

DEPARTMENT OF CITY CLERK

CITY HALL

APRIL 16, 2012

(DRAFT)

The Open Providence Commission for Transparency & Accountability meets this day at 5:30 o'clock P.M., in the Conference Room, Third Floor, City Hall.

PRESENT: Chairman John Marion; Ms. Elaine Collins; Mr. Nelson Rocha; Mr. John F. Speck; Mr. Andrew Law; Ms. Pamelee Murphy; Ms. Pamela Cardillo and Ms. Felicia Ingram – 8.

ABSENT: Vice-Chairwoman Karina Wood; Mr. Jim Lucht; Mr. Allan Tear; Ms. Anna M. Stetson; Mr. Jeffrey Padwa; Mr. James Silveria and Mr. Paul DiCecco – 7.

Also present are Lisa Dinerman, Senior Assistant City Solicitor; Toby Shepherd, Deputy Policy Director, Mayor's Office; Alisha Pina, Writer, Providence Journal; Lori L. Hagen, Second Deputy City Clerk and Tina L. Mastroianni, Assistant Clerk.

CALL TO ORDER/ROLL

CHAIRMAN MARION: So, actually I think we have three people who have missed the first two meetings. So, it's Andy?

MR. LAW: Yes.

CHAIRMAN MARION: I'm John.

MR. LAW: Hi, John.

CHAIRMAN MARION: I don't think we've actually met in person.

MR. LAW: No.

CHAIRMAN MARION: Did we talk on the phone?

MR. LAW: No. I didn't think I was allowed to.

CHAIRMAN MARION: One on one.

MR. LAW: Okay.

CHAIRMAN MARION: And the John Speck and Felicia Ingram. So, maybe we'll give everybody a chance to introduce themselves. John, you want to introduce yourself? Keep it to fifteen minutes. (Laughter)

MR. SPECK: Yeah, he knows me too well. My name is John Speck, I'm a – I do many different things; I'm in marketing, I've made a lot of websites, I've been a consultant around issues of 2.0, web 2.0, enterprise 2.0, government 2.0. And that's I think why I'm here. I was an advisor to the Taveras campaign on the issues of internet and computer systems IT.

CHAIRMAN MARION: Wow, thank you. Felicia.

MS. INGRAM: I'm Felicia Ingram from the Providence City Council. I am basically their – I'm an IT specialist but I manage all technology for the City Council Office and staff.

CHAIRMAN MARION: Okay, thanks.

MR. LAW: I'm Andy Law from RISD. I'm in the industrial design department but they're quite interested, I suppose they thought I might be interested in this because I do research into accessible systems for manufacturing and residencies and other things like that. So, I suppose that might be interesting.

CHAIRMAN MARION: If I understood exactly what it was.

MR. LAW: Oh, right. Basically I'm interested in making manufacturing accessible to everybody and not just industrial designers or kind of financiers or people like that.

CHAIRMAN MARION: Okay. So, I know John and Felicia know that we've broken into sub-groups to do some of our work. There's a group on public engagement which is working largely on what we – how we're going to reach out

to the public. There's a group on best practices which is going to examine how the city is currently operating and then, excuse me, current practices. And then best practices is going elsewhere to look for best practices. Not to put you on the spot but if there's one of those or more of those that appeal to you let us know –

MR. LAW: Okay.

CHAIRMAN MARION: -- and we can add you to the group and get you on the emails for that group.

MR. LAW: Yeah, sounds great.

CHAIRMAN MARION: Okay. And, so and hopefully all of those meetings happened last week, I know that ours did, Nelson yours did.

MR. ROCHA: Yes.

REPORT OF PUBLIC ENGAGEMENT SUB-COMMITTEE

CHAIRMAN MARION: And Allan's not here, what is it, Allan's in charge of best practices? Okay. I'm trying to remember why I put introduction of other coalition members on here. Well, I'm going to skip that for now because I don't remember why I put that. It might have been a copy and paste there on my part. The public engagement sub-committee which three of the four us met on Friday to talk about how we're going to publicize this. And as Karina mentioned at the last meeting we're going to try to have at least one large public event, we're aiming for the second week in May but we haven't nailed down a date. But, sometime in the middle of the week so probably the 8th, 9th or 10th, in the evening this one will be and we're looking at a venue outside of City Hall to make it a little more accessible, possible Fête which is a music location in Olneyville that has sometimes public events. And the idea would be to open the doors a little early, put up a series of questions about on large sheets of paper and allow people to come in and share some ideas prior to the event getting underway. And then

having someone try to facilitate once we get, once we begin to try to draw out some of the meaning in those statements and also get, elicit other input from the audience. The hope is that we can get some of the public officials; the Mayor, the Council, to come and perhaps share some of their ideas and that we can get it a month out, three weeks out into some of the larger city wide publications, print publications and also push it out online using a variety of social media and so forth, as well as, Pam had the idea of literally having some flyers made up that we can put in strategic locations and hand out as we see fit. The – I took a stab at how to frame it and gave it to Karina who was going to bring it tonight with her thoughts but she is sick and texted me about an hour ago to tell me that so I don't have a copy of that. But essentially I'm afraid if you just say come with your ideas of what you don't like about city government we're going to run into big problems, that's too open ended. So, the idea is to ask some – to frame it in the terms of more, some more specific questions about how you interact with government and what you would like to see in that interaction. And so if anyone has thoughts on what types of questions to ask feel free to share them with me and I'll keep working on this. The, I also touched base with Paul DiCecco about the possibility of having a dedicated website for the Commission and he put it up today. So, there is a page, right now, I haven't looked at it, right now, no there's no content – late this afternoon – but there's a page at providence.com/open-government and also he purchased, in November, the URL providenceopengovernment.com and if you – that will be directed to that page too.

MS. COLLINS: Government fully spelled out.

CHAIRMAN MARION: Yes. So, it's providenceopengovernment.com or providenceri.com/open-government. So, I'll – I'm going to take the Resolution and try to fashion that into something that we can put there as a placeholder for

now and then talk to Paul about ways that we can have – take public input through that site. And then also Karina was going to talk to Allan Tear about using User Voice which he used for the on caucus which is, I don't – John, do you have experience with User Voice?

MR. SPECK: I am not familiar with User Voice.

CHAIRMAN MARION: It's a platform essentially for having an online discussion about a specific topic. And it comes at a small expense but it's essentially an online bulletin board, for lack of a better term. And it would be nice to have something where people could see their comments and maybe get some reaction to their comments rather than just a web form where you send off your comments into a hole and you don't know what happens to them. I don't know how difficult it would be to moderate something like that so I'll talk to Karina and maybe we'll both talk to Allan about trying to do something like that. Otherwise, our little sub-committee just broke off into some tasks trying to – Karina and I were trying to find out about the availability of the public officials being invited so that we can settle on a date and then we were going to work on media and pushing this out to the various media and online forums such as her Facebook page, what is her group? Greater, no, Better Providence?

MS. MASTROIANNI: Yes.

CHAIRMAN MARION: Yeah, Better Providence, Greater City Providence, things like that. And then Pam was going to inquire about making sure that this all abides by the open meetings act which she did today. So, that's our little sub-committee. I don't know if anybody has any reactions to what we're working on.

MS. COLLINS: Just little things, nothing big, like the venue we're not set on Fête or definitely?

CHAIRMAN MARION: We're not set, no. We're hopeful I think that it will all come together this week so that we'll have three solid weeks.

MS. COLLINS: It doesn't have like a lot of parking there.

CHAIRMAN MARION: Oh, I've never been. It's not good parking?

MS. COLLINS: It's not great. I mean, it depends on how many people you expect to come.

CHAIRMAN MARION: Yeah, we were looking for some place that was maybe a little more accessible than this building for a large group if we get a large group.

MS. COLLINS: The Public Safety Complex has some big meeting rooms and they have a garage right across the street. It's very central, right off the highway, it's another possibility.

CHAIRMAN MARION: Any other suggestions?

MS. CARDILLO: Roger Williams Casino is always good.

MS. COLLINS: That has good parking. Is it free? Would they let us use it for free?

MS. CARDILLO: The City would, yeah.

CHAIRMAN MARION: Okay. Okay, well if anybody else – you know where to find me.

MR. SPECK: Would that – would this constitute the public hearing that's required by the –

CHAIRMAN MARION: Yeah, that's the idea is to have one that's really all about input. You know, we welcome the public to these and hopefully we'll do a better job of advertising these. But, this would be the one where we try to frame it up and let us hear from you. And then maybe have a follow up one after we have a

draft or something a little better in mind, a work product sometime in early June so the public can react to something.

MS. COLLINS: How do you feel about adding it to the agendas of neighborhood association meetings?

CHAIRMAN MARION: Very good.

MS. COLLINS: It doesn't have to be like –

CHAIRMAN MARION: And I assume they all have –

MS. COLLINS: -- the whole meeting.

CHAIRMAN MARION: -- they all have lists or –

MS. COLLINS: Yeah, everything would be pretty easy to get attached to all of those agendas. The question is do we have to attend? Do we just trust them to give us feedback? Or we could do either.

CHAIRMAN MARION: I would assume many of us are – you're West Broadway, several of us live in the Summit area, you know, we could probably get somebody to many of them, College Hill.

MS. COLLINS: However you want to feel comfortable setting it up I can set it up with those.

REPORT OF CURRENT PRACTICES SUB-COMMITTEE

CHAIRMAN MARION: Great. I will stop talking and anyone from the current practices?

MR. ROCHA: Sure, I'll be able to discuss that.

CHAIRMAN MARION: Okay.

MR. ROCHA: We met on Friday, Toby Shepherd came in as well for that, Felicia Ingram, John Speck and Paul DiCecco and myself. And a member of the public as well was there. We got together trying to figure out how we're going to go about assessing the current practices or the current state of the government in

Providence. So, first we went around the room and just everyone gave their background and what they were interested in and then in the end we broke it down to first; go by an external user perspective. One part of that was leveraging off the – Light Foundation approach, currently they do an assessment, like a score card, for all the cities in the country and states and all that. So, we figured, I figured with everyone I would do the assessment of the assessment per se. It seems a little bit simplified it doesn't seem like they put too much into so there are a lot of questions already there and there's a method in how to score. So, it seems to make sense maybe to do that –

MS. COLLINS: And didn't we get a B+ or something?

MR. ROCHA: Yeah, that was –

MS. COLLINS: How accurate can it be?

MR. ROCHA: -- yeah, and there's also the School Committee too which had a C- maybe.

MS. COLLINS: I saw that. I thought it was really helpful though, it was a good.

MR. ROCHA: Yeah, that one had a lot more meat to it. So, it seems pretty interesting and you know a good place to start okay, so we don't have to reinvent the wheel in terms of doing assessment. But that's just – but there is a city – I guess a question that came out of there is the scope of assessing the city government, okay. How far – do we include, try to include at least in a limited way the whole – where all the funds go? Or the School Board as well? You know, how far out do we go? You know, perhaps we just go in a limited fashion and then just go dig deep within, you know, City Hall and the City Council. So, that's an open question that we have to discuss that, I guess. Make an assumption that we're including the world right now. And then also we're – also taking another use case

approach so basically go by the user perspective. It could be the resident, the business user, employee. Everyone that uses the website and the open meetings. So, I was going to try to tackle that but I do have a question. I wonder if there's anything that – any documentation that currently exists perhaps in that, I don't know, that's – I just thought that would be a good question to ask. Perhaps it's being done already, I don't know, I'd like to know who is the best person to ask that. So, and second John Speck is going to provide an anecdotal perspective, I don't know if you want to touch on that. So, we're taking a two pronged approach to it.

MR. SPECK: It was just another, sort of, another methodology of use casing. Just around some basic tasks to get a general sense of, you know, if I didn't know anything and I went to the website and I was trying to accomplish something, learn something, start a business, you know, open a restaurant, whatever, what would – just to generally characterize what the experience would be like. The degree to which I would be able to be successful, the degree to which things are more opaque than perhaps they should be.

CHAIRMAN MARION: And so that was one of the ideas would be to have multiple scenarios and go in there and –

MR. SPECK: Right. I want to get a dog license, I want to get a marriage license, I want to build a – I want to convert a building from one use to another, those kinds of things.

CHAIRMAN MARION: Did you have any thought about where you would – how you would arrive upon which tasks you want to do? Like, is there a model for these are the sorts of things that one should expect to get out of their city government?

MR. SPECK: You know, I, yes, the short answer is yes. What I would try to do is do one query into each sort of department set, something to go try to find something that's coming out of the City Council, something from Public Works, Parks and Rec –

MS. COLLINS: Those would probably be good examples to ask before like for example if you put it on the agenda at a neighborhood meeting who here has tried to start a business, who's tried to get this type of license, what was your experience.

MS. MURPHY: Are you familiar with West Law, the computerized law library?

MR. SPECK: Not by that name.

MS. MURPHY: Well, you can ask any question, any legal question and up comes all sorts of statutes and cases and where to go and what to do. It's, I don't know if it would be a model for what you're thinking.

MR. SPECK: Search engine driven –

MS. MURPHY: Yeah.

MR. SPECK: -- approach.

MS. MURPHY: But you can ask just all these questions, you know, where is the Universe and you get all of these sources of information and then you choose what you need.

MR. SPECK: I'll take a look at it.

MR. LAW: Is there an existing place where somebody would complain if they tried to do something and they couldn't work it out?

MR. SPECK: I believe that there's a permanently persistent feedback link on the website. And there's also the – I think there's a facility for that in Prov Connex, as well. I can't get on the website here.

MR. ROCHA: And back to my use case approach, it's like a quality assurance type of review. Probably be something, probably a good thing to do periodically to make sure everything – nothing's broken. You know, so I'm just going to stick to main scenarios starting off if there's nothing, no documentation that currently exists for the – but I'll have to limit it because the scope – there's many departments, many pages so that could be a lot of work. And, how far can I go? You actually have to process forward so we have to figure out –

MS. CARDILLO: Nelson, I seem to remember a municipal government group that evaluated municipality websites a year or two ago. It was right before the city kind of revised or redid the whole website. And there were the top ten websites that were chosen and I remember sending an email to the people who do the website saying before you change anything take a look at these because there were certain things that I was recommending for the City of Providence's website which could help people report problems, request services, etc., etc. And I'm going to dig for that research because I think it would be enormously helpful. I don't know whether they do this evaluation or top ten on an annual basis or whatever but I know that this research that I have is a couple of years old but it might be a good starting point. There's also a, are you familiar with gov loop? It's a 2.0.

MR. ROCHA: That's a social network –.

MS. CARDILLO: Yes, yes. The effective websites, efficient websites are, you know, a topic on gov loop on a regular basis there too. So, I'll see if I can – I'm actually going to switch over to your –

MR. ROCHA: Okay.

MS. CARDILLO: -- originally I was going to be on the best practices but I want to be in the current practices because I think have more to lend to that. So, I

will, as a new participant of your group, I'll go to work tomorrow on some of that stuff.

MR. SPECK: Pamela, just to remind you I actually was, I think that what you're referring to is some stuff that was pulled together for an RFP that the city sent out at the end of the Cicilline administration about assessing the city's website. I actually bid on that and so I did a bunch of research around that and I'm trying to remember what the name of that group was that – and they do annually rank state municipal websites.

MS. CARDILLO: Right.

MR. SPECK: And, yeah a bunch of them were in Virginia.

MS. CARDILLO: That's right, that's right. We'll find it.

MR. SPECK: Yeah, I'm sure it's back in my Mac and all.

MR. ROCHA: Top websites, I think, in the state were Newport and Warwick in terms of municipalities, I thought I'd just mention that.

MS. COLLINS: We're also examining accessibility besides just online too, right? It's like if Joe Smith wants to start a business but he doesn't have a computer. Am I correct? Or are we just focusing on –

CHAIRMAN MARION: Yeah, I mean I think our mandate includes off line interaction with the city. And so, I'm not sure how best we can do that. That seems like a much more difficult task. It's easy for us all to sneak a few hours away at work testing websites. So, it's another thing to schlep down and try to see where the forms are kept in an office but I think it's, you know, it's worthy and necessary. I'm not sure how capable we're going to be doing that. And also, you know, in terms of, you know, it's not just the openness part it's also the, you know, accountability. So, how are people within city government being held accountable to what the city's then residents get to see. So, I've talked a lot to Pamela about,

you know, the idea of we have ProvStat which is used largely internally but has a ton of data. And if that's turned around so that the citizens see ProvStat what does that mean. And, one, what does it mean in terms of residents getting access to just a lot more information and different metrics but also what does it mean in terms of their understanding of what their city is providing for them. Which is a really tough, sort of, almost philosophical question here.

MS. CARDILLO: I hope maybe your meeting at this large venue which solicits input from the public about what are they interested in seeing. Because no one knows better than I do, we have reams of data, tons of data sliced and diced any way, served up however you want it. We don't, you know, we can only guess at what, you know, the public is interested in or which metrics are meaningful to the public versus meaningful to internally from an operational standpoint.

MS. COLLINS: A website that Nelson mentioned earlier is really helpful too because the way that they grade things. So, it's interesting to look at the cities and the states that have the highest grade and see what they consider to be the most important things on this.

MS. CARDILLO: There are models like the City of Boston which uses Boston About Results, or Austin, Texas.

MS. COLLINS: Chicago is bragging about having the best one right now.

MS. CARDILLO: Yeah, Chicago has got an awesome one too. – five times the size.

MR. ROCHA: Those big cities they just pretty much started off just opening up their data and whenever they do create data sets they just make it available and without it really being requested. And then let people discover the data as well.

MS. CARDILLO: Right. Okay, and generate their own ad-hoc reports or whatever?

MR. ROCHA: Yeah.

MS. CARDILLO: I mean that's, anything is possible.

MR. ROCHA: Yeah, and there's on line, like, let's say Google Fusion Tables where a user can actually create their own infra-graphics off the cloud database for – because currently all the charts are defined and dictated by the government. You know, it could be a different type of chart some person out there wants to create, you know, perhaps a multi-year or whatever.

MS. CARDILLO: Mmm hmm, mmm hmm.

MR. ROCHA: So.

CHAIRMAN MARION: So Pamela, is there any way for the current practices group to see what you have? Like, do you have a document or a presentation about –

MS. CARDILLO: I do have a little power point, you know, it says who we are and what we do and what we collect and gives more, gives kind of measures and it's a mixture of measures and work output metrics and some performance metrics. It's a real hodgepodge from each department in the city. And I can make that list available.

CHAIRMAN MARION: Yeah, if you could send that –

MS. CARDILLO: Sure.

CHAIRMAN MARION: -- list to me and I'll send it out –

MS. CARDILLO: Sure.

CHAIRMAN MARION: -- to everyone.

MR. ROCHA: Is there like an annual report of metrics or something like that?

MS. CARDILLO: No, not per se, no.

CHAIRMAN MARION: Because it seems like that's a good starting point in terms of understanding –

MS. CARDILLO: Right.

CHAIRMAN MARION: -- what we have.

MS. CARDILLO: Right. And it is, I will say, the caveat is there are – that list contains measures that we have collected over the years, measures that we continue to have access to in terms of work output measures; how many trees are pruned, how many sidewalks are repaired, how many this, how many that. That's kind of like work output. We have those and without making everyone's eyes here glaze over those are used to support performance metrics. So, we – so the list that we make available is like everything that ProvStat has access to. And usually a ProvStat meeting typically involves a selection from that list of what's there, we review it with the Mayor's, you know, Chief of Staff or Senior Counsel and say okay Mayor, what are you interested in from the Department of Inspections and Standards? And the way we go through that. So, it's data that we collect every month, we have access to it every month, but we show the Mayor on a regular basis only selected measures and metrics.

CHAIRMAN MARION: I mean I think the idea being the public might, the public gets to play Mayor right? The public gets to decide –

MS. CARDILLO: If they want to see where the trees are being pruned or, you know, they can sort their own data. I mean, you can make this as dynamic and as powerful and robust a system for reporting as you want to. But I don't know what the city has in terms of resources to develop that thing. That might maybe John, your weekend warrior people who write applications might be.

MR. SPECK: Yeah, let me actually if I could jump in.

MS. CARDILLO: Yeah.

MR. SPECK: Let me ask this question just among the other Commissioners; is that, you know, just sort of by a show of hands or nodding of heads or rolling of eyes, whether or not you're familiar with the expression or the three letters API and what that means? Alternative Programmers Interface? I am. There's a few of us. Okay, it works like this; ProvStat has several databases, I'm guessing, one or several databases and that they are just this big, you know, imagine them as file cabinets that have lots and lots of stuff in them. And what Pamela's reports do is they go into that file cabinet on a regular basis and they pull out certain information from certain files and then they present it in a way. It's generally restricted who is able to access the, only, you know, from within are you able to access this database. And API is a methodology by which the data is left "open" to the public, it's not like anybody in – and you know all kind of terrible thing, people can get into your database. But it opens a door or a window through which any registered, you have to have something called an API key, entity can come in and query your data set. Right. So, then developers outside the city are able to create programs, applications that go and use city data and present it in ways that they choose. So, for example, while only certain metrics about trees getting pruned or cut or planted whatever gets reported to the Mayor in these reports rich data about exactly what tree where is held within this database so that somebody could, you know, for their own reasons create an application that goes in, finds that data and then plots it on a map. For example, this is sort of a typical kind of an approach. So, that's what an API is. When she referred to my weekend warriors this is a concept called hackathons, hackathons are sort of semi-sponsored events in which an organization like a city will have an event, host an event and basically buy pizza and soda and say come to this location with your laptops and everybody's going to work on developing, solving this problem that we've set for you. So, for example,

one hackathon we were considering, right, was that if we were able to take the QAlert Database, which is QAlert is who, I think everybody inside house, everybody in house is familiar with QAlert, yes? And for those from out of house, QAlert is the system by which, DPW or others as well?

MS. CARDILLO: All service departments.

MR. SPECK: All the service departments track their service requests and jobs so that when you go, when a citizen goes to Prov Connex and lodges a cracked sidewalk that automatically generates an object, I'm not sure if it's a work order per se, but it's a data object, a thing, inside QAlert that says there's a sidewalk that's cracked at such and such an address. And then that data object, we call them, works its way through QAlert, it gets prioritized, perhaps it gets assigned, it gets followed, the job gets done, it gets closed out. QAlert is only available within the city government so if QAlert were to be put –

MS. CARDILLO: Not true.

MR. SPECK: No?

MS. CARDILLO: It's forward facing through Prov Connex, it's forward facing –

MR. SPECK: But it's only an in door. There's only, meaning –

MS. CARDILLO: Yes.

MR. SPECK: -- it is technically available and you do get –

MS. CARDILLO: That's true.

MR. SPECK: -- a response back when objects –

MS. CARDILLO: You get, the submitter can be notified of progress on the service you requested.

MR. SPECK: Right, but I can't see the totality of things –

MS. CARDILLO: Correct.

MR. SPECK: -- going on in QAlert.

MS. CARDILLO: Correct, yeah.

MR. SPECK: And the idea would be to create an open interface so that the public in general can see what are the objects that are, you know, being submitted, where is their status and so forth. It would most likely be sort of map driven. And the basic idea, I think, is to, who's familiar with C-Click Fix? Right, that is an external computer application that was made by some people in New Haven they are interested – it's open for free to anybody and the city actually makes outstanding use of it right now in its' free capacity simply monitoring objects that are created in C-Click Fix. And, in fact, just before I came down I saw one of the reasons that you do this is that in contrary to the sort of general assumption that what you're going to get is a lot of complaining, what you end up with often is a lot of kudos. And, in fact, just before I came down there was a kudo given for a sidewalk that was repaired on Simms Ave. down by the steel yard with a photo of – and the person who took the – who submitted the issue to begin with took a photo of the completed thing, posted it up and said hey, that was pretty fast, great job, thanks. So, that's the kind of ethos that you can end up creating through these kinds of more open, more holistic approaches to having your data online.

MR. ROCHA: And if I may add, if I see it logged already I'm not going to log it as well. So, it saves me time because I see someone already took the time. I may vote on it and say yeah –

MR. SPECK: Yeah, to prioritize this is important.

MR. ROCHA: And you could also, for example, create a map zone. Let's say Ward 6, for example, where all the issues in that little map area will show up in the Ward 6. So, if the community wanted, let's say, a Councilman wants to review

the issues and prioritize it then he can because all the issues are there. So, there's capability for that as well.

MR. SPECK: And you can also have commenting and discussion around issues. So, for example, one thing that I was watching pretty closely last year involves the bottom of Promenade right under the mall, I don't know how many of you guys are familiar with that particular piece of land but it's a little dicey for pretty much everybody, for cars, for pedestrians, for cyclists. It's the place where the bicycle, you come down a ramp under the mall and then you have to get across that to get onto the bike path off Promenade, or when you come down Promenade it just sort of ends. The lanes are a little weird, there's a lane, a dedicated lane to go into the mall and then another lane that just sort of ends into the sidewalk. You know, there's a double back u-turn lane is there. And then there's this stoplight that nobody can see until they round the corner. People coming out of the mall right there and people turning right coming down the hill. It's a pretty active space. And there was a really interesting discussion around all of the issues of different kinds of users getting around in that space. And even though it wasn't, you know, the thing that started it all was I want you to put up some sort of barrier here, even though that was the idea and it never happened there was a lot of prettying interesting discussion around the issue that was the kind of thing that I hope that people in DPW and particularly whoever's the City Councilor for that area were taking a look at and to know that there's all kinds of different concern about that space.

MR. ROCHA: So, apps can get created without an expense to the government, right.

MR. SPECK: Right.

MR. ROCHA: And –

MR. SPECK: Pizza.

MR. ROCHA: -- they may do it for fun or they may have an incentive to perhaps even charge a little fee to it as well.

MS. COLLINS: Did open practices examine crime statistics? Providence crime statistics.

MR. ROCHA: Is that crimereports.com?

MS. COLLINS: Yeah, that's the new thing they put up I haven't really --

MR. ROCHA: Yeah, it is. I get an alert whenever there's something that happens in the area. Just the other day it became available.

MR. SPECK: Yeah, actually it's too bad Allan is not here, there's -- Allan Tear who's been pretty active in a lot of these kinds developments. I know that crime statistics are a big thing with a lot of people. It's never been a thing that particularly interested me so.

CHAIRMAN MARION: Do people know what we're talking about? So, the city basically contracted I think it was, actually I looked into it, it was a one time fee they bought the package and now the crime reports feed into a website.

MS. COLLINS: So, it's unfiltered, they literally feed directly into that system.

CHAIRMAN MARION: And you can get a map --

MS. COLLINS: That's what I was trying to --

CHAIRMAN MARION: -- and I guess alerts. I haven't played with it too much. I think Pawtucket also did something very similar. It's a new product that's being shopped around by developers nationwide. And, so it's just an example of a third party application of government --

MR. SPECK: Right, and just sort to --

CHAIRMAN MARION: -- data.

MR. SPECK: -- bring this all back circle that's, on the back end what's happening there is that Public Safety has a database that, in which, 911 calls and non emergency calls and all these things are logged, right, that database then has an API, an Alternative Programmers Interface, that's opening to it, this application then goes in queries that database, pulls out the information and displays it likely on maps and so forth and sends alerts to people who sign up, send me an alert if something happens in this zone or that zone and send me an email alert and those kinds of things.

CHAIRMAN MARION: But that only happens, not to get too far afield, because the Police Department went out and said we want this versus what I envision which is that the city says come to us with your ideas on how to create these sorts of things. Nelson, I didn't mean to let this get away from you.

MR. ROCHA: No problem.

CHAIRMAN MARION: Did you have anything else?

MR. ROCHA: I just want to add also in terms of doing internal assessment in terms of an IT, you know, it would be a great addition to work also with Paul DiCecco, he's going to identify what's potentially available or what our capacity is there. And Felicia also, taking a look at the obstacles in the Ordinance that may impede open government as well. So, I think that sounds really good. I think I covered it all.

MR. SPECK: Yeah, let me just very quickly. On Paul DiCecco's instance, I've done a lot of websites and a lot of IT development around in the enterprise phase and his pain goes like this; he has -- there is available now to the city and employees in the city capabilities within their computer systems that generally can go unused and that a lot of times this is our experience out of the enterprise phase that a lot of times you actually you get much more bang for the buck by training,

by putting a lot of energy into training and support so that people get the most out of what they got rather than going and getting some new thing that also only gets used to 15% of capacity. So, part of what Paul was going to look at was well, what could be done with the web structure, with the platform that the current website is built on if there were more engagement from within and from without.

MS. COLLINS: It makes sense because it would save money right.

MR. SPECK: Yes, it would cost almost no money. It mostly takes a little more time and effort to create. I mean, I actually asked a question of Paul thinking I knew the answer but I was wrong. I thought, I asked, I presumed that there was no intranet for the city workers when in fact there is but it's just a very poorly known and rarely used system, a droople system. So, the whole idea is, you know, get more out of what you got now rather than go out and get something else that you also don't use very much.

MR. ROCHA: And allowing departments to update themselves, their own page.

MS. CARDILLO: That exists now.

MR. SPECK: That exists. That's the point, is that all exists now. Much more could be out if people sort of knew more, were better supported, understood the what are the sort of basic ground rules, why do I want to put something out, what are the step by step to get something out. And then rather than having sort of classes and training things that happen under traditional way they happen in a room at a time and they only cover what's on the agenda. Instead of that getting the kinds of instruction and training materials into a persistent space that is like the intranet, a place where they live and can be accessed anytime, all the time so that oh, it's eight o'clock at night and I'm bored and I'm sitting at home and I want to

put this thing up on the web, how do I do that again? Oh, I go to the intranet, oh, okay right. And off you go.

MR. ROCHA: And just one quick thing I want to add. Also, there's other reports; IBM Smarter Cities, we ought to take a look at that because also I have a question of what is the status? And is there any follow up to that? Or any action items? I don't know.

MS. CARDILLO: I do. There is action on that, yes.

MR. ROCHA: All right.

MR. SPECK: That came for free, right Pamela?

MS. CARDILLO: Yes.

MR. SPECK: And are they asking for money now?

MS. CARDILLO: No, no.

MR. SPECK: Not yet?

MS. CARDILLO: No. They were very careful to keep that separate.

MR. SPECK: So far.

MR. ROCHA: The most important piece I think is the ECM, Enterprise Content Management System, that digitizes all the paperwork.

MS. CARDILLO: For which department? Oh, the Inspections and Standards. The InQuest system?

MR. ROCHA: Yeah, but make it, I guess, available for everyone.

MS. CARDILLO: Right. It is, if we're talking about the same, the InQuest System, which is kind of, I don't know if you'd call it an open source, but it is – it has flexibility. Now we're training someone in ProvStat and a couple of other city employees on how to design applications which are customized for the departments to collect certain types of data and scans and those kinds of things.

MR. ROCHA: Yeah, the scans which have the signature –

MS. CARDILLO: Yes.

MR. ROCHA: -- and that being the legal -- official legal source of the document. And we'll discuss that.

MS. CARDILLO: Right, yeah, okay great.

MR. ROCHA: In our meeting.

MR. SPECK: And that's I think where Felicia was going to go with some of this into that space of the legality of what's a record and what's a signature.

REPORT OF BEST PRACTICES SUB-COMMITTEE

CHAIRMAN MARION: Now, did anyone attend the best practices group which I think it was Thursday at six?

MR. ROCHA: I did but I'm not sure how much I can say on that. But, some take-aways from there we kind of did some brainstorming. And pretty much, I think Jim Silveria is going to focus on the budget category, seeing what best practice there is for that, he expressed interest in that department. So, he's going to do some work in that. And then Jim Lucht, I think that's how you say his name.

MS. CARDILLO: Lucht (Luke).

MR. ROCHA: Lucht, sorry. Yeah, he's going to work the open data, you know, feeds and all that so I can't add much more to that piece. But and also Allan Tear is going to look into video, what the options are for that. And also --

MS. COLLINS: I was given some leads on some people to approach for maybe donating services for that.

MR. ROCHA: Yeah, he's going to be looking into that.

CHAIRMAN MARION: So, do you know Allan?

MS. COLLINS: I know him to --

CHAIRMAN MARION: If you could interact with him.

MS. COLLINS: Is that appropriate to?

CHAIRMAN MARION: Yeah, we can sort of dyad and communicate.

MS. COLLINS: Okay.

CHAIRMAN MARION: No? Can't one person say –

MS. DINERMAN: If you have sub-committees everybody has to report centrally.

MR. ROCHA: We can't talk to each other, the sub-committees – or share information about each other.

MS. CARDILLO: Only at the sub-committee meetings.

MS. COLLINS: You can if it's not a quorum.

MS. INGRAM: Yeah, that's what they said.

MS. COLLINS: If it's a larger sub-committee – if it's a sub-committee of three you can't but if it's a sub-committee of like six I think two people –

MS. INGRAM: You have to have a majority of people.

MS. COLLINS: Right.

MS. INGRAM: Mmm hmm.

MR. ROCHA: But, I'm in both committees so I can't share my experience –

MS. DINERMAN: Correct.

MR. ROCHA: -- or some information I learned in one committee to the other.

MS. DINERMAN: That's correct.

MS. COLLINS: Okay.

MR. ROCHA: I have to share it here in this mass, you know, Commission.

CHAIRMAN MARION: But she can't send Allan an email and say here is the names of some vendors you might –

MS. DINERMAN: Who's Allan?

CHAIRMAN MARION: He's another Commissioner.

MR. SPECK: He's another Commissioner.

MS. DINERMAN: One to one, maybe.

MS. COLLINS: Well, that's what I'm asking you.

MS. DINERMAN: But you're really not supposed to do that.

MS. COLLINS: Can I just –

MS. DINERMAN: -- that's the whole –

MS. COLLINS: -- contact those contacts and report them if –

CHAIRMAN MARION: I thought you can share, you can't have a discussion but you can –

MS. DINERMAN: There's no difference between –

MS. INGRAM: You can have one on one.

MS. DINERMAN: -- it's communication, it doesn't say discussion. It says communication.

MR. SPECK: But, let me just I'm just going to I'm going to go through the looking glass, this is what I do, right, but if instead of that if there were a central repository, right, let's say a central digital repository –

MS. COLLINS: Yeah, we've talked about this.

MR. SPECK: -- oh, let's call it a website, right, where it was – where we could put materials and information, right, where all Commissioners could get at it at any time –

MS. COLLINS: But any public has to be able to view it as –

MR. SPECK: Well, that's pretty it's actually harder to make a website hidden from the public than it is to make a website accessible to the public. Would that be a permissible activity?

MS. DINERMAN: I don't have the answer to that.

MR. SPECK: Yes, yes.

CHAIRMAN MARION: Yeah, we're not trying to trick the – we're just trying to share but do it out in public.

MR. SPECK: Right, but I think if I'm reading this right the reasoning behind the restriction is that what you didn't want was backroom, one on one, making dealings, right, that it all has to be out in public. So, if we actually sort of leap frog the entire problem and go into a place that's more than public, that's entirely public, right.

MS. DINERMAN: No, you can't have a blog, for example. You can't communicate by –

MR. SPECK: Because why?

MS. DINERMAN: Because ask the legislature. But that's how the law is interpreted. I can't only tell you that you can't do it.

MS. COLLINS: I looked up the – it's really –

CHAIRMAN MARION: Could you –

MS. DINERMAN: Because the law is behind the times and technology.

CHAIRMAN MARION: Could you –

MR. SPECK: This is – and this is –

MR. LAW: -- looks at a blog –

MS. HAGEN: Could we go one at a time because you have a stenographer trying to get everything everyone's saying so one person at a time please.

MR. LAW: Couldn't you have a meeting where everybody looked at the blog?

MS. DINERMAN: No.

MR. LAW: Couldn't you do that?

MS. DINERMAN: It doesn't allow for telephonic meetings.

MR. LAW: No, I mean, if we all quickly looked at a blog, like you could have a quick five minute meeting and you all looked at a blog.

MS. COLLINS: Because it has to involve the public.

CHAIRMAN MARION: Yeah.

MS. COLLINS: Our open meetings have to involve the public.

MR. LAW: Oh – idea.

MS. DINERMAN: It has to be noticed. How are you going to notice it?

MR. LAW: Okay, I get it.

MR. SPECK: But, just to be sure, right, this room is maxed to twenty-three people, right, and there's what ten of us, right, so by just the simple math says thirteen people could potentially be witnesses to this, right? As opposed to a website by which, you know, you say 60% of the city has access.

MS. DINERMAN: You know you can sit here and as a group you can decide what recommendations you want to make based on technology through legislature but I can only tell you, you can't do it.

MR. SPECK: And this is a state or a municipal ruling?

MS. DINERMAN: This is the state law.

MR. SPECK: This is a state law.

MS. MURPHY: When you're a public body you have to invite the public in advance of your communications. When you're talking to each other outside of this meeting you have not invited the public to scrutinize your communication under the open meetings law. So, that's the problem, you can't – you have to invite the public and have it be open every time you communicate because you're doing the public's business and they have a right to scrutinize all of your communication. I don't know if that helps you understand it. But, if you and I talk and the public's not invited we have violated the open meetings law.

MS. DINERMAN: And then, of course, if you go and then you tell her what she said, you know, technically you can communicate one by one by one by one with each other and have a “meeting” and you call that a meeting and nobody in the public would ever know what goes on.

MS. COLLINS: If it’s not a quorum of a sub-committee then it was permissible.

MS. INGRAM: I thought that’s what –

CHAIRMAN MARION: Yeah that’s how –

MS. INGRAM: -- how it was said, right?

MS. DINERMAN: Well, I’m not going to – I don’t want to get into the minutia and I don’t think you want to go around trying to find ways to get around the open meetings law.

CHAIRMAN MARION: No.

MS. DINERMAN: I think you ought just follow what it says.

MS. COLLINS: So, I’m going to contact those people myself –

CHAIRMAN MARION: Yeah.

MS. COLLINS: -- and if they seem agreeable to it I’ll get back to Allan.

MS. DINERMAN: -- a meeting, if you don’t have a quorum here you cannot discuss public business and take action on it.

CHAIRMAN MARION: Yes.

MS. DINERMAN: And the same thing is true with a sub-committee. So, if you have a sub-committee of five people and only two people show up you can’t have a meeting and discuss public business. You can’t discuss public business because it’s not a meeting under the act and you have to conduct your public business in a meeting.

MR. LAW: Can I suggest that it's added to your scope that you talked about? Because I think you're saying that we couldn't change it for this Commission but we could possibly change it for future ones.

MS. DINERMAN: No, you have to change it for the whole state.

MS. COLLINS: For the state.

MR. LAW: Well, say – do you understand what I mean?

MR. ROCHA: No, I'm sorry.

MR. LAW: You're talking about the scope of your investigation –

MR. ROCHA: Yeah.

MR. LAW: -- this could include this issue.

CHAIRMAN MARION: Yeah, I mean that gets beyond sort of our charter –

MR. SPECK: I don't think so I think it's actually right to the heart of it.

MS. DINERMAN: That's the Attorney General's job. They're the ones that introduce amendments to the –

MS. COLLINS: I agree that it really prevents progress.

MR. SPECK: Yeah.

CHAIRMAN MARION: -- the public – and we – I'm trying to amend the public records act right now, I mean, and it's just my organization has amendments and we could should suggest amendments to the open meetings act. But, I think that gets us a little far afield from really the core of this. And you know so just –

MR. ROCHA: Just look for best practices in other states too.

CHAIRMAN MARION: Yeah.

MR. ROCHA: That will show –

BOSTON TRIP REPORT

CHAIRMAN MARION: Item six, a couple of us, John Speck and myself, Pamela and Toby who just left, took a field trip on Thursday up to Boston and met

with the office of what's called, New Urban Mechanics. Which is an office of Mayor Menino's design purely in tech terms about how to reach out to the public. And I think the thought was it would be interesting for some of us on the Commission to have exposure to what they're doing up there. It was, my experience was, it was sort of heads – it was frosting on the cake, we gotta worry about baking the cake. But, it was – they're doing some amazing things many of which we would all love to have here in Providence but until we get the basics right this was maybe a little much.

MS. COLLINS: Did you ask how it was funded?

CHAIRMAN MARION: So, yes. So, what they do is they have this one sort of this entity that reaches out to the community and says if you have ideas for how to get information out of government come to us. And, too, it also acts like a little venture capital fund where they take money from the Mayor's budget and they literally give money to somebody who has an idea for one of these products. So, the, many of the things they talked about were mobile applications. So, for instance, they have an app for your phone that you turn it on when you're in your car, it senses the vibration in the road and determines that there's a pothole.

MS. COLLINS: Oh my God.

CHAIRMAN MARION: Unbelievable, right. And they showed us slides where, you know, they can literally have all the data coming in and sense where the pothole is and filter out where the train track is and where the something else is. It was unbelievable. I think we all agreed that before we have a fancy pothole app we first need to concentrate on our current systems. In the future that are attached to how potholes are fixed and so forth. But, it was, talk about through the looking glass, it was like wow there is a world out there that, of government, reaching out to citizens through technology that is unbelievable.

MR. ROCHA: That's related to what John Speck was talking about; API and open data so.

MR. SPECK: Yeah, the learning – I sort of had a couple big take-aways from that. The first one was that he started out by saying Menino is now in his fifth term and he started as the so, un-so, so-called urban mechanic way back when in the 90's when he first was elected. And so much of what they were doing was predicated on several terms in office of developing the baseline kinds of the development and approach to service delivery that Menino thought was important. So, that by the time you get to new urban mechanics it really is more sort of about add ons then about core functionality. So, really I think a lot of what this, the Resolution that creates our Commission, seems to be focused at core functionality, core access and core transparency.

CHAIRMAN MARION: Yeah.

MS. CARDILLO: I'd agree with that.

CHAIRMAN MARION: Yeah. None the less it was inspiration to say the least about the information a government can provide to its' citizens about service conditions. I mean, whoever would have thought that much thought would go into the pothole reporting. It's just unbelievable. And the interesting thing, one of the interesting things was talking about the idea is for the public to be feeding this information in and they gave this presentation to city workers and one of the guys in the DPW said is there any way you could reverse that so we could determine the routes by which we go and fill them, because it's all GPS based. He said, I was just getting a piece of paper telling me here's where the potholes are and you have a computer application that I can put on my phone that could then lead me around the city to where I need to go fill the potholes. Which they hadn't even thought of, you know. So, we can build all these bells and whistles for the citizenry but if a

city worker can provide things better because of some of the bells and whistles even all the better. It was unbelievable. And you can go to their website, they have little videos and articles about work they've done. And the other thing was it's not all just about cool apps and API's they actually did sort of a community mediation online that Alston example about dealing with Harvard's expansion in Alston by having sort of a moderated discussion about it online through a website.

MR. SPECK: They're actually do a gaming space. Actually this is really fascinating. So, almost everybody here has been part of a public meeting I take it, right, and preferably think about the one that was really like the worst nightmare one where there was the greatest amount of acrimony, the greatest amount of sort of not – there was only, you know, almost everybody showed up knowing only five or ten percent of what they really needed to know, there were tremendous amounts of misinformation or disinformation or only partially getting it. The whole point of this is to get beyond that so that your first meeting around a topic is like your eighth meeting around a topic. That everybody who's there is already sort of bought into the process, there's a full degree of understanding of what are the issues that are at play. And instead of doing it with long briefing things and this and that what they do is they create a game space. You create a game around the issue at hand. So, for example, what they had is Harvard wants to build a new chunk of campus across the Charles in Alston. And that as a part of that their public good provision is they're going to build a public park and playground type space. And so, you know, it's a pretty big space so there's a lot of room for different things and what they did was they created a space in which, a gaming environment, in which people could design the space themselves. Right. Put the football field here and put the running track here and put the playground here and put the dog run here. And then there was a budget, right, that would countdown

every time you would take a thing and plop it down on the space. And if you tried to do things that are actually violations of zoning law, for – their example was you can't put your dog park next to your playground. And you would actually make it – things would go red and it wouldn't let you drop it there. And people came to understand, oh, I can't have everything I want, we can't have both the football field and this expensive thing and that expensive thing and I can't put this next to that. So that by the time they got to their first meeting people were really fully versed on what the issues involved were, they had a good understanding of, you know, sort of what the scope and the scale of various parts of it would be so that they were able to get much more productive meetings going.

CHAIRMAN MARION: Yeah, it was stunning.

MS. CARDILLO: It was like we were dreaming.

CHAIRMAN MARION: Yeah. Well, then you asked how many IT people do you have –

MS. CARDILLO: Right.

CHAIRMAN MARION: -- and they said 200.

MS. COLLINS: Are they all employees?

CHAIRMAN MARION: These are 200 employees in the City of Boston.

MS. COLLINS: Wow.

CHAIRMAN MARION: In your best guess of everybody here –

MS. CARDILLO: Ten to twelve in the City of Providence.

MS. COLLINS: Wow.

CHAIRMAN MARION: Remember that's a city of what 600,000. Boston's not that –

MR. SPECK: It's only triplish our size. We're like one eighty. And they're six hundred tho? What's their budget you figure?

CHAIRMAN MARION: Boston proper small.

MR. SPECK: What do you figure their budget is? It's not really that small, did you see that map, like all the way down to West Roxbury.

CHAIRMAN MARION: Yeah.

MR. SPECK: It's pretty big.

DISCUSSION OF NEXT STEPS FOR SUB-COMMITTEES

CHAIRMAN MARION: So, item seven is next steps for the sub-committees. We've been meeting for a month now, and this is our third large meeting and all the sub-committees have met. And I think it's a good time to discuss how, you know, with a couple of months to go how we're going to pull this off in terms of some deadlines, you know, are the sub-committees working well so far for people and can sub-committees meet at a sufficient pace to keep up with having this meeting every other week or do we need to back off of having that, those at that pace? I don't necessarily have any proposals for this. I know that the sub-committee I attended, best practices, or excuse me, public engagement, that's the easy one relatively speaking. It's the, like you said, dig into everything city government does and the other one looking at everything every other city government does. That might be problematic. And Nelson, I'll put you on the spot since you went to both, do you get a sense that this is possible?

MR. ROCHA: I think we're pretty busy in the current practices. And best practice, you know, it's a lot of work. Especially in current practices to kind of do all the testing and all that, I won't kid around. But, best practices they're, you know, in two weeks they have a meeting every two weeks so we'll see how things are at in the next meeting. I can't really tell right now. But at the next meeting we have a I'll be able to tell you.

CHAIRMAN MARION: Did you lay out for the current practices, did people, it sounded like some people took some ownership over I'm going to do this, I'm going to – like so these I want to call them stress tests but they're not, these user –

MR. SPECK: Use cases.

MR. ROCHA: Yeah.

CHAIRMAN MARION: -- use cases. Are you ready to go forward with that or is that –

MR. ROCHA: Yeah, there's nothing holding us back. I did ask a question whether there was maybe kind of some existing documentation that would maybe help speed up the process just by chance maybe there was already use cases, I don't know, maybe not.

CHAIRMAN MARION: Did you think at all about the possibility of – so you said, well you're going to run into – so you want to conduct business with the city but there's – you want to get a license and there's a license fee and so you're not going to – you're going to stop at that point right?

MR. ROCHA: Yeah.

CHAIRMAN MARION: If there's any way to get beyond that point, if there's any way to allow the system to have us –

MR. ROCHA: Like a test –

CHAIRMAN MARION: -- run, test it we can go through the entire system, you know.

MR. ROCHA: That would be ideal.

MR. SPECK: Oh, post –

CHAIRMAN MARION: Where they let –

MR. SPECK: -- what you're saying is post application, right?

MR. ROCHA: A test environment.

CHAIRMAN MARION: No, so if what's holding you back from doing something, right, is that you don't have a credit card number you can punch in there. I assume that if you punched in a dummy credit card number it could be programmed to accept the dummy and let you continue with your case. Or some –

MR. SPECK: Let me lay this out, what I think – what John is saying is, let's say I'm a business, I want to go do a thing right, so I have to go – I get an application, I go and I search out and I find information. Actually, to tell you the truth John this is actually expanding in my thinking because I was actually thinking about sort of everything that leads up to the decision to submit the application all right. So, I have to go find this form and I have to find that information and I need to do this and I need to that. What John is saying is well, what about what happens after you hand in the application, right, what happens from that point forward.

CHAIRMAN MARION: Yeah, because that's the, I mean, that's where the accountability comes in. It's great to find the form and we may discover that the form isn't where it should be and it's or whatever and it should be on the first page and not embedded three pages deep. But, what the heck happens to the form? You know, so if you just – put into a pile, is it, you know, we've got to be able to track that from beginning to end.

MS. COLLINS: How long it takes.

CHAIRMAN MARION: Yeah.

MR. SPECK: Who's the guide? Is it you?

MS. CARDILLO: I think if you're – if you are a sub-committee or even this Commission is trying to take on everything that the city offers and does and whatever, three months is, you know –

MS. COLLINS: Well, I kind of thought three months wasn't enough time from the beginning.

MR. SPECK: No.

MS. CARDILLO: It's just not enough. So, I suggest taking one example, one area such as how to, you know, how to do business with the City of Providence. How to be a vendor to the City of Providence. And just drill down on, you know, what the experience is like now. And, you know, there's evidence and procedures and whatever in place and you may hit a roadblock. And, you know, I would just like to do a case, just one case history kind of or one case task.

MR. SPECK: I hear what you're saying. Do you hear that?

MR. ROCHA: Yeah, no, it makes sense.

MS. CARDILLO: And I think that – and your recommendations to make changes within the city which would enable transparency and accountability and, you know, MBE, WBE participation, all of those things that are related to doing business with the city and just kind of you know blow out one area instead of trying to, you know, take it all on.

MR. ROCHA: Ideally, like each department would have all these scenarios, different types of use cases. They are the experts so they know their user. So, they know all the steps. I would have to kind of figure out the steps if I went about it. Ideally, to save time would be every department submit just a document of what uses cases there are.

MS. COLLINS: A process.

MR. ROCHA: Hmm?

MS. COLLINS: A process.

MR. ROCHA: A process, just all the steps of –

MS. CARDILLO: I have them, I have those.

MR. ROCHA: Okay, that would be a great start then, yeah.

MS. CARDILLO: I have those as ProvStat. They're SOP's basically for, there's an SOP designed for every service request in the QAlert system.

MR. ROCHA: That would be good to look at and see.

CHAIRMAN MARION: Felicia.

MS. INGRAM: The IBM report, when was that done?

CHAIRMAN MARION: Last year, I think it was finished last September. So, that Smarter Cities report if you haven't seen it they do what you're saying Pamela. From my understanding, they say it's for land use.

MS. CARDILLO: Right, they did one specific thing.

CHAIRMAN MARION: They did one specific thing and made recommendations. And so you're just saying do that with something else.

MS. CARDILLO: Right.

MR. SPECK: And if I'm – and just to bring this one full circle, what you're saying Pamela is if you're taking – you mentioned this before and I think that probably not for nothing, you're saying what's the process for becoming a vendor to the city, right, and that that is something that's going to be – there's like the gathering of information and knowing who and what to talk to etc. Then there's the application, then there's the stuff that comes after that. When you make that application to who is that given? What department would that go to?

MS. CARDILLO: To become a vendor?

MR. SPECK: Yeah.

MS. CARDILLO: That goes to the purchasing department.

MR. SPECK: So, if Nelson were to create an application, fill out an application for, you know, Open Providence Committee Incorporated, a fictitious vendor –

MS. CARDILLO: Mmm hmm.

MR. SPECK: -- and submit it to them, could that then -- do you think that they would allow that to go down the process so that we could understand what happens? Is that a kind of thing that could happen?

MS. CARDILLO: Sure.

CHAIRMAN MARION: Yeah, that's what I was getting at.

MR. SPECK: Yes. Yes?

MS. CARDILLO: Yeah.

MS. COLLINS: But are they going to see that and be like, oh, push that along.

MS. INGRAM: The IBM report was only for -- they only looked at one thing?

CHAIRMAN MARION: Yes.

MS. INGRAM: So, it wasn't like --

CHAIRMAN MARION: Well, one department. So, in fact I have it, they looked at --

MS. COLLINS: While you're looking John --

CHAIRMAN MARION: Yes.

MS. COLLINS: -- I found that list of contacts that I had. So, if I just read it aloud really quick then can I email it to Allan?

MS. DINERMAN: Yes.

MS. COLLINS: Okay. So, I was given a list; one was Rick Conca, he's a senior producer at Cox Sports and he does some other programming as well. And this if for possibly somebody giving us streaming video of meetings; City Council meetings and things. Maybe sponsoring it. And video/audio program at NEIT was another possibility that might donate whatever. Another was recommended was

local Providence high school audio/video programs, that high schools might allow hosting of it. And also Cox's public access, PA-TV 18. And then I have some of the contact phone numbers and things so I'll email it to Allan.

MR. SPECK: Let me, can I just pitch in on top of that. I used to live in Pawtucket where I was also a thorn in the side of that government and they, at the end of my term there, they had frequently had somebody from Cox Open Access there video taping Council meetings. Also, in terms of high school or youth oriented programs, Youth in Action, they're one of the after school type deals, they're like the new urban arts, but they further down Broad Street, they do a lot of stuff with video and video creation so.

MS. COLLINS: Yeah, so maybe.

CHAIRMAN MARION: Yeah, that's specifically sort of in our mandate, it's getting better access to meetings.

MS. COLLINS: Free.

CHAIRMAN MARION: Well, yeah and it has to be free because we have no money.

MR. ROCHA: Yeah, both stream and archive –

MS. COLLINS: Yeah.

MR. ROCHA: -- there's two pieces to that so. And then the perfect world is it actually gets a new, it costs a lot more money to get what we call index to the minutes but I think we'll settle for just a video.

MR. SPECK: Well, I gotta say I mean it seems like just the most tedious, horrible television, right. I mean, a public meeting is not the most exciting thing. But, I want to ask this question, I wonder what the answer is, what does that do to open meetings etc., to present edited digests and highlights?

MS. COLLINS: I don't personally think it's a good idea unless you make highlights at, you know, the time on the video so people could fast forward to certain parts of the video.

MR. SPECK: That's what I think is sort of like smart indexing –

MS. COLLINS: Yeah.

MR. SPECK: -- if you will.

MR. ROCHA: Okay.

CHAIRMAN MARION: So, Nelson, as the current practices sub-committee moves forward, you know, I think it would be helpful to, you know, as quickly as possible sort of narrow the scope of what you'll try to do and then communicate it back to the full Committee when we eventually meet. Because there may be other people who want to help in the full Commission. You know, I'm not going to attend all the sub-committees but I would be willing to do some use – case uses, use cases, sorry. You know, if there's a protocol for doing that. And I bet many people would because I'm afraid of narrowing it too much in terms of what services –

MS. CARDILLO: Right.

CHAIRMAN MARION: -- of the city. And I bet if we have a successful event at Fête or wherever I bet we're going to hear, you're going to hear from people who want access to all departments. I've had a few people reach out to me already about I want the minutes to this meeting posted. I've never even heard of the body. Like it's some obscure body that meets to me, but they want it and they have every right to it as a citizen even though most people deal with the school system or most people deal with some of the big, you know, Tax Department, the Assessor's Office.

MS. INGRAM: The Council meetings are already video taped.

MS. COLLINS: All of them?

MS. INGRAM: You can see the video tape it's on public access channel.

MR. ROCHA: Yeah, I heard that but –

MS. INGRAM: Someone from the Civic Center –

MS. COLLINS: Oh, yeah Paul was telling us about that but it has something like there's a big ad, there's ads that jump in and stuff.

MS. INGRAM: No, he's talking about the Mayor's videos.

MS. COLLINS: Oh.

CHAIRMAN MARION: Oh.

MS. INGRAM: This is for the City Council meetings.

CHAIRMAN MARION: So, the City Council meetings are taped –

MS. INGRAM: Yeah.

CHAIRMAN MARION: -- by whom?

MS. INGRAM: There's a guy at the Civic Center who –

CHAIRMAN MARION: Oh, it's through the –

MS. INGRAM: We used to have some kids from the school doing it but they wouldn't show up and it was just a big thing and so we stopped doing that.

MR. ROCHA: It's not advertised anywhere.

MS. INGRAM: No. Someone in our office take the, actually a disk and they bring it to the cable, ah, the public access station and they play it. I forget what the times are. But, I'm assuming they have them –

CHAIRMAN MARION: But it's not put online?

MS. INGRAM: It's not live streaming, it's obviously –

CHAIRMAN MARION: But, it's not –

MS. INGRAM: -- but it's not online.

CHAIRMAN MARION: -- and it's not put online.

MS. INGRAM: No. It probably could be done but it's not live obviously.

MS. CARDILLO: What about the model of Capital TV that tapes the General Assembly's sessions? I mean, it sounds like the wheel has been invented.

CHAIRMAN MARION: Yeah, but that wheel is 1995. So, yeah, so I work up there all the time and, you know, they have a very labor intensive system set up. They can't live stream any of that given their current capabilities. They can, when they want to put one, like the pension hearings, they put them online afterward. But, they literally, physically took the disk, uploaded it to the server and it took a couple of hours and so on and so forth. So, if you're going to start doing that you shouldn't start with that – of it. – do now is tape what's – and put it on afterwards which is what they're doing a little bit. Because they control the purse strings they're going to spend some money this year and they're going to put some new technology up there. They're redoing all their servers. So, they'll eventually be able to do it the modern way and stream it.

MR. SPECK: They being the State House?

CHAIRMAN MARION: Yeah. So, but that mandate of Capital TV in the law is just state government. So, unlike Cox or whatever which public access –. Does anyone have any other business?

MS. CARDILLO: Are the minutes to these meetings transcribed and available to us? If so, how does that happen?

MS. HAGEN: They are through this office. They are being transcribed.

MS. CARDILLO: Okay.

MS. HAGEN: And they are available here once they've been transcribed. It's just based on workload as far as how quickly they will get transcribed.

MS. CARDILLO: And how are they accessible?

MS. HAGEN: For?

MS. CARDILLO: Does one need to physically come here –

MS. HAGEN: Just request it.

MS. CARDILLO: -- ask for –

MS. HAGEN: Ask for a copy and request it from this office, yes.

MR. SPECK: And, I'm sorry pardon my ignorance, what office is this?

MS. HAGEN: This is the City Clerk's Office, we're the Clerk of Council. So, we handle all the Council meetings for the Council, all their minutes, all their dockets, their agendas, things of that nature.

MR. SPECK: And then if they were to be posted online where would that be?

MS. HAGEN: They are not currently posted online. These are not, let's – there's just a difference I think a little bit between traditional minutes. We do verbatim record, we do verbatim record like a court reporter would do a verbatim record, that's what we do here in this office. So, it's a little bit different and a lot more time consuming than minutes per se.

MS. COLLINS: The City Council meeting minutes are online, I've seen them.

MR. ROCHA: Yeah, up through February.

MS. HAGEN: City Council meeting minutes are online through a website called Clerkbase.

MR. SPECK: That's right, Clerkbase.

MS. HAGEN: Clerkbase, which does do our Council meeting minutes from 1997 to the present they're done. All the City – anything passed before the Council can be accessed, downloaded and also any minutes for what we call our Journal of Proceedings after the Council meeting are accessible. It's the Committee meetings that are not.

MR. SPECK: Yeah.

MR. ROCHA: Are those sent to the Secretary of State, the minutes of the City Council meeting?

MS. DINERMAN: The open meetings act and the – records act only City Councils have to have actual things online. Other minutes of meetings are available to someone who – to anyone who requests them but they're not online. Minutes are supposed to be created within thirty-five days of the meeting and/or by the time of the next meeting whichever is sooner and you are supposed to review your minutes, make a motion to have the approved or disapproved and pass them at the next meeting. If they don't, you know, the Clerk's Office can't possibly transcribe every meeting you should appoint somebody to be keeping minutes that you can then have your own – no?

MS. HAGEN: That's not my call.

MS. DINERMAN: I mean, that's your choice. If you want them to be available before they can get them then you can do other kinds of minutes. It doesn't have to be a full transcript –

MS. HAGEN: Correct.

MS. DINERMAN: -- of the hearing.

MS. HAGEN: Correct.

MS. DINERMAN: So, you can elect a secretary, a person to keep notes and come up with minutes of the meeting for your next meeting and present them, review them, make additions, corrections under Robert's Rules. That's different from a transcript of the meeting which is what the Clerk's Office is creating.

MR. ROCHA: Or, it's either minutes or there's a recording. One of the two, right. I thought I saw something like that.

MS. CARDILLO: So, this meeting is being audibly recorded?

MS. HAGEN: Correct. And those –

MS. CARDILLO: For purposes of transcription.

MS. HAGEN: Transcription, correct.

MS. CARDILLO: And then the tape is taped over at the next meeting?

MS. HAGEN: No.

MS. CARDILLO: Are those archived?

MS. HAGEN: Yes.

MS. CARDILLO: So, the tapes are archived?

MS. HAGEN: The tapes are archived.

MR. ROCHA: So, some sites just upload the audio files and it's faster than having minutes available sometimes too, you know so.

DETERMINE UPCOMING MEETING SCHEDULE

CHAIRMAN MARION: All right, we all learned something tonight. So, if there aren't any objections then I assume we'll continue to meet on this two week schedule.

MR. ROCHA: Yeah, before we adjourn, so what's the process again if the sub-committees do have minutes, what do we do with that?

MS. COLLINS: You need to submit them to the Clerk.

MR. ROCHA: Okay.

MS. COLLINS: Within thirty-five days of the meeting.

MR. ROCHA: Okay. By the next meeting ideally. And then what would you do with it once I do submit it?

MS. HAGEN: I'm sorry?

MR. ROCHA: If I do forward it to the City Clerk's Office what happens from there?

MS. DINERMAN: No, you give them to the Chair and he will distribute them at the next meeting, you'll review them, you'll decide whether they're accurate or not, somebody will have to make a motion to approve them or to amend them and then they become the official minutes of the meeting and a copy goes to the Clerk and the Clerk will keep them.

MR. SPECK: So, our sub-committee we would submit them to the – we would circulate them at the next sub-committee meeting or –

MS. DINERMAN: Yes.

MR. SPECK: -- to the full body?

MS. DINERMAN: No, well, first you have to approve them, once they're approved then you're going to give them to the full committee and the Clerk, to the Chair and to the Clerk.

MS. COLLINS: And we have to meet to approve them.

MS. DINERMAN: You approve them at your next meeting.

MR. ROCHA: It could be the first thing on the agenda.

MS. DINERMAN: That usually is.

MR. ROCHA: And then from there once it gets approved out of the main meeting –

MS. DINERMAN: It's a public record.

MR. ROCHA: -- then where does it get sent? To the –

MS. DINERMAN: The Clerk.

MR. ROCHA: The Clerk. And then does the Clerk automatically go from there and publish it to the Secretary of State? Or do you just hold on to it?

MS. HAGEN: No –

MR. ROCHA: It's not a requirement?

MS. HAGEN: No.

MR. ROCHA: No. But some do forward it to the Secretary of State.

MS. DINERMAN: Some do. You can.

MR. ROCHA: That would be the best practice.

CHAIRMAN MARION: So, our next meeting would be on the 30th and the hope would be that the sub-committees would meet sometime next week, the week of the 23rd through the 27th.

MS. DINERMAN: You do have to notice your sub-committee meetings.

NEW BUSINESS

CHAIRMAN MARION: Yes, and we have been. Okay. Any other business?

MR. SPECK: We're supposed to be – we're meeting on Friday, right?

MR. ROCHA: Friday at four.

MR. SPECK: Who do we tell that to?

MS. HAGEN: Those have to be forwarded to our office so we can post them within forty-eight hours. So, you're meeting Friday, when?

MR. ROCHA: Four o'clock.

MS. HAGEN: So, I would have to post those agendas by Wednesday at four in order to comply with the open meetings law.

MR. SPECK: Right. And what exactly do you need? Just –

MS. HAGEN: I would need the agenda.

CHAIRMAN MARION: Yeah, like we did last time.

MS. DINERMAN: Just a copy of your version of this.

MR. LAW: How do I join the sub-committee? Do I have to do that now or do we talk about that later?

CHAIRMAN MARION: And so I believe I, I mean, it was handled before where people let me know what sub-committees they wanted to be on, they raised

their hand and then I believe I appointed them to the sub-committees or did the whole body?

MS. HAGEN: It's usually the Chair person.

CHAIRMAN MARION: Yeah, so let me know.

MR. LAW: Now or later?

CHAIRMAN MARION: You can let me know now if you have a preference.

MR. LAW: Well, I'm quite interested in the – this – whichever committee would discuss the creation or use of an API type system, I think that that would be –

MR. SPECK: All right, then that's going to be best practices.

MR. LAW: Yeah, okay.

CHAIRMAN MARION: Okay. So, Andrew Law to the best practices sub-committee. Great, thank you.

MR. LAW: Would that be the group that would be because I'm thinking like RISD did quite a lot of workshops we could probably do a small hackathon type thing where you simulate what you could do with that. Would that be that committee as well?

MR. SPECK: Yes, and Allan Tear who's the head –

CHAIRMAN MARION: Sub-Chair.

MR. SPECK: -- sub-chair, head guy of that is pretty well versed in that space. It's Beta Spring, the start up accelerator.

MR. LAW: Oh, right, okay.

MR. SPECK: You probably know him already and you'll be like oh, him.

CHAIRMAN MARION: Okay.

MR. ROCHA: Yeah, I think it's a Monday meeting.

MR. LAW: Okay.

MR. ROCHA: Next Monday. Every two weeks.

CHAIRMAN MARION: Okay, if there's no other business I'll let everyone go home.

MS. MASTROIANNI: I need a motion to adjourn.

CHAIRMAN MARION: A motion to adjourn.

MS. CARDILLO: A motion to adjourn.

CHAIRMAN MARION: Second?

MR. SPECK: Second.

ADJOURNMENT: On the motion of Ms. Cardillo, Seconded by Mr. Speck it is voted to adjourn the meeting at 7:07 o'clock P.M.

Second Deputy City Clerk

Assistant Clerk