Fast, Fun, and Fervent
Digital Governance in Pennsylvania – Successes, Opportunities, and Challenges – Recommendations for the Pennsylvania State Planning Board

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Digitizing Governance in Homestead and West Homestead

The State of Digital Governance in Pennsylvania
April 25, 2016
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Max Cercone  Joshua Thomas
Ziqiao Chen  Tracy Xu
Patrick Conners  Shalu Xue
Susan Gilbert  Jia Yan
Lucy Gillespie

Expediting the Expansion of Digital Governance and Planning by Pennsylvania Municipalities
April 2017 Report
Emily Hammers, Max Harleman, Brett Morgan, Kara Olson, Michael Roth, Anna Salvador, Taylor Stessney, Liu Zhang
Faculty Advisor: Professor Sabina Deitrick
University of Pittsburgh

APA PA Student Project Award Winner 2017!
What can digital governance and planning do?
What can digital governance and planning do?
To Achieve Digital Maturity, You Need:

• Strategy
• Culture
• Workforce
• User-focus
• Leadership
• Engagement
Survey Results -- Digital maturity of PA municipalities

- Maturing: 15%
- Early: 18%
- Developing: 67%
Example: Leadership

Q8: Our elected officials encourage the use of digital technologies.

- **Strongly agree**
- **Agree**
- **Disagree**
- **Strongly Disagree**
Governor’s Charge to the State Planning Board

The State Planning Board, which was first established in 1929, was reconstituted by Act 41 of 1989, as an advisory board within the Governor’s Office entrusted with the following powers and duties:

1. Conduct research and collect, compile and analyze data bearing upon social, economic, physical, demographic, and other factors which may influence the present and future welfare of the Commonwealth.
2. Monitor national and State trends, identify issues of potential interest and concern to the Commonwealth and prepare for the Governor and the General Assembly on an annual basis, or more often if necessary, reports detailing the findings of the board.

Governor Wolf’s Charge – How does the fragmentation of government at the state, county and local level affect decision-making on issues such as school funding?

Governor Wolf’s Charge – How can the state do more to support Pennsylvania’s struggling older cities and towns? Identify policies, including tax policies, which contribute to the divide between urban and suburban areas, and to the twin challenges of concentrated poverty and sprawl.
Lessons for the PA State Planning Board: Digital Technology and Digital Maturity Requires Solutions at Different Operational Levels

1. Technology
2. Equity Improvements
3. Statewide Policies
Internal Technological Solutions

- Digitizing Paper Records
- Employing Cloud-Based Strategies
- Adopting Within Department Applications
### Stages of Digital Maturity

<table>
<thead>
<tr>
<th>Stages of Digital Maturity</th>
<th>Question 21: My local government has a document retention policy.</th>
<th>Yes</th>
<th>No</th>
<th>Question 22: My local government has a strategy to electronically reproduce documents and other data in the event of a disaster.</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early</td>
<td></td>
<td>83%</td>
<td>17%</td>
<td></td>
<td>12%</td>
<td>88%</td>
</tr>
<tr>
<td>Developing</td>
<td></td>
<td>87%</td>
<td>13%</td>
<td></td>
<td>42%</td>
<td>58%</td>
</tr>
<tr>
<td>Maturing</td>
<td></td>
<td>93%</td>
<td>7%</td>
<td></td>
<td>78%</td>
<td>22%</td>
</tr>
</tbody>
</table>
Statewide Policies -- Digitizing Paper Records

DCED should standardize document retention by requiring municipalities to digitize their records.

DCED should lead the effort to design and implement a statewide policy that sets a timeline for digital storage of all records that are required by state agencies.
# Cross Jurisdictional: Chief Data Officer

- Statewide CDO
- Regional CDOs at MPOs/RPOs
- COGs

<table>
<thead>
<tr>
<th>State</th>
<th>Chief Data Officer</th>
<th>Date Hired</th>
<th>Bio of CDO</th>
<th>Open Data Score</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Rick Boyce</td>
<td>Feb. 2016</td>
<td>Boyce used be a Y2K coordinator and served at Office of Information Tech in 2014.</td>
<td>37%</td>
<td></td>
</tr>
<tr>
<td>California</td>
<td>Zachary Townsend</td>
<td>Jun. 2016</td>
<td>Townsend was a tech executive in Silicon Valley.</td>
<td>42%</td>
<td>Leads the development of statewide data sharing policies</td>
</tr>
<tr>
<td>Colorado</td>
<td>Jon Gottsegen</td>
<td>Apr. 2016</td>
<td>Gottsegen used to be a state GIS coordinator</td>
<td>57%</td>
<td>Developed open data strategy Promoted interoperability of data assets among state entities</td>
</tr>
<tr>
<td>Connecticut</td>
<td>Tyler Kleykamp</td>
<td>Feb. 2014</td>
<td>Kleykamp worked on GIS databases</td>
<td>84%</td>
<td>Standardized and manages data assets</td>
</tr>
<tr>
<td>New Jersey</td>
<td>Liz Rowe</td>
<td>Mar. 2015</td>
<td>Codified the CDO position into state law</td>
<td>43%</td>
<td>Developed a dataset format standard across all agencies Monitors and ensure compliance</td>
</tr>
<tr>
<td>New York</td>
<td>Todd Harbour</td>
<td>Nov. 2016</td>
<td>Harbour was a senior federal government official based in D.C.</td>
<td>74%</td>
<td>Developed data governance strategy Unified information architecture Coordinates data sharing Maintains master data</td>
</tr>
<tr>
<td>North Carolina</td>
<td>John Correllus</td>
<td>Apr. 2016</td>
<td>Correllus served as director of NC government Data Analytics Center</td>
<td>56%</td>
<td>Manages master data, governance, standards and data architectures.</td>
</tr>
<tr>
<td>Tennessee</td>
<td>Jeffrey Kriseman</td>
<td>Nov. 2015</td>
<td>Kriseman was chief public health informatics officer in TN Dep’t of Public Health.</td>
<td>51%</td>
<td></td>
</tr>
</tbody>
</table>

PennDOT Bike/Ped Coordinator as Model
Improve Equity through Digital Governance

“The impact of disability is radically changed on the Web because the Web removes barriers to communication and interaction that many people face in the physical world” (W3C 2017).

“Digital Equity is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy. Digital Equity is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services” (National Digital Inclusion Alliance 2017).
Equity: Let’s see where we are (at) on Internet Access

• 90% of PA has access to wired broadband 25 megabits per second or faster ... BUT on the other hand:
  
  ▪ 1.3 million people don’t have connections capable of 25 Mbps.
  
  ▪ 115,000 people in Pennsylvania don't have any wired internet providers where they live.
Training:

- **PATH Site Update**
• We recommend DCED engage local governments & other stakeholders at the regional level to design and implement “Digital Adoption Plans.”

• Engage through MPOs, RPOs, LDDs, COGs

• Seminars and forums at: PSATs, PA Digital Gov’t Summit, PA State Assn of Boroughs, PA Municipal League, PA Electronic Gov’t Consortium
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