Agenda

- Introductions (10 mins)

- Project Overview (10 mins)

  - Outcomes

  - Approach & Scope

  - Progress Update

- Discussion (35 mins)

- Wrap Up & Next Steps (5 mins)

Introductions

⚙ CivicMakers

We offer collaborative frameworks to support more equitable and effective public sector decision-making.

What we do

Improve Programs & Services

Service Design
Strategic Planning
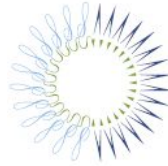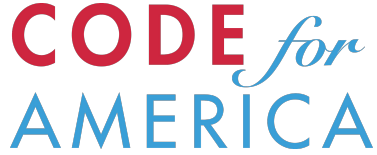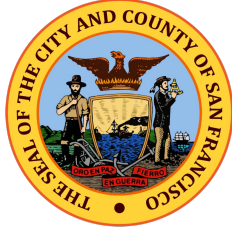Program Design
Research & Evaluation

Build Internal Capacity

Organizational Development
Change Management
Staff Trainings & Workshops

Increase Engagement

Stakeholder Engagement
Outreach & Communications
Workshop Facilitation

CITY OF **SAN JOSE**
CAPITAL OF SILICON VALLEY

City of **Santa Rosa**

CITY OF **FREMONT**

S CITY OF **STOCKTON**

City of **Thousand Oaks**

NAPA COUNTY CALIFORNIA

THE SEAL OF THE CITY AND COUNTY OF SAN FRANCISCO · ORDENAN · EN GUERRA · PAZ · FIERRO ·

CITY OF SUISUN CITY CALIFORNIA

RICHMOND CALIFORNIA AUGUST 7TH 1905

SAN RAFAEL THE CITY WITH A MISSION

CITY OF **BERKELEY**

CODE *for* **AMERICA**

C **FUSE** CORPS

THE **PEW** CHARITABLE TRUSTS

SPUR

Full Circle Fund

IMPACT **HUB** San Francisco

SAN FRANCISCO **Parks Alliance** OUR CITY, OUR PARKS.

NATIONAL PARK SERVICE

California **STATE LIBRARY** FOUNDED 1850 PRESERVING OUR HERITAGE, SHAPING OUR FUTURE

CALIFORNIA **CalVCB** VICTIM COMPENSATION BOARD

CHHS California Health & Human Services Agency

California **DEPARTMENT OF TECHNOLOGY** STRATEGY INNOVATION DELIVERY

Project Outcomes

What does success look like for the City's overall digital cities effort?

- Residents are empowered and have a shared responsibility to develop the future of digital cities technology in San Francisco. There is a transparent, ongoing dialogue with residents about digital cities technology.
- Digital cities technology is used across the City to benefit residents and City operations.
- Data is used to improve City services, and is collected, processed, and stored in a way that protects resident privacy.
- Digital cities technology and data use are managed with continuity across the City, supporting citywide goals.

What questions can public engagement help answer?

1. What are the most important problems the City should be solving for residents?

2. How do residents view privacy rights? What types of data are acceptable/comfortable for the City to collect?

3. What does meaningful dialogue and engagement with the public look like?

What does success look like for this community engagement effort?

Arrival at a Citywide vision for the deployment of digital cities technology that:

- centers the needs and priorities of residents
- is broadly endorsed
- is trusted

Deliverables

- Summaries and takeaways from each workshop
- Recommendations for Digital Cities Guiding Values
- Understanding of resident values/priorities in privacy and data collection
- Recommendations for successful dialogue going forward

Approach & Scope

Approach

A two-pronged approach including:

- Broad engagement via a "World Cafe" Community Workshop

- Targeted engagement and deep dialogue via a "Civic Assembly" of 20-30 members selected via a "Civic Lottery" process

Scope of Work

Discover & Assess
Aug - Sep 2021

- Stakeholder ID & Selection Criteria
- Internal Focus Groups
- Update Steering Committee
- Engagement Plan
- Public Outreach

>> Discovery Summary Report

Outreach & Selection
Oct - Dec 2021

- Community Workshop ("World Cafe")
- Civic Assembly Lottery
- Onboard Civic Assembly members
- Update Steering Committee

>> Established Civic Assembly

Engagement
January 2021 - April 2022

- Four (4) Civic Assembly workshops
- Broader online community engagement
- Update Steering Committee

>> Civic Assembly Workshop Summaries

Final Report
May - June 2022

- Engagement summary
- Update Steering Committee
- Final Report w/ Recommendations

>> Recommendations for Digital Cities Guiding Values, Privacy Priorities, and Ongoing Engagement

World Cafe

Set the Context
A presentation to set the context and parameters for discussion.

Small-Group Discussion Rounds
Participants rotate between small groups ("cafe tables") for 3+ twenty-minute rounds of conversation. A table host remains to summarize the previous group's conversation.

Harvest
Individuals share insights from their conversations, which are visibly recorded.

Safe and Inviting
A welcoming and safe atmosphere supports creative thinking & listening.

Digging Deeper
Progressively deeper questions uncover assumptions and get to root causes.

Connecting Diverse Perspectives
Carrying key ideas between tables enriches the possibility for surprising new insights.

Civic Lottery

Selection criteria
Clear representation goals to represent key San Francisco demographics.

Broad & targeted promotion
City-wide outreach to raise awareness of program and recruit willing participants

Select & prepare participants
Review submissions, compare to selection criteria, and conduct interviews to finalize participant list.

Representative & Equitable
Reflective of City's diverse population & desired stakeholder groups

Trustworthy
Transparent and public process

Foster Public Awareness
Inform public of Digital Cities initiative while promoting Civic Lottery

Civic Assembly

20-30 community members
Selected to be representative of the diversity of San Francisco
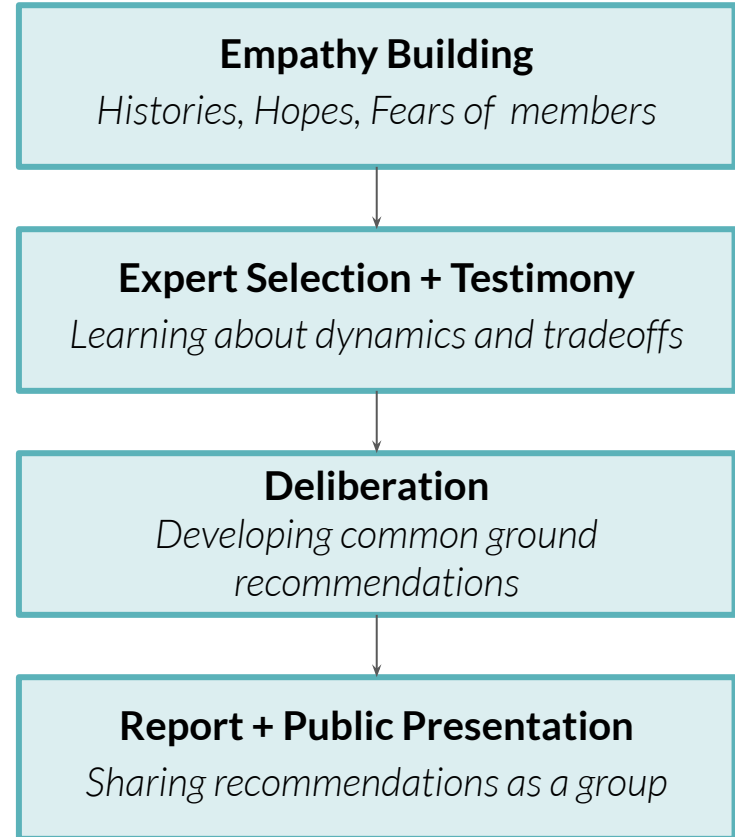
Testimony from topic experts
Chosen by members from a menu representing the range of perspectives on the issue

12 hrs of learning + deliberation
Generatively working with conflict to uncover common ground

Process journey:

Empathy Building
Histories, Hopes, Fears of members

↓

Expert Selection + Testimony
Learning about dynamics and tradeoffs

↓

Deliberation
Developing common ground recommendations

↓

Report + Public Presentation
Sharing recommendations as a group

Progress

Work in Progress

- Community Engagement & Communications Plan

  - *We would like to meet with PIOs / Community engagement staff to inform this*

- Stakeholder Assessment

  - *We would like to meet with PIOs / Community engagement staff to inform this*

- Civic Assembly Selection Criteria (**Goal**: representative of SF)

  - Education
  - Income
  - Age
  - Race
  - Language

  - Supervisor District
  - Industry
  - Smart phone or internet usage
  - Disability

Discussion

Discussion Questions

Project Outcomes & Ongoing Engagement (10 mins)

- Does this align with where you think we're trying to go? (see slides 8 - 11)

- What outcomes will be most useful to you? Are we missing anything?

- We will provide updates to the Steering Committee at each stage of the project. How do you want to receive updates?

- How will you share information about this project with your departments?

Discussion Questions

Use Cases (15 mins)

- What are the primary use cases that you have in mind in terms of smart city / sensor technology?
    - *We may use these to guide public conversation at the workshop or during Civic Assembly meetings.*

Civic Assembly Selection Criteria (5 mins)

- Are these the right criteria (see slide 19)? What else should we consider?

Next Steps

Monday, September 20, 3 - 4pm

Meeting with PIOs and Community Engagement staff

- Who else on your teams should we invite to discuss our communications and engagement plan?

Thank you!

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CivicMakers