key from our experience - in-person outreach and paper sign-up sheets work IF you have outreach resources.

What are some ways to engage low-income residents using online tools? (Daniel G., DC)

- Tim Bonnemann: Consider meeting constituents where they are (e.g. via tablet-supported door-to-door surveys) instead of expecting them to always come to you. Also make sure to research if and to what extent your audiences is in fact online. There are examples of low-income, immigrant or homeless communities being surprisingly connected via mobile phone (incl. texting). Public libraries can serve as an effective entry points to overcome access and literacy issues.
- Steven Clift: See E-Democracy’s “[Inclusive Community Engagement Online](#)” project AKA BeNeighbors.org: [lessons](#), [presentation](#) - Note that we feel raising “[New Voices](#)” online is receiving almost no attention despite [stark numbers](#) from PewInternet.org. Also go [in-depth with this report](#) and note our view that lessons at the intersection of [civic tech and inclusion](#) need to be better documented, researched, and shared.

How do you assess cultural modalities and norms to ensure the selected social media will be effective? (Robert W., Ontario)

- Pete: Many digital platforms do offer survey opportunities at the front end to ask people for information upfront about background, etc. That relies on people to self-report their affiliations and identities. The question for government is where you are promoting. Do you have a clear understanding of where cultural media is based? In Los Angeles, there are many ethnic media sites. If you are looking for specific kinds of engagement, there are online news websites that can connect you with certain populations.
- Alissa: If have resources for it, work with the audience that you are targeting, or at least with key participants that span the diversity of your community. Use them to help you craft clear language that speaks to and spans across the broad spectrum of people in your area. Be clear about the terms of use. Allowing for anonymous comments and participation can bring in people who are wary of giving information to government (do this knowing it can lower the overall quality of responses).
- Pete: Ask yourself, “compared to what?”. There certainly are places and capacities of online engagement that are exclusionary. If that’s the only place where we’re seeking feedback, we’re probably getting insight from a narrow audience. But, online engagement can supplement face-to-face engagement in a way that is much more

broad. Face-to-face engagement can also be exclusionary, so this is about adding tools to the toolbox and recognizing the limits of individual tools.

I don't think we often consider the cost vs effectiveness of a process. How should we evaluate success? In this industry are there examples of standardized performance metrics? (Darin D in SF)

- Clift - Great question. We are [about to deploy our participant survey](#) for E-Democracy's BeNeighbors effort. The process of determining which question are most vital the evaluate is quite a challenge. We collect 20+ survey's in our space. [Let me know](#) if you want access. We are excited also about a 3,000 person survey of Minneapolis residents (done by the city) that appears to show a statistically valid impact of our active neighbors forums on civic activities online. [Stay tuned](#).

What type of online platforms work well for engaging seniors? (Nick K., CA)

- You might find this interesting: <http://www.pewinternet.org/2014/04/03/older-adults-and-technology-use/>
- Clift: Email lists. Our experience is that if you want intergenerational engagement you need a mix of email and web. With 30 under, you need a mobile app to reach which unfortunately raises the cost exponentially unless you "just use Facebook" which of course has its own app.

Handling late-comers: when public engagement is part of a months- or years-long process (e.g. bridge construction), residents may join in when the process has progressed significantly, decisions have been made, and implementation begun. Are there ways of using online tools to bring these late-comers up to speed and integrate them into the public engagement process successfully? (Chris B, DC)

- Tim Bonnemann: Having a transparent and well-documented process in place certainly helps so as to allow late-comers to see what engagement activities have already happened to date, who has been heard, what issues have been voiced and may be addressed etc.
- Clift: GovDelivery and other email alert tools are key - timely access to information when people can still act on that information is perhaps the most democratizing thing about the internet in governance.

Other

What role does citizen science play in your framework/findings and how could cit sci projects improve to link better with your use-cases? (John G., CA)

- Della: I've been watching citizen science and civic participation for years, and I haven't seen any serious overlap between em yet! I would love to know about anyone who is!

What is the role of [Open Source Urbanism](#) in the "constellation" of these tools? (Geo S., Romania)

- Pete and Alissa: Familiar with "open source" and "urbanism" but not totally sure what is

meant by Open Source Urbanism is. Welcome thoughts from callers!

- Della Rucker: another interpretation might be what we in the US call [Civic Hacking](#) -- using open source data sets to create apps or other online tools that help people participate? That's starting to happen -- a lot of the earlier civic hacking was focused on figuring out simply how to get information out of public sources and into a more accessible context. Now that those kinks are at least somewhat worked out, we're starting to see more and more interesting tools to allow people to put information into a public context safely and use it to inform better decisions. Two great and very different examples have been <http://www.smartchicagocollaborative.org/> and the United Nations Development Programme. They have done some amazing crowdsourced reporting work in the middle east and eastern Europe.
- Clift: See the [Code for America Brigade](#) and [other networks](#)

Discuss creating QR codes. (Brian P., PA)

Culture and "Place"

Digital engagement is really an urban process, isn't it? Internet access and cultural modalities limit its use in rural areas and with "less willing" demographic groups, respectively. (Bob W. Caledon, ON.)

- Tim Bonnemann: I'd like to suggest that we consider technology quite broadly, from the latest mobile apps all the way down to old-school or low-bandwidth tools such as the phone, voicemail, email etc. There are plenty of opportunities to make use of technology in pragmatic yet creative ways to reach even remote/rural audiences.

What mapping programs are popular? What are other examples/uses? I am wondering specifically how users might layer/manipulate/use publicly available data?

How can we better work with website designers and developers to know if we are making good beginning choices?

GIS Trivia: Mylar coated with red or yellow colored emulsion is know as:

1. Rubylith
2. Color film
3. Scribecoat
4. Silver halide
5. Ulano

Answer at: <http://www.madisonareampo.org/maps/gistrivia.cfm>

Resources:

About Alissa and Pete

- [Pete Peterson](#)

- [Davenport Institute for Public Engagement and Civic Leadership](#)
- [Alissa Black](#)
- [Omidyar Network](#)

Meeting the Outreach Challenge (Pete's Challenge) - Resources

- [E-Democracy's BeNeighbors.org effort](#) takes their website [door to door with diverse team - targeted lower income, high immigrant neighborhoods](#) delivering [results](#)
- [Digital Outreach for Civic Hacking Awesomeness](#) - Tips for the National Day of Civic Hacking useful for digital engagement in general

Tools + Platforms

- Our list of [50 Tools for Online Public Engagement](#)
- [ParticipateDB.com](#) is a catalogue of 200+ tools for participation and includes project examples and many references.
- online interactive mapping survey Maptionnaire (Soft GIS): <http://maptionnaire.com/> (offered in North America by MIG www.migcom.com)
- [Consider.it](#)
- [EngagingCities.com](#) : magazine/digest focused on technology in public engagement and urban planning. Approx. 10 articles per week.
- Vizhen 3D planning charrettes <http://www.vizhen3d.com/>
- Common Ground for Action - Kettering Foundation ([public testing](#) leveraging E-Democracy participants in progress)
- [OnlinePublicEngagementEmporium.com](#) - info hub focused on commercially-available platforms. Includes curated information on platform providers.
- [GroupServer.org](#) open source platform [customized](#) for [neighborhood participation](#) by E-Democracy
- [NEW Crowdbrite Touch](#) - a project based platform for physical planning focused on project delivery
- [Crowdbrite](#) collaboration tool for teams and [digital workshops](#)
- Zilino (<http://zilino.com>), the web-based solution for hosting deliberative online forums and other types of well-designed, well-facilitated and outcome-oriented participatory processes.
- MetroQuest <http://metroquest.com/>
- OpenPlans <https://www.openplans.org/>
- PlaceSpeak <https://www.placespeak.com> enables evidence-based decision-making by allowing citizens to influence the process in an open, safe, secure and transparent manner (plus it verifies location data for participants, which helps decisionmakers know they're engaging with their own constituents -- a concern mentioned above).

Examples and Success Stories

- [Speak Up Austin!](#)
- [California Economic Summit](#)
- [Community Plan for Wards Corner](#) (UK)

- [San Francisco Urban Forest Plan, Interactive](#)
- [Participatory Chinatown](#)
- [Connect Pacific Beach](#)
- [Connect Lemon Grove](#)
- [Improve West Anaheim](#)
- [Making the Most of Social Media: 7 Lessons from Successful Cities](#)
- [Use of QR codes to help interpret natural landscape](#)

Reports

- [Broadening Public Participation Using Online Engagement Tools](#)
- [Using Online Tools to Engage the Public](#)
- [Public Pathways: A Guide to Online Engagement Tools for Local Governments](#)
- [Golden Governance: Building Effective Public Engagement in California](#)
- [Online Public Participation Platforms and Applications White Paper](#)
- [Innovations that Matter: Engaging the Digital Citizen](#)
- [Inclusive Social Media - Engaging Diverse Communities with Neighbors Online](#)
- [Top Tips for Using Social Media for Local Community Disaster Recovery](#)

Webinars/Webcasts

- [New Voices: Civic Technology, Neighbors Online, and Open Government](#)

Organizations and Consultants doing this work, including trainings

- [PlaceMatters](#)
- [NCDD Tech Tuesdays](#) (introducing various online engagement tools -- see archives for intros to MetroQuest, PlaceSpeak, Ethelo Decisions, Zilino, WeJit and more)
- Also see the [“Tech for Engagement” tag](#) in NCDD’s Resource Center (over 150 tools, articles, more on online engagement)
- [Online Public Engagement Emporium](#) (Della Rucker)
- [Code for America](#)
- [The Wise City](#)
- [Wise Economy Workshop](#)
- [MIG](#)
- [Intellitics, Inc.](#) (Tim Bonnemann, Founder and CEO)
- [E-Democracy.org: Services - Lessons - Online Open Government and Civic Technology Facebook Group](#)
- [Steven Cliff](#) ([directly](#) or via E-Democracy with mission fit)
- [Crowdbrite \(Darin Dinsmore\)](#) - training for integrated engagement design & digital workshops using Crowdkits & Crowdbrite collaboration platform
- IAP2 USA (<http://iap2usa.org>)
 - Webinars, Tech Fair at upcoming North America conference

Other

- [Online groups in the open government, civic technology, e-participation space](#)

Follow-up

openplans.org posted a categorized list based in part on this conversation:

<http://blog.openplans.org/2014/12/21299/>