

General

How would you like to see the City use information technology in the future?

Rank

1 Implement a privacy policy, to protect people's information, citizen's privacy

Not broadcast water meter data

2 City set up a system where the information is not a closed-system, so that one someone makes a ticket on iReport, everyone sees it - more transparency, also with in the application software itself

More ways of including people in regular committee meetings, other public meetings besides the City's website

Where and when are street closed the day of closure

Are there specific examples of how information technology has been used in other communities or organizations that might provide guidance for Cambridge?

Rank

1 Boston's - iReport like App - look at all of Boston's IT Innovation where it is not within the departments, but within a separate entity

NYC - has map that indicates which streets are closed day of so people can check it in current time

1 Chicago - has a volunteer snow shovel app, so that if people need help, they can find volunteers in their neighborhoods or other volunteering opportunities

2 Edmonton, in Alberta Canada - the City should check out their technology program, and implemented a citizen budgeting program/participatory budgeting, allowing the community to help with the allocation of city funds

events.college.harvard.edu - an internal events Calendar at Harvard that is slick, with a good filtering system

Is there anything else that you want to tell the City that you think would be helpful as it develops an Information Technology Strategic Vision?

Rank

Make sure that all information access is available to Public Housing and all of Cambridge, through for example, making wi-fi available in all of the City

Signs and traditional marketing should still be a part of the City's public information initiatives

Allocate additional hours and funds to keeping the City's libraries computer labs open, especially on the weekend

1 Gender representation is lacking in the IT Department and Community Team should have better gender diversity
The City should look into an Municipal Internet Access Program, it can be a public amenity and help provide internet access to those who do currently not have any

Parking Lot

Traffic Cameras - do we have them?
Privacy Policy - does Cambridge have one?
Having City Staff be have more knowledge on what other communities are doing regarding IT
The IT Survey had a low response rate and is not representative of the Cambridge population - it only accounts for .03% of the population

Improve the City Calendar - so that when you look at a particular day, you can see time and location of each particular event that day, and categorize the day's events

Making maps with better traffic information - such as showing one way streets on maps, traffic laws, locations of major points of interest

Better search ability on the City's website - top level searching is currently not effective, and 3 sublevels may not have any search options at all

Minuteman Library Web access system is great

Brookline had/has a municipal internet access program, one hour is free, but then there is pay program

2 Have Wi-Fi access throughout the City

General

How would you like to see the City use information technology in the future?

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complete wireless access throughout the city (like harvard or mit)

create a forum on city website for citizens/residents to publish their views and elicit input from residents on how city should develop put directories of local cambridge-based resources, businesses, etc. on-line (whitepages etc) - possibly on library website

technology and the internet is a just a tool; keep in mind personal aspect that it should be used to promote better life, access services, build community - there should be city staff who considers consequences and ramifications of technology especially from the resident's perspective so that technology and city websites help residents who are not focused on technology consider holding meetings where city depts review for residents all the information on city websites; will help in making city policies more transparent and bring residents together consider ways in which residents may be able to call into public hearings if they cant be there

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these are all good ideas and should be considered priorities

broadcast city public meetings on the web so that residents can see what happens
create better ways for city to connect with residents and gather input from residents

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Would like an easy way to find City Board information and contact information for Board Members (emails and phone numbers). Also upcoming meetings in a calendar for each Board. Minutes should be posted on the Board's website. Should be links to google Earth or the Assessors Property Database for an aerial and/or street view for commercially addressed agenda items.

- 2 Important that it all be consolidated. Information Ombudsman, people to help navigate web pages, i.e. GIS data Telepresence (videolink) for testimony without a physical presence at City meetings. Make sure City meetings are broadcast over the internet and
- 3 available for streaming. Put CCTV programming online. Fund CCTV directly. Explore deploying our own municipal internet
- 1 system. Improve internet access. Use Google maps to present GIS data. Develop a webpage that has both a map and a sidebar. So you could click on "Arts" and it would
- 2 display all "Arts" events.

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Use data analytics to improve City services and make that available to the citizenry. For instance, can we see how quickly potholes are being filled (i.e. CityStat) - blogs.wsj.com/cio/2012/05/03/big-data-doesn%E2%80%99t-work-without-big-management/

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Find ways to get input from citizens regarding IT needs from those who do not have internet access.

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Parking Lot

Add in functionality for interface to various calendars for residents (mobile devices, google 2 calendars)

Some way on the website to facilitate common shared community interests (i.e. walking tours of neighborhoods)

Map the retail stores and restaurants in the City.

Cover the City with wi-fi access points, particularly 1 main streets, parks and housing devs.

Use encryption technology to prevent anyone from reading your water usage.

Use iReport for parking violations.

Improve the way that you can find staff phone 2 numbers and email addresses.

2 Simplifying and improving the City website.