



Citizen Portals, Transparency and Open Government

February 4, 2021

L-2/4 3:00 PM

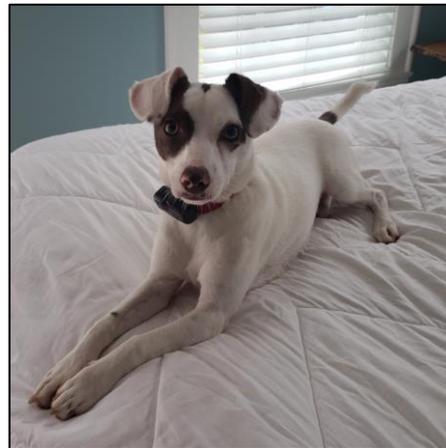


23rd California Unified Program Annual
Training Conference
February 2 – March 18, 2021

Presenter Information

Chris Harpenau

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Learning Objectives

- Discuss e-Government, online portals and their role in open government.
- Discuss Transparency and open government initiatives.
- Review Case Studies, discuss how can these apply to CUPA's, CalEPA, CERS.

E-government Definition

E-government is the electronic delivery of information and services to citizens, business, and public administration.



E-government Characteristics

- Access to information: governments provide citizens with online content.
- Transactions, interactive processes which results in higher efficiencies in service delivery.
- Transformation of government services, and citizen participation.

E-information

E-service

E-participation

Content

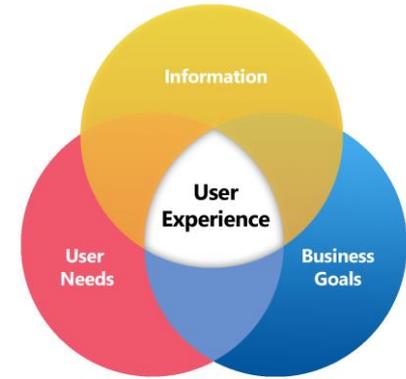
Content assesses five e-information aspects:

- Contact Information
- Public Documents
- Disability Access
- Multimedia Materials
- Time-Sensitive Information



Usability

- User Experience
- HTML, page structure (color consistency, font, graphics, and page length)
- Organization, browser and device compatibility



Privacy and Security

- Privacy policies and user authentication.
- Online transactions must be PCI compliant
- Access to personal information to report inaccurate information
- Privacy measures such as encryption, secure servers, and digital signatures.



Services

- Communicate and interact
- Query, search data, Bids, RFP's
- Register online for public events.
- Citizen requests and 311 items
- Permits, licenses, online procurement, and online transactions.



Citizen and Social Engagement

- Encourages participation
- Provides feedback to public administrators and officials
- Discussion boards, blogs, surveys and policy forums.



- Sources: Stages and Determinants of E-Government Development: A Twelve-Year Longitudinal Study of Global Cities

This past year...

- Paid Speeding Ticket
- Paid Parking Violation
- Ordered/Renewed Peach Pass
- Dog, Alarm Licenses
- Reported Tree Down
- Tree Permit/Virtual Inspection
- Renewed Car Tag, TSA
- School Calendar/COVID info



Citizen Self Service Portal

- Availability 24/7/365
- Responsive Design
- Browser Agnostic
- 508c/ADA Compliance
- Multi-Lingual/Translate Capability
- Intuitive, User-Friendly



Citizen Self Service Portal (Tyler)

- Branch and Skip Logic
- Visual Workflow
- User Dashboard
- GIS enabled
- FOIA Requests
- Payments
- Real Time Information
- Upload/Download Capabilities



Citizen Self Service Portal (Tyler)

Secure Registration, Privacy Policies, Anonymous Searching

The screenshot shows the registration process at Step 1 of 4: Email Address. The user's email, charpenau44@gmail.com, is entered in a text field. A blue 'Next' button is visible to the right of the email field. Below the email field, a message reads: "Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process." The top navigation bar includes links for Today's Inspections, Submit Request, Map, Reports, Fee Estimator, Pay Invoice, Search, Data Analytics, Calendar, and How can I help you?.

The screenshot shows the registration process at Step 2 of 4: Login information. A red box highlights the CAPTCHA section, which includes a checkbox labeled "I'm not a robot" and the reCAPTCHA logo. Below this, there are input fields for Username (ron.garretson@tylertech.com), Password (masked with dots), and Confirm Password. The user's email, charpenau44@gmail.com, is displayed below the password fields. A blue 'Next' button is located at the bottom of the form. The top navigation bar is identical to the previous screenshot.

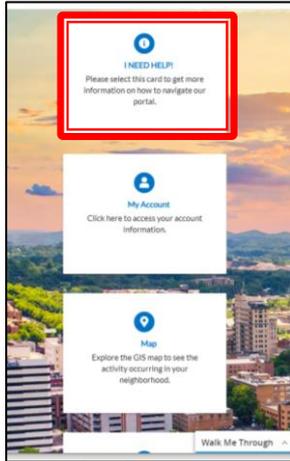
Citizen Self Service Portal (Tyler)

The screenshot displays a grid of eight service cards on a portal. The background is a sunset over a landscape. The cards are arranged in two rows of four. The first card in the top row is highlighted with a red border. The last card in the bottom row has a red-bordered button at the bottom right.

 I NEED HELP! Please select this card to get more information on how to navigate our portal.	 My Account Click here to access your account information.	 Map Explore the GIS map to see the activity occurring in your neighborhood.	 Pay Invoice Need to pay a fee? Use this tool to quickly pay for an open invoice.
 Apply Ready to start a project? This tool can be used to submit or renew applications.	 Calendar Click here to view a calendar of events, such as holidays and public hearings.	 Estimate Fees Considering starting a project? Use this tool to quickly estimate the required fees for a permit or plan.	 Request Inspection Click here to request an inspection Walk Me Through ^

Citizen Self Service Portal (Tyler)

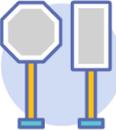
Responsive UI, Browser Agnostic



Citizen Self Service Portal (Tyler)

Home Apply Today's Inspections Submit Request Map Reports Fee Estimator Pay Invoice Search Data Analytics Calendar How can I help you? Citizen Connect Citizen Facing Maps

Click on the option that best fits your needs.

 <p>I Need Help! Community Development Department</p> <p>Please Select this case type if you would like to perform research, get a fee estimate,...</p>	 <p>Doing Electrical Work? Lynwood Building Department</p> <p>Electrical work requires a permit in the city of Lynwood. Please ensure you have a license...</p>	 <p>I Want to Start a Land Use or ... Subdivision, Land Use, Variances, Site Plan, Envi...</p> <p>Start here if altering the landscape in any number of ways.</p>	 <p>Doing Utility Work? Cobb County DOT</p> <p>If you are doing work on the gas line, water line, power poles, general utility installs, cel...</p>	 <p>Need a Right of Way Permit? Public Works and Engineering</p> <p>If your construction is blocking any part of the public highway, walkways, sidewalks, or...</p>
 <p>I Want to Get a License Business or Individual Licenses</p> <p>For a personal or business-related license or</p>	 <p>I Want to Build Something New or Existing building; Trade Permits; Right of...</p> <p>Project to construct, enlarge, alter, repair,</p>	 <p>Sidewalk Cafe Permit? Miami Public Works Specialty Permit</p> <p>Required when a company wishes to apply</p>	 <p>Need a Fire Permit? Fairfield Fire</p> <p>If you need a fire permit please select this</p>	 <p>Need a Roof Permit? Building Services</p> <p>Need a new roof</p> <p>Walk Me Through</p>

Citizen Self Service Portal (Tyler)

Home Dashboard Apply My Work Today's Inspections Submit Request Map Reports Fee Estimator Pay Invoice Search Data Analytics

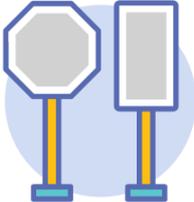
Calendar 5 How can I help you? Citizen Connect Citizen Facing Maps

Sidewalk Cafe Permit?



Active BTR?
Miami Public Works Department

Please select this card if you have an issued BTR that is currently active with the city.



Do not have a BTR.
Miami Public Works Department

Please select this card if you do not have an issued BTR that is currently active with the...

Walk Me Through ^

Personal Dashboard

Philadelphia is taking COVID-19 very seriously - read our coronavirus updates for more information.

Home Dashboard Apply My Work Today's Inspections Submit Request Map Reports Fee Estimator Pay Invoice Search Data Analytics Calendar How can I help you? English (United States)

My Permits

Attention	Pending	Active	Draft	Recent
99+	99+	99+	2	16
Building Permit - ... 194	Building Permit - ... 239	Building Permit - V... 84	Building (R)- Single ... 1	Building (R)- Single ... 8
Building (R)- Sing... 61	Building (R)- Sing... 94	Water Heater Cha... 28	Building Permit - Ve... 1	Commercial Building 5
Other 109	Other 228	Other 71		Other 3

[View My Permits](#)

My Plans

Attention	Pending	Active	Draft	Recent
99+	99+	7	1	0
Subdivision Minor ... 38	Subdivision Mino... 66	Subdivision Minor L... 3	Site Plan 1	
Civil Plans Applica... 16	Site Plan 26	Pre-Application - M... 1		
Other 56	Other 162	Other 3		

[View My Plans](#)

Personal Dashboard/My Work

My Work Today's Inspections Submit Request Map Reports Fee Estimator Pay Invoice Search Data Analytics Calendar How can I help you?

My Work

MY INVOICES MY PERMITS MY PLANNING/ZONING **MY INSPECTIONS** REQUEST INSPECTIONS MY LICENSES

Search...

Display All Export to Excel

Inspection Number	Inspection Type	Address	Status	Case Number	Requested	Scheduled	Completed	
FSI-001481-2019	Fire Safety (BL)	444 MEIGS ST ATHENS, GA 30601	Closed	000042-2017	10/01/2019	10/02/2019	10/03/2019	L
FLS-001626-2020	Fire and Life Safety	162 W CLAYTON ST ATHENS, GA 30601	Scheduled	000042-2017	06/15/2020	07/29/2020		L

Excel.xlsx

My Inspections

Requested	Scheduled	Closed
23	94	99+
Residential Elk... 8	Foundation Ins... 22	Foundation Ins... 47
Foundation Ins... 4	Residential Elk... 9	Footing Inspect... 9
Other 11	Other 63	Other 44

[View My Inspections](#)

My Invoices

Current	1	\$110.45	Add To Cart
Past Due	123	\$2,251,395,614.28	Add To Cart
Total	124	\$2,251,395,724.73	Add To Cart

[View My Invoices](#)



Personal Calendar



I NEED HELP!

Please select this card to get more information on how to navigate our portal.



My Account

Click here to access your account information.



Map

Explore the GIS map to see the activity occurring in your neighborhood.



Pay Invoice

Need to pay a fee? Use this tool to quickly pay for an open invoice.



Apply

Ready to start a project? This tool can be used to submit or renew applications.



Calendar

Click here to view a calendar of events, such as holidays and public hearings.



Estimate Fees

Considering starting a project? Use this tool to quickly estimate the required fees for a permit or plan.



Request Inspection

Click here to request an inspection on an existing record.

Personal Calendar

Citizen Facing Maps ▾

Calendar Events

December 2020

Month Week Day

< Today >

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Week 49

Filter By

- Public Hearings
- Public Meetings
- Holidays Closed
- Inspections Scheduled
- Plans Expired
- Permits Expired
- Licenses Expired
- Invoices Due

29	30	1	2 ⁵ FND-001111-2018 FOOT-001118-2018 ELEC-001595-2020 FOG-001278-2019 Show more...	3	4	5
6	7	8	9	10	11 ⁶ FI-001684-2020 FI-001685-2020 103C-001681-2020 115C-001682-2020 Show more...	12
13 ¹ RENT000528-12-20...	14 ² BLDR-002547-2020... BLDR-002607-2020...	15 ²³ 001379-2019 001450-2019 001509-2019 001002-2018 Show more...	16 ¹ Payment for Invoice 0...	17 ² BTAX000530-12-20... BTAX000533-12-20...	18 ¹ BTAX000534-12-20...	19

javascript:

Inspection Details

Inspection Type
Fats, Oils & Grease Inspection

Inspection Number
FOG-001278-2019

Linked Case Number
BL000352-03-2019

Scheduled Date
12/02/2020

Start Time
01:00 PM EST (Approximate)

End Time
02:00 PM EST (Approximate)

Inspector Name
System Administrator

[Close](#)

Walk Me Through ^

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Survey - Your Experience

We are committed to service excellence and continuous improvement.



Search Public Records

This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.



Citizen Connect

Citizen Connect is a great way for citizen to be informed about ongoing projects and activities within the community.



Public Transparency Analytics

This page will take you to various analytics relating to the processing of records, plan reviews, and applications.

Estimate Fees

Home | Dashboard | Apply | My Work | Today's Inspections | Submit Request | Map | Reports | Fee Estimator | Pay Invoice | Search | Data Analytics | Calendar | How can I help you?

Citizen Connect | Citizens Facing Maps

Estimate Permit Fees

REQUIRED

Type More Info Review and Submit

MORE INFO

General Info

Estimated Starting Date [Next Section](#) | [Top](#) | [Main Menu](#)

Estimated Completion Date

Distance of UST from nearest well

Depth to useable groundwater

Type of UST System

- Pressure
- Surface
- Sub-Surface
- Gravity

[Walk Me Through](#)

Estimate Permit Fees

REQUIRED

Type More Info Review and Submit [Apply](#)

Basic Info

Type Building (R)- Single Family

Square Feet 5500

Valuation 1200000

Applied Date 01/24/2021

Estimated Fees

The following is a fee estimate and totals are subject to change. Additional fees may apply.

Fee	Amount
Building Permit Fee	\$131.52
Building Plan Check Fee	\$68.75
Total:	\$199.97

More Info

Additional Permit Details

Number of Stories: 2

Number of Fireplaces: 0

Number of Full Bathrooms: 8

Number of Fire Alarm Panels: 0

[Walk Me Through](#)

Excel.xlsx | [Show all](#)



Citizen Connect



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Citizen Connect

capitalprojects.austintexas.gov

austintexas.gov   Search Projects

Home

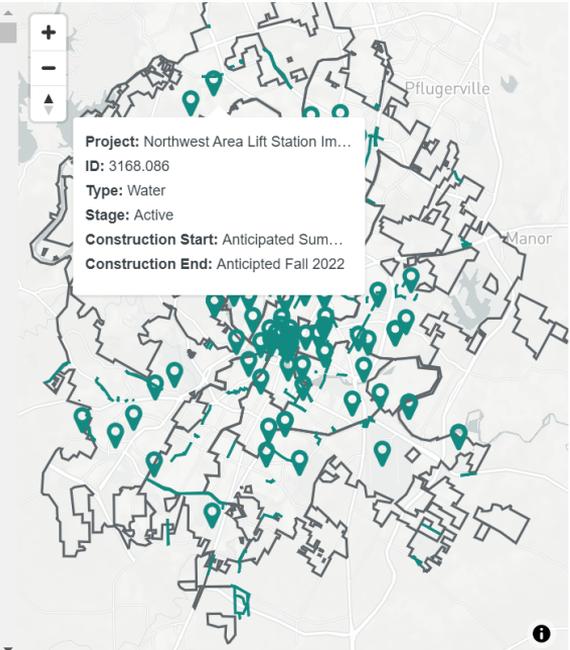
All Projects

PROJECT TYPE

- Select All
- Area Master Plans
- Electric
- Facilities
- Housing
- Mobility
- Park Amenities
- Purchases
- Water

Project Name

- 1108 Kramer Lane (1.98 acres and 20,000 sq. ft. building)
- 1114 Kramer Lane (1.17 acres)
- 11225 Pecan Park Boulevard PA/2018
- 116 Ac Thaxton Road Tract
- 12001 S. IH-35 16-Inch Water Main SER
- 1212 West Slaughter Lane PA/2018
- 1st Street Bridge
- 2016 Mobility Bond Sidewalk Projects - Phase 2 Central Austin
- 2016 Mobility Bond Sidewalk Projects - Phase 2 North Austin
- 2016 Mobility Bond Sidewalk Projects - Phase 2 South Austin
- 2016 Mobility Bond Sidewalk Projects - Phase 2 Central Austin



Project: Northwest Area Lift Station Im...
ID: 3168.086
Type: Water
Stage: Active
Construction Start: Anticipated Sum...
Construction End: Anticipated Fall 2022

Citizen Engagement



Apply

Ready to start a project? This tool can be used to submit or renew applications.



Calendar

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This page will take you to various analytics relating to the processing of records, plan reviews, and applications.

Surveys and Public Comments

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records More Info **Public Comments**

Public Comments | First Tab | Permit Details | Main Menu

Public Comments

0 Comments egdemo2 Disqus' Privacy Policy

Recommend Tweet Share

Start the discussion...

LOG IN WITH OR SIGN UP WITH DISQUS

Name

3. What was the purpose of your call or visit?

- Question about Bill
- Water Turned Off
- Need Field Crew
- Leak
- New Business Registration
- Pull a Permit
- Planning Consultation
- Report an Incident
- Renew a Business Tax Certificate

4. Was the customer service representative professional and cour

1 of 9 answered



Public Transparency and Analytics



Apply

Ready to start a project? This tool can be used to submit or renew applications.



Calendar

Click here to view a calendar of events, such as holidays and public hearings.



Estimate Fees

Considering starting a project? Use this tool to quickly estimate the required fees for a permit or plan.



Request Inspection

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Survey - Your Experience

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Citizen Connect

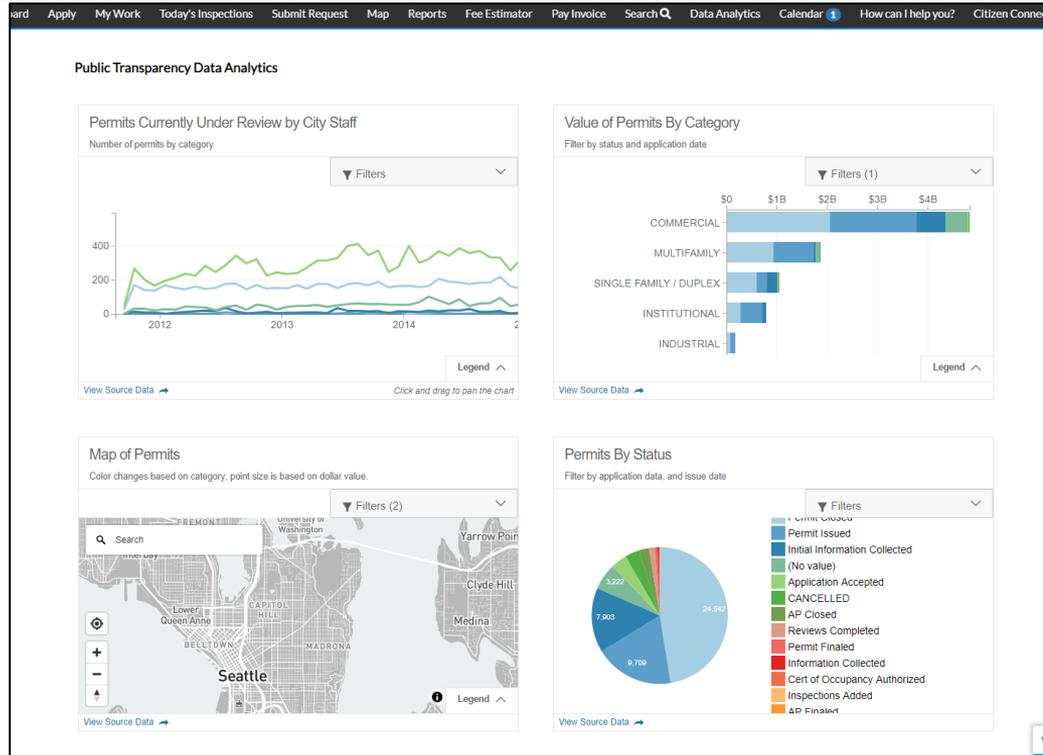
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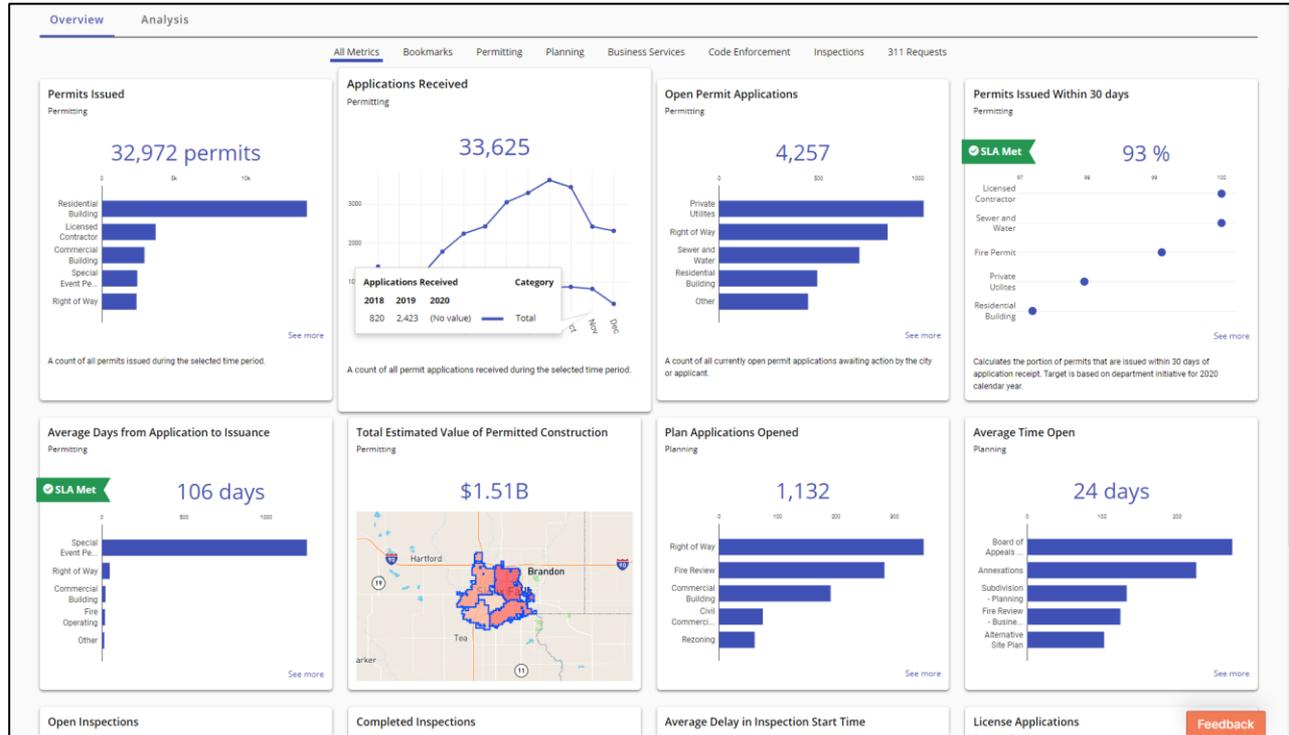
Public Transparency Analytics

This page will take you to various analytics relating to the processing of records, plan reviews, and applications.

Public Transparency and Analytics



Public Transparency and Analytics



Search Public Records



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Public Transparency Analytics

This page will take you to various analytics relating to the processing of records, plan reviews, and applications.

Search Public Records

Public Information

Search

Permit Number

Permit Type
special event permit

Status Stormwater - Residential

Address Temporary Right of Way

Applied Date Temporary Sign Permit

Issued Date Towing Permit

Expiration Date Tree Cutting Permit

Finalized Date **Underground Storage Tank Permit**
Utility Permit
Utility Plan Review
Water Heater Change Out
Well Permit
Zoning Permit

Project Name

Parcel Number

Description

To

To

To

To

Found 2,701 results

Sort

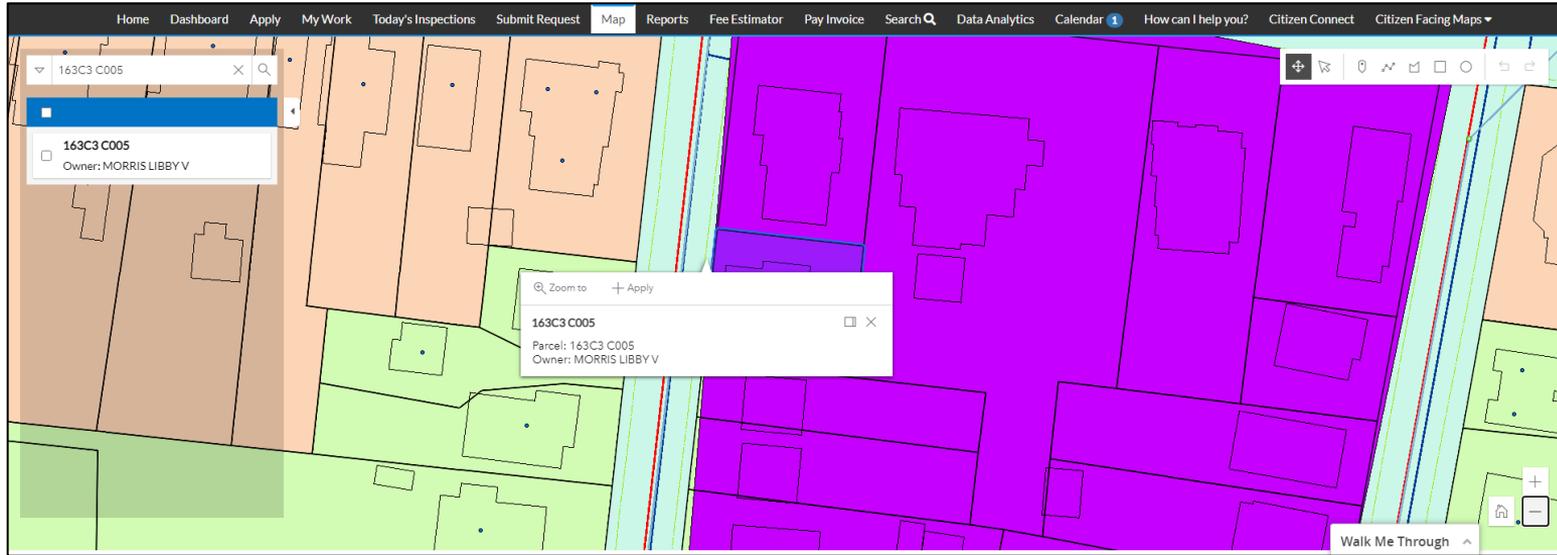
Next | Top | Paging Options | Main Menu

Permit Number 000642-2015
Type Commercial Building

Sort	Relevance	Menu	Applied Date	09/09/2019
Next	Relevance	Menu	Issued Date	Expiration Date
Permit Number	2019		Expiration Date	Finalized Date
Project				
Status				
Main Parcel				
Address				
Description				
Issued Date				
Finalized Date				
Building (R)- Single Family				
Project Name				
Status				
Main Parcel				
Address				
Description				
Applied Date				
Issued Date				
Expiration Date				
Finalized Date				
Previous				
Next				
Paging Options				
Main Menu				
Building (R)- Single Family				
Project Name				
Status				
Main Parcel				
Address				
Description				
Applied Date				
Issued Date				
Expiration Date				
Finalized Date				
Previous				
Next				
Paging Options				
Main Menu				
Building (R)- Single Family				
Project Name				
Status				
Main Parcel				
Address				
Description				
Applied Date				
Issued Date				
Expiration Date				
Finalized Date				



Search Public Records



GIS/Spatial Views



I NEED HELP!

Please select this card to get more information on how to navigate our portal.



My Account

Click here to access your account information.



Map

Explore the GIS map to see the activity occurring in your neighborhood.



Pay Invoice

Need to pay a fee? Use this tool to quickly pay for an open invoice.



Apply

Ready to start a project? This tool can be used to submit or renew applications.



Calendar

Click here to view a calendar of events, such as holidays and public hearings.



Estimate Fees

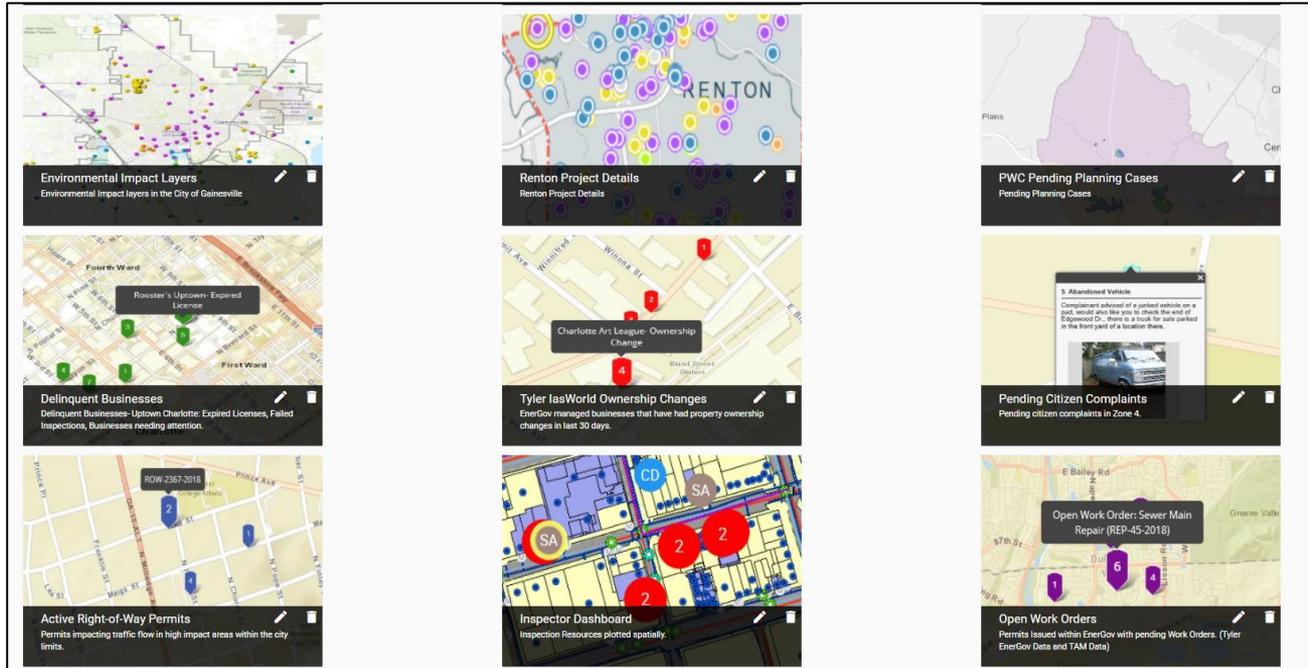
Considering starting a project? Use this tool to quickly estimate the required fees for a permit or plan.



Request Inspection

Click here to request an inspection on an existing record.

GIS/Spatial Views



GIS/Spatial Views

Environmental Interactive Map - City of Gainesville

Find address or place

San Felasco State Preserve

Gainesville Regional U...
1 of 1

Ironwood Golf Course

Gainesville

University of Florida

222

226

155

226

2mi

-82.284 29.694 Degrees

Layer List

Layers

- Gainesville City Limits
- Parcels
- FFWCC Eagle Nesting
- FFWCC Wading Bird Rookeries
- Cell Towers
- Florida Geological Survey Wells
- Florida Geological Survey Subsidence Incidents
- Soils
- Drainage Easements
- Major Creeks & Streams
- Waterbodies
- Urban Area Ponds
- Wetlands

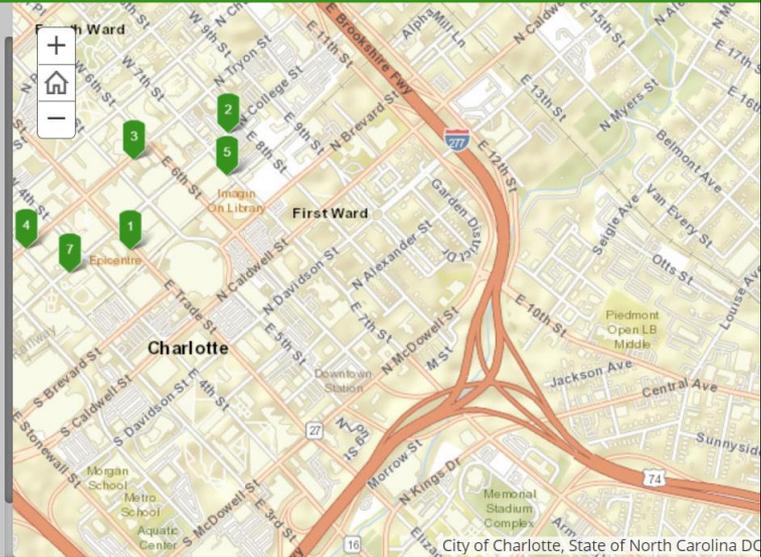
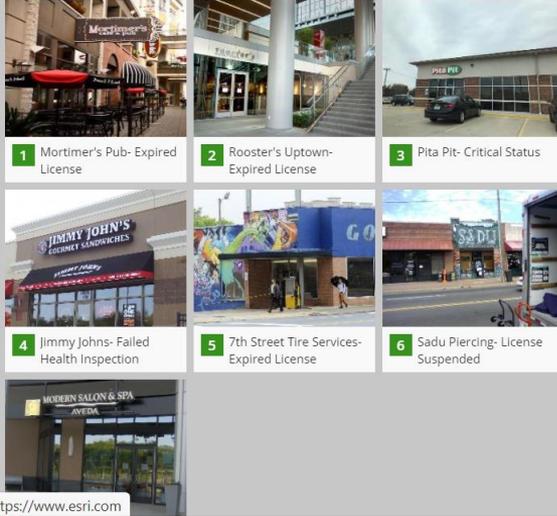
3 of 24 - Clipboard
Item not Collected: Delete items to increase available space

GIS/Spatial Views

Delinquent Businesses- Charlotte City Limits

Delinquent Businesses- Uptown

Businesses that have expired licenses, failed inspections, and pending violations are shown below.

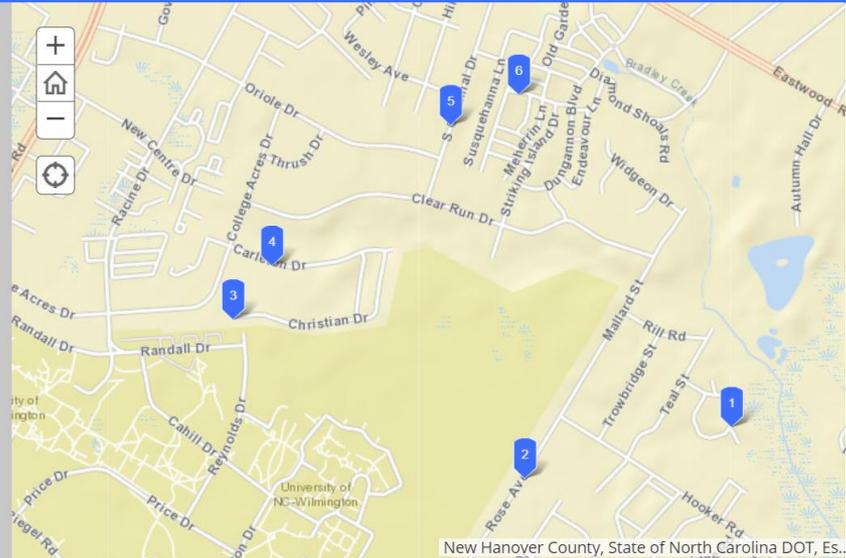


GIS/Spatial Views

Code Enforcement Cases Escalated to a Work Order

Code Enforcement

Code Enforcement cases escalated to Work Orders. City has contracted out mowers to clean up residential properties with tall grass and weeds violations.



Poll Question

Have you ever utilized an e-Government Citizen Portal for any of the following:

1. Apply for a permit?
2. Make a payment?
3. Participate in a survey or discussion?
4. None of the Above



Case Study: Marco Island, FL

The screenshot displays the website for the City of Marco Island, Florida, with a focus on COVID-19 information. The top navigation bar is dark red and contains the text "COVID-19 (Coronavirus) Information". Below this, the city's logo "The City of MARCO ISLAND Florida" is visible on the left, and a search bar with the text "Search" and a magnifying glass icon is on the right. The main navigation menu includes "Our Government", "Your Community", "Doing Business", and "How Do I?". A large banner image shows a person kitesurfing over the ocean. Overlaid on the left side of the banner is a "Message from City Manager Mike McNeese" section, which includes a small graphic of the city seal and a "Message from City Manager" button. Below this is a "Calendar Of Events" button with a plus sign. At the bottom, there is a row of seven service tiles: "News" (megaphone icon), "Marco Island TV" (television icon), "Careers" (handshake icon), "Make a Payment" (credit card icon), "Vacation Rentals" (umbrella and chair icon), "Engage with the City" (building icon), and "Emergency Information" (pink tile with an upward arrow icon).

Case Study: Marco Island, FL

Issues

- Citizen Transparency issues
- Payments in person only
- FOIA requests
- Inspection Information delays
- Paper plan sets, processes



Case Study: Marco Island, FL

Objectives

- Full Transparency
- Electronic Payments
- Reduce FOIA requests
- Real time Inspection Results
- Eliminate Paper processes



Welcome to Marco Island's Citizen Self Service Page



CSS News & Instructions

This link will open the CSS Instructions page in a new tab. We'll post news on that page as well.



Search Public Records

This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.



Apply

This tool can be used by registered users, to apply online for a Building permit or a P&Z plan type. You must be logged in to apply.



Login or Register

Login to an existing account, create a new account or reset your password.



Pay Invoice

Use this tool to pay for individual invoices, after you have logged in. Contact permitting for help.



Map

Explore the map to see the activity occurring in your neighborhood.

Public Information

Search Search Advanced Reset Export

Permit Number	<input type="text"/>	Project Name	<input type="text"/>
Permit Type	<input type="text" value="--Select Permit Type--"/>	Parcel Number	<input type="text"/>
Status	Stormwater - Residential	Description	<input type="text"/>
Address	Temporary Right of Way	To	<input type="text"/>
Applied Date	Temporary Sign Permit	To	<input type="text"/>
Issued Date	Towing Permit	To	<input type="text"/>
Expiration Date	Tree Cutting Permit	To	<input type="text"/>
Finalized Date	Underground Storage Tank Permit	To	<input type="text"/>
	Utility Permit		
	Utility Plan Review		
	Water Heater Change Out		
	Well Permit		
	Zoning Permit		

Found 2,701 results

Sort [Next](#) | [Top](#) | [Paging Options](#) | [Map](#)
Permit Number
Type

Date

[Walk Me Through](#)



Public Information

Search Permit

Permit Number

Permit Type

Status

Address

Applied Date

Issued Date

Expiration Date

Finalized Date

Description

To

To

To

To

Export Options

Please enter a file name

- Export first 1000 Results (default)
- Export Current View

Ok Cancel

Found 334 results

Sort Relevance

[Next](#) | [Top](#) | [Paging Options](#) | [Main Menu](#)

Permit Number BLDR-002078-2019

Applied Date 09/09/2019

Type Building (D) Single Family

Issued Date

[Walk Me Through](#)



Today's Inspections

Search for Case Number, Inspection Type, Address

Exact Match

Date 01/24/2021

Exclude Completed

Export

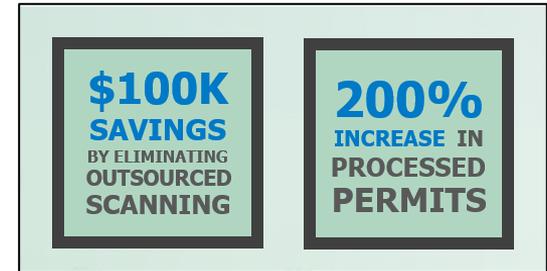
Sort Case Number

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Inspector Phone Number	Status	Order
000293-2015	000275-2015	Plan	Subdivision Site Inspection	11 BEECH HAVEN DR ATHENS GA 30606	Newberry, Chuck	04:06 AM	04:06 AM		Scheduled	0
000199-2014	BLDC-000164-2014	Permit	Building Final	188 ALICE WALKER DR ATHENS GA 30607	Mendivil, Perry	04:06 AM	04:06 AM		Scheduled	0
000218-2014	BLDC-000179-2014	Permit	Planning Inspection	100 OAK HILL DR 8 8133 ATHENS GA 30601	Newberry, Chuck	04:06 AM	04:06 AM		Scheduled	0
105C-000316-2015	BLDC-000388-2015	Permit	105C Backflow	125 JENNINGS MILL PKWY 11 11307 ATHENS GA 30606	Jones, Chris	04:06 AM	04:06 AM		Scheduled	0
000552-2016	BLDC-000778-2016	Permit	Plumbing Rough	86 NORTH AVE 65 ATHENS GA 30601	Kittendorf, Shane	04:06 AM	04:06 AM		Scheduled	0

Case Study: Marco Island, FL

Results

- Resolved Transparency issues
- Online Payments (#1 request)
- FOIA requests reduced
- Real Time Inspection Information
- Electronic processes, efficiencies



Case Study: El Cajon, CA



Case Study: El Cajon, CA

Issues:

- Paper-based processes
- Slow Permits/Plans Processing Times
- Repeat Contractors – no efficiency
- Paper Plan submittal
- Paper based inspections
- Citizen Transparency issues

Case Study: El Cajon, CA

Next Steps:

- Citizen Self Service Portal live March 2020
- Pandemic, 2 weeks later
- Went completely digital in 30 days
- Registered 355 Contractors
- Scan or electronic plan submittal
- Virtual Inspections

Case Study: El Cajon, CA



A photograph of a street scene in El Cajon, California, featuring a large, illuminated sign that reads "DOWNTOWN 1912 ELCAJON". The sign is set against a backdrop of buildings and streetlights.

Apply

- › [Submit a business license application online](#)
Application is subject to review and payment of taxes/fees.

Renew

- › [Renew a business license online](#)
Pay the taxes/fees calculated on the renewal notice.

Pay

- › [Pay an outstanding balance for business license](#)
Pay the amount due shown on the Notice of Balance Due email/letter.

Close

- › [Close a business online](#)

Search

- › [Business search](#)

Other

- › [Report a problem](#)

Update

- › [Request Account Information Update](#)

Case Study: El Cajon, CA

Temporary Outdoor Dining

Category Name:
Event Permits

Description:
A Temporary Use Permit is available for outdoor eating and drinking if the standards in ECOM section 17.225.090 cannot be met or to expand existing and permitted outdoor seating. This process is also available to breweries, tasting rooms and bars. Temporary outdoor seating areas must be removed upon the expiration of local or state health orders.

Apply

Temporary Storage Containers

Category Name:
Event Permits

Description:
This permit is for the short-term placement of storage containers at a property for temporary or seasonal storage.

Apply

Temporary Use Permit for Outdoor Services (COVID-19)

Category Name:
Event Permits

Description:
This application is to request to provide temporary outdoor services for business whose indoor operations have been prohibited due to public health orders.

Apply

Plan Release/Copies

Category Name:
Plan Release

Description:
Application for release of plan documents that are stamped/signed by an engineer or architect. Please be advised that permits are public record and do not require permission of the Architect, Engineer, or property owner. To view permit records please go to the City's website and click on the "Transparency" button at the bottom of the screen.

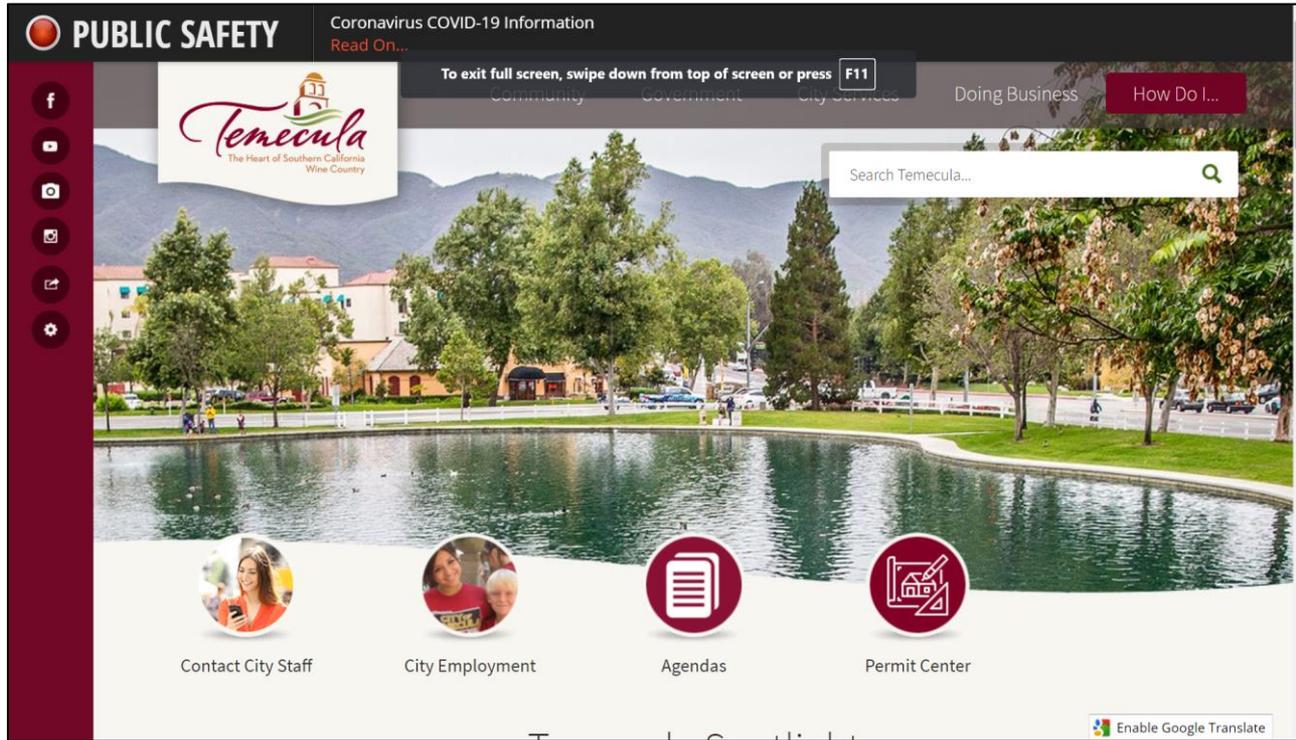
Apply

Case Study: El Cajon, CA

Results:

- 100% of Permits online
- Repeat Contractors process simplified
- Increased permit and plan review revenue
- Increased transparency and added 311 module
- Plan review times reduced
- All inspections performed
- Added Temporary COVID related Permits, Self Configuration

Case Study: Temecula, CA



Case Study: Temecula, CA

Issues

- Wait times, Citizen Complaints
- Simple Permit Processing Time
- COVID related issues
- Number of Permits offered online
- Siloed Departments



Case Study: Temecula, CA

Erosion & Sediment Control (ESC)

Grading

Inspection Clearances

Land Development Services

Paving

All Land Development services are available online.

If you have questions, feel free to e-mail us at landdev@TemeculaCA.gov. In person services are currently closed as of July 14, 2020). Customers may utilize our online services (found below).

Submit Land Development Permits

As of March 20, 2020, the City of Temecula Permit Center has moved entirely online. The physical Permit Center is no longer open to the public and will be closed until it is appropriate to re-open in person services.

Please read our updated submittal instructions below. We appreciate your patience and understanding in advance as we adapt to an online process.

Case Study: Temecula, CA

The screenshot shows the Temecula Citizen Self Service website. At the top left is the Temecula logo and the text "Citizen Self Service". At the top right, it says "Good Afternoon, Guest". Below this is a dark navigation bar with links: Home, Apply, Map, Pay Invoices, and Business License Renewal Info. The main content area has a heading "Temecula Citizen Self Service" and four service tiles. The "Apply" tile is highlighted with a red border. The "Apply" tile text reads: "This tool can be used to apply for a NEW permit or plan. *Please contact us for resubmittal/revision instructions*".

Temecula Citizen Self Service

Home Apply Map Pay Invoices Business License Renewal Info

Good Afternoon, Guest

Temecula Citizen Self Service

Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

Pay Invoice
Use this tool to pay for individual invoices.

Apply
This tool can be used to apply for a NEW permit or plan. *Please contact us for resubmittal/revision instructions*

Please allow 24 hours for your license to update
Business License Online Renewal Instructions

Case Study: Temecula, CA

Application Assistant

Search for application names and keywords 

[All](#) [Trending](#) [LICENSES](#) **[PERMITS](#)** [PLANS](#)

[Hide Categories](#)

- All
- + LICENSES 1
- PERMITS 110**
- All 110
- Building Permits 50
- Fire Dept- Permits 33
- Land Development Public

Accessory Structures not dwelling: Barns, Garages, sheds [Apply](#)

Category Name: Building Permits Description: Residential structures like Barns, Garages and sheds over 119 SF

ADA improvements to Commercial Building [Apply](#)

Category Name: Building Permits Description: ADA improvements

Addition to Commercial Building [Apply](#)

Category Name: Description:

Case Study: Temecula, CA

Fire Hood Suppression System	Apply
Category Name: Fire Dept- Permits	Description: Hood and Duct Extinguishing System
Fire Hot Works/Welding Permit	Apply
Category Name: Fire Dept- Permits	Description: Fire Hot Works/Welding Permit
Fire Permit for Above Ground Storage Tank	Apply
Category Name: Fire Dept- Permits	Description: Storage Tank - Above Ground
Fire Permit for Underground Storage Tank	Apply
Category Name: Fire Dept- Permits	Description: Storage Tank - Underground
Fire Permit- Dry Chemical System	Apply
Category Name: Fire Dept- Permits	Description: Fire Permit- Dry Chemical System

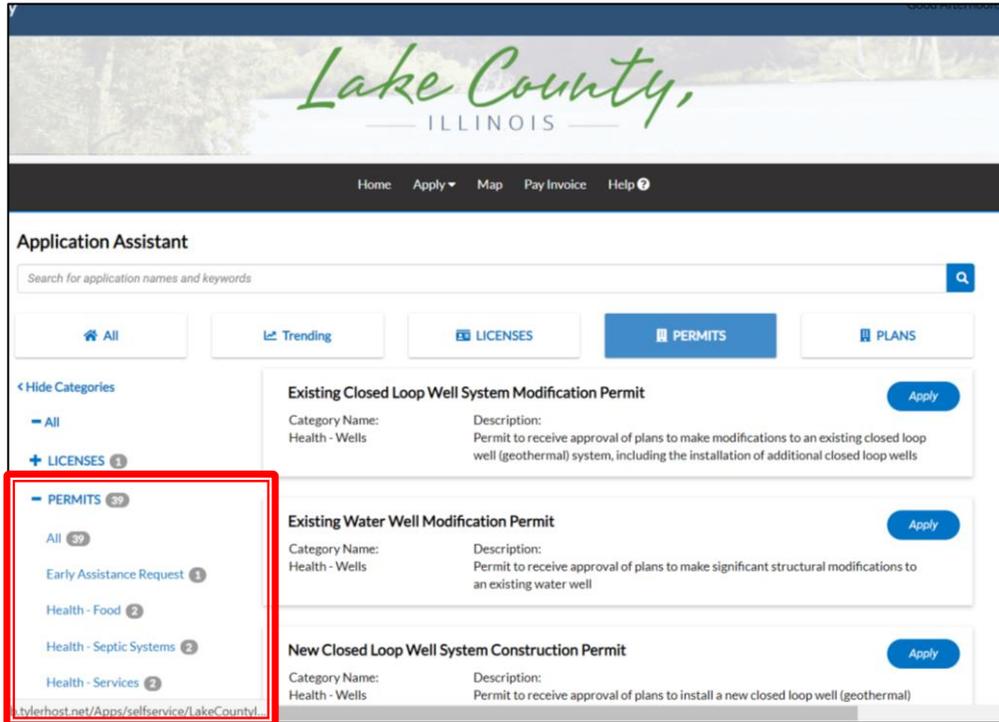
Case Study: Temecula, CA

Results

- Wait times reduced
- Reduced Processing Time (Pre-COVID)
- 100% Online
- Transparent Information (Internal and Public)



Citizen Self Service Portal (Tyler DHD)



(Pre-COVID)

Citizen Self Service Portal (Tyler DHD)

The screenshot displays the 'PERMIT PORTAL' for Wake County, North Carolina. The page title is 'PERMIT PORTAL' with the subtitle 'Apply for and view permits and planning documents'. The user is logged in as 'Guest' with the time 'Good Afternoon'. The navigation bar includes 'Home', 'Apply', 'Map', 'Help', and a search icon. The main content area is titled 'Application Assistant' and features a search bar for application names and keywords. Below the search bar are filters for 'All', 'Trending', 'PERMITS', and 'PLANS'. A left sidebar shows a list of categories: 'All', 'PERMITS', 'Building & Construction', 'Fire Services', 'Food, Facilities, & Pools' (highlighted with a red box), 'Wastewater', 'Watershed Management', 'Wells', 'Z - Wastewater', and 'PLANS'. The main content area lists several permit categories with their descriptions and 'Apply' buttons: 'Child Care Permit' (Day care commercial centers and centers in a residence), 'Food Service Permit' (Any business that prepares or serves food for pay), 'Food Truck Permit' (Mobile restaurant on wheels), and 'Hotel Permit' (This includes hotels, motels, and bed & breakfast homes).

Government Transparency

- Transparency promotes Openness, Communication, Accountability
- Data is accurate, complete, timely
- Detailed results and decision-making processes
- Easily Accessible to Public



8 Principles of Open Data

[Source: https://opengovdata.org/](https://opengovdata.org/)

- **1. Complete**- All public data is made available (that is not subject to valid privacy, security or privilege limitations).
- **2. Primary** Data is as collected at the source, with the highest possible level of granularity, not in aggregate or modified forms.

8 Principles of Open Data

- **3. Timely** Data is made available as quickly as necessary to preserve the value of the data.
- **4. Accessible** Data is available to the widest range of users for the widest range of purposes and available on the Internet.

8 Principles of Open Data

- **5. Machine processable** Data is reasonably structured to allow automated processing.
- The ability for data to be widely used requires that the data be properly encoded.

8 Principles of Open Data

- **6. Non-discriminatory** Data is available to anyone, with no requirement of registration.
- Anonymous access to the data must be allowed for public data, including access through anonymous proxies.

8 Principles of Open Data

- **7. Non-proprietary** Data is available in a format over which no entity has exclusive control.
- Proprietary formats add unnecessary restrictions over who can use the data, how it can be used and shared, and whether the data will be usable in the future

8 Principles of Open Data

➤ **8. License-free**

- Data is not subject to any copyright, patent, trademark or trade secret regulation. Reasonable privacy, security and privilege restrictions may be allowed.

Open Data Characteristics

- Online & Free
- Permanent, Trusted
- A Presumption of Openness
- Documented
- Safe to Open
- Designed with Public Input



How can Open Data be used?

- Can the data tell a story?
- Can the data lead to efficiencies, improvements?
- Can the data identify/solve a problem?
- Does the data Inform Constituents, Businesses, Community Stakeholders?



Poll Question

Have you ever utilized an open data portal for any of the following:

1. Inspection Results?
2. COVID information?
3. Community Research?
4. None of the Above



Tyler Socrata Open Data

Dallas OpenData

What will you [Explore, Create, Innovate, Discover] with data?

Search Dallas OpenData

Find by Category

- Budget & Finance
- City Infrastructure
- City Services
- Economic Development
- Geography & Boundaries
- Government
- Public Safety

NYC OpenData

Home Data About Learn Alerts Contact Us Blog Sign In

Search

Categories

- Business
- City Government
- Education
- Environment
- Health

Featured Content

- NYC Data at Work: Data Stories
- NYC Open Data Project Gallery
- Local Law 251 of 2017: Published Data Asset Inve...



HealthData.gov

About Datasets Developers Feedback COVID-19 Datasets

Home Dataset Search

Content Types Dataset 4720 results

Search

Sort by Order

Date changed Descending Apply Reset

United States COVID-19 Cases and Deaths by State over Time

Centers for Disease Control and Prevention

CDC reports aggregate counts of COVID-19 cases and death numbers daily online. Data on the COVID-19 website and CDC's COVID Data Tracker are based on these most recent numbers reported by states, territories, and other jurisdictions. This data...

Chicago, IL Open Data

CHICAGO DATA PORTAL

Browse Tutorial Feedback

Sign In

Welcome!

Where are TV shows and movies being filmed? How clean is my favorite restaurant? The City of Chicago's Open Data Portal provides information about your community. Browse and search for information about your neighborhood and the city. A bit confused? Take a look at a brief video about how to use the portal.

Case Study- Chicago, IL DPH

- 15,000+ Food Establishments
- 36 Inspectors
- Problem: Locate High Risk Restaurants
- Goal: Prioritize Inspections
- Reduce foodborne illness, save lives



Data Analyzed

- Previous Violations/Previous Inspector
- 3-day average temperature
- Nearby garbage and sanitation complaints
- Type of Facility
- Nearby Burglaries
- Alcohol/Tobacco License on Premise
- Longevity of Business



Chicago, IL Open Data

Search to find a specific dataset...



BROWSE THE DATA CATALOG BY THE FOLLOWING CATEGORIES

 Administration & Finance

 Buildings

 Community

 Education

 Environment

 Ethics

 Events

 FOIA

 Facilities & Geo. Boundaries

 Health & Human Services

 Historic Preservation

 Parks & Recreation

 Public Safety

 Sanitation

 Service Requests

 Transportation

Chicago, IL Open Data

CHICAGO DATA PORTAL

Browse Tutorial Feedback [Sign In](#)

311 Service Requests - Sanitation Code Complaints - Hi...
As described in <http://bit.ly/311HistoricalPost>, the function of this dataset was replaced by ▶

[More Views](#) | [Filter](#) | [Visualize](#) | [Export](#) | [Discuss](#) | [Embed](#) | [About](#)

Find in this Dataset

Created	Status	Completed	Service Request ID	Type of Service Request	What is the Nature of this Code Violation	Street Address	ZIP Code	X Coordinate	Y Coordinate
12/18/2018	Completed	12/19/2018	18-03388410	Sanitation Code Violation	Other	3614 W 26TH ST	60623	1152646.862...	1886487.218.
12/18/2018	Open		18-03388428	Sanitation Code Violation	Other	3200 W ADDISON ST	60618	1154414.334...	1923763.076.
12/18/2018	Open - Dup		18-03389154	Sanitation Code Violation	Dumpster not being emptied	11109 S EMERALD AVE	60628	1173295.868...	1831189.960.
12/18/2018	Open		18-03388637	Sanitation Code Violation	Other	1419 N LARAMIE AVE	60651	1141442.911...	1908946.409.
12/18/2018	Completed	12/18/2018	18-03387403	Sanitation Code Violation	Other	6714 S MERRILL AVE	60649	1191700.029...	1860873.293.
12/18/2018	Open		18-03387752	Sanitation Code Violation	Other	5706 S NARRAGANSET...	60638	1134695.622...	1866026.500.
12/17/2018	Completed	12/27/2018	18-03384197	Sanitation Code Violation	Other	6710 S INDIANA AVE	60637	1178753.458...	1860567.903.
12/17/2018	Completed	12/27/2018	18-03381307	Sanitation Code Violation	Garbage in yard	7630 S ST LAWRENCE A...	60619	1181555.897...	1854548.953.
12/17/2018	Completed	12/26/2018	18-03383311	Sanitation Code Violation	Garbage in alley	841 W ARMITAGE AVE	60614	1170257.416...	1913508.032.

< Previous Next >

Showing rows 1 to 100 out of 152,664

Chicago, IL Open Data

CHICAGO DATA PORTAL

Food Inspections
This information is derived from inspections of restaurants and other food establishments

More Views | Filter | Visualize | **Export** | Discuss | Embed | About

Find in this Dataset

Inspecti...	DBA Name	AKA Name	License #	Facility Type	Risk	Address
2472950	PARACHUTE	PARACHUTE	2298931	Restaurant	Risk 1 (High)	3500 N ELSTON A
2472938	2096 N MILWAUKEE LLC	2096 N MILWAUKEE LLC	2767032	Restaurant	Risk 1 (High)	2096 N MILWAU
2472934	Starbucks Coffee#2229	Starbucks Coffee#2229	2689575	Restaurant	Risk 2 (Medium)	750 W WELLS ST
2472924	CHICKEN INN	CHICKEN INN	10229	Restaurant	Risk 1 (High)	10229 N WELLS
2472922	SALTY SWEET		2762610	Bakery	Risk 2 (Medium)	4459 W ARMITAC
2472926	5 PEA'S IN A POD LEARNI...	5 PEA'S IN A POD LEARNI...	2308497	Children's Service...	Risk 1 (High)	5635 W NORTH A
2472957	UNCLE REMUS	UNCLE REMUS PLUS GUI...	2642353	Restaurant	Risk 1 (High)	4731 W MADISON
2472941	CEVICHERIA RIO BALSAS	MARISCOS ESTILO RIO B...	2542394	Restaurant	Risk 1 (High)	4545 W DIVISION
2472933	DOUGHNUT VAULT	DOUGHNUT VAULT	2349613	Restaurant	Risk 2 (Medium)	111 N CANAL ST
2472923	LOS PRIMOS GROCERY	LOS PRIMOS GROCERY	2202908	Grocery Store	Risk 1 (High)	3247-3249 W MC
2472960	UNCLE REMUS	UNCLE REMUS PLUS GUI...	2642353	Restaurant	Risk 1 (High)	4731 W MADISON
2472932	DUNKIN DONUTS	DUNKIN DONUTS	1915548	Restaurant	Risk 2 (Medium)	211 W ADAMS ST
2472937	STARBUCKS COFFEE #2255	STARBUCKS COFFEE	23069	Restaurant	Risk 2 (Medium)	303 W MADISON
2472949	STAR GYROS	STAR GYROS	50600	Restaurant	Risk 1 (High)	3400 W ROOSEV

< Previous Next >

Showing Food Inspections 1 to 100 out of 215,350

Export

- SODA API
- OData
- Download
- Download a copy of this dataset in a static format
- CSV
- CSV for Excel
- CSV for Excel (Europe)
- JSON
- RDF
- RSS
- TSV for Excel
- XML

Download a copy of this dataset in a static format

Chicago, IL Open Data



Results

- High risk establishments identified upfront
- High risk establishments inspected sooner
- Establishments with violations found 7.5 days earlier
- Before-55% of critical violations found in first half of previous year, 45% second half of year
- After- 69% of critical violations found within 6 months
- Reduction in foodborne illness, lives saved

Results

Food Inspection Forecasting - City of Chicago

Chicago: Optimize Restaurant Inspection With Data

How? Send health inspectors to the restaurants most likely to have issues

- **Problem**
 - Inspectors are not able to inspect enough establishment, quickly enough to catch violations and prevent outbreaks
- **What if they used a predictive model to help the prioritize?**
 - Using open data sources like Previous critical or serious violations, Three-day average high temperature, Nearby garbage and sanitation complaints, Nearby burglaries, The type of facility being inspected, Tobacco license or alcohol consumption license, Length of time since last inspection, How long they're been in business
- **Outcomes:**
 - **7 days improvement** in number of days to discover restaurants with critical violations.
 - **69 percent** of critical violations were found, compared to the normal **55 percent**.



More information

[Read the story](#)

City of Buffalo, NY Case Study

The screenshot shows the homepage of the Open Data Buffalo website. At the top left is the logo for 'OPEN DATA BUFFALO'. To the right of the logo is a navigation menu with links for 'Home', 'About Us', 'Browse', 'Visualize', 'Suggest a Dataset', and 'Help'. There is also a search icon and a 'Sign In' button. The main header features a large blue banner with the text 'OPEN DATA FOR ALL OF BUFFALO' and a sub-header 'LEARN ABOUT OUR CITY USING OPEN DATA BUFFALO'. Below the banner is a grid of eight white tiles, each with an icon and a label: 'City Data' (line graph icon), 'CitiStat Buffalo' (bar chart icon), 'Geospatial Data' (globe icon), 'All Data' (database icon), 'My Neighborhood Buffalo' (handshake icon), 'Take The 2020 Census' (classical building icon), 'Release Timeline' (calendar icon), and 'Data Lens' (magnifying glass icon).

City of Buffalo, NY Case Study

Goals:

- Public HUB for COVID information
- Internal ability to access, connect and analyze data
- Centralized, Easy to Navigate
- Real Time Data
- Comprehensive, One Stop Shop



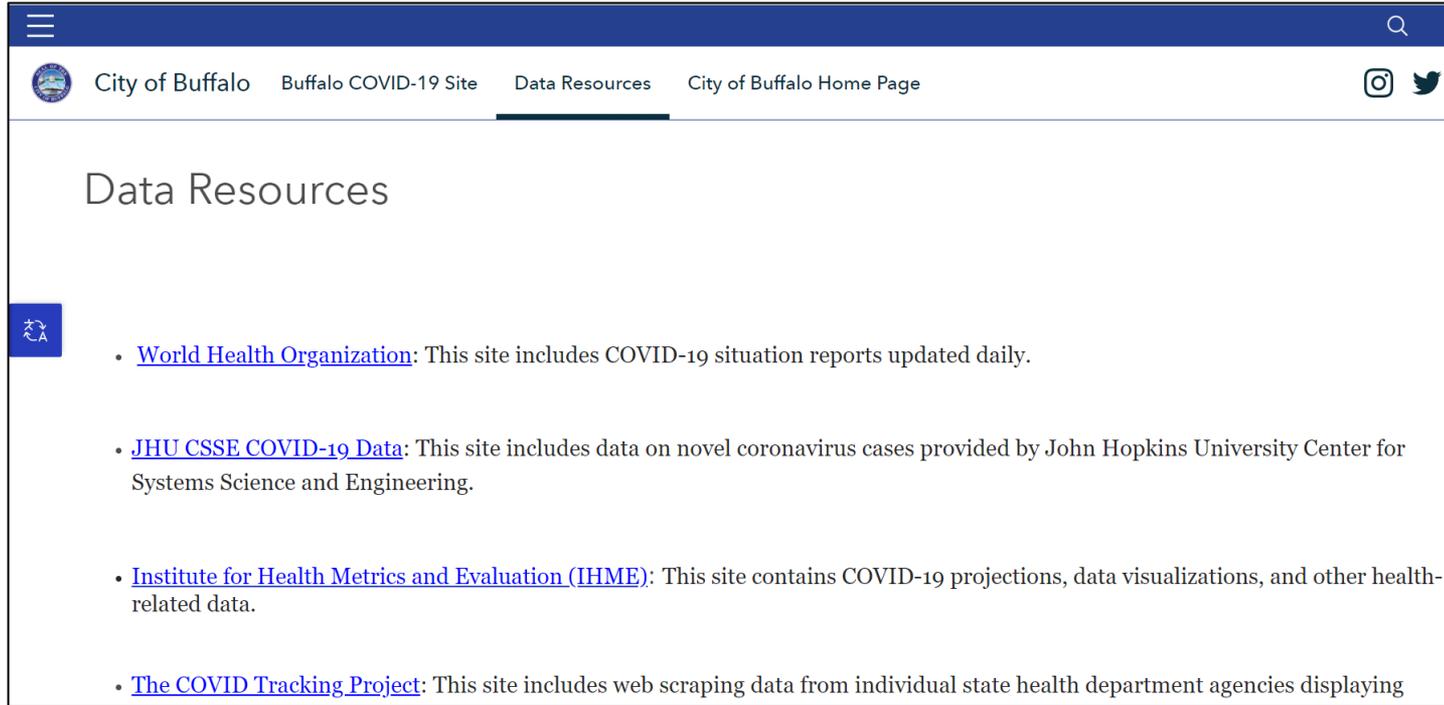
City of Buffalo, NY Case Study

BUFFALO, NY COVID-19 RESOURCES

FEATURED CONTENT



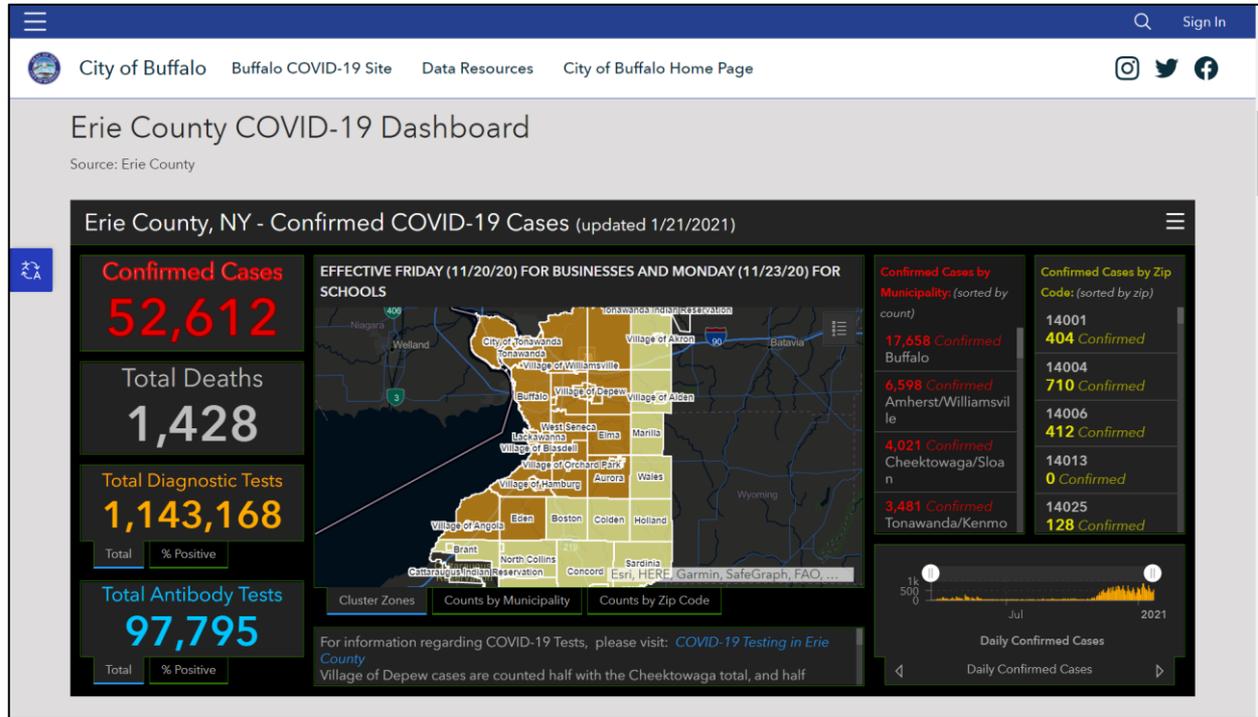
City of Buffalo, NY Case Study



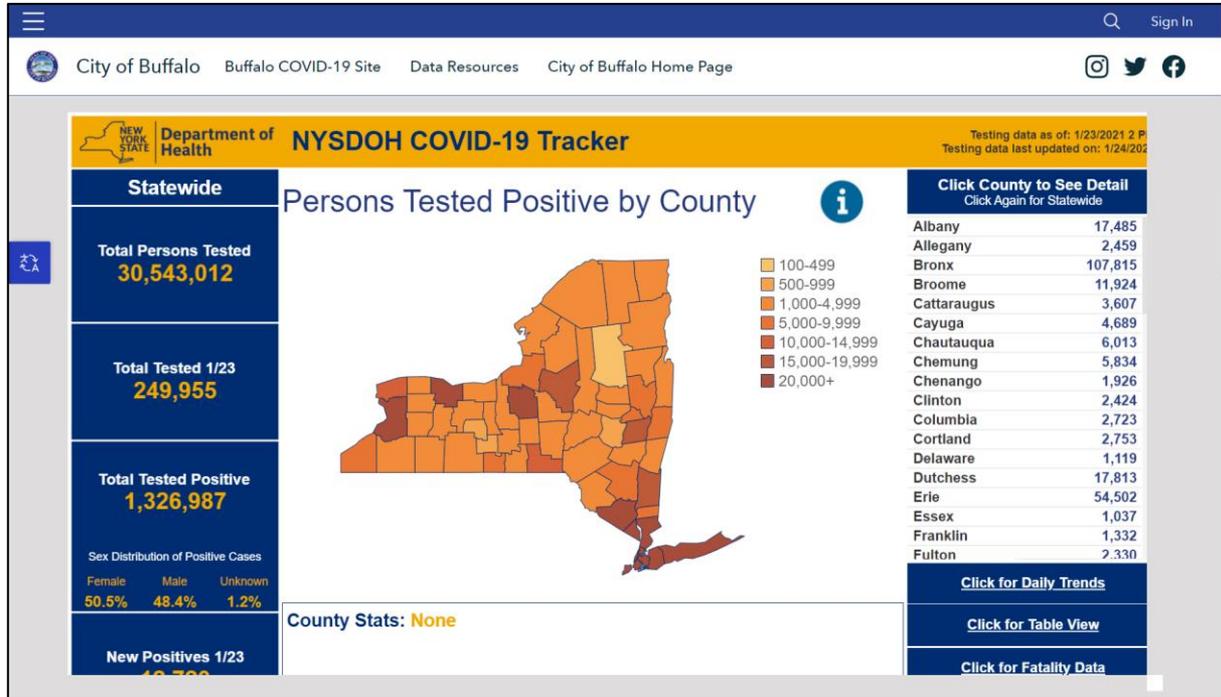
The screenshot shows a web browser window with a dark blue header. The header contains a search icon, the City of Buffalo logo, and navigation links for "City of Buffalo", "Buffalo COVID-19 Site", "Data Resources" (which is underlined), and "City of Buffalo Home Page". Social media icons for Instagram and Twitter are also present. The main content area is titled "Data Resources" and features a refresh icon on the left. Below the title is a list of four data sources:

- [World Health Organization](#): This site includes COVID-19 situation reports updated daily.
- [JHU CSSE COVID-19 Data](#): This site includes data on novel coronavirus cases provided by John Hopkins University Center for Systems Science and Engineering.
- [Institute for Health Metrics and Evaluation \(IHME\)](#): This site contains COVID-19 projections, data visualizations, and other health-related data.
- [The COVID Tracking Project](#): This site includes web scraping data from individual state health department agencies displaying

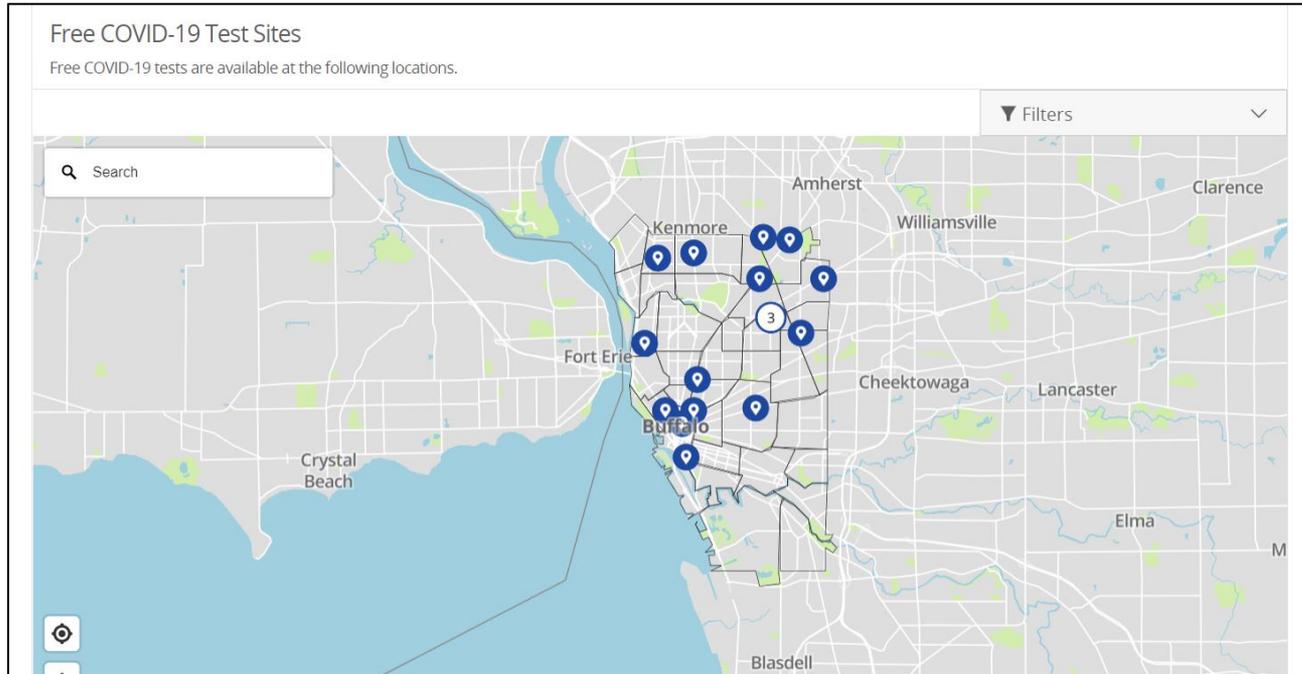
City of Buffalo, NY Case Study



City of Buffalo, NY Case Study



City of Buffalo, NY Case Study



City of Buffalo, NY Case Study

The screenshot shows the City of Buffalo website with a navigation bar at the top containing links for 'City of Buffalo', 'Buffalo COVID-19 Site', 'Data Resources', and 'City of Buffalo Home Page'. Below the navigation bar is a section titled 'Local Updates and More' with a sub-header 'Tweets by @MayorByronBrown'. The tweets displayed are:

- Byron W. Brown** (@MayorByronBrown) - 10h: Bet on the @BuffaloBills! I placed a friendly wager with @MayorLucasKC. When our Bills bring home yet another victory this Sunday, I plan to give our winnings to the New York Army National Guard & support staff who have administered 80K+ COVID-19 tests to WNYers! <https://twitter.com/MayorLucasKC/status/1352677869076492288>
- Andrew Cuomo** (@NYGovCuomo) - 47m: This Sunday morning I want to be clear: Our vaccination plan will be fair and equitable and we will fight to get supply to New Yorkers. When it is your turn - take it. Trust science.
- Andrew Cuomo** (@NYGovCuomo) - Today's update on the numbers: Total COVID hospitalizations are at 8,613.

There is also a tweet from **CDC** (@CDCgov) mentioning Dale Rose and COVID-19 responders, accompanied by a photo of a person wearing a face mask in an office setting.

City of Buffalo, NY Case Study

The screenshot shows the WGRZ website interface. At the top, there is a navigation bar with links for News, Weather, Sports, Connect, and Watch Live. A search icon and a weather widget showing 29 degrees are also present. Below the navigation bar, there is a secondary menu with links for CORONAVIRUS, DECISION 2020 VOTER GUIDE, VOTE, MOST BUFFALO, WHAT 2 DO, DIOCESE IN CRISIS, and HOLDING A. The main content area features a news article titled "City of Buffalo launches COVID-19 resource website" under the "CORONAVIRUS" category. The article text states: "The website includes information on food distribution, support for the elderly, unemployment resources, health guidance, and a forum to remember those who have died." Below the text is a large image of the Buffalo city skyline. To the right of the article is a sidebar with a list of links: CHECK YOUR REFUND STATUS, VITAMINS TO BOOST IMMUNE, DIFFERENCE BETWEEN COLD &, MEDITATION TECHNIQUES TO REDUCE, INFECTION PREVENTION AND CONTROL, GUIDED MEDITATIONS FOR SLEEP, MEALS ANYONE CAN COOK, and HOW TO STOP COUGHING AT.

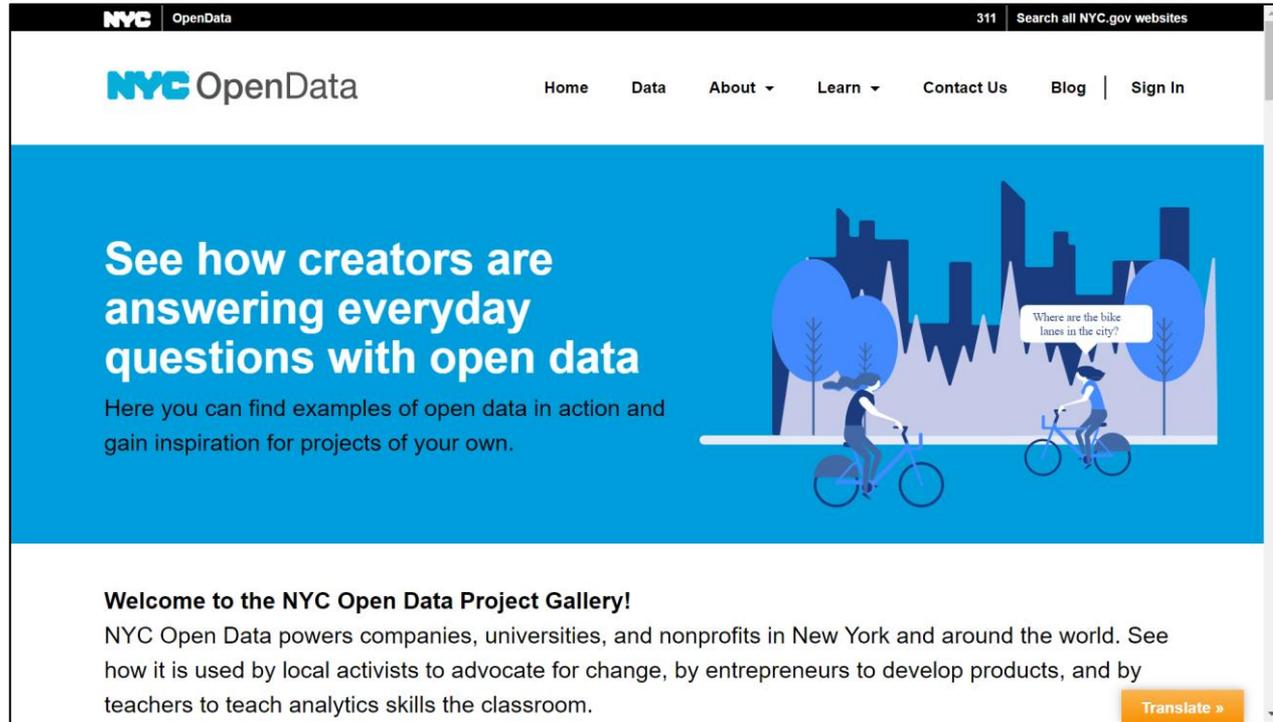
City of Buffalo, NY Case Study

Results:

- Combined 12 data sources, quickly
- Analyzed areas most at risk
- Centralized, Easy to Navigate
- Volunteers, Meals, Shelter, Testing Information
- 16,000+ Initial Visitors, Steady Increase



New York City, NY Case Study



The screenshot shows the NYC OpenData website homepage. At the top, there is a navigation bar with the NYC logo, 'OpenData', a search bar with '311' and 'Search all NYC.gov websites', and a menu with 'Home', 'Data', 'About', 'Learn', 'Contact Us', 'Blog', and 'Sign In'. The main content area features a large blue banner with the text 'See how creators are answering everyday questions with open data' and a sub-headline 'Here you can find examples of open data in action and gain inspiration for projects of your own.' To the right of the text is an illustration of two people riding bicycles in a city, with a speech bubble asking 'Where are the bike lanes in the city?'. Below the banner, there is a section titled 'Welcome to the NYC Open Data Project Gallery!' followed by a paragraph: 'NYC Open Data powers companies, universities, and nonprofits in New York and around the world. See how it is used by local activists to advocate for change, by entrepreneurs to develop products, and by teachers to teach analytics skills the classroom.' A 'Translate »' button is located in the bottom right corner of the page.

NYC OpenData 311 Search all NYC.gov websites

NYC OpenData [Home](#) [Data](#) [About](#) [Learn](#) [Contact Us](#) [Blog](#) | [Sign In](#)

See how creators are answering everyday questions with open data

Here you can find examples of open data in action and gain inspiration for projects of your own.

Where are the bike lanes in the city?

Welcome to the NYC Open Data Project Gallery!

NYC Open Data powers companies, universities, and nonprofits in New York and around the world. See how it is used by local activists to advocate for change, by entrepreneurs to develop products, and by teachers to teach analytics skills the classroom.

[Translate »](#)

New York City, NY Case Study

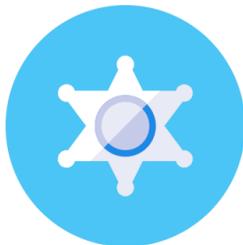
Objectives:

- Collect and publish all data
- Full Transparency
- Analyze for Efficiencies
- Decision Making
- Cross reference for stories
- Publish stories from the Public



New York City, NY Case Study

Discover NYC Data



Datasets by Agency

Search data by [the City agency it comes from.](#)



Datasets by Category

Search data by [categories](#) such as Business, Education, and Environment.



New Datasets

View [recently published](#) datasets on the data catalog.



Popular Datasets

View some of the [most popular](#) datasets on the data catalog.

[Translate »](#)

New York City, NY Case Study

MAP
Sidewalk Widths NYC
Meli Harvey

Sidewalk Widths NYC was created to give an impression of how sidewalk widths impact the ability of pedestrians to practice social distancing.

TAGS: COVID-19 MAP PEDESTRIANS
SIDEWALKS VISUALIZATION

CIVIC ADVOCATE
Crashmapper
CHEKPEDS

Crashmapper allows a user to create a customized filter of any area and track it over time to see the impact of Vision Zero improvements on a corridor. Users can compare two selected areas' performance against each other and to a citywide or borough-wide reference, while filtering by date range or type of crash.

TAGS: DASHBOARD HEALTH MAP
TRANSPORTATION

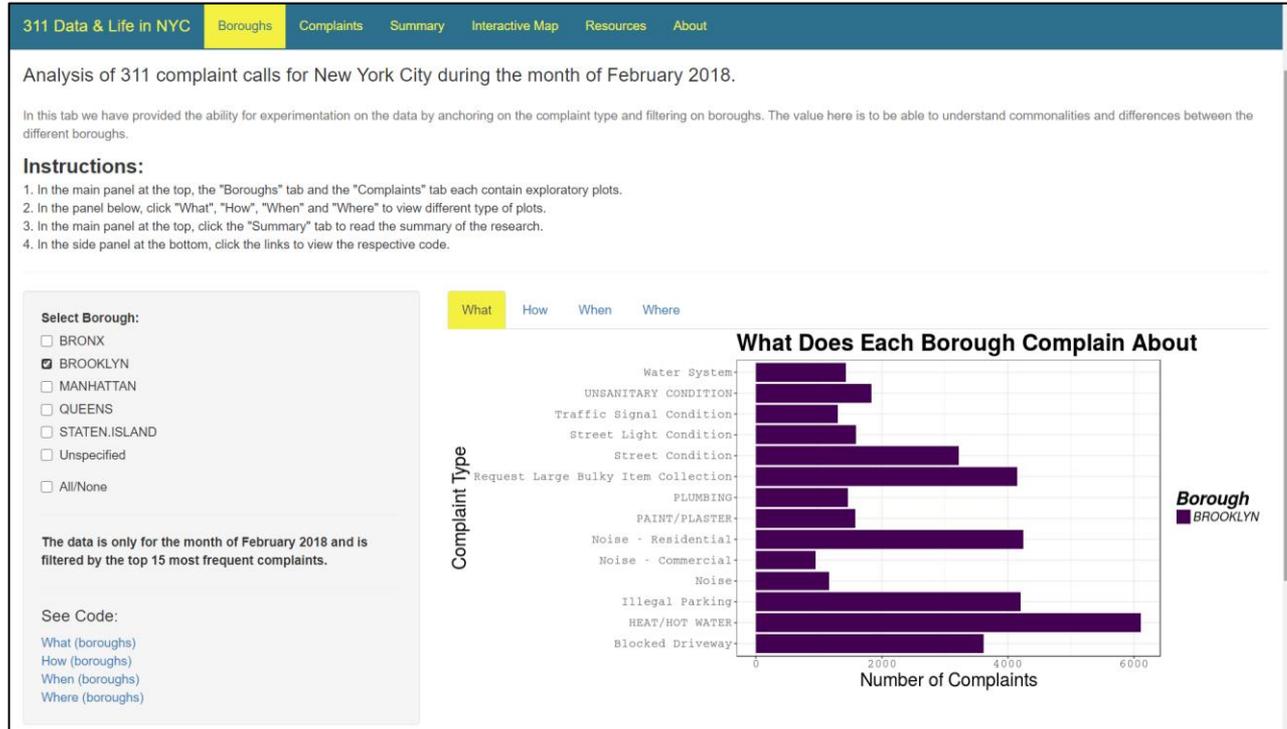
CIVIC ADVOCATE NONPROFIT
Boundaries Map
BetaNYC

The NYC Boundaries Map is a tool for viewing and querying overlapping administrative boundaries in NYC.

TAGS: MAP NEW YORK CITY

Translate »

New York City, NY Case Study



New York City, NY Case Study

NYC data at work

What Taxi Trip Data Tells Us About Mobility and Driver Welfare

Five passengers enter a yellow taxi just after midnight in the Lower East Side, seconds after the Times Square Ball drops on New Year's Day 2017. They travel 4.25 miles to Bushwick, get out a little before 12:20—and data about their trip helps the City ensure everyone's safety.

NYC Analytics
NYC Data at Work: 2018 Open
Data for All Report...

Introduction

NYC DATA AT WORK: CASES

Data in the Public Right of Way

How Data Helps Coordinate Street Closures for Community Events

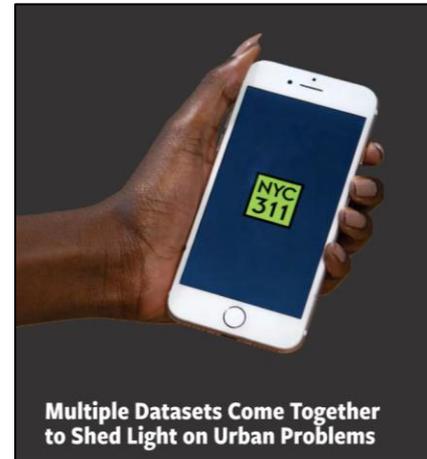
The Geospatial Data Backbone of NYC Emergency Services

What Taxi Trip Data Tells Us About Mobility and Driver Welfare

Digital Transformation Offers Insight Into Our Vertical City

Multiple Datasets Come Together to Shed Light on Urban Problems

Open Data Opens Doors



New York City, NY Case Study

629

DATASETS WERE PUBLISHED BY

Department of Health and Mental Hygiene (DOHMH) datasets on **Rooftop Drinking Water Tank Inspections, Dog Licenses, and MenuStat** (an online database of nutrition and menu information from top national restaurant chains)

Department of Transportation (DOT) **street furniture data**, including **bus stop shelters, bike parking shelters, automatic public toilets, newsstands, and parking meters**

38

AGENCIES & OFFICES

A series of data tables from a relational database on **Housing Development Projects Receiving City Financial Assistance** (Local Law 44) from the Department of Housing Preservation and Development

2017 Intimate Partner Violence Related Snapshots at the NYC community board level from the Mayor's Office to Combat Domestic Violence (OCDV)

38

DATASETS WERE AUTOMATED

The **NYCgov Poverty Measure from 2005-2016**, published by the Mayor's Office of Economic Opportunity

Discretionary Funding from the New York City Council

Web traffic

1,000,000+

UNIQUE USERS

Via Google Analytics, for FY18. "User" is defined as the total number of (new and returning) users utilizing the data.city-ofnewyork.us. Google assigns users unique identifiers based on their IP address and when they first accessed a website. A returning user who accesses the site through a different device will be counted as a separate user.

550 million+

REQUESTS BY APPLICATIONS

Via Google Analytics, for FY18. Credit, Web Data Platform, and MySummons were the applications that most frequently used Open Data Portal's APIs.

6,000,000+

PAGEVIEWS

Via Google Analytics, for FY18. A pageview is defined as an instance of a page being loaded in a browser. This metric only captures a fraction of the total usage of New York City open datasets. In a report titled "Grey Market" for NYC Open Data Landscape Analysis, which will be published publicly later this year, MODA found that usage web traffic metrics for the Open Data platform accounts for only a fraction of the usage of City data. Most use of public data in secondary data markets such as academic libraries, proprietary data products, and query-based web applications.

54.2%

OF USERS ARRIVE TO THE PLATFORM FROM ORGANIC SEARCH.

Via Google Analytics, for FY18. Only one in five people discover Open Data through the NYC Open Data through the website directly. In May, the Open Data team published new research on the pathways open data users take to get to nyc.gov/data and find relevant data, developed using web traffic analytics and qualitative research on open data users.

New York City, NY Case Study

Results:

- Data from 90 Agencies
- 629 data sets, 400 more planned
- Billions of rows of data, transparency
- 80% geocoded
- Decision making, efficiencies gained
- Cross referenced data for Stories

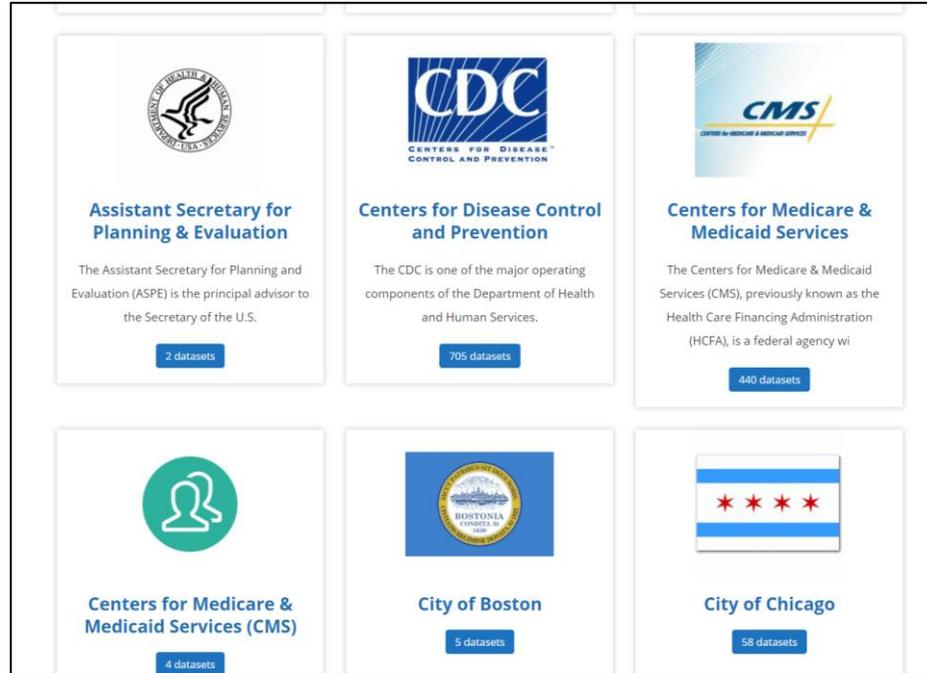


HHS Case Study

The screenshot displays the HealthData.gov interface. At the top left is the logo "HealthData.gov" and a search bar. A navigation bar includes "About", "Datasets", "Developers", "Feedback", and "COVID-19 Datasets". The breadcrumb trail reads "Home / covid-19 / Dataset / Search". On the left, a sidebar menu shows "Content Types" with "Dataset" selected, and "Topics" with categories like "State (78)", "National (8)", "Health (7)", "Community (6)", "Hospital (5)", and "Inpatient (1)". The main content area shows "219 results" for the search term "covid-19". The results are sorted by "Date changed" in "Descending" order. The top result is "COVID-19 Estimated Patient Impact and Hospital Capacity by State" from the Department of Health & Human Services, with tags for "Community", "Health", "Hospital", "National", and "State". A description follows: "The following dataset provides state-aggregated data for **estimated patient impact and hospital utilization**. The source data for estimation is derived from reports with facility-level granularity across two main sources: (1) HHS TeleTracking,..."

HHS Case Study

4720 Datasets



HHS Case Study

Home / COVID-19 Estimated Patient Impact and Hospital Capacity by State

View Revisions Add Feedback



Department of Health & Human Services

The United States Department of Health and Human Services (HHS), also known as the Health Department, is a cabinet-level department of the U.S. federal government with the goal of protecting the health of all Americans and providing essential human services. The official HHS motto is "Improving the health, safety, and well-being of America."

License

Open Data Commons Open Database License (ODbL)[®]



COVID-19 Estimated Patient Impact and Hospital Capacity by State

Community Health Hospital National State

The following dataset provides state-aggregated data for **estimated patient impact and hospital utilization**.

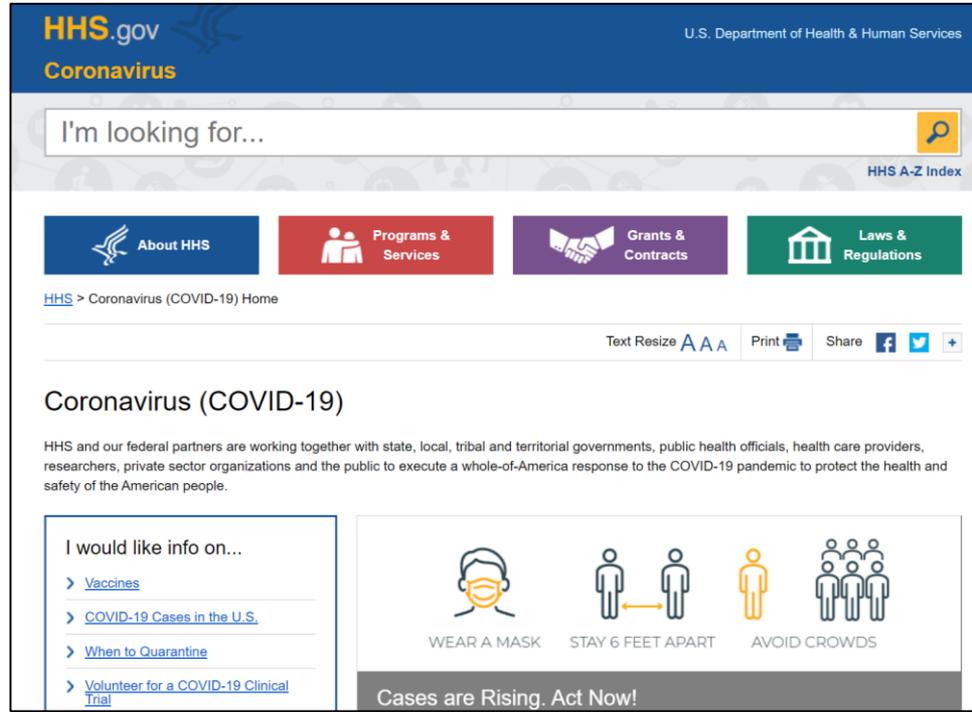
The source data for estimation is derived from reports with facility-level granularity across two main sources: (1) HHS TeleTracking, and (2) reporting provided directly to HHS Protect by state/territorial health departments on behalf of their healthcare facilities.

Estimates Basis: These files are representative estimates for each state and are updated weekly. These projections are based on the information we have from those who reported. As more hospitals report more frequently our projections become more accurate. The actual data for these data points are updated every day, once a day on healthdata.gov and these are the downloadable data sets.

Data and Resources

 Estimated Inpatient Beds Occupied by State Timeseries Updated: January 25, 2021 12:03 AM Statistical...	 Preview  Download
 Estimated Inpatient Beds Occupied by COVID-19 Patients by State Timeseries Updated: January 25, 2021 12:05 AM Statistical...	 Preview  Download
 Estimated ICU Beds Occupied by State Timeseries Updated: January 25, 2021 12:06 AM Statistical...	 Preview  Download

HHS Case Study



The screenshot shows the HHS.gov website's Coronavirus page. At the top, the HHS.gov logo and "U.S. Department of Health & Human Services" are visible. Below the navigation bar is a search bar with the placeholder text "I'm looking for...". A horizontal menu contains four categories: "About HHS", "Programs & Services", "Grants & Contracts", and "Laws & Regulations". The main heading is "Coronavirus (COVID-19) Home". Below this is a utility bar with "Text Resize" (AAA), "Print", and "Share" (Facebook, Twitter, and a plus sign). The main content area features a paragraph about HHS and federal partners working together. A sidebar on the left titled "I would like info on..." lists links for "Vaccines", "COVID-19 Cases in the U.S.", "When to Quarantine", and "Volunteer for a COVID-19 Clinical Trial". A central graphic displays three icons: a person wearing a mask, two people standing apart with an arrow between them, and a group of people. Below these icons are the labels "WEAR A MASK", "STAY 6 FEET APART", and "AVOID CROWDS". At the bottom of this graphic is the text "Cases are Rising. Act Now!".

HHS.gov U.S. Department of Health & Human Services

Coronavirus

I'm looking for...

HHS A-Z Index

About HHS Programs & Services Grants & Contracts Laws & Regulations

HHS > Coronavirus (COVID-19) Home

Text Resize AAA Print Share Facebook Twitter +

Coronavirus (COVID-19)

HHS and our federal partners are working together with state, local, tribal and territorial governments, public health officials, health care providers, researchers, private sector organizations and the public to execute a whole-of-America response to the COVID-19 pandemic to protect the health and safety of the American people.

I would like info on...

- > [Vaccines](#)
- > [COVID-19 Cases in the U.S.](#)
- > [When to Quarantine](#)
- > [Volunteer for a COVID-19 Clinical Trial](#)

WEAR A MASK STAY 6 FEET APART AVOID CROWDS

Cases are Rising. Act Now!

HHS Case Study

Vaccines

Discover how we develop and distribute safe and effective COVID-19 vaccines through efforts by the Food and Drug Administration (FDA) and Operation Warp Speed.

Testing

Learn about accessible testing, contact tracing, laboratory capacity, and data sharing for preventing and containing the spread of COVID-19.

CARES Act Provider Relief Fund

The CARES Act Provider Relief Fund provides \$178 billion in relief funds to hospitals and other healthcare providers on the front lines of the COVID-19 response.

Grant Opportunities and Guidance

Find information on funding opportunities and resources for HHS's grantee community during the COVID-19 pandemic.

Mental Health and Coping

Learn how you can cope with stress and other impacts to your mental health during the COVID-19 outbreak.

COVID-19 and Flu Public Education Campaign

Learn about how the campaign is working to increase public confidence in COVID-19 vaccines while reinforcing basic prevention measures.

HHS Case Study



An official website of the United States government [Here's how you know](#) Español

combat**COVID**.hhs.gov

HOME I'VE NEVER HAD COVID-19 I HAVE COVID-19 NOW I HAD COVID-19 IN THE PAST I'M A HEALTHCARE PROVIDER

JOIN THE FIGHT

Find ways to prevent, treat or help fight COVID-19.

YOU CAN COMBAT COVID-19

Scientists and healthcare providers still need your help to develop safe and effective vaccines and medicines to prevent and treat COVID-19. Scientists and healthcare providers continue to develop new vaccines and test treatments for COVID-19.

If you've never had COVID-19, you can join a clinical trial for these vaccines or for other ways to prevent the disease.

If you have COVID-19 now, learn what your treatment options are or how to join a clinical trial.

If you have had COVID-19 in the past, you can donate plasma or blood to help others recover.

- JOIN A VACCINE CLINICAL TRIAL
- LEARN ABOUT TREATMENT OPTIONS
- JOIN A TREATMENT CLINICAL TRIAL
- DONATE PLASMA TO HELP OTHERS
- VIEW THE HEALTHCARE PROVIDER'S GUIDE



It's a new world, and **one**
we weren't expecting



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- Online Government 5
- Critical Systems 1
- K-12 1
- Online Court 1

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 - Open Data & Citizen... 45
 - Performance Insights 34
 - Connected Governm... 41
 - Financial Insights 5

PRODUCT

- Socrata 177

SUCCESS STORIES

Reporting on CARES Act in Pierce County

County leverages Socrata for a data-driven approach to CARES Act spending.

[Read More](#)

BLOG

US HHS Releases New COVID-19 Data

Standardized data is available to states, local govts to use in pandemic recovery.

[Read More](#)

BLOG

How Data Kept Us Running in 2020

Local and state government organizations put data to use in 2020.

[Read More](#)

BLOG

Transformation for the Road Ahead

Tyler's President & CEO explores managing the public-sector challenges ahead.

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VIDEO

Chief Data Officers Respond to COVID-19

San Francisco & Los Angeles CDOs share strategic solutions to the COVID crisis.

[Watch](#)

BLOG

Working Groups and COVID-19 Recovery

Communities of practice help leaders quickly scale and implement solutions.

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Inspired Communities Operate Virtually

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Local governments are using Tyler's software to virtualize the community development process, connect with citizens, and continue to operate business during these unprecedented times.

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Any Questions?

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