



## Raising Open and User-friendly Transparency- Enabling Technologies for Public Administrations



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### D5.2 Research Report Second Year

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WISE & MUNRO



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## EXECUTIVE SUMMARY

This document describes work carried out during the second year of the ROUTE-TO-PA project, within Workpackage 5, “Evaluation, Verification, and Validation (pilots)”. The principal task active during this year was T5.2, “Year 2 user scenario building and evaluation” (M13-24). (1) In terms of this task (T5.2), the main body of this document presents five pilot reports, in which the activities at the five pilot sites are documented and evaluated. At all sites, users have been involved in various types of activities with the tools, including usability work, curation of open data using TET, and collaborative sessions with SPOD. To avoid long lists, detailed user comments about the technology are not reported, these are integrated in D4.3 (beta version of SPOD) and D4.5 (beta version of TET).

This report comes in three parts, the main part being the pilot reports (Part A), which have been promoted to primary status after of the review in March 2016. The second part (Part b) contains six research reports, about each of the pilots, and about an additional activity with the tools conducted at Salerno. The research reports contain analyses of collaborations in selected SPOD sessions. In part, these analyses conform the integrated analysis model presented in D3.2, in part, they were already carried out before that method was available. Some interpretations going beyond the integrated method concern the comparisons between the outcomes of the different SPOD sessions. An interesting question is about the possibilities for the consortium to change organisational practice in order to integrate use of open data and our technology within the organisations. It seems that these possibilities are highly different between the pilots, due to human rather than technological factors. The third part (Part C) contains the protocols of the sessions, annotated and analysed by the researchers, in order to get a detailed impression of the user activities. We should be aware of the situation our users are in, and will be in in the future, which is being part of a social medium, rather than of a well-structured and planned organisational activity. This means we should look at supporting their interactions and collaborations, whatever their nature, as they occur. A foreseen GUIDE (D6.4) should be supportive for our future users.

During the final year of the project, the focus will be on community building and on further evaluation work, exploiting our advanced understanding of scenarios and our work on the integrated evaluation approach.

# 1 PART A: PILOT REPORTS AND MAIN CONCLUSION

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## 1.1 INTRODUCTION

*By Jerry Andriessen*

The structure of this deliverable has changed compared to D5.1. Foremost, we have put the pilot partners' reports as the core of the deliverable. Pilot partners were asked to report on their activities using the template provided in the appendix. Their drafts were edited and then discussed during the Salerno meeting in January 2017.

The role of the pilots has not only changed in the reporting section. After the review in March 2016, we have undertaken a number of efforts in order to increase the integration of the pilots in the research and development work of the project, and also to increase their mutual alignment in innovation activities and community building. After March 2016, we undertook the following actions, as part of our co-creation approach:

- *To stimulate the pilot partners to organise joint sessions at project meetings.*

Starting at the Warsaw project meeting in May, the pilot partners organised a session on technology, scenarios and on implementation. All other partners participated, on the explicit request of the pilot partners. Pilots presented their ideas and issues, which served as an input to further planning of their activities with the tools during the remainder of the second year. WP5 leadership explicitly insisted on pilots using the technology, not only for purposes of usability, but also in order to gain understanding about the possible scenarios that the tools would afford, including the constraints and preparations that such use would require. It appeared to be crucial for all to spend time in subsequent meetings on further issues involved in the design of scenarios for use by stakeholders.

- *To organise regular skypes with the pilot partners, for discussing success criteria and scenario design, attempting to join several pilot partners in the same session.*

After the Warsaw meeting, WP5 leader and coordinator organised several video conferences with the pilot partners. The first topic was the formulation of success criteria, related to both the goals of the project, and the local needs and constraints at the pilot partners' sites. The requirement of measurable success criteria already resulted in different types of such criteria, that is, at different levels of concreteness, and also related in different ways to the goals of the organisation. Pilot sites greatly differed in their concrete aims to embed our technology, although these aims looked similar at the more general level: increased interaction between citizens and public administrators through Open Data. For the design of the scenarios which were to realise the success criteria, many practical and cultural issues emerged, often related to the recruitment of stakeholders and the willingness of the pilot site to submit them to technology under construction. Here also, different approaches were needed. This issue will also be taken up further in the conclusion section.

- *To centralise pilot partners' evaluation approach (September, October)*

After the summer, less than three months after the Warsaw meeting, another project meeting was organised at the site of one of our pilot partners, the Prato team. We further discussed the success criteria and scenarios, now within the perspective of evaluation. Here again, partners had very different ideas about evaluation, and this also included the views of the research partners. It took quite some discussion to arrive at a joint approach, including perceptions of user about usefulness (user & technology levels) and possible impact at a shorter or longer term (societal level), as well as an analysis of their behaviour (contributions to the discussion) when using the tools (community level). These discussions led to the organisation of a researcher workshop in Paris, end of October, where all researchers joined. The discussions focused on the dialogue games approach to analysing SPOD interactions. Also, we discussed the integration of the levels of evaluation in a joint approach. This resulted in the formulation of four main questions to be answered by our evaluation approach. All of this is thoroughly discussed in D3.2

- *Contributing to a joint analysis and production of coherent report (November, December)*

We decided that research partners would analyse outcomes of the pilot activities with tools, exploiting the joint evaluation approach during the third year, as far as possible. Of course, this could only apply to recent activities. We designed a template for the year 2 reports and managed the production of these reports by the pilot partners. Evaluation by research teams explicitly focused on the pilot partners activities. Analysis of the dialogue activities required additional coaching.

- *Discussing joint conclusions (January).*

During the Salerno meeting in January 2017, researchers and some of the pilot partners discussed joint conclusions, lessons learned, and plans for the final year. The conclusion section of this report (Chapter 6) presents this discussion.

As a tentative result, the interactions between project partners have increased, nevertheless the goals of the pilot partners, although similar, are shaped within their own contextual boundaries. Nevertheless, we (as a consortium) have identified a number of similar issues and obstacles, at all pilot sites, related not so much to the design of the tool, but to the organisational conditions: political developments, the state of use of Open Data in many cities in Europe, and the culture of collaboration within public administrations and between public administrations in Europe. The conclusion section will further elaborate on these matters.

This report comes in three parts.

D5.2 ( Part A), for which this is the introduction, contains the pilot reports of activities during year 2, including their aims and objectives, and short conclusions about these experiences. Pilots have produced their own reports according to a joint template (see appendix 1), reports were subsequently edited by the WP5 editor, discussed at the Salerno meeting, and finalised in collaboration with the pilots. The results of the empirical activities will be briefly discussed and evaluated. More detailed analyses are in the research reports (Part B). At the end we present our main conclusions, shared by all, as the result of a workshop in Salerno in January.

D5.2 (Part B), with a separate introduction and conclusions, contains the researchers evaluation of (some of) the pilot activities. Results are presented in more detail, and more precise information is provided on methods and the activities of the users.

D5.2 (Part C) contains a set of tables and verbatim protocols, including their analysis.

## 1.2 PILOT REPORT PRATO

*By Paolo Boscolo & Elena Palmisano*

### 1.2.1 OBJECTIVES

The objectives of the pilot activities in the second year of the project (February 2016 – January 2017) have been the following:

- To give visibility to the project rationale and tools in the local/regional context
- To test and provide feedback to the developing team in order to enable the SPOD/TET platform functionalities useful for pilot deploying.
- To set up and check the open datasets and access/delivery tools to make data available for pilot users.
- To define application scenarios and users for pilot activities.
- To launch the first pilot action and monitor initial results in order to plan required adjustments.

### 1.2.2 RELATION TO ORGANISATION OBJECTIVES

Prato is a pilot city for the Route-to-PA project and this will give the opportunity to further develop the process of implementation of local policies for the publication and exploitation of open data that have been already activated by the City of Prato in the framework of international, national and local regulations.

The Digital Agenda for Europe 2010-2020 with action 3 "Open up public data resources for re- use" aims at transforming public information into development opportunities and work: the action asserts that public administration produces a vast amount of data that can become the raw material for new, innovative and crosscutting applications and services. At a national level, the Legislative Decree 36 of 24 January 2006 , transposing the Directive Directive n . 2003/98 / EC of the European Parliament and of the Council of 17 November 2003 on the reuse of public sector information, governs the procedures for re-use of documents containing public data in the availability of public administration and gives public administration the right to allow or disallow reuse of data, while pursuing the purpose of enabling the reusability of information, in accordance with fair, reasonable and non-discriminatory procedures. Moreover, the Legislative Decree 7 March 2005 n . 82 (Digital Administration Code), as amended by Decree - Law 18 October 2012, n . 179, converted with amendments by Law 17 December 2012, n . 221, states that public administrations must publish on their website a catalog of data, metadata and related databases in their possession and regulations governing the exercise of the power of ICT access and re-use, except for the data on tax Registry.

In order to activate and support such processes, the City of Prato has approved in 2014 a specific Regulation for the discipline of a) the identification of the data excluded from publication; b) the publication and the exercise of the right to electronic access to public information; c) re-use of public data. Meanwhile, an agreement with the Province of Prato was established, to include the City of Prato in the Open Data Network (ODN) initiative, a project carried out by a group of Public Administrations in Tuscany - Province of Florence, Province of Prato, Province of Pistoia and the Arno River Basin Authority, who decided to work together to build a highly scalable federated system for the "open" publication of their data. Therefore, the ODN represents for the City of Prato the technological framework for the publication and management of open data and the Route-to-PA project will give the opportunity for extending the system functionalities by adding through SPOD and TET social interaction and data consultation facilities, to foster citizens' participation in the access and re-use of open data, to promote data-driven innovation and encourage collaboration towards the research and development of new data related

applications. The final aim will be to create better services, solve different sorts of urban challenges and create new business opportunities.

In the second year, pilot activity were focused on citizens' participation in the identification of new locations for free wifi hot-spots in the city (participative democracy model).

### 1.2.3 CONTEXT AND ACTIVITIES

#### 1.2.3.1 (A) CONTEXT

The pilot activities started in the second year are mainly related with the enlargement of the free wi-fi network in the city. The City of Prato is going to place a new set of wi-fi antennas in different areas of the city, in addition to those already in place. The idea is to involve the population in the identification of the new spots, in order to satisfy specific connection needs. The SPOD platform can be used as an effective tool to create discussions on the topic on the basis of available datasets and generate some proposals addressed to the public administration on possible locations for the new antennas.

The project activities in the Prato Municipality are carried out by the internal staff of the Information Service and by supporting professional staff, including PIN S.c.r.l. as a subcontractor. The Municipality internal staff manages the Open Data platform (ODN) and takes care of open data publishing, according to national standards. Activities related to transparency and Open Data are discussed and carried out in accordance with the Deputy Mayor for Innovation, who gives the political guidelines for the Administration approach.

A group of stakeholders were involved in the pilot activities for the enlargement of the free wifi network in the city: schools, businesses, associations.

#### 1.2.3.2 (B) ACTIVITIES

##### **Main challenges**

During the second year, our main challenge was to overcome some technological barriers, and to support potential users of the platform in understanding its possible impact and the practical issues involved.

Technological barriers were mainly related to the architecture of the Open Data delivery platform in Prato (ODN), which is not directly supporting APIs required for SPOD usage. In the first year this problem was overcome by adding a new CKAN platform harvesting data from the original one, where APIs were available. In the second year a further step was made in trying and integrating the TET platform directly in the process with the support of Galway partner, by making it the harvesting platform. The plan here was to substitute the original open data platform with TET one and this is something that will be investigated in the third year, when sustainable management of SPOD/TET after the end of the project will be defined.

A further challenge was represented by the adaptation of internal data publication procedures to the Open Data paradigm exploited by the Route-to-PA project and this required several check operations to reach the needed data quality. This was mainly due to the fact that open data published by the administration was originally mostly in "close" format (e.g. pdf or elaborated Excel), not compatible with SPOD supported formats. A lot of works was then needed to provide clean datasets and several checks were required to verify their compliance with SPOD requirements. Although internal and supporting staff were all well acquainted with the Open Data concept, some training was required to adapt internal procedures for data release to the Route-to-PA approach.

Another issue was given by the lack of comprehension on Open Data potential on behalf of local stakeholders, so the launch of the pilot was also the occasion to discuss the point with some of them. The social approach fostered by the project was considered a very interesting added value by all.

### Activities

1. To give visibility to the project rationale and tools in local/regional context

An event was organised in the Prato City Hall on 11/02/2016 to present the project to Tuscan regional administrations and local stakeholders and to exploit the usage of the SPOD platform as a support for open data strategies within municipalities.

2. To test and provide feedback to the platform developing team

According to the release plan of the SPOD/TET platform set up by technical partners, all the provided versions have been checked and several feedbacks were given to the developers. Due to the very productive work of the technical staff, this work was rather effort consuming but gave very satisfactory results and was very useful for the pilot deploying. Within such activities can be included the contribution to the preparation of tutorial videos, carried out with PIN's support.

3. To set up and check the open datasets and access/delivery tools to make data available for pilot users.

This activity was rather effort consuming, as internal data publishing procedures had to be re-shaped in order to get compliant with the project requirements. All published datasets (120 at the time being, in 6 different categories) had to be checked and many of them required several restyling before the final publication on the ODN platform and the harvesting on the CKAN and eventually on the Prato TET platform.

4. To define application scenarios and users for pilot activities.

Two main scenarios for pilot activities were identified. The first one, launched in the final part of the second year, was related to the enlargement of the free wifi network in the city with citizens' contribution. The second one, to be activated in the third year, is related with the city budget analysis and possible implementation of a participatory budget experience. The plan included the identification of interested stakeholders for each scenario, the definition of involvement procedures and the proposal of some KPI for pilot evaluation.

5. To launch the first pilot action and monitor initial results in order to plan required adjustments.

The launch of the pilot on free wifi network included the following activities:

- preparation of the SPOD/TET environment, carried out together with the technical partners;
- preparation of advertising/explanatory materials (brochure, blog text, video, slides)
- preparation of the kick-off event on 14/11/2016 at the Prato City Council, in collaboration with the project co-ordinator;
- press conference on 14/11/2016 at the Prato City Council
- sending of several invitations to a set of identified stakeholder to participate to the pilot activities
- advertisements on the Municipalities' social networks and websites, PIN's website and communication channels.



Meeting with stakeholders on 14/11/2016.

As far as our role in the project is concerned, the role of the City of Prato in the second year of the project was devoted to the following issues:

- setting up of the technological environment for accessing local open datasets in pilot activities
- preparation and check of local open datasets
- provision of feedback on the SPOD/TET platform
- planning and managing of the local pilot activities
- contribution to the preparation of tutorials and advertising materials

The work required a continuous and profitable collaboration with the project partners, in particular:

- University of Salerno for all the aspects concerning technological issues in the SPOD platform deployment, feedback, open data access procedures, platform usability.
- Insight Centre For Data Analytics (Galway) for all aspects concerning technological issues in the TET platform deployment, including feedback, string translation, data harvesting.
- Open Knowledge Foundation, for aspects related with community building on pilot topics.
- Wise & Munro Learning Research, for all aspects related with pilot planning and evaluation.

The collaboration with technological partners (University of Salerno and Galway) provided as a final result a stabilized version of the SPOD/TET platform, including most of the provided feedback and ready for a field test in the pilot action. Such collaboration was carried out through different channels: mail exchange, telephone calls, Skype and Hangouts, meetings. Feedback on SPOD/TET platform were provided both by specific template forms and emails or phone calls.

The collaboration with OKF and Wise&Munro was mainly via email and audioconference and included the joint production of specific planning documents.

Some collaboration was activated also with other pilot cities, mainly by audioconference, in order to exchange opinions and experiences in the pilot organisation issues.

## **Summary of activities in year 2**

1. To test and provide feedback to the platform developing team (M13 – M24)



Such activity was carried out all along the second year while different platform versions were released and included several issues, as reported in the following table:

Issue	How	Output
SPOD platform technical features and open dataset compliance	<p>Online test of each functionality by 5 users from the staff in the municipality who tested:</p> <ul style="list-style-type: none"> <li>platform interface and functionalities</li> <li>provided datasets to check compliance with SPOD requirements</li> </ul> <p>Several iterations were carried out particularly to check data quality.</p>	<ul style="list-style-type: none"> <li>Technical notes reporting bugs and feedbacks sent to the Salerno team</li> <li>Mails to the Salerno team reporting bugs and feedbacks</li> <li>Telephone calls and audioconference with the Salerno team discussing bugs and feedbacks</li> </ul>
Usability of SPOD platform in pilot identified scenarios	Simulation of pilot implementation: 2 members of internal staff simulated on the platform actions by users to identify possible weak points and problems.	<ul style="list-style-type: none"> <li>Comments and improvement requests provided to the Salerno team via emails, telephone calls and audioconferences</li> </ul>
Co-creation features	Identification of different co-creation opportunities in the pilot scenarios: 2 users of the internal staff tested the co-creation features on SPOD by simulating dataset co-creation and publication, dataset building and inclusion in posts on SPOD.	<ul style="list-style-type: none"> <li>Comments and improvement requests provided to the Salerno team via emails, telephone calls and audioconferences</li> </ul>
TET platform interface translation and test	<p>Interface translation: 2 users from internal staff translated interface descriptive strings provided by Galway partner.</p> <p>On line test of the interface: 2 users from the internal staff tested the provided interface by accessing all the available functionalities.</p>	<ul style="list-style-type: none"> <li>Provision of interface translation in Italian in Excel documents</li> <li>Comments and suggestion provided by email to the Galway partner</li> </ul>

Interaction between SPOD and TET platform in the pilot scenarios	2 users from the internal staff tested the available integration features between SPOD and TET, to identify possible improvements.	<ul style="list-style-type: none"> <li>Provision of feedback on platform integration solutions (via email) both to the Salerno and Galway team</li> </ul>
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2. To set up and check the open datasets and access/delivery tools to make data available for pilot users (M13-M21)

This activity included the preparation of the technical environment for dataset access and the identification, selection, preparation and publication of the open datasets to be published on the ODN platform, for both specific pilot needs and general purposes, as detailed in the following table:

Issue	How	Output
Configuration of the open data access procedure	Set up of a local CKAN platform for the harvesting of local datasets on ODN	Local CKAN platform with implemented API feature for open data access
Selection of relevant datasets for publication	Definition of pilot scenarios and requirements. Analysis of publishing procedures and coherence with national regulations.	120 available datasets in 6 different categories on ODN platform harvested by Prato CKAN platform
Check and correction of all published dataset to ensure SPOD compliance	Test of each dataset format through the SPOD controllet	120 available datasets in 6 different categories on ODN platform, harvested by Prato CKAN platform and accessible by the SPOD controllet
Final configuration of dataset access procedure	Harvesting of ODN platform by the Prato-TET platform	120 available datasets in 6 different categories on ODN platform, harvested by Prato-TET platform and accessible by the SPOD controllet

3. To define application scenarios and users for pilot activities. (M17-M22)

The activities in this task are summarised in the table below:

Issue	How	Output
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Identification of possible pilot scenarios and related evaluation criteria.	Discussions with the Deputy Mayor and internal staff. Discussion with project partners. Analysis of available data resources.	Documents including pilot plan and evaluation criteria
Identification of pilot users/stakeholders and involvement methods.	Discussions with the Deputy Mayor and internal staff. Discussion with project partners.	Documents including pilot plan and evaluation criteria
Selection of required datasets for pilot activities	Check with internal technical staff	Documents including pilot plan and evaluation criteria. Revised open datasets
Definition of pilot schedule	Discussions with the Deputy Mayor and internal staff. Discussion with project partners.	Documents including pilot plan and evaluation criteria

4. To launch the first pilot action and monitor initial results in order to plan required adjustments. (M22-M24 and continuing).

The SPOD/TET platform will be used to identify new locations for the upgrade of the free wifi network in the city that the administration is carrying out. Citizens are invited to register on the platform and to participate in discussions on the topic by proposing new datasets on possible hot-spot locations. Datasets will be built through the co-creation functionality available on the platform and the most interesting proposals will be taken into account by the Administration.

A specific room in the Agora has been created for discussions and a co-creation room is also available for users' contribution in the dataset. The pilot will be active at least until summer time and will be supported by advertising information through social media channels, paper brochures, promoting videos, blog articles.

The activities regarding the first pilot action on the city free wifi network are reported in the table below:

Issue	How	Output
Set up of the pilot environment on the SPOD/TET platform	Preparation of a specific room in the agora for discussions on the wi-fi topic. Preparation of explanatory material: posts and datalet in the platforms, blog articles.	Room in the Agora, posts and datalets, blogs articles on the platform.
Organisation of a kick-off meeting with stakeholders in the City Council (14/11/2016)	Sending of invitations to selected stakeholders. Presentation of the SPOD/TET platform by the project co-	About 20 participants.

	ordinator and the Deputy Mayor for Innovation.	
Press conference after the kick-off meeting	Sending invitations to the main local newspaper and TVs	3 present journalists, several press releases available: <a href="#">Il Tirreno</a> (local edition), <a href="#">Notizie di Prato</a> , <a href="#">TV-Prato</a> platform, <a href="#">Municipality of Prato</a> website, <a href="#">PIN scrI</a> website, <a href="#">Prato facebook</a> site
Start of pilot activities	Users' engagement on the platform and first evaluation	More than 70 users registered on the platform, co-created datasets activated.

### 1.2.3.3 (C) OUTCOMES AND EVALUATION

#### Perceptions

During the preparatory activities with stakeholders, many positive comments were collected and all the involved persons were confident that the SPOD/TET platform would be a very interesting tool to manage citizens' participation and contribution to the city life. In particular, the co-creation feature was considered a great opportunity to build interesting datasets on different issues through the users' collaboration, e.g. the case of the "Museum of Computer" hosted in the Technical Commercial Institute "P. Dagomari", where students and teachers are involved in building a co-created datasets of all similar museums in Italy.

Recommendation for the platform builders have focused on different features, mainly the co-creation and the main page management, including integration between SPOD and TET. All comments are reported in the provided feedback documents, in the exchanged mails and have been recorded on <https://github.com/routetopa>.

Community activities will be analysed at a later stage, as they are still ongoing, nonetheless, some initial results are available in terms of opened rooms in the Agorà, discussions in the rooms, and contributions to datasets building. All the involved stakeholders have shown a deep interest in the project tools and opportunities and also the City Council members assumed that the SPOD/TET platform should be adopted to improve public debate, for example on the city budget issue that will be the object of the next pilot action in the third year. This means that the city administration is going to include the project tools among the consultation/participation instruments usually adopted in public debates and this will lead also to a possible re-shaping of such activities.

#### **Research Report**

*By Mirjam Pardijs, Wise & Munro, learning research*

A more elaborated research report of the ongoing first pilot can be found in D5.2b. The main - preliminary - findings are reported here.

The scenario of this first pilot can be characterized as a consultation type scenario. Citizens of Prato are asked about their ideas concerning new WIFI-spots in de town. Everyone can participate in the discussion and give his

or her ideas for new WIFI spots. Other specifics are not given (e.g., time-frame of the scenario, limitations or restrictions to the number of WIFI spots etc.). It is therefore a very open scenario that can develop during the course of action.

This scenario is introduced in a public meeting, through Facebook and in a blogpost on SPOD. In the meeting potentially interested citizens have got acquainted with the Route-to-PA project, the tools and the consultation question. The blog and Facebook posts do the same and also serve to get people involved and active in the discussion. The Agora is used as place for discussion.

### **Development of the scenario**

After two months there are already a few developments in the scenario. First: next to the Agora as place for discussion, a co-creation data room has been created as well. In this room the participants are creating a dataset with all the suggested new WIFI points. New participants in the discussion are invited to join this room as well. We can say that the scenario has given its first clear goal in the form of an tangible outcome: at the end there will be a jointly created dataset.

Second: after a few weeks in which contributions were mostly in the form of a suggestion of a WIFI spot with some arguments for it, we can see new sorts of contributions arise. Two types can be distinguished: contributions in which *underlying parameters* are discussed, such as budget limitations or general aims with WIFI in the town, and contributions regarding *the dataset* that is being created (e.g., what kind of variables in the dataset).

Starting with an open scenario as this has its risks: how to get people involved and keep them involved? On the other hand, these open scenarios also have the possibility to absorb suggestions and ideas of the participating citizens and this can make these type of scenarios surprising and interesting and a way to boost creative interaction between citizens and PA.

### **The role of Moderation**

We see strong moderation in the current scenario. This is done by one of the initiators of the scenario. She is part of the Prato team but not a PA. The moderator makes three types of contributions:

- (1) Contributions in which she *introduces* the scenario: what is the consultation questions and what are the citizens supposed to do. She explains that citizens can suggest WIFI points, but that they need to add reasons for these new points. Furthermore she explains the role of data, and how the citizens can use datasets to check or substantiate their arguments with information from datasets.
- (2) Contributions regarding *regulation* of the discussion. Examples are welcoming new participants, suggesting a next step, inviting participants to additional co-creation data room.
- (3) Contributions in which she gives an *example* of what citizens could/should do in the tool. These contributions differ from the first ones, because in these contributions she actually does the example behavior and does not just explain what participants can do. In these contributions she is therefore involved in the discussion itself. These contributions always involve sharing a visualization of a dataset as a reference to an argument.

Especially this last type of moderation stands out. What is asked of citizens and PA in SPOD (data driven discussions) is not easy and few (if any) participants have had any experience with such discussion before. Moderation by example behavior, instead of or in addition to making suggestions as to what a participant can do themselves, can be a very positive form of guidance. As the scenario is still ongoing it is too soon to say anything

about the effect of this kind of moderation, but in the future we can see if this example behavior is for instance being copied by participants.

#### **Participants and community development**

The discussion is open for anyone. Until now, 9 citizen participants have been involved in the discussion and one PA, besides the moderator. Most of these citizens have contributed more than once, but there are also single contributions. Only one participant starts with an introduction of himself, the others do greet, but do not offer any information as to who they are.

Can we say something about community development here? It is still too soon, but on a preliminary note we see that up till now there is not much interaction between the citizen-participants. Interaction is between a citizen and the moderator or between a citizen and the PA. Perhaps this will change with the developments in the scenario described above. More diverse types of contributions than only suggestions for new WIFI spots, can be good for enticing discussion/interaction between all the participants.

#### **1.2.3.4 (D) CONCLUSIONS**

Since pilot activities started at the end of November 2016, for the time being we refer most to organisation and setup success criteria rather than to pilot running. Nonetheless, some results are already available:

- 6 rooms for discussion in the Agora
- 60 users (approx.) registered on the platform
- 4 co-creation rooms open
- 3 blog articles available
- first proposal for new wi-fi hot spot locations available
- first version of the catalogue of Computer Science Museums available

Achieved progress in the year encompasses the following aspects:

- SPOD/TET platform local version running: achieved
- Open datasets published and accessible via API: achieved
- Application scenarios defined, testing is ongoing
- First pilot experiment on free wifi network in place and running: achieved

#### **1.2.4 AMBITION**

The community building issue will be approached by the following actions:

- Organisation of advertising campaigns through local media
- Selection of a number of newsletters managed by different stakeholders on the territory and to use them to advertise the pilot opportunities and the SPOD/TET features (20 of them have already been identified)
- Presentation of the pilot objectives and SPOD/TET features to different types of audience, particularly high schools and associations, that might be gathered around different areas of interest, e.g. to develop co-created datasets.
- Organisation of a competition among different schools to encourage the adoption of the SPOD/TET platform not only for the specific pilot action but also for other purposes.

- Contacts with OKF activists in Italy to be engaged as promoters in their own networks have already been established and will be consolidated in the near future.

#### 1.2.4.1 PLANS AND SCENARIOS FOR THE FINAL YEAR.

##### Continuing the Pilot action on free wi-fi enlargement

Such pilot action will be left open throughout the year, in order to facilitate citizens' participation and to collect a number of suggestions for the positioning of new free wifi antennas in the city area. The Administration is planning to leave it open at least until the end of the summer, to get contribution as large as possible.

##### Pilot action on the city budget

Starting from spring time, a new pilot action will be launched to involve citizens and stakeholders in the analysis of city budget and elaboration of possible proposals for expenditure, in a sort of participative budget approach. The scenario will foresee the possibility for citizens to discuss on the city budget issues on the SPOD/TET platform, but also to make proposals on budget modifications through the co-creation of budget datasets.

#### 1.2.4.2 INNOVATION POTENTIAL AS A RESULT OF WORK IN THE FIRST TWO YEARS.

As far as a sustainable business model is concerned, at the moment the most promising approach seems a possible federation of SPOD/TET platforms managed by different administrations to support citizens' involvement and to promote the usage of the platform in different types of community, where the co-creation of datasets can be an appealing solution to manage common interests and objectives. On the other hand, the administration's internal procedures for the publication of open datasets will need to be optimised and made more effective, to support all the transparency requirements that the administration will have to face.

## 1.3 PILOT REPORT DUBLIN

*By Nicola Graham, Brendan Fahy*

### 1.3.1 OBJECTIVES

Open data as a resource has huge potential for multiple stakeholders in many different areas. It can be an informant for educational research. It can provide market research for businesses. It can be utilised by local government to promote transparency, assess progress and create performance indicators. It can stimulate innovation to solve problems in civil society and can assist citizens lobbying local governments by providing evidence based information for their causes. Dublinked is aware of this great potential and aims to further drive this message throughout the Dublin region. As part of this drive, Route to PA provides a platform to aid this journey.

#### **Success Criteria**

The following are the overall objectives of the Dublin pilot for the Route to PA project:

1. Enhanced data quality and additional availability of open datasets/open API's on the open data portal
2. Increased open data awareness among local authority staff
3. Open data used to drive innovation and enhance living in the Dublin
4. Empowered citizens with an ability to access, discuss and visualise open data to produce evidence based information to support their interests.

#### **Year 2 Specific Objectives and Successes**

1. Migration of data from the IBM proprietary data portal to the new CKAN open data portal on the Dublinked website by end of March 2016.

*Achieved: CKAN portal fully integrated into the Dublinked site.*

2. Continued collaboration with research partners in Insight Galway to test tools and provide feedback to the design team through information sessions and workshops throughout 2016.

*Achieved: Information sessions conducted in each local authority with additional workshops to promote Route to PA in 4 Dublin local authorities. 10 day trial of Route to PA tools carried out by Dublin pilot and researchers from Insight Galway team.*

3. Generate public exposure of the Route to PA platforms through trials and events 2016

*Achieved: Route to PA had a stand in the Smart Dublin Technology Showcase in October 2016 in Dublin – approx. 400 attendees were present.*

4. Develop dissemination strategy for Route to PA tools for Year 3 of the project by end of 2016

*Partly Achieved: Roll out of the staff open data challenge plan within local authorities to generate new, cleaned and re-usable open datasets has begun. Other additional ways to involve the general public will need further consideration and planning.*

### 1.3.2 RELATION TO ORGANISATION OBJECTIVES

#### **Model of Democracy**



Ireland operates under a parliamentary democracy. Within the Government, there are many departments which oversee the running of the country. Dublinked as a local authority project falls under the Department of Housing, Planning, Community and Local Government. But it is also influenced by decisions made by the Department of Public Expenditure and Reform. Both Departments are committed to enhancing openness, accountability and transparency, encouraging innovation in civil society and promoting citizen engagement.

### **Organisational view on Open Data and Transparency**

Route to PA provides an opportunity to maximise on these commitments. It provides a platform where local authorities, small businesses, researchers and citizens can collaborate, discuss utilise and create open data. TET the Transparency-Enhancing Toolset provides a valuable resource for visualising this data. Under the umbrella of the Smart Dublin project; the Dublinked Open Data Portal was re-launched in March 2016. Originally launched in 2011 as a regional initiative of the four Dublin local authorities in conjunction with Maynooth University, it aimed to increase transparency and accountability through the open publication of local government data. It aimed to act as a driver for collaborative and innovative solutions for local problems using open data and to encourage citizen engagement.

However it has now been acknowledged that publishing open data is not enough. In order to gain value from opening data, it must be re-used. During our promotion of the Route to PA project in Year 2, we have addressed the importance of good quality data and how the tools, in particular the co-creation feature on SPOD can enable the collaborative production of good quality data. The TET visualisation tools also enable users to check at a glance the quality of the data produced. Unless local authorities provide good quality data, the re-use of this data is unlikely to occur.

### **Innovation Potential**

The Route to PA tools provide an opportunity for inter and cross-departmental collaborations within local government, to create new data and make it available on the open data portal. The prospect to use these tools across local authorities with a view to agreeing terms and standards for common datasets is also a possibility. The platform also holds the potential to act as a forum for councillors to interact with their local community on current topics of interest if usability is improved.

## **1.3.3 CONTEXT AND ACTIVITIES**

### **1.3.3.1 (A) CONTEXT**

#### **Context underpinning project activities**

In Year 2 Dublinked has concentrated on promoting the Route to PA tools within the local authorities through information sessions and workshops using the tools. It has continued to impress the value of the tools and their potential for local government staff and as a citizen engagement tool.

#### **Main Actors**

Local government staff have been the main actors involved in the Year 2 activities. The majority of testing was completed with staff from local government with the exception of the 10 day trial. We also collaborated closely with the team in Insight Galway for this trial. They produced the scenario document which has been distributed throughout the testing to participants. They have also been responsible for analysing the participation during this trial.

#### **Political Situation**

Local government in Ireland operates over a specific administrative area or local authority and is responsible for services like housing, planning, roads and traffic, waste management, public parks and culture and amenities.

The Chief Executive in each local authority is responsible for the day to day operations and a group of council representatives elected by the citizens in their local area every five years. Councillors are the bridge between communities and local government administration and have reserved functions for policy making and amending bye-laws.

#### **Support Structure, Constraints and Obstacles**

The re-launch of Smart Dublin/Dublinked has seen the employment of a community manager but also the temporary loss of the project manager and the imminent departure of the technical lead. These changes have had an impact on the project and will also contribute to reduced resources on the project into the early part of next year.

#### **Experiences of Actors with respect to Open Data and the use of Social Media**

Smart Dublin/ Dublinked have tried to highlight the Route to PA project through blog posts on the Dublinked website and through tweets from our Twitter account. We also filmed a piece on Route to PA during the Smart Dublin technology showcase. Once received from the editors we will distribute via the Smart Dublin and Dublinked websites and our other social media channels.

We had aimed to use visualisation images created using the tools to fuel the Route to PA promotion on twitter. A lack of good quality data has delayed this promotional effort. There were also concerns about advertising the tools with the usability issues. We were worried that people interested in the concept who tried out the tools before adjustments had been made, would be deterred from using them once fully functional.

#### **Local, Regional or National Innovation activities**

We will endeavour to include the Route to PA tools where possible in line with the Smart Dublin/Dublinked work programme for 2017/2018.

In January, we will be holding an Open Data Challenge in each local authority. This event will be run using the Route to PA tools. Individuals or groups can sign up to the Route to PA Open Data Challenge which will create new datasets which will feed our Year 3 scenarios.

There is also the possibility of co-hosting an event with the Open Data unit in the Department of Public Expenditure and Reform which will highlight and showcase our work on the Route to PA project towards the end of 2017. This department is responsible for the Government Reform programme and has undertaken to “to facilitate more open, transparent responsible and responsive public governance”. ([www.per.gov.ie/en/government-reform/](http://www.per.gov.ie/en/government-reform/))

#### **1.3.3.2 (B) ACTIVITIES**

##### **Challenges for Year 2 Activities**

The Dublin pilot experienced the following challenges during Year 2 of the project:

- Lack of good quality data
- Reduction in staff resources assigned to the Route to PA project
- Usability of the tools during testing

Throughout Year 2 the Dublinked team have worked to make new, good quality datasets available on the open data portal for inclusion in the development of final scenarios and further testing with various user groups. However due to a lack of resources in local government departments this has proved difficult. In order to combat this, we have plans to announce an “Open Data Challenge” for staff in January 2017.

A number of changes in the Smart Dublin/Dublinked team have also had an impact on resources available on the Route to PA project. The Dublinked project manager left to take up a new position in August 2016 and has not been replaced to date. Plans to hire a new Smart Dublin/Dublinked manager are in place and interviews will be held in January 2017 for the position. The position of Dublinked technical lead will also be vacant from January 2017 until the post is re-advertised and a new competition held. Therefore the role of Route to PA project lead and responsibility for the Dublin pilot will be managed by Nicola Graham, Dublinked Community Manager until further notice.

As we trialled the tools we were presented with usability and functionality issues. We have documented these and passed them on to the design teams. After the 10 day trial, participants became frustrated with the tools and had to be repeatedly asked to engage until the end of the trial. Therefore we would not advise presenting the tools into civil society until these issues are resolved. We would recommend further problem discovery usability testing before trialling with members of the public.

### **Role of Smart Dublin/Dublinked in Route to PA project**

Dublin is one of the five European cities involved in testing and deploying the Route to PA tools.

### **Collaboration with Partners**

The Smart Dublin/ Dublinked project has collaborated with research partners in Insight, Galway in workshops to test the SPOD and TET tools and provide feedback to the design teams. We have engaged participants for a 10 day trial or “dialogue game”. Both Galway and the Smart Dublin/Dublinked team facilitated and moderated during the trial. We discussed ways to evaluate this trial and developed questionnaires for participants in line with proposals made by the Utrecht partner. Smart Dublin/ Dublinked collected feedback and evaluations from participants to be interpreted and analysed by researchers from Insight Galway.

## **Activities for Year 2**

### **February – April 2016: Contributions in WP4, WP5 and WP6**

#### **February**

February *activities* related to preparing and finalising end of year 1 project report.

#### **March**

- The main focus of the first quarter in Year 2 was around the introduction of a new CKAN open data portal to replace the existing IBM proprietary portal previously used by Dublinked. The Dublinked team did not possess the skills required to complete this process alone and subcontracted a company called Derilinx to assist in the changeover. The CKAN portal needed customisation in order to be fully operational with the TET extension designed by the Route to PA project. Additional metadata fields were required.
- In March two members from the Insight in Galway team travelled to Dublin to conduct a workshop with data officers to introduce the metadata fields and test the TET tools.
- As part of the Dublinked re-launch under the umbrella of Smart Dublin in March, a new website which provided information and links to the TET and SPOD tools was unveiled at the re-launch event.

#### **April**

- In April a community manager was appointed by the Dublinked project to assist in the dissemination of the Route to PA project.

### **May – July 2016: Contributions in WP3, WP5 and WP6**

#### **May**

- In May, Chris from Insight in Galway travelled to Dublin and conducted a SPOD and TET walk through of the scenario constructed with a view of reducing traffic congestion in Dublin City Centre by the introduction of scooters with two members of the Dublinked team. The aim was to familiarise the Dublin team with the tools so that they could conduct similar workshops with other user groups.
- A workshop was carried out in Dun Laoghaire –Rathdown County Council by Brendan Fahy and Nicola Graham introducing data publishers to the Route to PA project and explaining changes to the metadata capture required by the TET extension.
- Work was also conducted in preparation for the plenary meeting at the end of May.

## June

- “Know How” sessions or information events were carried out in three of the Dublin local authorities to highlight the new Smart Dublin project, discuss the role of open data and provide information about our involvement in the Route to PA project.
- We also had a meeting with the organiser of #HackAccessDublin to discuss the possibility of using the tools to facilitate discussion and visualisation of open data relevant to the challenge.

## July

- In July we discussed usability testing and feedback of the latest versions of SPOD and TET with our research partners in Insight Galway and decided a workshop should be held in August in Galway.
- Brendan Fahy also had a remote meeting with the partners in Warsaw to discuss SIM deployment.

## August – October 2016: Contributions in WP3, WP5, WP6

### August

- Four representatives from the Smart Dublin/ Dublinked team travelled to Insight, Galway for a workshop to test out the SPOD and TET tools and provide feedback to the design team. During the workshop we did a walkthrough of the reducing traffic congestion scenario. Feedback was collected during and at the end of the workshop and analysed by the Insight team.
- On the 15<sup>th</sup> of August, two half day workshops were carried out by the Dublin team with data publishers in Fingal County Council and South Dublin County Council to show them how the SPOD and TET tools work. The same scenario was used for this workshop as the one used during the Galway session.

### September

- Nicola Graham gave a presentation to a group of 20 students from Germany visiting Dublin City council on the role of open data in local authorities and smart cities and provided information about our involvement with the Route to PA project.
- Preparation was carried out for the Prato plenary meeting.
- Dublinked also discussed the plans for the Route to PA stand at the Smart Dublin Technology Showcase in October.

### October



- The Smart Dublin Technology Showcase was attended by approx 400 people on the 12th of October in Dublin's City Hall. Brendan Fahy and Nicola Graham showcased the Route to PA tools at the event. Members of the research team from Galway also attended the event and were available to answer questions on the project.
- A workshop was conducted with staff members in Dun Laoghaire-Rathdown County Council and used the scenario addressing traffic congestion as the guide through the SPOD and TET tools. Participants were asked to evaluate the session using a questionnaire designed in collaboration with the Galway team based on a model suggested by the Utrecht research partners.



*Nicola Graham on Twitter: "Let the dialogue games begin"*

- A second trial was conducted in collaboration with our research partners from Insight Galway. It was a 10 day trial (Dialogue Game) conducted with members of the public and again used the reducing traffic congestion in Dublin City Centre scenario.
- The decision was made not to use the Route to PA tools in the #HackAccessDublin event.

#### November - January 2016 – Final Quarter Plans

## November

- o Evaluation and Feedback from 10 day trial
- o Meeting with representatives from OKF to discuss possible collaborations using Route to PA tools
- o Discussion about Open Data Challenge competition for staff to feed year 3 scenarios
- o Demonstration of Route to PA tools at Steering Group Meeting

## December

- o Prep for End of year 2 report
- o Finalise rules for Open Data Dublin Region Challenge for Staff

## January

- o Salerno meeting before end of year 2 report submission
- o Announcement and Advertising of Open Data Challenge Competition

### 1.3.3.3 (C) OUTCOMES AND EVALUATION

*By Owen Harney, Michael Hogan*

In the Dublin pilot SPOT-TET activity to date, the main actors have included local government representatives, citizens, developers, researchers, members of the Dublinked team, and members of the Insight team. In the case of both the SPOT-TET demonstration workshop, and the 10-day dialogue game exercise, the same scenario was used. The scenario required that users work together to address the following:

“Assume you belong to a small group of students living in Dublin and the group is interested in ways of reducing overall traffic flow challenges in Dublin while also thinking about ways to get older adults and disabled people more mobile in the city life. Your group has been looking at relatively cheap and efficient 3-wheeled waterproof scooters that occupy small parking spaces like bicycles. You are considering if making them available in addition to the Dublin Bikes might be a clever way of mobilizing more of the population and reducing overall traffic problems. You were amazed on seeing thousands of mopeds on the city streets in Taipei and wondered about enterprise ideas in this space for Dublin. Your group has chosen to review available datasets in Dublinked to determine how feasible the idea of introducing the three-wheeled moped into Dublin traffic system might seem.”

In each instance, the groups, while tackling the aforementioned scenario worked on a joint project which tasked them with assessing the feasibility of mopeds as a means of transport in Dublin City to reduce traffic congestion. In practice, this joint project requires participants to consider a variety of potentially key factors in order to reach an informed decision. These include: financial factors, infrastructure, governance factors, and cultural factors.

For the purposes of evaluation, participants in both the demonstration workshop and the 10-day dialogue game exercise, were asked to rate their level of agreement on a number of scale items (e.g. the tools provide a platform where I can create and join a deliberation group), ranging from 1 (strongly disagree) to 5 (strongly agree). As described in deliverable 3.2, the subscales in this evaluation included items that provided a usability evaluation, technology evaluations at the deliberative, monitory, and participatory democracy levels, and user level evaluations at the deliberative, monitory, and participatory democracy levels. The results of these evaluations, averaged across participants, can be seen in figure 1 (demonstration workshop) and 2 (10-day dialogue game exercise). In the demonstration workshop, the average rating across subscales was 3.75. On the scale of 1 (strongly disagree) to 5 (strongly agree), this represents a score approaching “agree”. The highest scoring subscale for this group was the user level evaluation – participatory with a rating of 4. The lowest subscale for this group was the usability evaluation, with a rating of 3.5 (neutral – agree).



As regards the 10-day dialogue exercise group, the average rating across subscales was 3 (neutral). The highest scoring subscale for this group was the user level evaluation – monitorial with a rating of 3.3 (neutral). The lowest subscale for this group was the user level evaluation – deliberative with a rating of 2.7 (disagree - neutral).

The dialogue game analysis was conducted on a corpus consisted of total of 283 individual messages, posted by 12 participants over the course of 9 days. An average of 23 messages were posted per participant, with a range from 1 to 64 messages. The dialogue, in terms of the number of messages, predominantly occurred in the problem framing phase, with 57% of all messages occurring at this phase. This was followed by 27% of messages coded as “other”, followed by 7% at the identification phase, 5% at the interpretation phase, and the remaining 4% of messages at the production phase (see fig 3. In terms of the categories of dialogue games present, the evaluative category had the highest percentage of messages, with 40%, followed by informative, with 38%, followed by regulative with 24%, and constructive, which had the lowest percentage of messages, with 14% (see fig 4. As is suggested by these figures, the dialogue, while fruitful and engaging in part, was not characterised by extensive engagement with, and deliberation of, open data visualisations, and as a result did not reach a clear solution to the joint project at hand.

In terms of the main roles which emerged in the 10-day dialogue analysis, the two most common roles were Proponent (Argumentation-constructive) and Information provider (Information sharing), each of which accounted for 15% of the total. These were closely followed by Griper (12% - Gripping) and Co-deliberator (11% - Deliberation). See figure 5 for a breakdown of frequency of roles during this exercise. This is consistent with the analysis of the dialogue itself, again highlighting that the majority of the dialogue centre on the groups’ attempts to gain a better understanding of the problem, for which both argumentation-constructive and information sharing roles are relevant. Also, the fact that the role of griper was the third most common role is consistent with the fact that the dialogue was often side-tracked by technical issues. That being said, it is encouraging that the role of co-deliberator remained quite prominent, as the fourth most prevalent role, one which played a vital part in moving the group towards their end goal.

To date, testing and trialling of tools have been confined to staff in the Dublin local authorities, with the exception of a small group of citizens who participated in the 10-day trial. As mentioned through feedback from participants in both groups; Route to PA shows great potential as a collaborative tool for civil society. SPOD as the social platform provides a valuable workspace to share ideas, discuss data and co-create new data projects and TET makes simple data visualisations available at a glance.

Currently the impact of Route to PA on society in the Dublin region cannot be measured. In Year 3, when the functionality of the tools has improved, engagement with civil society will be the main focus of the pilot activities. Only then, can we begin to measure the impact of Route to PA at this level. Route to PA has the prospect to bridge the gap between members of the local authority staff and the people in their administrative areas through increased transparency and accountability by opening up more government data, facilitating communication groups between councillors and their constituents and assisting in co- creation projects for members of the community.

#### 1.3.3.4 (D) CONCLUSIONS

##### Outcomes of Success Criteria

In relation to the success criteria, the following outcomes have been observed:

1. **Enhanced data quality and additional availability of open datasets/open API’s on the open data portal**

The Smart Dublin/Dublinked team have ensured that new datasets made available on the Dublinked open data portal are of good quality. However the number of new datasets published has been very low this year. We have attended meetings with different departments in the local authorities who wish to develop new information systems and advised staff on matters pertaining to data retention rights and requesting REST API's as standard.

## **2. Increased open data awareness among local authority staff**

The Smart Dublin/Dublinked team have conducted a number of information sessions and workshops in each of the local authorities to promote the Route to PA project and test the tools. Our progress in creating open data awareness is growing and will continue to expand through the final year of the project.

## **3. Open data used to drive innovation and enhance living in the Dublin**

Outcome for Year 3

## **4. Empowered citizens with an ability to access, discuss and visualise open data to produce evidence based information to support their interests.**

Outcome for Year 3

### **Summary of Outcomes and Lessons Learned**

In summary, the Dublin pilot has experienced a lot of change in terms of the Smart Dublin/ Dublinked project team and structure. This has had an impact on the Route to PA project management and the objectives throughout the year. Also, we have not seen a significant increase in higher quality datasets published on the Dublinked open data platform. But we have had a great response to the possibilities of the tools in the local authorities. In Year 3 we aim to build on this enthusiasm and produce concrete results and further implementation of the objectives for the project. The functionality and usability issues around the SPOD platform remain a concern for retention of users and future engagement with the public but as we test each new version, we can see great progress has been made since the beginning of the year. One of main lessons learned from Year 2 relates to data quality and its pivotal role in roll out of the project. In the final quarter of year we will be announcing an open data competition to gather good quality datasets to use in the Year 3.

### **1.3.4 AMBITION**

#### **Strategy for Scaling up User Numbers**

Smart Dublin/Dublinked have the following suggestions of encouraging more participants to engage with the tools:

- Competitions with local authority staff(open data staff challenges)
- We have met with members from Open Knowledge Ireland about collaborating and using the tools as part of this collaboration.
- Open calls for users through the Dublinked website
- Targeted promotion of tools through social media with colleges and students
- Additional competitions using map and layers feature - "Pin a playground"
- Approaching Dublin Regional PPN (public participation networks) to identify citizen groups

#### **Plans and scenarios for Year 3**

At the end of January, Smart Dublin/Dublinked will announce an open data staff challenge in each local authority facilitated by the Route to PA tools. Anyone wishing to enter the competition will need to create an account and use the co-creation room to prepare their dataset entry and use the tools to create a visualisation of the data. Entrants may be individuals or groups, groups will be encouraged to use the SPOD discussion platform to discuss their ideas. All entries must be at least 3\* level of open data. This will generate new datasets which the scenarios for year 3 can be derived from.



The idea behind this approach is that no one knows the data better than the staff working with it on a daily basis. They are also a direct point of contact to the citizens who wish to get information about the data. This combination of utilising staff knowledge with a grassroots approach will provide insights into what data is important to citizens. The co-creation facility in SPOD provides a valuable collaborative workspace for individuals

#### **Innovation Potential**

The co-creation facility in SPOD provides a valuable collaborative workspace for individuals and groups to create and mix datasets producing new data with added value, inter and cross departmentally in local authorities and also in other data producing institutions.

## 1.4 PILOT REPORT GRONINGEN

By Peter Millenaar and Erna Ruijter

### 1.4.1 OBJECTIVES

This section describes the objectives, context and activities and ambitions of the Province of Groningen. The focus of the pilot in Groningen is on population decline, or more specifically on how open data can contribute to solving public problems within the realm of population decline. An overview of the objectives and success criteria can be found in table 1. These objectives are derived from the identified tensions and levels identified in the Societal Activity Model (Deliverable 3.1).

Table 1: Objectives and success criteria Groningen

Objectives	Success Criteria
<b>Involving stakeholders of citizens 'initiatives and public administrators in the testing and development of SPOD, TET and GUIDE (Technology)</b>	<ul style="list-style-type: none"><li>• 20 people are participating in the testing of the tools</li><li>• Perceived usefulness of the comments made by the open data users for the SPOD/TET developers</li></ul>
<b>Stakeholder engagement in developing and refining scenarios evolving around public problems and open data (User)</b>	<ul style="list-style-type: none"><li>• Four representatives of stakeholder initiatives are involved in the development of four scenarios</li><li>• Perceived match between information needed by users for their scenario and the information available</li></ul>
<b>Community building around scenarios of the policy issue population decline through a collaborative learning process (Community)</b>	<ul style="list-style-type: none"><li>• Perceived degree of collaborative learning within the community of citizens and pa's</li><li>• Perceived quality (in terms of high value) of ideas generated during the collaborative learning process for the policy issue and for the administration</li></ul>
<b>Building a sustained culture of openness in government by embedding open data in the work process (Organizational impact)</b>	<ul style="list-style-type: none"><li>• Perceived contribution of ROUTE-TO-PA to the realization of open data ambitions within the organization</li><li>• Perceived contribution of ROUTE-TO-PA to open data project proposals and department plans</li></ul>
<b>Creating value out of open data together with stakeholders around the policy issue population decline (Societal impact)</b>	<ul style="list-style-type: none"><li>• Perceived contribution of the ROUTE –To-PA project to insight in policy decline issues/scenarios and informed debate and collaboration regarding the issue</li></ul>

### 1.4.2 RELATION TO ORGANISATION OBJECTIVES

The 2015-2019 coalition agreement of the Province emphasizes the importance of direct interaction with citizens regarding public issues. It states that this way of governing requires more transparent collaboration, clear agreements and openness of data (Collegeprogramma 2015-2019 Provincie Groningen, page 1). The coalition agreement continues: "By providing more information and openness of data we can enhance transparency, the

quality of governance and decision-making” (Collegprogramma 2015-2019 Provincie Groningen, page 1). These ambitions reflect the importance of public issues (or “opgaven”), interaction with citizens, transparency and improving the quality of governance and decision-making.

In line with these ambitions ROUTE-TO-PA activities focused on transforming public issues into concrete scenarios around open data in direct interaction and collaboration with representatives of citizens initiatives. For each scenario information needs were identified. Based on the three democratic processes identified in the Societal Activity Model the Province of Groningen was identified as being deliberative with the aim of realizing more participatory processes. For the province of Groningen, the ROUTE-TO-PA tools facilitate collaborative learning around open data. The innovative component is that so far, open data had not been used as an instrument to contribute to solving issues regarding population decline or public policy issues in general.

### 1.4.3 CONTEXT AND ACTIVITIES

#### 1.4.3.1 (A) CONTEXT

Within the Province of Groningen, two departments are involved in the ROUTE-TO-PA project: the Department Regional Planning and Society that is concerned with the policy issue population decline and the Department Information and Communication Technology that is concerned with open government data. At the start of the ROUTE-TO-PA project, the population decline division had no prior experience with working with open data. The ICT department had set up an open data portal together with the City of Groningen consisting of 70 datasets. However the use of the portal has been limited and the portal is not kept up to date. Furthermore, the Province did not yet have a specific open data management policy, nor was there specific budget available for open data. Finally, the Provincie used to have its own research department but due to budget cuts research is currently conducted by a separate body: the Plan Bureau and by other organizations.

National developments might influence the project. For instance, the expectation is that the new Dutch freedom of information law: Wet Open Overheid will stimulate the release of open data. The new law is more explicit regarding which information should be released proactively. The law is expected to pass the National First Chamber at the end of 2016. Another development is the Dutch Environmental Planning Act (Omgevingswet) that is currently under approval of the Dutch Second Chamber. The expectation is that this law will also stimulate the release of open data. Local governments are currently preparing for both laws.

In the Province of Groningen, there is political support for open data. The States-Provinces have been asking questions regarding open data and the progress made. In 2012, before ROUTE-TO-PA started, the focus of the questions was on the development of apps. In line with the goals of the Directive on reuse of public sector information, the Provincial Executive stated that in order for apps to be developed open data need to be provided. Thereafter, questions have been asked about the ambitions on Open Data itself (2013) and the reasons why Open data did not have its own budget (2015). The Provincial Executive responded with a letter (December 1, 2015) stating there is no separate budget because first of all there is already budget released for a project on data quality. Secondly, actions will be taken to monitor individual contracts, so that information will be transferred without any intellectual property, or at least that intellectual properties involved will be transferred with the data/information. Third, one wants to monitor policy proposals on the reuse of open data from external sources, so that no money is spent on unnecessary data collection. Furthermore, in their letter of November the 22nd 2016 (Tussenevaluatie Open Data) the Provincial Executive specifically states that partly on the basis of the experiences of the Route-to-PA project the use of digital tools are used for the purpose of increasing the

effectiveness of open data. Additionally, in 2016 the States-Provinces adopted a motion urging the Provincial Executive to compose a digital strategy that includes Open Data. Finally, the increasing interest of the States-Provinces, society and the ROUTE-TO-PA project eventually led to a budget of 1 million euros made available for information management including opening data, in the spring of 2016.

One of the tensions or challenges identified at the start of the ROUTE-TO-PA project based on the Societal Activity Model (deliverable 3.1) was that open data is not yet part of the work process in the population decline domain. One of the reasons being the unfamiliarity of the value or benefits of information in general and open data in particular. Other tensions or challenges identified at the start of the project relate to the expected difficulty of building a community and a lack of best practices that show the usefulness and value of open data. However once the project started another challenge was identified: the availability of data itself. The challenges will be described in more detail below.

At the end of the first year of the project a project group was set up that consisted of representatives of four citizens' initiatives related to population decline. Eventually two initiatives were further developed into concrete scenarios related to circular economy and health care. The other two representatives could no longer attend the meetings due to other obligations. The two representatives that continued to participate had no prior experience with working with open data. The scenarios consisted of real issues for the representatives in dealing with population decline. The scenarios illustrate deliberative and participatory democratic processes.

#### 1.4.3.2 (B) ACTIVITIES

##### **Activities February-April 2016**

The project working group that started in the first year grew in the second year from 13 to 25 members in the community and consisted of public administrators (open data experts and policy experts), the Plan Bureau, members from the community, stakeholders of citizens' initiatives, researchers and students. Approximately 25% of the initial project group consisted of women. The student group consisted of 5 women and 5 men.

The new project year started with a dissemination event at the Ministry of Internal Affairs in light of the Open Government Partnership (1<sup>1</sup>). The pilot ROUTE-TO-PA Groningen is one of the action points in the Dutch National Open Government Action plan. The Province of Groningen and the UU held three workshops. The participants were informed about the tools and were asked to work with the tools and provide feedback. This resulted in a list of recommendations for the further development of the tool

Following, in order to collaborate with stakeholders in the project the Province invited several stakeholders to join the project group. These stakeholders were actively working on population decline projects in their community. Before the meeting the stakeholders were interviewed and they indicated that they had already been in touch with government bodies regarding their project but so far this had not led to valuable results. The project group collaborated in developing scenarios and identifying information needs. For both scenarios the project group members identified gaining insight in the scenario based on open data as the main goal. During the February 18 meeting (2) the project group tested TET and SPOD in relation to their scenario. However a gap was observed between the data skills of the participants and the expectations of working with data in order to gain

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<sup>1</sup> Numbers refer to the actions in table 2 below

insight in the scenario. Therefore during this meeting it was decided to involve data skilled students and to organize a Population Decline Challenge.

After the information needs were identified, the public administrators explored the availability of open government data within their organizations for the scenarios (3). The existing open data portal contained some datasets directly related to the theme population decline. In order to be able to create impact and gain insight in the identified scenarios, however additional datasets were needed. Open data experts of the province inquired whether existing datasets within the organization could be released, which resulted in the publication of *five new datasets* regarding eg. unemployment, care facilities and demographic data. In addition, it was analyzed whether raw data of research conducted by third parties could be made available. The Province in its directing role, collaborates with several organizations. Here the issue of ownership emerged: the data could not be easily retrieved from other organizations. The Province learned from this issue that in future contracts with third parties it should be explicitly agreed upon who owns the data and that the Province would like to be able to reuse the raw data collected. In addition, it was found that relevant data was spread out over different organizations at the national, regional and local level. The process of finding relevant data was very time consuming and resulted in the involvement of students to help the stakeholders and public administrators find data.

(5) Finally, an UU master student conducted a study for his Master thesis regarding the barriers and drivers of open data within the Province. As pointed out earlier several challenges were identified at the start of the project, including the fact that open data was not yet part of the work processes within the province. This study allowed for a more in-depth analysis of the barriers within the province but also identified possible options to overcome these barriers. Awareness of the existing barriers is important for starting to build a culture of openness. The final research report was placed on the intranet.

#### *Summary Activities February- April 2016*

ACTIVITIES	Participants	Contribution to Objectives
1. Feb 3 <sup>rd</sup> :  Open Government Partnership Conference at the Dutch Ministry of Internal Affairs. The Province of Groningen together with the UU provided three workshops at the conference which resulted in suggestions for improving the tools	34 representatives from cities across the Netherlands	In general this was a dissemination event but it also involved potential stakeholders in the development of TET/SPOD (Technology)
2. Feb 18:  Project meeting in which the participants learned how to work with SPOD, they tested new features of SPOD, scenarios	10 participants: one open data specialist from the province, one open data specialist from the city of Groningen, four stakeholders, one	Involving stakeholders in the development of TET/SPOD (Technology)

were refined. During the meeting the idea of a Student Challenge was discussed.	representative of the Planbureau and three researchers	Stakeholder engagement in developing and refining scenarios (User)  Community building and collaborative learning (Community)
<p>3. April 7<sup>th</sup></p> <p>Public administrators shared their ideas and expectations regarding the challenge and discussed what was expected from them during the challenge with the research partner UU</p> <p>In addition the researchers visited the two sites of stakeholders of the citizens initiatives to further discuss the scenario</p>	One policy expert and one open data specialist from the Province and two researchers	<p>Community building and collaborative learning (Community)</p> <p>Building a sustained culture of openness in government (organizational impact)</p> <p>Involving stakeholders in the development of TET/SPOD (Technology)</p>
4. April 21 online meeting with other ROUTE-TO-PA pilots regarding the progress made	Exchanging knowledge with other pilots within the project	
5. Meeting with UU student who conducts a Master thesis study at the Province of Groningen. The student examines the barriers of open data and options to overcome these barriers within the organization.		Building a sustained culture of openness in government (organizational impact)

### Activities May-July 2016

In this period the Population Decline Challenge took place (6). For five weeks 4 public administrators, 4 stakeholders and 10 students committed themselves in working with open data on the ROUTE-TO-PA tools regarding the two scenarios. The representatives of the citizen's initiatives appointed other members in their organization to participate in the Challenge. One group of students worked on the scenario Westerkwartier and one group worked on the scenario Kloosterburen. They were asked to further define the issue for the scenario, find relevant data, generate and discuss ideas based on the data in the AGORA and write an end report in the Co-Creation Room based on their ideas for the scenario. The Challenge was moderated by the UU research team. The initial results of the Challenge were discussed with the consortium partners in Warsaw (7)

Before the summer another project meeting was held with 17 participants. During this meeting the Challenge the students presented their results and the Challenge and its outcome were evaluated (see also Deliverable 5.2). In order to enhance support within the organization the Director of urban Planning and Society was invited for the session. This session resulted partly in insights in the scenarios, lessons learned for future challenges and recommendations for the further development of TET and SPOD (for details see also Deliverable 5.2).

*Table 3: Summary Activities May-July 2016*

ACTIVITIES	Participants	Contribution to objectives
6. The population Decline Challenge took place from April 18 until May 23 and resulted in insight, ideas and a report regarding the two scenarios.	Two open data specialist of the Province, one open data expert from the Ministry of Internal Affairs and Employment, one policy expert from the province and five stakeholders from the two student initiative, ten students and finally four researchers	Involving stakeholders in the development of SPOD, TET and (Technology) Stakeholder engagement in developing and refining scenarios (User) Community building and collaborative learning (Community) Building a sustained culture of openness in government (Organizational impact) Creating value out of open data (Societal impact)
7. May 24-May 25 Attending the ROUTE-TO-PA Consortium meeting in Warsaw	.	Exchanging knowledge
8. On June 29 Evaluation meeting of the Challenge took place with the project group, hosted by the Province. The students presented their findings. Moreover the Director of Urban planning and Society was invited and attended the session for the first time	Three students, two open data specialists from the Province, one policy expert and the Director of the Province, one open data specialist from the ministry of Internal Affairs and Employment and one open data expert from the city of Groningen, four stakeholders, and four researchers.	Community building and collaborative learning (Community) Building a sustained culture of openness in government (Organizational impact) Creating value out of open data (Societal impact)

### Activities August-October 2016

The Province of Groningen and the UU reflected together and in a separate meeting with the representative of the Ministry of Internal Affairs on the results so far. The meeting resulted in a list with next steps to be taken in order to achieve the objectives (9 and 10). One of the main lessons learned for the Province was the importance and difficulty of finding the right match between the user information needs and the availability of datasets. This was scarcely achieved. Students did find relevant information but used limited datasets of the Province because of the lack of available relevant datasets. The Director of Regional Planning and Society, declared after the project meeting that the stories and reports had positively changed his view on the importance of (open) information in relation to the regional societal challenges.

Furthermore, information about ROUTE-TO-PA, had been regularly disseminated within the organization. News items from twitter are placed on the intranet regularly and a presentation has been given to the so called PiXL-team (provincial information expert bureau).

*Table 4: Summary activities August-October 2016*

ACTIVITIES	Participants	Contribution to objectives
9. August 24: Meeting with the UU –team to discuss the Fall/winter activities and to further define the success criteria for the Province of Groningen in preparation of the Prato Consortium meeting in September	Open data specialist Province and UU researcher	Building a sustained culture of openness in government (Organizational impact)
10. October 10: meeting with UU and Ministry of Internal Affairs		Building a sustained culture of openness in government (Organizational impact)

### Activities November-January 2017

One of the key lessons learned from the Challenge was the importance of management support. After attending the evaluation meeting where the students presented their results, the Director of Urban Planning and Society, in line with his conclusions as mentioned above, expressed his interest and willingness to further contribute and reflect on the role of open data for the Department. He suggested to have another project meeting in the spring of 2017. Meanwhile two new members of the team working on population decline and liveability have expressed their interest in the Route-to-PA project and meetings are being planned with the open data specialist to take further action. Therefore, the aim is to organize a Code for Groningen based on the concept of a Data Expedition developed by the Open Knowledge Foundation in the spring/summer of 2017 for which new scenarios will be developed, while at the same time analysing the possibilities of continuing with the existing scenarios. Data Expeditions are quests to map uncharted territory, discover hidden stories and solve unsolved mysteries in the Land of Data” (<http://schoolofdata.org/data-expeditions/>)

*Table 5: Summary activities November-January 2017*



ACTIVITIES	Participants	Contribution to objectives
11. Nov Open data specialist and population decline policymaker were interviewed by UU to test the instrument developed for analysing the societal level and to discuss the next steps to be taken		Building a sustained culture of openness in government (organizational impact)  Creating value out of open data (societal impact)
Nov 14 Preparation meeting for National Open Government Conference	.	Community building and dissemination
Dec 12 National Open Government Conference attended by more than 450 participants mainly government. Province organized a workshop together with UU	Representatives from government, citizens initiatives and businesses across the Netherlands	Community building and dissemination

#### 1.4.3.3 (C) OUTCOMES AND EVALUATION

A full overview of the outcome and the analysis underlying the outcome can be found in Deliverable 5.2 (Part b). Here we provide a summary and link the results to the objectives formulated.

##### **1 Involving stakeholders in the development of TET/SPOD (technology)**

Regarding the technology and user level, both the members of the project team and the participants of the Challenge provided suggestions for the further development of the platform.

##### **2 Stakeholder engagement in developing and refining scenarios**

The community members collaborated in developing scenarios and identifying information needs. According to the participants learning took place among the community members regarding working with data. An important outcome was the difficulty in finding the right match between information needed by users for their scenario and the information available. The Challenge made clear that out of the datasets related to population decline, the available *relevant* data for the scenarios was limited. Furthermore the relevant data was often not specific enough therefore during the Challenge data of other organizations was used as well. Hence the availability of good quality data for scenarios is one of the challenges that need to be addressed in the next year. Another outcome was that informed participation and collaboration took place especially offline during the project meetings. Online some deliberation and collaboration took place between the students but deliberation between the the stakeholders, students and public administrators was nearly absent due to a lack of available time, technological difficulties (public administrators could not access the tool from their work computer) and other priorities. This is another challenge that needs to be addressed in the third year. Finally, the students in total generated a report with ideas regarding their scenario. The stakeholders indicated that they liked the ideas and solutions generated based on

open data by the students. The stakeholders of Kloosterburen indicated however that the more information is necessary to really get an insight in their scenario.

### 3 Community building around scenarios

The community grew over time resulting in 25 members: (2) policymakers, (4) open data specialists, (5) representatives of citizens' initiatives, (10) students and (4) researchers.

#### 4) Building a sustained culture of openness in government

In terms of organizational impact, the student reports were used to put open data on the political agenda. A public administrator sent the report together with a letter to a political representative in preparation of a meeting with the representative. In addition, as pointed out earlier, the Director of Regional Planning and Society, responsible for population decline was invited to the project working group meeting where the students presented their results. The Director indicated during the meeting that actually using open data as an instrument for policy issues showed the value and options of open data. He realized that it requires a different way of working and that the province itself can play a role in this development while supporting citizens initiatives. Furthermore, the participants concluded based on their working with open data that open data should be part of the information strategy concerning policy issues. Finally the challenge led to goodwill among the stakeholders; the province showed a willingness to collaborate with stakeholders around open data regarding public problems.

#### 5) Creating value out of open data

In terms of societal impact, the student reports were perceived by the stakeholders as valuable and insightful. Despite the initial difficulty in finding relevant information and transforming the data into knowledge almost all students indicated that the search for data did provide them with more insight into the scenario, ideas and results. However in follow up interviews three months later none of the stakeholders had already followed up on the suggestions made in the report, yet they indicated that they would like to keep collaborating with the Province on their scenario and to learn how to create impact based on open data.

#### 1.4.3.4 (D) CONCLUSIONS

An overview of the progress made regarding the success criteria are presented in table 2. Progress has been made at the different layers. We can distinguish an incremental movement towards more information consciousness which is partly driven by the interest of the States-Provinces, the increasing attention for open data and the societal digital transformation. Furthermore, the attendance of the Director of Regional Planning at the presentation of the students challenge surely has brought more insights in open data at the higher managerial levels of the organization.

Table 6 Progress made in relation to Success criteria

Success Criteria	Progress made
<ul style="list-style-type: none"><li>• <b>20 people are participating in the testing of the tools</b></li></ul>	<ul style="list-style-type: none"><li>• 16 people participating in the testing of the tools and degree of user satisfaction during the Challenge. By organizing a data expedition next year we would like to scale this up to 20 people</li></ul>
<ul style="list-style-type: none"><li>• <b>Perceived usefulness of the comments made by the open</b></li></ul>	<ul style="list-style-type: none"><li>• Based on the Challenge 69 comments were generated regarding further development of the tool</li></ul>

data users for the SPOD/TET developers	
<ul style="list-style-type: none"> <li>• Four representatives of stakeholder initiatives are involved in the development of four scenarios</li> <li>• Perceived match between information needed by users for their scenario and the information available</li> </ul>	<ul style="list-style-type: none"> <li>• The community consisted of 25 members: (2) policymakers, (4) open data specialists, (5) representatives of citizens initiatives, (10) students and (4) researchers who engaged in developing two scenario and identified information needs. Next year an additional two scenarios will be developed.</li> <li>• The perceived match between information needed by users for their scenario and the information available was limited. The availability of good quality data is one of the challenges that need to be addressed in the next year.</li> </ul>
<ul style="list-style-type: none"> <li>• Perceived degree of collaborative learning within the community of citizens and pa's</li> <li>• Perceived quality (in terms of high value) of ideas generated during the collaborative learning process for the policy issue and for the administration</li> </ul>	<ul style="list-style-type: none"> <li>• Perceived collaborative learning within the community of citizens and pa's took place regarding working with data. It provided insights in required dataskills, data quality and the importance of interaction between the different groups. Students collaborated online however collaboration and deliberation between the different groups was insufficient</li> <li>• The Challenge led to two reports with insights and ideas based on open data. The ideas were perceived as valuable</li> </ul>
<ul style="list-style-type: none"> <li>• Perceived contribution of ROUTE-TO_PA to the realization of open data ambitions within the organization</li> <li>• Perceived contribution of ROUTE-TO-PA to open data project proposals and department plans</li> </ul>	<ul style="list-style-type: none"> <li>• Because of the student challenge, the perceived consciousness about open data in relation to (solving) societal issues has increased</li> <li>• Route -to-PA is mentioned in answering the States Provinces' questions about open data and questions about the role of information and information technology in successfully achieving goals and taking on a role as regional information broker</li> </ul>
<ul style="list-style-type: none"> <li>• Perceived contribution of the ROUTE -To-PA project to insight in and solutions for policy decline issues/scenarios</li> </ul>	<ul style="list-style-type: none"> <li>• The outcomes in this respect are mixed. For the scenario Westerkwartier useful ideas and suggestions were made based on informed open data to the satisfaction of the scenario-owner. In Kloosterburen the scenario-owner thought the outcomes contributed to transparency in the sense that it showed that</li> </ul>

	currently the data needed is not available in an integrated way. This was considered an important insight but also requires further steps in order to get more information available
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#### 1.4.4 AMBITION

The ambitions for next year consist of five intertwined trajectories.

1. *Continue testing TET and SPOD*: Next to asking our involved users in Groningen to keep testing TET and SPOD we are also trying to identify options of getting new users involved related to new scenarios
2. *Follow up on population decline challenge*: We will continue to engage and contribute to the scenarios developed for the Student Challenge: Health care in Kloosterburen and the Circular Economy in the Westerkwartier. The representatives from both scenarios expressed a strong urge and interest to keep being involved in the ROUTE-TO\_PA project and to continue collaborating with the Province on their project. The ambition is to let this community grow and ask the current representatives to involve more people in their region. In addition the Province will continue their search and opening of relevant datasets.
3. *Code for Groningen*: To continue community building, in the Spring/Summer of 2017 a Code for Groningen will be organized based on the idea of "Data Expedition" Additional scenarios will be explored regarding Population decline. The scenarios Westerkwartier and Kloosterburen were developed taking a bottom-up approach. The scenario to be developed will take a more top-down approach by identifying scenarios that are especially important to the Province of Groningen in terms of their central public policy issues (or "opgaven"), thereby identifying already active communities and available datasets. A possible scenario could be the influence of the consequences of gas drilling on Cultural Heritage Sites in the Province. The communications department of the province (next to the open data specialists and the policy experts) will be involved. Furthermore, different roles for participants will be identified in line with the data expedition. The participants will work on the tools, discuss their scenario together and create visualizations based on open data and ideas in the co-creation room. The importance of online participation of stakeholders and public administrators will be emphasized. Finally, the Province will continue to work with the Ministry of Internal Affairs and Employment to explore option to increase the numbers of community members.
4. *4 Information strategy Province Groningen*: In order to achieve the goal of incorporating open data in the work process an information strategy will be written as a follow up of the questions stated by de States-Provinces. This strategy will lay out how open data can be incorporated in the work processes and how open data can contribute to the quality of governance, decision making and better services. This will require a different way of working and silos will have to be broken down. The different departments will have to work more closely together in order to integrate and create public value out of open data. In addition, we will continue to involve management of the Province.
5. *5 Contribution to GUIDE*: Finally, in the fall of 2017 the Province of Groningen will focus on its contribution to GUIDE. GUIDE should result in a list of recommendations based on pilot outcomes and activities relating to effectiveness (better public understanding of published data), efficiency (cost reduction and public resources optimization) and sustainability/re-usability of the experiences. The project group will focus on these questions and will collaborate with Utrecht University to come up with a list of recommendations.

## 1.5 PILOT REPORT ISSY LES MOULINEAUX

*By Matteo Satta*

### 1.5.1 OBJECTIVES

The City of Issy-les-Moulineaux is a Living Lab for Innovation. Since the early 90's, Issy has developed a proactive policy to build a local information society, innovative and inclusive, and which led the City to shift from a post-industrial to a digital-oriented town showing high indicator of wealth. The strategy adopted is to follow the developments of new technologies benefiting the population across the country but also to implement, stimulate and foster innovation in the City. Represented by the semi-public company Issy Média, the city of Issy-les-Moulineaux started its collaboration as a Pilot city under Route-to-PA to understand its developers' needs and willingness in terms of Open data. The City wishes to allow digital workers to better develop services for the use of the citizens. Issy wants therefore to carry on working on its digital strategy boosting private innovative services and business opportunities in the context of their general Smart City strategy. In this approach, Issy has joined the project ROUTE-TO-PA to collaborate in developing a social platform by which citizens-developers will be able to keep a close and personal contact with public administrations and their numerous data.

For the second year of the project, we had the following objectives:

- To test the tools with different stakeholders, in terms of their usability and usefulness concerning needs and motivations of these users
- Understanding user needs with respect to the SPOD and TET technologies, in order to improve the supply of datasets, and the quality of these datasets.

### 1.5.2 RELATION TO ORGANISATION OBJECTIVES

The city of Issy-les-Moulineaux published its first datasets (public budget) in February 2012 on its website, before joining two years later the national portal data.gouv.fr with around fifteen datasets. The goal was to help developers easily find data spread on various platforms and increase the value of national organizations data for a specific territory.

In 2015, the launch of a new platform, hosted on local website allowed the city of Issy-les-Moulineaux to make Open Data more understandable for citizens and to increase the value of published data.

Issy aims to improve its Open Data supply and make it more accessible for users. More specifically, the city wants to:

- create innovative applications (mobile or web)
- stimulate new economic opportunities for businesses
- open data from other establishments (public and private) that are present on the territory

To this end and according to the 5 years' experience around Open Data, the city highlighted some important points revolving around Open Data:

- The creation of new datasets implies some important efforts, therefore, the Open Data suppliers (cities, regions, trade unions, etc.) require the final users' help (businesses, developers, etc.) in order to identify the more useful datasets.

- The exchanges between Open Data suppliers on different levels allow the others “less qualified” to benefit from the pioneers’ experience to move forward more quickly.
- Transport data have a huge success coming from businesses and start-ups that are involved in the creation of digital projects (applications, digital services). Transport data downloads are way higher than other data. Detecting those businesses’ needs must be quick, taking into account the rapid “depreciation” of this kind of service.

Consequently, the use of a tool like the SPOD might help to introduce a tool that will allow Issy to share with the Open Data administrators more easily and to be able to make contact around Open Data with businesses/developers that are currently working on other local projects.

On a qualitative point on view, ROUTE-TO-PA will have to help the supply of datasets (and any related issue, such as quality, formats...), particularly the ones on transport, but without any restrictions on other sectors, if suggested by users.

### 1.5.3 CONTEXT AND ACTIVITIES

#### 1.5.3.1 (A) CONTEXT

Issy is the leader of the Open Data Group of the urban area Grand Paris Seine Ouest (West Side Grand Paris) – GPSO, including Boulogne Billancourt, Vanves, Meudon, Sèvres, Chaville, Ville d’Avray and Marnes-la-Coquette. This Group, created in 2014 on request of Municipal councils of urban agglomeration Cities, aims to exchange on Open Data and to see what cities are doing on the matter. Issy and the urban area have got an Open Data portal but the other cities are organizing themselves to be able to have one of their own (a common one). This Group is particularly important in the reflections brought to the table in different cities, being the source of new ideas, concepts and innovative solutions.

Special attention is paid to include Route-to-PA Living Lab in the city’s activities and Open data strategy, for instance, by setting up a close collaboration with other Open data projects such as Open transport Net. In this case, collaboration is implemented as follows: both tools (SPOD and TET) are presented and tested using a common scenario, in the same workshop. Such a methodology is chosen to give a global overview on Issy’s Open data strategy and projects to the local ecosystem.

#### 1.5.3.2 (B) ACTIVITIES

The Living Lab methodology in Issy is designed on 4 phases (see table below):

Phases	Users	Scenario/Instruction	Outcome
Phase 1: Co-creation (2015)	PA’s, students, and young entrepreneurs	Workshop (F2F): use and co-creation of Open Data	Raised awareness on the main issues
Phase 2: Closed groups, defined Scenarios (2016)	2.1 GPSO group, Open Transport Net (N=13, 3 groups)	Presentation of tools; Car park + Bicycles implementation	SPOD for data-analysis, discussion; questionnaire and open discussion
	2.2 Developers workshop (4 users)	<b>Applications for reduced mobility</b>	SPOD for brainstorm (think aloud data)

Phase 3: Closed groups, moderated, Open Scenarios	3.1 (sept/oct.2016) PA's	Internal Tests, in real-life conditions	Creation of Agora spaces
(Oct.2016- March 2017)	3.2 GPSO group	Use of SPOD to discuss open data	Use of SPOD as meeting tool and for construction of data sets
(Nov. 2016- March 2017)	3.3 Starting Entrepreneurs	Use of SPOD to discuss open data	
Phase 4: Open user group, open scenario, moderated	Wider population		Expected: define the sustainability/ commercialization phase

Phases 2 and 3 were started in year 2, and will formally end in April 2017. The activities marked in **bold** will be further reported in the activities section, which is co-authored with the CNRS team.

### Phase 2: Closed user groups on defined scenarios in a lab environment

To start to introduce the SPOD in local ecosystem and to have first evaluations about the tool, it was decided to have two workshops with two different stakeholders, particularly the local group of public administrators working on open data (the GPSO open data group) and local developers having an interest in open data to develop their applications and tools. The main aim of the workshops was to have feedback on usability and to grab feelings of users on help received from a tool like this one to move forward with Open Data and related activities. To this end, in March 2016, a first workshop was organized with Public administrators from the abovementioned Open Data group. Later on, in April, a workshop is settled following Issy's application challenge with the aim of recruiting the applying developers.

#### 2.1 GPSO Open Data Group workshop (March 11, 2016)

13 participants (11 answers to surveys)

Target Group: Public Administrator involved within an Open data process from different cities composing GPSO urban agglomeration (Chaville, Vanves, Meudon, Sèvres, Issy-les-Moulineaux, Ville d'Avray but also members of the urban agglomeration in itself).

Occupations represented are all different (urban officer, communication officer...) but have the common point to be currently working on Open data. Good knowledge and interest on the subject but no particular skills on tools.

Gender of surveys answers: 8 male, 3 female

Age: 1 Less than 30, 4 between 31 and 40, 1 between 41 and 50, 4 between 51 and 60, 1 over 60

Functions tested: graph tools, Agora

On March 11, 2016, at the Multimedia room of Issy-les-Moulineaux Town Hall, a workshop with the GPSO Open Data group was held in collaboration with the project Open Transport Net. Public Administrators involved within an Open data process from different cities composing GPSO urban agglomeration (Chaville, Vanves, Meudon, Sèvres, Issy-les-Moulineaux, Ville d'Avray but also members of the urban agglomeration as an organisation) were invited through an e-mail personal invitation.



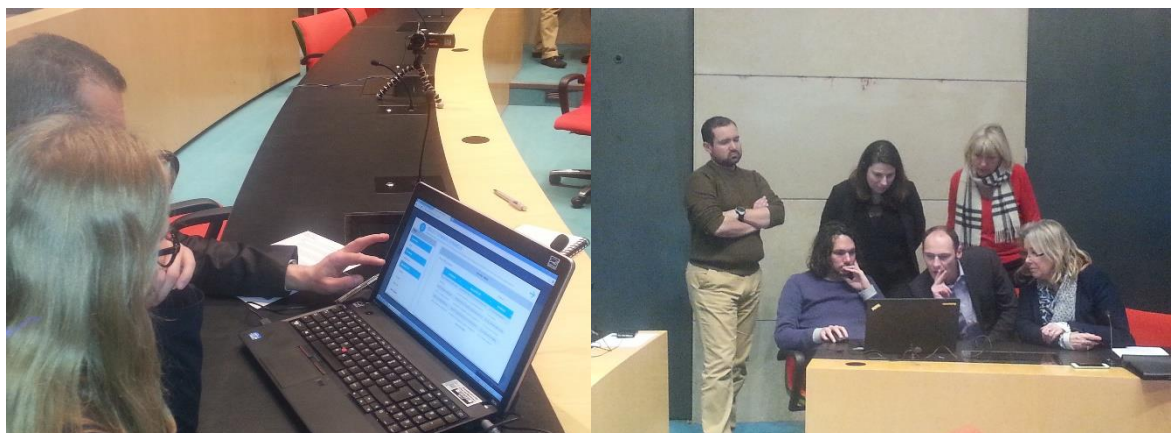


*Figure 1 SPOD Presentation at Open Data Group of GPSO at Workshop*

The scenario for this workshop, to which 13 people participated, involved 3 phases:

1. **Open data group exchanges** (exchanges on the advancements and issues on OD in each city)
2. **Introduction and demonstrations of tools:** a graph is created, the testing dedicated room is shown and the functionality of the Agora are shown on live.
3. **Live Test phase:** a common scenario is given for both tools, it is asked to the testers to make an analysis and respond to a problem on the implementation of a new parking "car park + bicycle" in the urban agglomeration. Participants were divided into 3 groups, each of the groups was asked to perform its analysis on a dedicated dataset. The following steps were designed, with dedicated tools:
  - **Step 1:** A visual analysis is made with OTN
  - **Step 2:** Data analysis is made with SPOD
  - **Step 3:** Discussions should raise on SPOD following after step 1 and 2 to decide the location of a future parking

Finally, an open discussion was held, through the moderation of CNRS researchers, and all testers were invited to answer a survey: a "classic" paper questionnaire and a questionnaire using Vooter, a brand new app created by a local start up to facilitate digital consultation of citizens. Both contained the same questions. 11 Participants filled in these questionnaires (5 filled a paper questionnaire and 6 used the application Vooter).





## 2.2 Developers workshop (April 13, 2016)

4 participants (4 answers to surveys)  
2 young developers, an electronic engineer and a user with high digital skills  
Gender of surveys answers: 3 male, 1 female  
Age: 3 Less than 30, 1 over 60  
Functions tested: graph tools, Agora

*Figure 2 SPOD Live test at Open Data Group of GPSO at Workshop*

On April 13, following the API Contest of Issy-les-Moulineaux (an app challenge around open data), a workshop dedicated to Issy's brand new Open Data tools is organized and opened to citizens as well as developers participating to the contest. The workshop included the Hub developed within the OTN project and the SPOD developed under Route-to-PA project, it was held at the Temps des Cerises (local cultural facility at the Fort d'Issy). To recruit testers 3 channels were used, particularly: (1) Personal invitations were sent to API contest's challengers, (2) An [event](#) is created in so digital website with a link on Eventbrite, (3) An event is created on SO Digital's Facebook page. The workshop had 4 participants, who were divided into 2 parallel groups. The activities lasted 2 hours and are organized in two phases: **Live demonstrations of tools** (common to all testers), and **Parallel sessions of tests** (45min per group of 2 people). A scenario was proposed on the conception of an application for people with reduced mobility.

The SPOD was used as a brainstorming platform where a member from CNRS team is the moderator. During these sessions, conducted as Think-a-aloud workshop, the CNRS team interacted with the testers face to face, making possible to have their feedbacks (also included in the SPOD). The exercise consisted mainly to use various functionality of the SPOD through a defined scenario, mainly **analytical tools, graphical tools, agora and datasets upload**. The users had to exchange during this process, also to make possible to test the "chat" function of the SPOD. Thanks to the small size of the groups, the moderator was guiding and exchanging with testers all through the test long. Notes are taken all through the workshops as the demonstrators conducted the activities face to face with 2 testers each time. A total of 4 questionnaires are collected at the end of the workshop. The results of the CNRS analysis are reported in the outcome section, and in their research report.

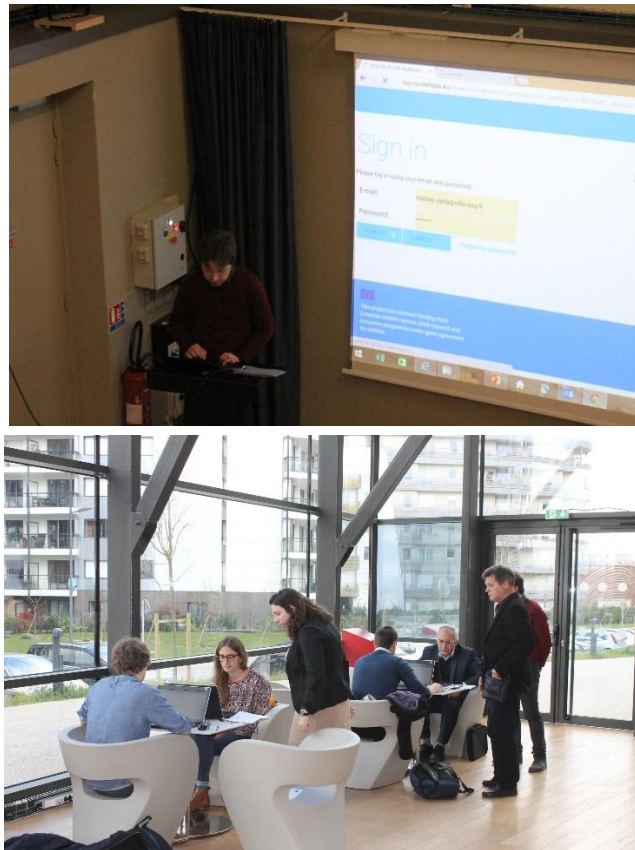


Figure 3 SPOD presentation and discussions at workshop 2.2

### Phase 3: test on closed user groups in real life environment

Following the Closed user group phase on lab environment, the following phase has been conceived to start an experience on “real conditions” to test the tool in realistic conditions and understand whether any bottle neck effect on SPOD usability and acceptance, i.e; any further development needed, before launching it to a wider public, particularly to avoid any rejection of users. The planning of this phase has been conceived during the period between May and July 2016, in coordination with Wise and Munro and University of Salerno, with the support and the active collaboration of CNRS (3 researchers) through physical and online meetings.

Following this work, it has been possible to define this phase that was divided in 3 steps, starting from September 2016:

- **Step 1** (September 1, 2016 – October 25, 2016): real life experience within Issy Media and the City of Issy-les-Moulineaux (target of 3 to 5 people involved), highly involved around Open Data, with a particular interest, but not limited to, on transports. This experience let Issy evaluate the SPOD, identify any positive criticism for the next steps and send good feedback to technical team.
- **Step 2** (October 13, 2016 – April 2017): real life use of the SPOD within the Open Data Group of Grand Paris Seine Ouest (10 users as a target) in order to discuss with the urban area and other cities around Open Data and how to improve the offer. The Group is used to meet regularly, but to this day, no tool has been used to share easily on Open Data. This phase was launched through a meeting at the Issy-les-Moulineaux Town Hall on October 13 and it will last up to the spring 2017.
- **Step 3** (November 2016 – April 2017): real life use of the SPOD for the exchange around Open Data by businesses to collect more information on their data needs in order to come up with offer improvements. The affected businesses will be defined on an analysis of the different ones that are

currently involved in other projects with the city. This last phase starts with an analysis of businesses that might be interested, followed by personal invitations to meet and face to face meetings and a workshop (according to their needs and reactions).

The goal of the ROUTE-TO-PA participation is to be able to introduce a tool that will allow Issy to share with the Open Data administrators more easily and to be able to make contact around Open Data with businesses that are currently working on other local projects. Later on, this should make possible to cross these two groups, while opening the tool up in the following phase. The 3 phases are all conceived to closely follow users and have evaluations sessions of various kinds (meetings, interviews, surveys) to collect feedbacks from a usability and acceptability points of view.

### 3.1 Issy Média Internal tests (September - October, 2016)

4 participants (4 interviews)

3 Issy Média representatives with average digital skills, 1 City administrator with average digital skills

Gender of surveys answers: 3 male, 1 female

Age: 3 between 31 and 40, 1 between 51 and 60

Functions tested: graph tools, Agora

This test was launched on September 1, 2016 at Issy Média premises (Issy-les-Moulineaux Town Hall) with the participation of 3 members of Issy Média and 3 of CNRS. Everyone was informed of the necessity to exchange exclusively on SPOD about any open data discussions, redirecting on it any person of the City of Issy-les-Moulineaux starting any discussions on this subject (one person will be recruited later). Furthermore, the 3 members of the Issy Média team had to report, according to 3 categories (bugs, possible enhancements and suggested improvements), any suggestions in a dedicated Trello board to make possible to have a clear situation for the technical team. On the Agora, a dedicated room was created to make easy the exchanges between members.

Furthermore, a planning of following meetings was discussed and fixed:

- **September 22, 2016:** it is fixed a two-step intermediary meeting:
  - o Issy Media members exchange on their experience of the SPOD and reports about the different feedbacks sent about the SPOD (Trello board).
  - o Exchange with the CNRS members (3) by Skype. Issues encountered, strengths and weaknesses, etc.
- **October 25, 2016:** Last meeting between the members of Issy Media and the ones of the CNRS, with a particular interest with the final results of this internal tests and to have an assessment around step 2 just started.

Before the launch of step 2, all data registered on SPOD was saved and the Agora was reorganized on the basis of Issy open data portal to make more understandable this discussion space for the users of next steps.

### 3.2 GPSO Open Data Group workshop (October, 2016 - ongoing)

13 participants (4 interviews)

4 public administrators (3 with average digital skills, 1 with low digital skills)

Gender of surveys answers: 2 males, 2 females

Age: 4 between 31 and 40

On October 14, 2016, a launching meeting was held at the Issy-les-Moulineaux Town Hall with the moderation of Issy Media and the participation of members of CNRS. All cities of the GPSO urban agglomeration were invited, as happened for the meeting in March, through personal invitation. The meeting registered 15 participants from the GPSO open data group and an “invited” member of the Versailles Grand Parc urban agglomeration, 3 members of Issy Média and 3 members of CNRS.

This meeting was organized as a normal meeting of the GPSO open data group with an introduction on the SPOD (taking into consideration that the public had already a training in March) and proposing to adopt the SPOD in a permanent way on the group activity, particularly for the following reasons:

- Replace the need of PowerPoint presentations, agenda or minutes that should be enclosed directly in the SPOD
- Reduce the need of physical meeting, become a virtual place of exchange between partners
- Become, later on, a place to share files and data to boost further open data steps of the various cities part of the group (some of them are not that advanced).
- On advanced phase, also co-creation functions will need to be used to improve co-construction of datasets of the group

Following the small introduction on SPOD functionalities, the meeting has started in as a classic GPSO Open Data group session, starting with an introduction of Issy Média to discuss latest steps of the group and possible discussions of this session. This was done through the support of SPOD as platform to be used to follow up later on the group activities. This made possible to use the SPOD to have oral discussions around Open Data with the goal to have the group using it later on to put their Open Data activities on SPOD.

To this end, every member has received user and password to the SPOD (closed to open registration) with a short guideline to access it. Furthermore, the Issy project manager has been indicated as technical support for any member.

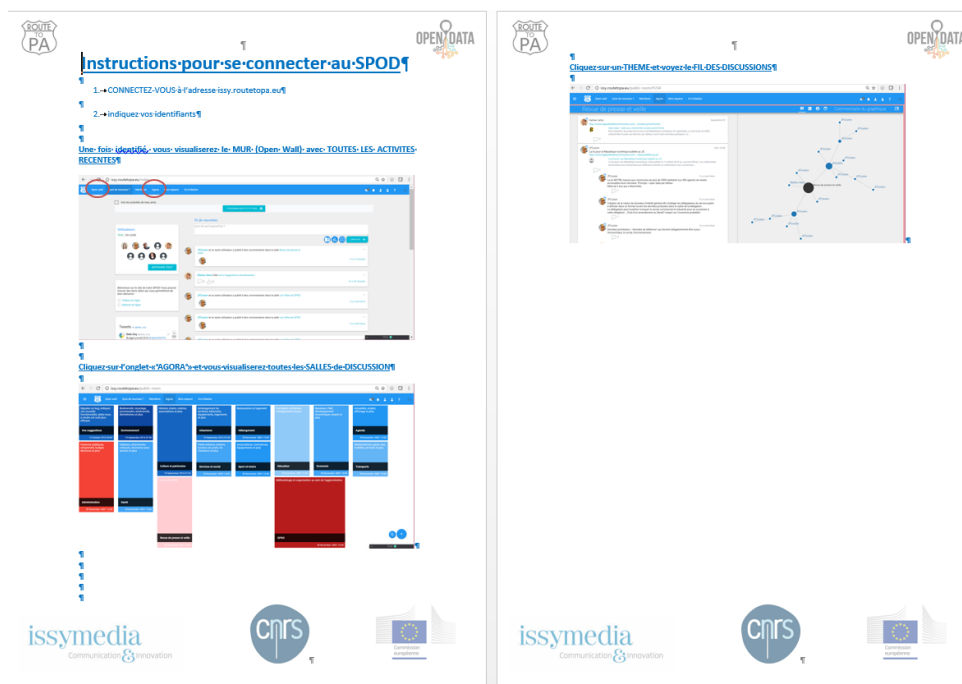


Figure 4 Example of user guide for GPSO Open Data group

A person of Issy Média has been also appointed to moderate the content of the SPOD and to push users to use it through reminders by e-mail (as push notifications are not yet implemented on it).

This activity should last up to April 2017 to have a complete evaluation, although a mid-term evaluation is done, on two basis:

- Qualitative and quantitative evaluation of use:
  - o the number of participants of the Open Data Group that will use the SPOD
  - o Use data savings and analysis by CNRS members (how many discussions in total? How many datalets sharing? At which frequency? Regular use? Does it help and facilitate exchanges?)
- Interviews on targeted users

A final evaluation, on the same basis, will be done at the end of this step, in early spring 2017.

### **Step 3 : Businesses, start-ups and young entrepreneurs**

The final step of phase 3 is supposed to open the SPOD to a regular use to a group of start-ups, businesses and young entrepreneurs that have a real interest to have an exchange on open data with public administrators and between them. This step is supposed to find some professional private users having an interest to express their needs to the public administration in terms of available open datasets, format needed in open data, feedbacks on the portal, quality of existing datasets, any further remark or need on open data and related matters.

Following phase 2, showing how it is more complicated to attract these stakeholders to workshops and meetings, mainly because they need to find a real added value in the tools and this makes them as particularly sensitive testers that need to be well identified and contacted one by one to have a real result. This makes clear that it is needed to do preliminary work, particularly a “market research” to identify the companies that might be interested to meet on face to face meetings and be involved in tests. The first step was conducted, on November 2016, by CNRS with the support of Issy Média, making possible to identify 11 businesses (one already achieved through a meeting done by Issy Média) that might have an interest, according to business sector and information retrieved on website and social networks (with a particular interest on companies identified on [issy-les-](http://issy-les-)

[Moulineaux incubator](#)). This will be followed by contact and face to face meetings to explain them how open data and a tool giving them the chance to exchange with the PAs may help to improve their activity.

In the meanwhile, a recruitment activity will be conducted in a workshop on Big Data and Open Data that will be held in Issy on January 20, 2017. This workshop will allow different projects in the field to present the projects, making possible to create a common planning with various actions. ROUTE-TO-PA will be presented by CNRS with the aim to find interested users and to include it in City planning, with a particular interest in the local project on Transports, So Mobility, highly focused on data. This will be followed by a workshop (timing to be defined, but it is planned in February 2017) to give to various businesses and developers the chance to express their opinions and needs (technical and of wider interest). It will also be an occasion to have an evaluation, following the same scheme of GPSO urban agglomeration group.

It has to be noticed that, due to difficult involvement of business users and to reduce risks, in parallel we opened a discussion with the university ISEP to see how to involve last year students developers.

This step is particularly important as it will fix an important point to be able to define the final needs of users to make the SPOD useful to these users, consequently it will have to be followed by technical follow up to make it compliant to their requests as a lack on this may cause a quick drop off.

#### 1.5.3.3 (C) OUTCOMES AND EVALUATION

##### **Phase 2 (Issy questionnaire and interpretation of comments)**

During phase 2, various comments have been raised, particularly from a technical point of view, but users and results have also showcased some important points to be considered in fixing Living Lab activities. It has to be noticed that target in terms of users, according to D5.1 targets, have been met at 85% overall (17 participants vs. 20 planned), but this has been due to the lack of participants on businesses that have been more reluctant (4 people showed, while 10 have registered), as result has been overachieved for PAs (13 users vs. 10 planned)<sup>2</sup>. During these workshops, some bugs and possible enhancements have been reported by users. These outcomes, helping the technical team to move on with the SPOD development, have not been the most important achievements as those helped to have a better the understanding of possible acceptance of users of the tools and improve the living lab strategy.

Actually, various evidences have arisen from these workshop and more particularly:

- Groups of users have not showed the same interest, making clear that the strategy for PAs and businesses need to follow different tracks:
  - o PAs were more interested by SPOD, 13 participants against 4 for businesses
  - o PAs showed to be impressed by the tool as 8 out of 11 told us that they would reuse it
  - o PAs users have clearly showed more interest on datalets functions than on discussions ones (N. of datalets vs. discussions)
  - o Businesses have showed to be more adapted as pure testers (N. of datalets vs. discussions)
- The need to have equipment and good wifi connection available to do such “lab environment” workshops may represent a barrier as it obliges to do groups of users of larger groups, this doesn’t allow users to really exchange on SPOD
- The lab environment shows good results on training of users on datalet and technical functions, but it seems less useful to help users to exchange on the SPOD. The real need of the living lab is to understand

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<sup>2</sup> A table with workshop users profiles is in Annex 2 (overview on gender, age and digital skills of participants)

how the tools help them to improve their needs in terms of exchanges with other users (with a particular interest on the ones between PAs and businesses), consequently a predefined scenario makes easy to find bottle neck effects on usability side, but less on real acceptability.

- The Agora on SPOD needs to be moderated to make more attractive and clear the environment and allow users to feel comfortable in it. More in general, agora needs to have a clear and easy structure.

At the end of this phase, considering the above mentioned points, it has then been defined that phase 3 needed to try to engage users, starting from the ones that showed more interest, PAs, to follow with businesses in a semi-parallel strategy. The biggest challenge defined is the analysis in a real living lab environment, following on remote users.

## **Phase 2.2, CNRS report**

During year 2, two main activities were carried out with different profiles of users in two interaction conditions. They concerned citizens-students from Dijon (medium city in France) and PAs from Paris Region. Two situations of interaction were tested: synchronous (laboratory experiment) and asynchronous (longitudinal experiment). Three groups were evaluated: two groups of students and one group of PAs.

Firstly, only three PAs from pilot city connected to SPOD and tried to stimulate discussions. However, no exhaustive dialogue games were initiated. For identifying causes of this issue, solving it and encouraging engagement of their “colleagues”, we interviewed PAs who posted messages and PAs who did not. The results of these interviews showed that five factors could impact the commitment of PAs. Thus, a series of potential solutions were considered: (i) promote privacy of discussions by restricting room to certain members, (ii) develop integration of SPOD with common communication and management systems, (iii) adapt personal interfaces to individual profiles, (iv) add more intense and relevant notifications and finally (v) extend administrators rights.

Secondly, the experiments carried out with students-citizens showed that they engaged quickly on the use of SPOD despite some technical issues (1. redundancy of specific functionalities, 2. information overload, 3. complex indications for novices). For both groups, participants committed in the identification phase, in a short time period (after one coordinator proposed a guideline). In this context, two profiles of users emerged: “sharers” who settled for posting information or data visualisations - & - “debaters” who were continuously involved in the elaboration of solutions. So, these outcomes demonstrate a high level of collaboration (profiles principally focused on exchange of information) and they intrinsically suppose that the discussions were essentially articulated around ‘information & data’ visualisations sharing. Furthermore, during these interactions, participants generally argued by basing on analyses of data visualisations. One third of the exchanges were devoted to “evaluative+constructive” processes. That proves a high degree of move towards effective transparency. To finish, no specific disagreement appeared during the sessions; on the contrary, participants reached “a deal” quickly. It suggests that the main goal of joint project was achieved successfully.

## **Phase 3 (Issy reports on survey 3.1 and 3.2)**

On first step of phase 3, the participation was met (4 people), but, being an internal test, the real objective was to have a good overview of all bottle necks issues that a real life test might present with SPOD, with a particular interest on usability (technical) and acceptability (non-technical) of the tool. To this end, all bugs, possible improvements and comments were trucked on a Trello board created on purpose, making possible to make more urgent adjustments before launching step 2 and 3 and proposing various changes to technical team to improve the tool and being able step by step to inform the users of adjustments as engagement activity. During this first



step, it was actually possible to identify different needed improvements. This has led to create a concrete scheme of the Agora and to inform the technical team of these needs.

Following this, step 2 started with 12 people (outside Issy as the 4 people participating to step 1 were not calculated) participated to the first meeting and 1 more person asked to be registered to the SPOD after it. Mid-term evaluation doesn't show yet a clear result, as the use of the tools is still low, consequently users have been invited to use the tool and to propose any comments (A "suggestion room" was created) that they might have. Moreover, some users have been interviewed to understand their needs and what might make them participate more. This activity has allowed to have clearer idea of some of the reasons of the lack of use of the tool, particularly:

- **Ergonomics and user experience** are negatively evaluated by users, that state that they cannot easily understand "user journey" and to find the right place to write. This is related to technical (interface is not clear enough and too many clicks are requested), but also to non-technical as it will request to simplify the rooms in Agora. The only user writing in the suggestion room, asked where it might be possible to publish a dataset (excel format).
- **Lack of understanding of added value of the tool.** All users have participated to a training on phase 2 and a small explanation on phase 3, during which they have two people always available to give support (one more on technical and a moderator), but they seem not to use this help. Being requested to answer or to use the SPOD, some of them have stated not to understand what they might write on it or that they do not like to use social networks. This is something that will have to be investigated, but, at this stage, it can be due to a positioning not yet mature on Open Data ("I do not have datasets, what should I write about?") and to the need to keep following them to let them the time to get used to the tools.
- **Technical features**, as most of comments of step 1 have not yet been met or have just been met, as an example push notifications, making clear that some time is still needed to have a platform adapted to a wider use.

A final evaluation, taking into account also business will take place in spring 2017 to allow to have a complete vision on usability and acceptability, also following next technical development. In the meanwhile, open data these step 2 and 3 will be followed and fully implemented in the first trimester to approach the last phase of the project.

#### 1.5.4 AMBITION

The last year of the ROUTE-TO-PA experience of Issy will be highly focused to conclude step 2 and 3 of the phase 3 to be able to make possible to launch phase 4 that will have to represent the moment of real adoption of the SPOD for the City of Issy-les-Moulineaux to exchange around data with users.

During phase 3, the idea is to increase the number of public administrators, through the engagement of new Cities and bodies (i.e. Department of Hauts-de-Seine, the one of Issy) to increase the number of users and have more critical mass that should work as motivation for users.

Furthermore, co-creation space, being more and more improved by technical team, will be introduced, also thanks to a tutorial that will be created in French (following the existing ones) to allow users to be more comfortable with this functionality. This should allow Issy to be able to reach the number of targeted users (10) and increase the brand and the awareness around the SPOD in Issy's area and network.

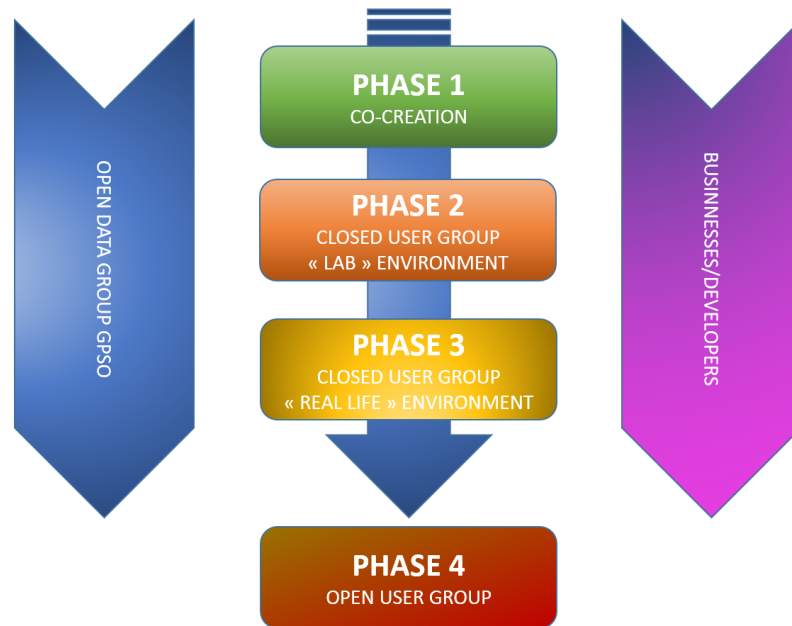
The final phase, to be launched around May 2017, will have to make possible to have a real adoption of the tool, launching it to a wider population, particularly, but not limited to, to developers and any private or public body that will have the need to exchange with the city around open data.



To this end, all information collected on various phases will have to be duly taken into consideration as a lesson learnt, from a technical and non-technical point of view.

The ambition of Issy-les-Moulineaux is to adopt a tool to exchange with users to make possible to improve its open data strategy that cannot, in any case, avoid to be stimulated by users with their needs and comments, consequently the work on SPOD will have to lead Issy to have a tool useful to:

- Exchange and work around open data with other public administrators
- Exchange with developers/citizens and increase communication about data with them (format, quality...)



*Figure 5 Graphical representation of Issy Living Lab flow*

## 1.6 PILOT REPORT DEN HAAG

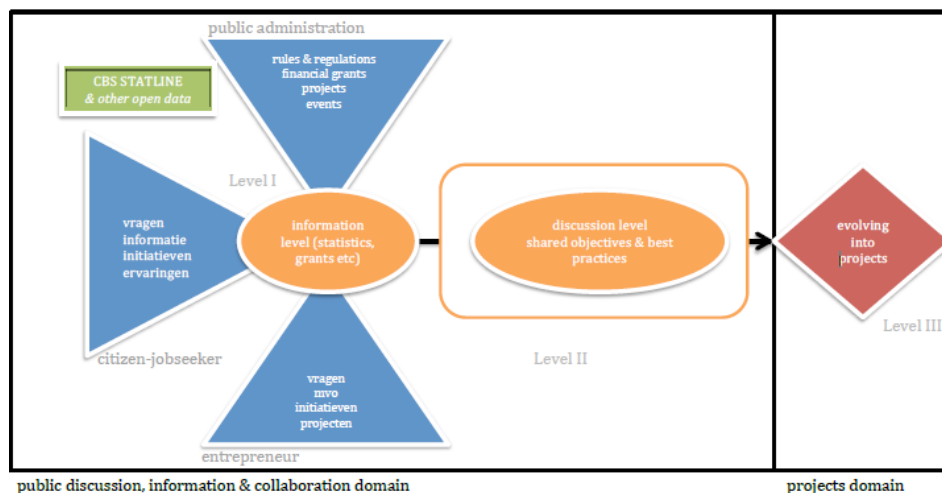
*By Jan Pieter van de Klashorst, Mirjam Pardijs*

### 1.6.1 OBJECTIVES

The overall goal of the municipality The Hague for joining Route to PA is to increase transparency of the municipality by means of establishing new co-creation practices with citizens using digital tools and open data. To continue the work in the direction of the overall goal, four objectives were formulated for the second year (February 2016 – January 2017):

1. To further develop engaging user scenarios for co-creation between business and PA and test them with the user group.
2. To further develop the new collaborative practice with the user group, using Route to PA tools and open data
3. To find and set up relevant open data sets - collaborating for that with the Open Data Unit of the municipality - and use and evaluate them within the user group;
4. Gradually working on community building to find new user groups

These goals are in line with the general model of activities that was formulated in the first year, in which a development in collaboration around open data was shown beginning with 1) Sharing Information, working towards 2) Joint problem solving and eventually leading to engage in 3) Co-creation Projects.



*Figure 1: model of activity*

### 1.6.2 RELATION TO ORGANIZATION OBJECTIVES

In 2013 the city council of The Hague stated: "The commission wants to increase the involvement of residents and businesses through [e-] participation ... A means to achieve these objectives is the mobilization of local databases, this is called 'Open data'." <sup>3</sup>

<sup>3</sup> From: counsel decision to stimulate open data for e-participation of citizens and businesses (RIS 181621)

Other strategic objectives of The Hague regarding information technology are documented in a policy statement “Connect and interact – I-vision 2015-2018: safe and future oriented”<sup>4</sup>. Two ambitions stand out as most relevant:

1. To encourage collaboration between domains and with citizens and businesses, through the good use of data;
2. To encourage open standards, open data and the use of open source software.

The Route-to-PA pilot contributes to both priorities, starting with a focus on collaboration with businesses and later to explore the possible collaboration with other citizens.

The assumption underlying the overall aim of the project is that opening up and use of government data will encourage co-creation, which will (eventually) lead to better policy formulating and implementing, which will result in more transparency and enlarged support from citizens (e.g., businesses).

This however requires a government that is prepared to give businesses and civilians more influence in the policy making and – implementing process, and businesses that are willing to participate and contribute to this process. To stimulate this process, we also need a new kind of Public Administrator; one that is able to formulate and implement policies more in co creation with businesses and civilians, using thereby relevant open data set.

So, we need:

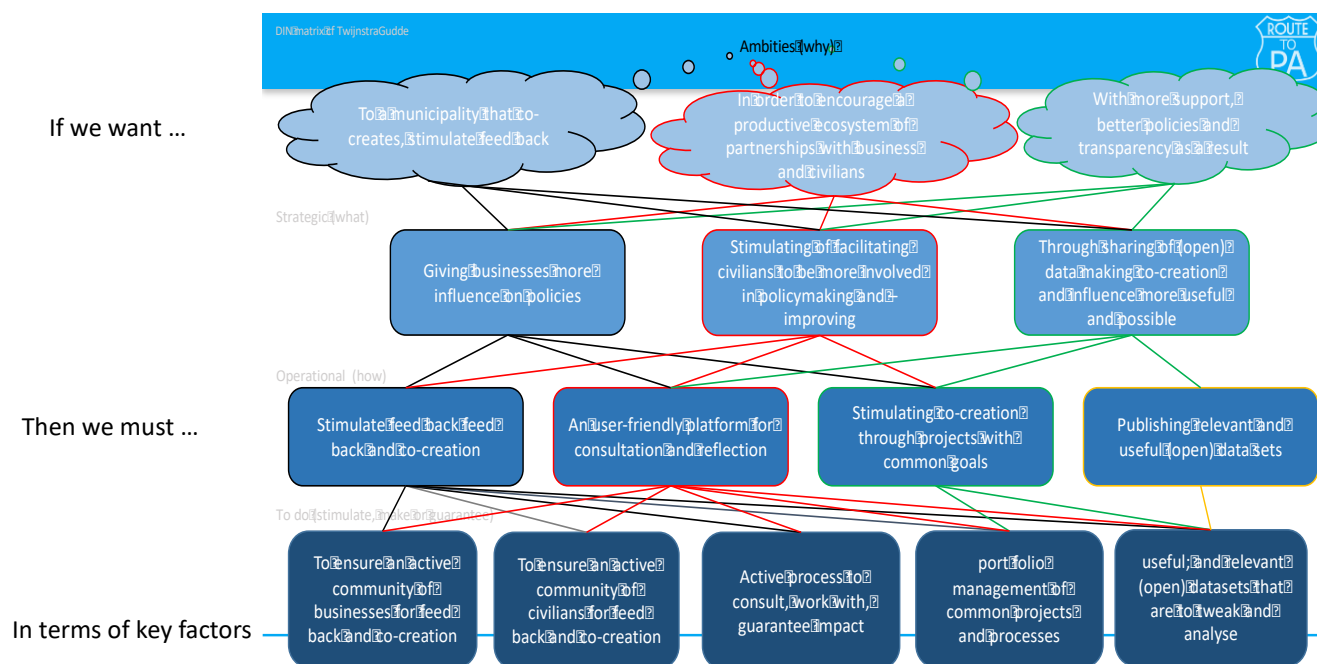
**PA-officers** that like to have feedback on their project and policy ideas, presenting their ideas in the Agora of co creation rooms of SPOD, illustrating and or explaining with open data

**Business representatives** that like to give (online) feedback and put forward some ideas of their own in the Agora and co creation rooms of SPOD, illustrating of explaining with open data

In the following framework, the ambition of the municipality is made concrete in objectives on different levels. It aims at relating the ambition to strategic and operational goals, success factors and activities. The diagram can be used in two directions: 1) top-down, to stay focused on strategic goals in all your activities or 2) bottom-up, to enrich the strategic goals with actual practical factors.

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<sup>4</sup> Gemeente Den Haag, “Connect and interact; sluit aan en doe mee – I-visie 2015-2018: Veilig en toekomstgericht”, juni 2015, Other points being: to improve IT-policies and organization regarding security and privacy issues; providing a robust IT-infrastructure in the city and the POA organization; to inform and advise the city services regarding technological opportunities and strategies.



### 1.6.3 CONTEXT, ACTIVITIES AND OUTCOMES OF YEAR II

#### 1.6.3.1 (A) OVERALL CONTEXT

##### Department of Social Affairs and Employability

Within The Hague, the department of social affairs and employability is the concrete environment for the pilot setting of Route to PA. Within this department there is a Service Point for Employers (SPE). This Service Point aims at maintaining good relations with local businesses in order to work with them on employability issues. The current collaborative practice of the SPE with local employers consists of 1) organizing one or two annual face-to-face meetings with a large number of local businesses to informally address policy issues and 2) concrete one-on-one collaboration with employers as to the hiring of unemployed people.

The incentive to participate in the Route to PA project was in improving the working relationship with enterprises in formulating, implementing and evaluating (mutual) projects, policies and activities, using an on-line platform and discussions as an extra means of contact and interaction, supplementing the already existing physical meetings. Although opening up data is part of the policy of the whole municipality, in this department there is little experience with the concept. In year I a project team was formed for this project, consisting of higher management, project management and project administration, in order to embed the project in the organization.

##### Open data Unit

The management unit advises on and supports multiple open data tracks within and outside the municipality. The unit aims at making open data available to citizens, nonprofit organizations and commercial parties. The team is working on several projects around open data and adopted Route to PA as one of them.

##### User group

In year I a user group was formed in order to develop and examine the new collaborative practice involving co-creation of policy issues, using an online platform and open data. This user group continued work in the second year and will be ongoing in the third year as well.

The user group consisted of 11 members:

- 3 representatives of businesses from various backgrounds, both small and big enterprises.
- 2 representatives of the PA (middle management and policy adviser)
- 2 representatives of the Open Data team of The Hague
- 1 representative of the Ambassadors Network (Project of the municipality to involve businesses in social employability issues)
- project manager (consultant of the municipality)
- research partner Wise & Munro

### **Year I**

During the first year the work with the test group started. The Route to PA tools were not yet ready to use, so during these first workshops (1-2, see table 2), the user group examined the concept of co-creation and the role of open data in lively discussions. Early prototypes of the Route to PA tools were shown to encourage the groups' thinking of these issues.

The main lessons of the first year were:

- Collaboration between employers and the municipality starts with finding a common interest, which rises above individual interests.
- For successful communication, it should be meaningful to the group, apt to concrete follow up, beneficial for all parties and tailored to a special interest group.
- Co-creation of policies asks for public spaces to share, but might also need a more private space (a backroom) to further analyse and formulate concrete arrangements.
- Public officers are spokesmen of official policies and therefore are limited in expressing their opinions, where private parties are freer to express their own opinions and interests.
- Existing open data sets are usually specified on a too high level of abstraction (national data). Open data sets about social-economic issues on a local level are rare.

<b>Project team</b>	<b>Business representatives</b>
<ul style="list-style-type: none"> <li>• <b>Projectmanager (Jan Pieter v.d. Klashorst)</b></li> <li>• <b>Open dataspecialist/open data unit (Antoine Gribnau)</b></li> <li>• <b>Project administrator (Rob van der Capellen)</b></li> <li>• <b>Project owner (Martin Andriessen, head of department of Social affairs and Employability)</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Tempo Team (Frans van Kreuningen)</b></li> <li>• <b>Baker Tilly Berk (Ron Jansen)</b></li> <li>• <b>Trusted Ventures (Edwin de Jonge)</b></li> <li>• </li> </ul>
<b>The project team:</b> <ul style="list-style-type: none"> <li>• <b>has facilitated all the pilot activities and reports</b></li> <li>• <b>in cooperation with the project owner formulated the pilots strategies and goals</b></li> <li>• <b>has contributed to the pilot meetings</b></li> <li>• <b>gave two presentations about Route to PA within the municipality and Ambassadors Network</b></li> <li>• <b>Open Data expert: setting up the technology in accordance with SPOD for open data publishing</b></li> </ul>	<b>The business representatives:</b> <ul style="list-style-type: none"> <li>• <b>participated in the meetings</b></li> <li>• <b>participated in the SPOD pilots</b></li> <li>• <b>gave user feedback</b></li> <li>• <b>helped forming a second group within the Ambassadors Network</b></li> </ul>
<b>Researcher partner</b>	<b>PA representatives</b>
<ul style="list-style-type: none"> <li>• <b>Wise &amp; Munro (Mirjam Pardijs, Jerry Andriessen)</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Policy adviser (Robert Endhoven)</b></li> <li>• <b>Management (Ronald Verwoerd)</b></li> <li>• <b>Open Data Unit (Isabella Tonioli)</b></li> <li>• <b>Project Ambassadors Network (Marja Pelzer)</b></li> </ul>
<b>The research partner:</b> <ul style="list-style-type: none"> <li>• <b>prepared, facilitated and moderated all meetings and SPOD pilots</b></li> <li>• <b>participated with the open data team to find and explore open data sets</b></li> <li>• <b>analysed and evaluated the pilot experiments and reported findings to the developing team</b></li> <li>• <b>reported bugs and functionalities issues to the developing team</b></li> </ul>	<b>The PA representatives:</b> <ul style="list-style-type: none"> <li>• <b>have contributed to the meetings</b></li> <li>• <b>provided policy topics and themes for discussion</b></li> <li>• <b>performed as moderator in SPOD pilots</b></li> <li>• <b>participated in the SPOD pilots</b></li> </ul>

Table 1: Main actors and contributions

#### 1.6.3.2 (B) ACTIVITIES

<b>User group activities Objective 10 + 3</b>	<b>Open data activities Objective 2</b>	<b>Community Activities Objective 4</b>
<b>Y1: Workshop 1</b> <b>Introduction Route to PA, understanding current collaborative practices, visions on the future</b>	<b>Y1+2: Meetings Open Data Unit</b> <b>Meetings to understand role of Open Data Unit for Route to PA project</b>	<b>Y2: Formulation of success criteria</b> <b>Two meetings with the project team to formulate objectives, success criteria</b>

	Meetings to discuss open data sets available, accessibility of the data on SPOD, the role of TET	
<b>Y1: Workshop 2</b> <b>Open data policy, possible topics for collaborative scenario with open data, exploring the role of open data in co-creation</b>	Y2: Meeting Open Data unit and Dataplatform.nl Meeting to understand the role of Dataplatform.nl as data provider, establishing contact between dataplatform.nl and technical team of SPOD	Y2: Presentation for data-ambassadors of municipality The Hague Presenting SPOD and work done in the user group to open data ambassadors within the municipality The Hague.
<b>Y2: Workshop 3</b> <b>Online collaboration, four principles for good collaboration, examples of online collaboration, experiences, SPOD progress</b>	Y2: Connection between dataplatform.nl – SPOD Technical work by dataplatform.nl and developers team of SPOD. Connection established, which means that open data sets from The Hague are accessible in SPOD	Y2: Presentation for Ambassadors Business Network Presentation of SPOD with the intent to start up new group of users This user group will start from January 2017
<b>Y2: Individual test with SPOD</b> <b>All participants did an individual test with SPOD. They did the test at home and filled in a questionnaire after the test.</b>		Y2: Community work Together with Open Knowledge Foundation new and existing communities around The Hague are explored to find additional groups of users (just started in year 2, further in year 3)
<b>Y2: Workshop 4</b> <b>Evaluation of test, usability issues, preparation of first asynchronous SPOD pilot (scenario: topic, roles and regulations)</b>		
<b>Y2: First SPOD pilot (agora)</b> <b>Duration: 6 weeks</b>		
<b>Y2: Workshop 5</b> <b>Evaluation of first SPOD pilot</b> <b>Lessons learnt and preparation of second asynchronous SPOD pilot (scenario: focus on open data, topic, roles and regulations)</b>		
<b>Y2: Second SPOD pilot (agora)</b> <b>Duration: 6 weeks</b>		

Y2: Workshop 6 Evaluation of second SPOD pilot, lessons learnt		
Y2: Workshop 7 Synchronous pilot in Co-creation knowledge room Evaluation of pilot		

#### Activities for objective 1 + 2

1. To further develop engaging user scenarios for co-creation between business and PA and test them with the user group.
2. Further develop the new collaborative practice with the user group, using Route to PA tools and open data

The user group continued the work in year II. From the start a developmental approach was chosen for implementing the project and its tools. This means that the user group worked in both face-to-face workshops and a number of SPOD pilots in the Agora and the newly developed co-creation knowledge room to gradually understand the tool and develop a new collaborative practice with a lot of evaluation during this process. So, every SPOD pilot was evaluated by all members involved and together our understanding grew of how the tools worked, how to deal with open data and what co-creation between business and PA using open data looks like.

#### Workshop 1-3

During these workshops a number of topics were discussed in order to prepare for online collaboration in Route to PA tools. These tools were developed in the meantime, so during the workshops attention was given to the state of their development as well. These workshops aimed at understanding ambitions of the user group and discovering common ground between the participants, with regards to topics/policy issues, but also to experience with collaboration and technology. Another big part of these workshops was learning about open data. This started with the open data policy (national and local), and became more focused on how to use open data in serious discussions around employability issues. Besides the members of the Open Data unit, no other members of the user group had much experience with (using) open data.

#### Individual test with SPOD

Introduction of SPOD to all members of the user group was done by means of an individual assignment ("test") in which a step by step run through of the tool was done. First (usability) feedback was collected during this assignment as well.

#### Workshop 4

The test with SPOD was evaluated, first impressions were shared and feedback was sent to the developers of SPOD. The practice of integrating usability and tool feedback with real tool use (scenario based) was established from the beginning on, so during evaluation of each pilot time was spent on gathering usability feedback and sending this to the tool builders. Result of this practice was that the user group was very involved in tool design and experienced their impact on the tool development immediately. The remaining of the workshop was used to prepare the first asynchronous SPOD pilot. A topic (in what way would employers contribute to the Ambassadors Network and collaborate with the municipality to social employability issues) was decided upon by the user group



and some roles were assigned to specific members (Chair, knowledge monitor, open data specialist) and rules for minimum participation were made.

### **First SPOD pilot**

The first SPOD pilot continued for six weeks. The user group contributed 46 comments and only one datalet in the Agora room that was created for the discussion.

### **Workshop 5**

During this workshop the first SPOD pilot was evaluated. Overall the user group was enthusiastic, but the lack of open data in the discussion was seen as most important aspect to solve in order to increase the value of these discussions. Furthermore, it was concluded that there must be more focus in the topic of debate to come to a meaningful outcome. Direction was missing, and the role of a moderator was discussed. Based on lessons of this first pilot, a new scenario was agreed upon in which the focus would be on open data use. The topic of the second SPOD pilot was to investigate which sectors were most promising with respect to employability in the region of The Hague.

### **Second SPOD pilot**

The second SPOD pilot was also six weeks. The user group contributed 56 comments, four datalets and 4 links to other data sources.

### **Workshop 6**

During this workshop the second SPOD pilot was evaluated. Although the discussion in SPOD focused a lot more on data, only the representative of the open data unit constructed datalets. Most of the user group members had little to no experience with open data and encountered difficulties in working with raw datasets. But also analyzing and interpreting the datalets appeared to be difficult. So using open data in discussions is not so evident, and the user group missed training in this aspect. During this workshop overall goals of the management with Route to PA were discussed as well, thereby also focusing on relating Route to PA to overall goals of the department and increasing the community involved in this project. The project leader of the Ambassadors Network expressed her interest in making SPOD the platform for communication of the Network and some plans were made to introduce Route to PA to all the members of the Ambassadors Network.

### **Third SPOD pilot / workshop 7**

After two SPOD pilots using the AGORA the third SPOD pilot was organised for the co-creation knowledge room. The project manager provided input around the topic of social entrepreneurship. Although the goal was to have some relevant open datasets ready to be used in the pilot, this appeared to be too difficult. The pilot therefore focused more on experiencing the co-creation knowledge room. After a short run-through of the co-creation knowledge room and its features, a synchronous pilot of 1,5 hours started. A lot of bugs were discovered during the pilot, and these were directly communicated to the tool builders.

During the evaluation the user group explicitly stated that the fact that everybody was contributing at the same time was very motivating. But again the user group experienced a lack of direction. They concluded that they were very used to having a chair or process moderator during meetings and they were not used to regulating discussions themselves. The topic of moderation/mediation remains on the agenda of the user group, to come up with ways the tool could support groups.

Results	Challenges
<p>We have formed a small but active user group, who are enthusiastic contributors and willing to continue their contribution and efforts in year III</p> <p>We test and interact with real-life users, who give us great feedback (bugs, functionality improvements, requirements for co-creation) on the Route to PA tools SPOD and TET. Feedback is therefore based on real use of the tool.</p>	<p>Developing engaging and relevant scenarios is difficult, but essential to stimulate ongoing participation. Finding topics that offer possibilities for data use and are motivating for both PA's and employers is the</p> <p>Understanding relevant aspects of collaboration and co-creation is important for successful SPOD interaction. During the first workshops time was spend on this topic, but it still requires attention during the pilots and the evaluation of the pilots;</p> <p>Working with data and data sets (analyse and interpret datalets) require skills that are not automatically available in the user group, we need more tutorials for this.</p> <p>The TET-part of Route-to-PA requires some extra tutorials.</p>

### Activities for objective 3

3. To find and set up relevant open data sets, collaborating for that with the Open Data Unit of the municipality, and use and evaluate them within the user group;

From the start of year II, the Open Data Unit of The Hague became more involved in Route to PA, which was very helpful. The Open Data Unit considers it might give them an opportunity to enlarge services of the municipality that are engaged in open data.

Together with the Open Data team and the research partner, a quest for data sets was undertaken and much effort went in to both looking for data and getting data into the platform. To do this, the Open Data Unit was provided with log ins to TET, to place datasets into the platform. This was a time consuming process and another path was sought to make sure that all datasets that are made public were available on SPOD.

During this process, the Open Data Unit started a pilot to transfer to another open data portal. Datasets that were made public were placed on Columby platform, but this platform was not very user friendly. The new platform was *dataplatfom.nl*. To ensure good communication between dataplatfom.nl and SPOD, both technical teams worked together to make the right connections. This means that all datasets that are placed on dataplatfom.nl are immediately accessible in SPOD for the creation of datalets.

Important obstacle is still the lack of relevant open data sets in the realm of Social Affairs and Employability issues. Privacy issues are important and form an obstacle, this has been intensively discussed in the user group and the open data unit is thinking of ways to aggregate data on levels that can be made public. Besides that, lots of data that are available on the CBS-platform (central bureau of statistics) are on a national level only and do not refer to a concrete level in The Hague. Other data are only in a no-readable format. Or, as the Open Data Team often encountered, the questions asked by the PA of business are not concrete enough to tweak or analyze the data. So, the extent to which open data are tested in the platform pilots is still very limited, other than the test of co creation possibilities, which were very extensive and interesting.

Results	Challenges
We encounter great support from the open data unit of The Hague	<p>Relevant open data sets on employment are hard to find; this has been limiting the project from the start</p> <p>(Middle) management of the department of Social Affairs and Employability does not yet see the potential of open data</p> <p>in the domain of employment, data are quickly regarded as subject to strict privacy rules</p>

#### Activities for objective 4

##### 4. Gradually working on community building to find new user groups

While the user group involved in the SPOD pilots of year II has become a stable group/small community, they function as front runners. To involve larger communities, a lot of attention should be given to community building and dissemination of the project. This has not been the focus of year II, but there has been some activity to gradually involve other groups in the project. The pilot team has presented Route to PA to the whole Ambassadors Network and found an enthusiastic audience, willing to participate and experiment with this kind of on line digital interaction and co creation. At this point, a focus group of this Ambassador Network is being formed, and in year III they will start using Route to PA tools for communication between PA and the ambassadors. The interest of larger groups of PA however is still modest. Senior management holds it as a promising possibility to intensify and renew the contacts and co creation of the PA with business on project of policies. But on the practical and middle management level, there still is some sepsis.

Results	Challenges
<p>We have formulated a good connection between the ambitions and goals of the municipality and the possibilities of the Route to PA project, which is important for the sustainability and impact of the project in other departments of the municipality.</p> <p>The ambassador network is eager and willing to work with us to explore the possibilities of SPOD for co creation and collaboration with the municipality.</p>	<p>The community building efforts are limited to businesses; now, we are still investigating (with support of the Open Knowledge Foundation) ways of building a community of citizens;</p>

#### 1.6.3.3 (C) OUTCOMES AND EVALUATION

The results of in-depth analysis of the development and evaluation of activities of the user group can be found in D5.2b. In this section we will highlight main outcomes, and relate them to the objectives:

### **1 To further develop engaging user scenarios for co-creation between business and PA and test them with the user group.**

The goal of the municipality is to promote co-creation practices between citizens and PA's, starting with employers as specific group, in order to stimulate better policy making and implementation. Finding themes for these co-creation practices that can entice the interests of individual employers and simultaneously can result in ideas or solutions that transcends to a societal level was one of the goals of this year.

The user group participated in three SPOD pilots in which three different scenarios were tested. The scenarios were co-created with all members of the user group. The design-based approach that was used involved a process in which evaluation of the first pilot led to adjustments to the second scenario and evaluation of the second pilot subsequently led to the third pilot. The scenarios of these pilots differed with regard to the functionalities used (agora vs co-creation knowledge room), the themes and role of open data in the pilots and discussion mode (asynchronous vs synchronous). The use of the Agora (forum style discussion) was linked to the asynchronous mode, while the co-creation knowledge room was used in a synchronous way. For continuous asynchronous discussion engagement must be high, otherwise silence by some can lead to end of participation by all members of the discussion. Looking at the distribution of the messages over time, we can see that in both asynchronous discussions the number of messages gradually decreased, and the time between contributions increased. The third pilot, a synchronous discussion of 1,5 hours in the co-creation knowledge room of SPOD was on the contrary very lively and active – despite bugs of the tool. The topics of the three pilots were chosen by the user group, with variable success. The first topic was too general and not clearly linked to open data. In the second pilot this link was made explicit and the question central to the pilot could only be answered with use of open data. In the third pilot, the topic explicitly came from the municipality to see what such a topic would do to engagement of the user group. Open data was not available for the topic, but the user group did exchange other information with each other, not just opinions, so it seemed that some kind of practice developed in the course of these three pilots that included using information as source or reference when discussing.

### **2 To further develop the new collaborative practice with the user group, using Route to PA tools and open data**

Close examination of the discussions in the three pilots revealed that the group gradually developed some degree of collaboration, but that for *successful* collaboration (i.e., collaboration that leads to a shared outcome) essential aspects were missing. During the first pilot there were a lot of loose ends in the interaction; questions were not taken up and a lot of threads in the discussion were stopped because nobody contributed anymore. The discussion can be characterised as *'declaring ones opinions or ideas, without much consideration for the others in the user group'*.

During the second pilot, the group interacted more, questions were taken up somewhat more, and there were more reactions to each other. The synchronous third pilot showed a group in real interaction, especially in the first phase of the co-creation process (explore).

Somehow the three pilots did not result in clear or satisfactory outcomes, as important aspects were missing in the online collaboration. The most visible one was the *lack of regulation* or regulatory contributions in all three pilots. Regulation is needed to keep track of the process, to keep track of progress towards a certain shared goal, to understand what needs to be done next and to get everyone at the same page. This lack of regulation was mentioned during the evaluations, but this did not change anything during the second pilot, nor in the third pilot. In the second pilot, although the central question was clearly formulated, the discussion unfolded without any reference to this question at all and at the end of the six weeks no answer was or could be given to it. During the synchronous third pilot we witnessed a lively interaction place, guided through the three phases in the co-

creation knowledge room (explore, ideas, outcome). Although this phasing could (and did) help structure and regulate the interaction, the group did not come to many shared ideas or shared results in the end, because none of the interaction was seemingly aimed at getting there.

As the municipality is aiming at using these co-creation practices for better informed and shared policy-making and implementation, which requires goal-orientated discussions and consultations, this regulation is very important and needs attention. Some of the features of the tool are helpful (as we have seen in the co-creation room), but other possibilities should also be examined and tested. One of them is the role of a moderator for guiding the process. Moderating by a researcher (alerting of new messages and suggestions for participation) in pilot 1 did not have any effect, even outside of the tool there were no replies to direct emails. Moderation will be examined further in scenarios in year III.

### **3 To find and set up relevant open data sets - collaborating for that with the Open Data Unit of the municipality - and use and evaluate them within the user group**

During the first and third pilot not much was done with open data in the discussion. Although effort was put in making sure that the open data sets of the municipality were accessible in SPOD, for most of the users actually using the datasets to create visualisations was not easy. The only one comfortable enough to act with the open data (search for datasets in the tool, create visualisations and place them in the discussion) was the member of the Open Data Unit of the municipality. Part of the problem in the first pilot was that the starting question did not evoke much need to use open data. This was deliberately changed in the second pilot, but this did not lead to much more use of open data by the rest of user group. In the third pilot, there was no open data available for the topic under discussion. Some other information however was shared in the group during the pilot.

Besides the member from the Open Data Unit, the other members of the user group had not much experience with open data. They knew a bit about it, but on a very general level. Some employers used on occasion some national statistical data for strategic businesses decisions, but this was not common among all of them. The PA's involved in the user group were the least experienced when it came to the topic of open data. The open data policy of the whole municipality was not yet taken up by the department of social affairs and employability. The attitude of the user group towards open data however was positive and they saw many possibilities to increase value by using open data in decision making and policy making. During the course of the three pilots we could see that their knowledge about open data increased, but this also led to a decrease in thought about their own capability in working with these open data. The group grew to expect the Open Data Unit member to be the sole responsible for dealing with the open data in the discussions, but although he was very constructive, he lacked the detailed knowledge to present the appropriate data to satisfy the group. The group then suggested they needed 'a data expert', someone with knowledge about the topic and skills in working the data in order to present them in an interesting way. This combination of serving the group and high domain expertise did not result in finding a suitable candidate. The other part of working with open data in a discussion concerns interpreting and using these interpretations to come closer to a goal or outcome. The user group's activity in this respect was very focused on finding the one perfect dataset to give the answer, although in their expressions about use of open data beforehand they freely brainstormed on combining many datasets to give useful information.

So while the search for available and useful open datasets in the realm of employment is ongoing, the pilots revealed that working with open data on the discussion/co-creation platform is very challenging and more investment in training is needed.

### **4 Gradually working on community building to find new user groups**

The user group was a stable force in the second year of SPOD piloting. They engaged in the three pilots and in face-to-face meetings to discuss, prepare and evaluate the pilots. The pilots did not have much impact on other parts of the organisation yet, and new communities need to be involved next year to expand the impact of the project.

#### 1.6.3.4 (D) CONCLUSIONS

The objectives for year II were:

1. To further develop engaging user scenarios for co-creation between business and PA and test them with the user group.
2. To further develop the new collaborative practice with the user group, using Route to PA tools and open data
3. To find and set up relevant open data sets - collaborating for that with the Open Data Unit of the municipality - and use and evaluate them within the user group;
4. Gradually working on community building to find new user groups

With regard to the outcome on these elements, the conclusion can be summarised:

Objective	Conclusion year II
1	<ul style="list-style-type: none"> <li>Designing a good scenario is a challenge. Choices with regard to discussion mode (synchronous/asynchronous) highly impacted the engagement of the user group. For active asynchronous discussion the theme must be very interesting to all the users. Finding such a theme is proven to be hard, even if users themselves are in charge of deciding it.</li> </ul>
2	<ul style="list-style-type: none"> <li>The co-creation functionalities in SPOD look very promising</li> <li>Though still very modest, there is some movement on this part: <ul style="list-style-type: none"> <li>Agenda setting for the administrator is potentially there and it is the original wish of goal of the administrator.</li> <li>Agenda setting for the entrepreneur is not concrete thus far. This should be key in the next phase, wherein a special interest group is to be formed out of the Ambassadors network. The pilot group has shown some interesting results.</li> </ul> </li> <li>However: the co creation method must be developed as well as the support and functionality of the tools for co creation. Moderation must be examined</li> <li>The wish for co-creating with and getting feedback on policies of entrepreneurs is strong and alive. This is an important goal of RTPA and pilot.</li> </ul>
3	<ul style="list-style-type: none"> <li>On a national level, there are data available, but these are found less relevant on a municipal level</li> <li>Until now the open data usage is limited. Open Data policy (on the topics of social employment) is not that high on the political agenda; The Hague focuses more on geo- and environment data, though the open data staff is keen to work also with social data.</li> <li>More training is needed to involve all participants in working with open data (= searching for datasets, visualising them, analysing and interpreting the visualisations, using these interpretations in co-creation/discussions)</li> </ul>
4	<ul style="list-style-type: none"> <li>Within the pilot groups (I and II) there is community building to observe. It could be strengthened further if:</li> </ul>

	<ul style="list-style-type: none"> <li>○ a more common focus is defined</li> <li>○ relevant data is added</li> <li>○ an editor or moderator role is supplemented</li> <li>○ the process of co-creation is improved</li> <li>• There has been an increase in partnership, but it needs to be developed and sustained (through experienced benefits of the platform for both PA as entrepreneur)</li> <li>• Until now Route to PA in The Hague has been an experiment “at the side”; it does have the support of senior management but so far little involvement of middle management. It could be beneficial to create a greater involvement on this side.</li> <li>• For community building toward citizens year III the project will have to make an action plan.</li> </ul>
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#### 1.6.4 AMBITION

##### **Plans and scenario's for year III**

For year III we aim to formulate a dedicated plan for community building, both directed to businesses and citizens.

Part of this plan will be:

- Presentations of the use and benefits of open data, as part of the open data strategy of The Hague, followed by several presentations to different types of audiences
- Seeking a greater number of businesses through the channel of the Ambassadors network
- Exploring ways to reach out to citizens with open data, however we foresee no big numbers
- Investigating how the use of open data and SPOD can be used by the PA-officers in their day to day work and committing more of them (we think of a challenge –game of some sort)

A brief summarisation of some actions planned for next year:

- The next pilot group will be active in January. When this group is activated, together with them and the management of The Hague we will formulate plans, scenario's and strategies for the final year;
- Comprehensive user scenario's will be formulated;
- We will continue the quest for relevant open data sets
- New tests of co-creation, data analysing and communicating op SPOD, with the help of TET, possibly also so skill training
- We will contribute to the Guideline product
- brainstorming and formulating business innovation possibilities through SPOD with the management of the Hague, in combination with the pilots and or the ambassador network

## 1.7 GENERAL CONCLUSIONS

*By Jerry Andriessen, Mirjam Pardijs, community section by Serah Rono*

### 1.7.1 INTRODUCTION

The conclusions in this section were generated in a dedicated workshop during a meeting in Salerno in January 2017. All researchers and three of the pilots participated, the other two pilots were represented by the Dutch teams. Participants worked in small groups to discuss barriers, potential, and main conclusions, after two years of the project. Different groups worked on barriers, solutions, open data issues and solutions, scenarios, and community building. The conclusions were based on the output of these group discussions, and can be considered as shared by the members of the project. All team leaders were asked to comment on the final version.

#### 1.7.1.1 VALUE

Open Data activities in society are often instigated by national or local authorities and focus on how to make open data available to the general public, and about how to exploit such data for increasing various types of participation of citizens in the democratic process. Open Data conferences that we visited are about the data itself, and how to make them useful, for example in the form of co-creation activities between local governments, citizens and small companies for the development of useful apps for citizens. Many attractive applications of Open Data visualisations using geospatial information already are available (e.g. [Kaartendenhaag](#)). This is *not* what the Route-to-PA project is about.

What our project adds to open data initiatives is a social space for co-creation, discussion, decision making and consultation. This means we do not simply add chat facilities to visualisation of open data, but we add open data to social spaces. Although there is a great need for such technology, which is indicated by nearly all our users, after two years of piloting and design, there is some distance between this need and its realisation as a social process of co-creation of ideas exploiting open data. In the following, we explore some of the barriers we encountered, possible explanations, and possible solutions to be explored in the next year.

#### 1.7.1.2 THE ROLE OF STRUCTURE

We do not think a purely top-down approach in which a scenario is completely planned and scripted by a local authority fits with a view in which the citizens participate in democratic processes, we defined elsewhere (D3.1) as monitoring, participation, and deliberation. In a purely top-down approach to open data use, such data are pre-selected and prepared by (local) governments, and a well formulated question leads to a well-structured scenario in which the question is answered in a step-by-step manner. At every step, it is clear for the participants, who have been recruited and have signed a context to secure their commitment to the end, what is expected from them. Their participation is strictly moderated and monitored by expert moderators, recruited by the local government. This ideal might still be in the minds of some PA's though.

The alternative, and more democratic view is one in which both citizens and public administrators can take the initiative for starting a participatory process. This can be simple questions, such as suggestions for the cultural agenda, or more difficult ones, as for example the one currently discussed on SPOD in Prato: where shall we put the new Wifi posts, given certain budget constraints, and other ones that may come up as we discuss? The crucial difference between this scenario and a top-down scenario is that it is truly deliberative: there is no fixed solution



and good ideas are more important than power or structural constraints. Moreover, the learning curve is different: it is certain that we will encounter barriers of communication, interaction, collaboration, knowledge, open data availability, etc. But if this is made to work, participants also can work together to resolve the issues, and thereby learn how to overcome them a next time. In the top-down scenario, people merely learn to follow structure, not to create their own.

Of course, there always is a need for some structure. SPOD itself is a structure, and structure is essential. So the question is about what structure is necessary, given the local context and needs. And the next question would then be how to overcome the barriers that come with various types of structure (or the lack of it). Our approach is in the co-design (with users) and testing of scenarios that work, and these will be reported as user stories in the GUIDE.

### 1.7.2 BARRIERS AND OPPORTUNITIES

The following overview aims to show the constraints and barriers we encountered during piloting. This is not saying that all of these barriers apply to each of the pilots, nor do we claim the barriers are identifiable as single obstacles. Instead, we always discovered a combination of societal, community-, and individual barriers to a smooth implementation of our technology. This is normal in the practice of innovation. *Barriers can at the same time be taken as opportunities for change and innovation.* This inventory then is one of the important contributions of this project, created jointly by all members of the consortium. In any design-based approach, we will adapt our plans for the next year based on these current findings, and will evaluate new developments at the end of that year.

*Societal barriers* concern the organisational context, *community barriers* concern working in teams with the tools, and *individual barriers* are about aspects that limit individuals in effectively working with the technology in transparency enhancing activities.

#### 1.7.2.1 SOCIETAL BARRIERS

Not all organisations are ready for the social approach. It could be in their way of working, how they communicate. We have seen most organisations are not ready for discussions about open data. In addition, their readiness to exploit available open data, understanding its merits, and the availability of the data itself, are obvious barriers. Among the many reasons for this, we mention the following:

1. Open Data policy: there must be some form of management of open data release, for example, who is responsible for the selection, preparation and implementation of open data on behalf of the organisation? Decisions about releasing open data require commitment at the political level, which we did not find in all our pilots. This problem becomes clear when participants in a SPOD session discover there are no open data available. The data expert then tries to find relevant data, but when these are not available, there is no procedure in the organisation to quickly retrieve them, to make them available for a SPOD discussion. As a consequence, the discussion can be severely hampered. It is undesirable to make the topics of discussions solely dependent on available open data.
2. Public administrations are organised as silos. Departments can be in competition when they are supposed to work on an overlapping issue. Departments are not aware of what happens in other departments, concerning open data for example. It can happen that one department is very active with the curation of open data, while another department has less knowledge of working with open data. It is an open question, however, to which extent open data services should be centralised, as the specialised domain expertise required for effective discussions is often lacking at such a central level.

3. Although for our project transparency is a clear and obvious aim, realising what this takes for a public organisation may invoke various forms of resistance. It is not always in the interest of the organisation to open up, its ways of working, its knowledge or the lack of it, its pace of action, privacy issues that can be at stake, etc. The idea of having to change something can create resistance. Politicians may be less interested because of an assumed lack of knowledge and interest with their voters.
4. A main obstacle we encountered at all sites is there is a lack of a clear workflow for dealing with open data. Our efforts may be suddenly stopped because there is no responsible official to deal with some issue, such as recruiting participants, releasing data, and, especially, sharing new insights within the organisation. For open data policies to be implemented, attention to the document workflow within the organisation is important.
5. The cultural change implied by all of these aspects does not simply happen, and cannot be just organised by a small number of dedicated project members. There needs to be substantial and explicit support at all levels of management, especially because we care for the sustainability of our efforts.
6. We encountered many examples of lack of skills within an organisation to deal with open data and its application in social media. Many people simply do not know what the potential of discussions around open data is for the organisation. One solution is the creation of user stories, based on actual experiences, as part of the GUIDE, and as activities in workshops.

#### 1.7.2.2 COMMUNITY BARRIERS

Building a community of interested citizens is no obvious deal. Generally speaking, citizens are interested, but committing them and keeping their interest is another matter. The ladder of participation from goals to active co-creation requires sustained moderation. Below, in the section on community work, we explain some of our efforts to meet these constraints.

1. We discovered in all cases a strong need for moderation. Moderation is a broad concept, and many roles can be implied, depending on the nature of the group: data expert, domain expert, collaboration expert, communication expert. We discovered an external moderator, not from the community, but a researcher, for example, is a suboptimal solution. Participants tend to be reluctant to even consider suggestions from individuals they hardly know. In the Prato case, the moderator is reacted to, but perhaps at the expense of participants interacting with each other. Moderation has been implemented in various ways in our pilot work, and will remain a topic of sustained attention.
2. All participants expressed a need for being informed about activities within their own community, during asynchronous SPOD sessions, which can last up to several months. Activity awareness is a necessary incentive for further participation. Technology can help here, for example by regular alerting. This functionality has been implemented in SPOD at the end of year 2.
3. Especially for public administrators, there is a clear distinction between private opinions and communication in public. They can be reluctant (or even forbidden) to reveal their personal ideas on public social media. Closed rooms, at least for the participants, can be a solution, but other options might be preferred, such as privacy policies that are transparent about what is desirable and what is not.
4. In asynchronous social media, such as SPOD, new messages come in irregularly and there can be long periods of silence, even for several days. Moreover, public administrators may contribute during their working hours, whilst citizens may contribute to a discussion in the evening, or during weekends. Such time frames need to be anticipated. There is a clear need for regulation, and for raising awareness of

the need for regulation, including self-regulation. These are well-developed topics in the learning sciences and more attention should be directed to them during the next period.

5. It is difficult to measure the impact in the community. The community needs mechanisms for spreading the word, and receiving information on what happens with the outcomes of activities. Here as well, technology may help. But this issue also refers to embeddedness of the work into some explicit, integrated process of value-creation for the organisation.
6. Some groups may resist the publication of some types of open data, for example about sexual offenders. Trust is needed for some users that their concerns will be respected.
7. Not everyone is part of a community, and we have seen that developing trust and familiarity in a social medium takes time. Existing communities characterised by common interest and that have some history of previous collaboration have a great advantage for using social media over individual contributors who do not know each other. This advantage clearly leads to better communication and interaction. Conversely, individual citizens who participate in SPOD have been found to produce single contributions, hardly interact with each other, and do not seem to be willing to elaborate too much.
8. There is a strong need for pilots to implement sustainable strategies for engaging different communities. Support will be explained in the section on community work, below.

#### 1.7.2.3 INDIVIDUAL BARRIERS

We have encountered many types of feedback at the individual level, including many justified comments about the technology, and also observed a lack of necessary skills in some cases. Public administrations taking active use of open data seriously need to deal with such issues. Of course, we will take all of them into account in our GUIDE.

At the level of skills, we have identified many limitations with respect to understanding open data and its possibilities. This could have a main impact on general motivation. Also, a lack of skill in using technology could prevent users from visualising data. Also, we identified issues with collaboration, for example, users not aware of the need to react to each other's messages, or to regulate discussions in general. This could hamper discussions and participants' experience of the possibilities of the technology. The extent to which communities and group activity are vulnerable to such lack of skills comes in degrees, and also depends on the compensation by influential skilful people.

What we already noticed, but has not really put to the test yet, is the issue of *data literacy*: the interpretation of data. This is also a bigger issue, and we can experience misinterpretations of data almost on a daily basis in our newspapers. We feel this cannot be repaired easily, and the project should spend some time on in the final year, for example by developing some training and examples.

A main issue with using the technology, especially with asynchronous use, is the visibility of activities. Users logging in irregularly, adding to a linear list of messages, or in a sub list, or at some point in the co-creation room, in all cases it can be confusing to all participants if there are any messages added, to what other messages they are a reaction, what threads are still open, what the immediate needs of the discussion are, etc. This relates to the possibility of reorganising contributions, and the administrator rights associated with that. It seems important such issues will be dealt with, by a combination of design of the technology and appropriate instruction and moderation of the users.

### 1.7.3 POTENTIAL VALUE CREATION OF ROUTE-TO-PA

The most important value of SPOD, in which it clearly stands out from other social media, is that SPOD discussions are **data-driven**. This makes the discussion different from the free-style, opinion and emotion-laden conversations that characterise other social media. And it adds the social dimension to already existing presentation media for open data, which allow no interaction and are prepared by experts, not by users or interested citizens. Some users, especially younger ones, may bring their social media habits with them when they first work in SPOD. Other users, such as older public administrators, may be more reluctant to spend the additional effort required to find, curate, and interpret open data, or even to reflect on the types of data needed for a discussion, because they are used to receive well designed presentations prepared by others. All of this may be beginners issues, but it is important to realise that in data-driven discussions, it is about facts, arguments supported by data, and data interpretation, concerning the relationship to the topic of the discussion. This is what users need to be aware of, and on which their interest should be focused. It is also in this area moderation and regulation should focus. Users gaining in experience with such data-driven discussions have developed their agency in collaborative activities about open data. This is what creates transparency, as collaborations require trust and open-mindedness, rather than fixed positions and hidden agendas.

Unfortunately, or maybe consequently, such agency is very hard to develop, as we have explained in the previous section on barriers. It requires the features of our tool, in combination with dedicated scenarios and community building efforts to realise our aims. Particular approaches need to evolve at each site.

Another explicit added value is its potential to **co-create user stories**. By this we mean to create a legacy for future users, when discussions (e.g. linear ones about some issue) are transformed into stories (in the co-creation room). Some users need convincing stories showing added value of the tools, and technology itself can support the creation of such stories. There are no other tools on the market where this is directly possible. Here also, we have a clear contribution to transparency: stories about how users do things, and what comes out of that, what happens with it, etc. The SPOD architecture of datalets is fully supporting the reuse of data-driven arguments into the stories being told, i.e., by making possible to reuse datalets into traditional web pages, or Content Management Systems (like Wordpress) that allows to use datalets into personal / professional / institutional blogs.

A third unique value of our tools is the possibility of **validation of data**, their provenance, their checked reliability, all of which can be part of the preparation of data in TET. TET can be understood as a set of enhancements over existing platforms (most notably CKAN), configured to accommodate different types of users, providing useful tools for searching and working with datasets. For example by providing statistics over CKAN data, their usage in interactions, their provenance, etc. Crucially, for any practise with open data to evolve, trusting the data that are used is foundational. However, it needs users with a dedicated motivation to engage in the 'dirty' work with data. These assets, and there may be more, should be put forward as solutions to issues of transparency, not as a goal in themselves.

### 1.7.4 SCENARIOS

#### 1.7.4.1 SCENARIO TYPES

The scenario concerns the design of the user collaborations when working with the tools on a transparency enhancing activity. A scenario should have the form of a cycle, in which outcomes gradually emerge out of co-creation activities, allowing modifications of plans, with an emphasis on the actions rather than the outcomes. This is, because the types of outcomes we are looking for are not the result of a planned sequence of activities, but are supposed to emerge out of a discussion in which the content depends on the flow and content of the

discussion itself. Nevertheless, as discussed above, it is the structure provided by technology, instruction, moderation, and by the users themselves that should be carefully crafted to arrive at a meaningful solution. Some people hate to be told what to do, many others prefer that. For creativity, user agency seems more important than top-down scripting. So, the challenge is to get people into a sustained process of co-creation by providing an appropriate structure which is not limiting the co-creation. For many scenarios it is not always clear what the consequences of the discussion will be, e.g. if they are taken up by the municipality or not. This requires a well-developed policy making structure, including the phase of consultation of citizens.

We have identified several scenario types, qualified by the nature of the question and processes, some of which were created during the piloting phase:

- **Data-co-creation:** TET and SPOD (the data-co-creation room) can be used for processes in which new datasets are created by users, based on combining datasets, or their own research activities, for example. During the final year, this will be an application for the Salerno team, and it is one of the assets of the ongoing Prato pilot.
- **Policy co-creation:** A small group of public administrators and citizens discuss issues in order to create ideas for new policies. This is especially feasible for transparency in participatory democratic consultancies.
- **Data interpretation:** For educational purposes scenarios can be developed in which datasets are presented and users are asked to form interpretations, in the context of some research question or practical issue. We think for many users such activities are important and we will consider developing such activities, also for students.
- **Deliberation:** Users discuss some issue, in order to generate ideas, relatively open-ended. Could involve problem-solving, and the production of a joint advice. Practised in scenarios in Den Haag, and also for Groningen.
- **Consultation:** the focus is on probing how users think and feel about some issue, not to solve it. This could involve public administrators asking citizens opinions about the current state of public transport in the city and to consider the parking of mopeds (the Dublin pilot). Or it could mean citizens inquiring about the local government plans for the next cultural season. Such scenarios involve looking for appropriate open data and their interpretation in the context of a question. The Prato scenario is of this type as well.

#### 1.7.4.2 DESIGN OF SCENARIOS

**Design patterns** are general principles for the design of our scenarios. Here's a set of principles from a large EU-project called KP-Lab (Hakkarainen et al. 2006)<sup>5</sup>, which involved collaboration for the creation of new knowledge, a goal which seems similar at least to some of our scenarios:

**Focus on shared objects of activity whether those are knowledge artifacts, concrete products or practices to be reflected on:** The focus on shared objects of activity in the form of products is one of the constitutive features of design- and project-based learning in engineering and design education (cp. Dym, et al. 2005<sup>6</sup>, Wijnen, 1999).

<sup>5</sup> Hakkarainen, K., Iilomäki, L., Paavola, S., Muukkonen, H., Toiviainen, H., Markkanen, H., & Richter, C. (2006, October). Design principles and practices for the knowledge-practices laboratory (KP-Lab) project. In *European Conference on Technology Enhanced Learning* (pp. 603-608). Springer Berlin Heidelberg.

<sup>6</sup> Dym, C.L., Agogino, A.M., Eris, O., Frey, D.D., Leifer, L.J. (2005). Engineering Design Thinking, Teaching, and Learning. *Journal of Engineering Education*, 94(1), 103-120.

**Sustained and longstanding pursuit of knowledge advancement:** The sustained and longstanding pursuit of knowledge advancement by design- and project-based learning is best reflected by study programs which put project-based activities at the center of the curriculum such as for example in the study programs at Alborg University (cp. Mills & Treagust, 2003), Technische Universiteit Eindhoven (Wijnen, 1999<sup>7</sup>) or the Bauhaus Universität Weimar. Of course, our scenarios can be of shorter duration, but we should realise they are part of ongoing developments on the topic within the organisation, or within a user community.

**Interaction between personal and collective knowledge advancement efforts:** Design- and project-based activities are usually organized as groupwork, integrating both personal and collective efforts on knowledge advancement. It is crucial to realise that the goal of the activity is collective, and shared by participants, and not meant to serve some individual interest. In many political deliberations, such an idea is not obvious at all.

**Cross-fertilization of knowledge practices between governmental and citizen communities:** This kind of cross-fertilization can be realized by the fact that the request for the scenario comes from one party, e.g. the public administration, inviting some other party, e.g. the local employers. We should be aware of the tensions, and also the opportunities created by mixed groups, such as the employers and the public administrators in The Hague. This is the core of democratic deliberation.

**Development through transformation and reflection:** The ill-structured and often wicked nature of design-problems and the collaborative nature of the projects requires participants to explicate, negotiate and adapt their ideas and concepts often supported by various types of representational forms of open data. Here it seems that design inevitably requires development through transformation and reflection as otherwise no solution could be achieved.

**Flexible technology mediation designed to scaffold collective creation, building and sharing of knowledge:** The use of technology to support design- and project-based learning is also a recurrent topic in the literature and a lot of projects are aimed to develop such tools and investigate their use (e.g. Maldonado, Lee, Klemmer, Pea, 2007<sup>8</sup>).

#### 1.7.5 COMMUNITY WORK

To engage citizens through a “purposeful and personalized relationship” between citizens and open data, not only between government and individual citizens, but also between government and networks of citizens that collectively attribute meanings to this information, *OKI* is responsible for engaging open data communities across the pilot countries, in order to create awareness about the tools and to seek feedback from the community regularly in order to mold the project’s work after real user needs. *OKI* believes that this is key to the credibility and continual use of these tools, even beyond the timed period of the project.

In engaging communities, we have realised the following:

- WHY is the most recurring question the consortium continues to face, and one that the consortium continually needs to work on to ensure evolvement for this technology project in order to remain viable. Some of the important questions we have received include:
  - Why SPOD? Isn’t the community, outside this project, already burdened with enough tools and platforms and innovations to learn and embrace?

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<sup>7</sup> Wijnen, W.H.F.W. (1999). *Towards Design-Based Learning*. Technische Universiteit Eindhoven, Educational Service Centre.

<sup>8</sup> Maldonado, H., Lee, B., Klemmer, S.R., Pea, R.D. (2007). *Patterns of Collaboration in Design Courses: Team dynamics affect technology appropriation, artifact creation, and course performance*. CSCL 2007

- Won't the new ROUTETOPA tools only serve to dissipate/scatter conversations around open data like Twitter, Facebook, Github, Discourse, Mailing lists, among others isn't this one forum too many?
- What will happen to the project tools at the end of year three? Who will be at hand for user support and iterative tool development? Will the platforms become 'ghost towns'?
- Open Data communities are eager for solutions that work, and that solve their issues around interaction with open data. This is why it is very important to solicit actively for feedback continually, and to integrate feedback into tool development, as a sign of good faith to the community.
- Community work calls for a lot of patience and open mindedness, as it might, more often than not, mean going back to the drawing board. Involving communities leads to more work for the partners in the consortium, but can, in the long run, lead to meaningful open source solutions.

In conclusion, community work is not only a joint effort between partners in the consortium, but also a continuous and intensive process with others on the open platform, demonstrated through online channels such as,

- blogposts;
- tweets;
- customized data expeditions;
- facebook posts;
- youtube videos;
- newsletters pushed out on various mailing lists;
- broadcast demos on Skype;
- platform tests and discussions of various code issues on Github, et al.

It also includes offline platforms such as,

- workshops and focus group meetings;
- presentations at international open data conferences.

Among others, *OKI* will continue to raise awareness, inviting people to use the tools and to contribute to ideas, code, et al.

#### 1.7.5.1 PILOTS

Working with five pilots across Europe has been insightful. Different strategies have worked for each pilot, but the bottom line from our interaction in pilots with communities in the four countries is:

- All communities agree that the chosen pilot cities have little or no open data available, however the strategy to work with public administration as pilot leads is well chosen to ensure public datasets are made open. This has happened for all five pilots.
- Communities are more interested in consistency and a sense of permanence in the tools they employ, rather than an immediate solution to an issue with no promise of continued support, technical or otherwise.
- In Groningen, the Netherlands questions of citizens' initiatives were taken as point of departure for working with open data. Two local community representatives participated in the project. One of the biggest challenges was the lack of relevant and useful open data for the community. In 2017 Groningen



will continue to work with community representatives and aim to find the right match between the demand of open data and the data available by government organisations.

- In Prato, Italy we have experienced a better connection with the open data community. They have been very receptive to the project objectives and tools and have gone out of their way to introduce community members to pilot leads in Prato. We envision that this will be one of the first pilots to test drive our data expedition strategy.
- In Dublin, Ireland, the open data community has been brutally honest, offering the most feedback on bugs, user experience and ideas for additional functionality. The community leads in Dublin have managed to meet face to face with the pilot leads and are our biggest success story, seeing as they were the most difficult to convince on the use cases for this tool.
- In Den Haag, The Netherlands, the main challenge has been to obtain buy in from the pilot lead's fellow public administrators as, from a data publishers perspective, they do not see the value in opening up data. We are working on a show case existing out of concrete examples of governments that have published their information and the positive impact for those nations.
- The open data community in Issy, France is well aware of the ROUTETOPA project. Taking a different approach from other pilots, Issy's focus is on the business community and focus groups, workshops and relevant conferences, as well as mailing lists, continue to be an effective strategy for reaching communities.

Community efforts and work with pilots continues in year 3 with efforts focussed on numbers and continued engagement to add numbers.

#### 1.7.5.2 IMPACT

Despite the challenges, as at the end of year two, OKI can confidently say that there is evidence of growing impact over time for this project.

We managed to get Open Knowledge Network representatives in Italy, Dublin and France to take part in introductory meetings and to meet with pilots leads in the past four months. This helps pilots to get feedback, fiery as well as positive response, on ROUTETOPA tools and project objectives in general. This feedback, by way of contemplative questions and suggestions on tools functionality, as well as insights in what matters to open data communities in different countries, helps to shape development of both the Social Platform for Open Data (SPOD) and the Transparency Enhancing Toolset (TET).

In addition, enabling registration for all ROUTETOPA tools allows to advance efforts to outreach open data communities across Europe. A lot more bugs are caught and reported on Github now and just recently, we received an expression of interest on replicating TET for an institution in Australia!

All of this serves as good ground for our intend to base ROUTETOPA data expeditions and workshops around the tools, as well as blog posts, YouTube videos, etc, in year three.

#### 1.7.5.3 MOST SIGNIFICANT DEVELOPMENT TO COME (2017)

- Further engagement of communities and representatives in pilots.
- Release of all code on Github; when it does, it will be revolutionary. SPOD is already on Github. We already received requests at this early project stage for the code on TET. We can expect many of such iterations for the ROUTETOPA work by open data communities on an international level, which is a big win.



- Running one or more ROUTETOPA data expeditions, fashioned after [School of Data's blueprint](#) to help get more communities to actually use the tools.
- Further engaging of Open Knowledge networks and support (resource-wise), so they can work collaboratively with pilots towards successful workshops and conferences around ROUTETOPA tools, instrumental in successful community building, and to build (new) partnerships.
- Implementation of the dissemination plan, the sharing of suggested tweets, the creation of videos along prepared storylines.
- To work with user stories (inspired by Frictionless data user stories), to define the constituted users for ROUTETOPA tools.

#### 1.7.6 FINAL COMMENTS

From all of the previous, some main recommendations for the pilots in the final year of the project emerge. In addition to further testing and usability improvement of the technology, building effective scenarios and engaging with possible users inside and outside of the community, the following is recommended:

- A focus on the value of good practices, co-created within the pilot groups, shared as user stories in the GUIDE to be developed this year.
- Reflection in a more precise manner in what we actually add or change to the way our users work, how the work is done, the relation between local government and citizens, and what the actual impact on more data-driven deliberation can provide.
- Further engagement in local strategies for data creation, linking to national and international initiatives and platforms
- Creation of tools for more effective open data discussions: workshops, instruction materials, working in small groups, topic identification, scenario types
- Finding new user groups in local active communities, especially young people
- Working on the legacy of the project, developing a strategy for local sustainability, including a business model

## 2 PART B: RESEARCH ACTIVITIES

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## 2.1 INTRODUCTION

*By Jerry Andriessen, Wise & Munro Learning Research*

The second part of D5.2 presents additional analyses and interpretations by the research partners of selected data (SPOD-sessions, questionnaire responses) from the pilot activities. These analyses were needed to get a better idea about the uses of the Route-to-PA technology, the nature of the discussions, and the perceived usefulness of the tools. We focus on the interpretation of actions of users interacting on the SPOD/TET platforms, not on their comments about using the technology. Their usability issues are reported in D4.2. Also, this is not a complete overview of all activities the research teams engaged in, these can be taken from the management report.

We reported in year 1 about our decision to distinguish four different levels of evaluation, the societal-, community-, user-, and technology levels. Further details of what these are about are described in WP3.2. Due to the very different nature of the five pilots, it was not desirable to design similarly structured open data scenarios. As a consequence, the nature of outcomes and descriptions for the different pilots have their own focus and preferred level of evaluation. In the conclusion section we will try and characterise the impact of these differences (or the context of the activities) to scenario design and outcomes.

However, we made an attempt to arrive at a joint and integrated approach to evaluation, as is proposed in D3.2. The next chapter contains a summary of the approach, because it is needed to be able to understand some of the chapters. The final version of the joint evaluation method was submitted in January 2017, month 24. This means that it is not applied in all reported research in the current Deliverable. While we see examples of the dialogue games approach (community-level) in most reports, the other levels are less represented, because of the difficulty to administer questions to users several months after the intervention itself. In our conclusion section we will comment on the merits and limitations of the approaches used by the research teams.

We use the term *scenarios* to describe the user activity with the tools. A scenario can be taken as a particular instantiation of what is called a *joint project* in D3.2. Scenarios link to types of democracy (participatory, deliberative, monitorial), but are not identical. We can also describe scenarios as focused on consultation (asymmetrical roles: consultant and client) or on collaboration (equality, joint interest). Scenarios do not only involve a particular SPOD-session, but also the instruction and preparation phases. Preparation can be joint (including the users, as in The Hague) or by the researchers (as in most other cases). Some scenarios involve a single (often synchronous) session, others take several weeks or even months of asynchronous activity. Scenarios also cohere with some democratic frame, have a collaborative or consultatory purpose, some degree of preparation and instruction, and extend in time in different degrees. In our conclusion section we will discuss the impact of these differences.

Moderation, as an aspect of instruction, but also of (on-line) support is a special topic of attention. It refers to the human support and regulation that is part of the on-line scenario. We will evaluate this aspect in the conclusions.

Crucial is the role of open data. They have a role in the scenario, if they are available and users can find them. Also there is the issue of open data use and interpretation: what can we say about users ability to find the appropriate open data for some issue, and what about their interpretations? We think that ultimately for the sake of transparency, users will have to develop more agency in dealing with open data in the context of increased influence of citizens on local policy making and decision making.

The bottomline of all evaluation is the ultimate question: are our tools well-designed for the activities they are supposed to support? We will end the conclusions section with some pros and cons appearing from this research report.

## 2.2 JOINT EVALUATION APPROACH (SUMMARY)

by Michael Baker, CNRS

The approach is elaborated in D3.2. Here, we only provide the essential tables, for the sake of convenience. As noted, not all research is reporting in terms of the joint approach, especially the pilot work that was done in the first half of the second year is still working with its own approaches. The Dublin report (section 4) is a good example of application of the joint approach.

### A: Four questions for evaluation

Each research chapter, representing one of the pilots, attempts to answer these five questions.

<b>Evaluation Question 1:</b> <b>Open Data (visualisation) focus</b>	To what extent are the SPOD/TET interactions focussed on discussion of open data visualisations (according to the main Phases of Joint Projects, defined in the Community Model)?
<b>Evaluation Question 2:</b> <b>Online Epistemic Communities (goal achievement)</b>	To what extent are the dialogue games successful, from the participants' points of view, in achieving their aims (e.g. co-constructing an idea, making a decision, etc.), in relation to the Joint Projects with respect to which they were generated?
<b>Evaluation Question 3:</b> <b>Transparency</b>	To what extent do the SPOD/TET interactions show effective transparency, according to the dialogue game model, i.e. co-construction of meaning for the open data (visualisations)?
<b>Evaluation Question 4:</b> <b>Online Epistemic Communities (community evolution)</b>	To what extent are the interactions on SPOD/TET moving towards veritable online epistemic communities, involving collaboration (rather than unanswered isolated messages), specialisation of interactive roles and growth in participation?
<b>Evaluation Question 5:</b> <b>Usability</b>	According to usability questionnaire results, from individual participants' points of view, to what degree do the SPOD/TET tools enhance their understanding of open data, enable them to build social relationships, and access information that enables them to achieve their goals (joint projects)?

### B: Societal Level evaluation questionnaire

The societal level (D3.1) represents the level of the organisation, attempting to assess the (long-term) impact of our approach, based on perceptions of the stakeholders.

	Monitorial	Deliberative	Participatory	Co-creation
<i>Direct impact community</i>	(1) To what extent did the ROUTE-TO-PA project lead to informed analyses regarding <ul style="list-style-type: none"> <li>Government processes</li> <li>performance of government</li> </ul>	(2) To what extent did the ROUTE-TO-PA project lead to Informed discussion between government and the community regarding the policy problem?	(3) To what extent has the ROUTE-TO-PA project contributed to more informed collaboration between government and the community in the policy process? (Based on survey Kim and Lee, 2012)	(4) To what extent has the ROUTE-TO-PA project contributed to informed co-creation of products,

				services or content
<i>Direct Impact Organization (only asked to pa's)</i>	(5) To what extent did the ROUTE-To-PA project lead to changes within or influenced the organization? Such as: <ul style="list-style-type: none"> <li>• The degree of support by politicians?</li> <li>• The degree of support by managers?</li> <li>• Available resources (budget, personnel)?</li> <li>• Formal or informal rules or procedures within the organization? Such as open data policies</li> <li>• Other changes?</li> </ul> (Based on Yavuz & Welch, 2014)			
<i>Outcome</i>	(6) What did you aim to achieve during the Route-To-PA project around <public problem>? (7) Was this aim achieved? (8) To what extent did the ROUTE-TO-PA project enhance government transparency?			
	(9) To what extent did the ROUTE-TO-PA project contribute to a better understanding of the public problem? (10) Could you provide an example	(11) To what extent did the ROUTE-TO-PA project contribute to new ideas and solutions for the policy problem? (12) Could you provide an example?	(13) To what extent has the ROUTE-TO-PA project been a joined action between government and the community? (14) Could you provide an example?	(15) To what extent has the ROUTE-To-PA project been a partnership between government and businesses
<i>Indirect Impact</i>	(16) To what extent did the insights from the ROUTE-TO-PA project (s) feed into decision making or the implementation of policies and programs? (Based on survey Kim & Lee, 2012)	(17) To what extent did the proposal (s) from the ROUTE-TO-PA project based on open data shape decision-making or implementing policies and programs? (Based on survey Kim and Lee, 2012)	(18) To what extent did the joined action as a result of the ROUTE-TO-PA project lead to changes in government policies, rules or procedures ?	(19) To what extent did the ROUTE-TO-PA project lead to the co-creation of innovative services?

### C: Usability, Technology and User Satisfaction evaluation (simplified)

Usability Evaluation		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
		1	2	3	4	5
1	The list of datasets retrieved using a "keyword" search are relevant					
2	The search results, data tables and charts are: (a) Clear and easy to read					
	The search results, data tables and charts are: (b) Simple and Understandable					
3	The tools to create and store data artefacts are simple to use					

4	The buttons and controls on the platform are self descriptive and intuitive					
5	The number of steps to create a data visualisation are few enough					
6	Using the tools to achieve my goals is simple					

#### Technology Evaluation – Monitorial

1.	The tool helps me to find the data that local government has published <i>relevant</i> to my concern					
2.	The tool helps me to <i>understand</i> the data that local government has published					
3.	The tool enables me to <i>contact</i> the institution that publishes the data					
4.	Using the data visualisation tools, I can quickly see if the dataset is of good quality					
5.	There is open data available that is relevant to my concern					

#### Technology Evaluation – Deliberative

*As a local authority employee, SPOD and TET could be used as an internal collaboration tool across sections, departments and other local authorities to discuss data, ideas and create solutions. With this in mind, please answer the following:*

1.	The tools provide a platform where I can create and join a deliberation group					
2.	The tool enables me to collaborate with others to deliberate on an issue					
3.	Data visualisations created using the tools facilitate the deliberation process					
4.	The tools facilitate our group to <i>arrive at some conclusions</i> after deliberation					

#### Technology Evaluation - Participatory

1.	The tool enables me to create data or information on the platform					
2.	The tool helps me to <i>join</i> a co-creation project					
3.	The tool helps me to <i>coordinate</i> and <i>collaborate</i> with others to achieve our co-creation goals					
4.	The tool allows me to <i>view</i> the information contributed by others regarding our co-creation project					

User Level Evaluation - Monitorial		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
		1	2	3	4	5
1.	I am more aware than before about local government data and activity relevant to my concern					

2.	I am able to <i>access</i> data/information published by local government relevant to my concern.					
3.	I can <i>understand</i> government data and activities relevant to my concern.					
4.	Now that I can <i>find</i> and <i>understand</i> datasets relevant to my concern my <i>trust</i> in government claims and decisions has increased.					
<b>User Level Evaluation – Deliberative</b>						
As a local authority employee, SPOD and TET could be used as an internal collaboration tool across sections, departments and other local authorities to discuss data, ideas and create solutions. With this in mind, please answer the following:						
1.	Access to open data through the tool makes me more <i>involved</i> in group affairs <i>relevant</i> to my concern					
2.	Deliberating over open data using the tools enables me to learn more about other sections/departments/local authorities					
3.	Deliberating over open data using the tool enhances my sense of <i>trust</i> in local government					
4.	Being involved in deliberation over open data offers me better sense of <i>connection</i> with other members of staff					
5.	I feel <i>empowered</i> to be involved with others in <i>deliberation over open data</i> relevant to our concerns					
<b>User Level Evaluation - Participatory</b>						
1.	Working with open data using the tool <i>enables</i> me to cooperate with others in different groups to achieve <i>common goals</i>					
2.	Working with open data using the tool <i>empowers</i> me to co-create solutions to group problems					
3.	Working with open data using the tool offers me an opportunity to <i>learn</i> more about <i>co-creating</i> solutions to meet group goals					
4.	The tool facilitates better <i>relationship and networking</i> among my group members in achieving group goals					

#### D: Dialogue Games analysis

Dialogue Game involves to segment each Joint Project in a series of episodes. These episodes belong to the phases of *Identification* (of relevant open data), *Interpretation* (of open data), *Problem Framing* (elaborating the issues), and *Production* (of the required outcome).

This segmentation process is determined by :

- the role of each participant. (e.g. it concerns the participants who starts the discussion; the participants who seeks help)
- the description of the interaction = the common task engaged by the participants
- the topic of the interaction
- the gloss of this interaction

Currently, we distinguish 7 principled categories of Dialogue Games:

DG Names	Description	Gloss	Roles
<b>Regulation</b>	Someone specifies goal and organises discussion	Task orientation - Define a joint objective (try to answer to specific issue by proposing a common definition of this issue) + Facilitate interaction	Regulator, discussant , follower
<b>Helping</b>	Someone helps someone else to do something	participant who requests help is able to perform a specific action	Helper and helped
<b>Information-seeking</b>	Someone provides information to someone else	participant who requests information aquires it	Information-seeker, Information-provider
<b>Deliberation</b>	People discuss in order to make a decision	Participants choose together the most effective decision to adopt	Co-deliberator, Co-deliberator
<b>Argumentation</b>	Conflict between participants (the interpretation of some data, the value of some data, ...). Opposite point of views	Choose one view (Deciding who is right)	Proponent, Opponent
<b>co-creation</b>	Collaborative problem-solving	Agree on a solution to the shared problem	Co-creator, Co-creators
<b>Gripping</b>	Someone gives critical remarks	Focus attention on specific issues (e.g. technical)	Griper, solution-maker

## 2.3 PRATO

*By Mirjam Pardijs, Wise & Munro Learning Research*

### 2.3.1 SUMMARY OF SPOD-TET JOINT PROJECTS DURING YEAR 2

During the second year of the RTPA project, Prato municipality focused on organising for the first use of SPOD/TET. After a year full of testing and resolving technical issues (see pilot report), the first scenario could be prepared. At the end of the year (November 2016) this pilot took off. As the pilot is still ongoing, this research report describes preliminary analysis and results. We will use data from the period 10-11-2016 – 14-2-2017.

#### **Scenario of the first pilot**

The goal of Prato municipality with RTPA is to foster citizens' participation in the access and re-use of open data, to promote data-driven innovation and encourage collaboration towards the research and development of new data related applications. The final aim is to create better services, solve different sorts of urban challenges and create new business opportunities. These goals are in line with a participative democracy model.

The scenario of this first pilot can be characterized as a *consultation scenario*. Citizens of Prato are asked to provide their suggestions concerning new WIFI-points in town. Everyone can participate in the discussion and give his or her ideas for new WIFI spots. Other specifics are not given (e.g., time-frame of the scenario, limitations



or restrictions to the number of WIFI spots etc.). It is therefore a very open scenario that can develop during the course of action.

## Introduction and PR

This consultation scenario was introduced in a public meeting, through Facebook and in a blogpost on SPOD. In the meeting potentially interested citizens were familiarized with the Route-to-PA project, the tools and the consultation question. The blog and Facebook posts did the same and also served to get other people involved and active in the discussion.

## Tools used

The Agora is used as place for discussion. During the first period a co-creation data room has been created as well. In this room the participants are creating a dataset with all the suggested new WIFI points. New participants in the discussion are invited to join this room as well.

## Participants

The discussion is open for anyone. Until now, 12 citizen participants have been involved in the discussion, one PA, and a moderator (part of the Prato team, but no PA). Most of these citizens have contributed more than once, but there are also single contributions. Only one participant started with an introduction of himself, the others do greet, but do not offer any information as to who they are.

### 2.3.2 EVALUATION OF SPOD-TET INTERACTIONS DURING YEAR 2

#### 2.3.2.1 EVALUATION QUESTIONS: FOCUS ON OPEN DATA (VISUALISATIONS), OUTCOMES, MEANING MAKING AND COMMUNITY

Before the start of the first real scenario, a lot of attention was given to setting up new datasets, checking already opened datasets and making sure that these datasets were available for users in the tools (SPOD, TET). So from the start of the pilot there was relevant open data available.

## Development of the pilot

The pilot so far can be divided in three phases. In the first (short) phase (11-16 November), the scenario is introduced by the moderator with some contributions of the PA as well. The goal of the discussion (inventory of new WIFI points) is explained, other contributions show how citizens can contribute and how they can use open data with this (see example below). At the end of this phase the first addition to the original scenario is made: a co-creation data room is created next to the Agora space in which a dataset can being collaboratively constructed with all suggested WIFI points. In this introductory phase not many citizen participants are involved.

11-11-2016	EP	At this point you can make your proposals and discuss them here. To explore the theme you can for example analyse the distribution of the population in Prato or even assess the presence of aggregate structures, such as sports facilities, libraries or squares. You can search the data and build your visualisations.
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After this introductory phase, the first contributions appear in which suggestions are made for new WIFI hotspots. A second phase of the discussion can be distinguished here, which is characterized by consecutive suggestions made by new participants. They have been asked to provide arguments for these suggestions, and we can see that they do that (see example below). However, in the arguments that are used, we can see no trace of open

data use. No datalets are created by the participants, and in only one case a participant is referring to a datalet shared by the moderator (a map of current WIFI-spots) in his argumentation.

16-11-2016	SF	I would like to propose a new place for hot-spot to the public gardens of Via Sant'Anna di Stazzema and so Kuliscioff. It is a public place when it is not covered by the City Network, it will be that of the Province. It would be very useful because there are many points of aggregation around: the bowls (one of the busiest of Prato), Conad, and the new middle school via Island Leno.
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There is no discussion among participants about the suggestions that are made or the arguments that are used. The only responses to the suggestions are made by the moderator. We will describe the role of the moderator below.

After a few weeks (from January onwards) we can see a new phase appearing in the discussion. New sorts of contributions arise of which two types can be distinguished: contributions in which *underlying parameters* are discussed, such as budget limitations or general aims with WIFI in the town, and contributions regarding *the dataset* that is being created (e.g., what kind of variables in the dataset). These new contributions result in more involvement of the PA in the discussion. But we still see no discussion among citizen participants. Questions raised about underlying issues are answered or responded to only by the PA or the moderator and then the interaction stops again.

In this phase, no new suggestions for WIFI points are made. But after a few weeks and because new participants join the debate, there are suggestions for new WIFI spots again and the discussions about underlying concepts or values fades out.

### The role of Moderation

We see strong moderation in the current scenario. This is done by one of the initiators of the scenario. She is part of the Prato team but not a PA. The moderator makes three types of contributions:

- (1) Contributions regarding *introduction* of the scenario: what is the consultation questions and what are the citizens supposed to do. She explains that citizens can suggest WIFI points, but that they need to add reasons for these new points. Furthermore she explains the role of data, and how the citizens can use datasets and for what reasons (to check or substantiate their arguments). Most of these contributions are in the first phase of the discussion.
- (2) Contributions regarding *regulation* of the discussion. Examples are welcoming new participants, suggesting a next step, inviting participants to additional co-creation data room. These contributions can be seen throughout the whole discussion.

An example of a suggestion of a next step is the following. EQ suggests a new WIFI point, including some argumentation for it. EP (the monitor) then suggests a next step for him, in order to validate his suggestion by using open data.

16-11-2016	EQ	Good morning, I just joined because I find this form of participation on popular themes really interesting. My proposal would be to install the new hot spot in the 4 squares that through the active participation of citizens in the coming months will be rehabilitated by the municipality. I think to make them aggregative and social
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		order, creating wi-fi points can be an extra incentive to attend and live those squares.
16-11-2016	EP	I think that the idea is certainly interesting; I would suggest in the meantime check if by chance in these squares is already something, trying to look for the dataset of existing stations and to make a map.

- (3) Contributions in which she shows *example behavior* of what citizens could/should do in the tool (modeling). These contributions differ from the previous ones, because the moderator does not just explain what the participant can do (as in the example above), but shows the actual behavior, she is therefore involved in the discussions itself. These contributions almost always involve sharing a visualization of a dataset as a reference to an argument.

An example of the third type of contributions is the following. After a suggestion made by a participant the moderator in four executive contributions explores the suggestion by looking at several datasets, sharing the datalets in the discussion and reasoning with these datalets about the suggestion made by the user.

15-12-2016	EP	From the map of the current coverage is seen that in the area of Via Pietri (Galciana) there are no hot spots, we can see if there in the area there are such sports facilities. [ datalet presented]
15-12-2016	EP	The nearest sports facilities are those of Luca Conti, perhaps it might be more useful to put a hot spot nearby, given that the square / street Pietri seems more a residential area only.
15-12-2016	EP	Also for Galciana Area, this map of the libraries you see that there is that of West District, there also a hot spot of the wifi would be helpful, at the present it is not there. [datalet presented]
20-12-2016	EP	The City is also redoing St. Nicholas, from the map of the current WiFi coverage is that in those parts there is the antenna at the Civic Network in via Santa Caterina, but perhaps another antenna in the new square could be useful, given the presence of the Conservatory that attracts many users.

Especially this last type of moderation stands out. What is asked of citizens and PA in SPOD (data driven discussions) is not easy and few (if any) participants have had any experience with such discussion before. Moderation by example behavior or modeling, instead of or in addition to making suggestions as to what participants can do themselves, can be a very positive form of guidance. As the scenario is still ongoing it is too soon to say anything about the effect of this kind of moderation, but in the future it is interesting to see if this modeling behavior has an impact on behavior of other participants.

#### **Dialogue game analysis and open data**

We have distinguished three phases in the discussion so far, but if we look more closely at the interaction between participants in these phases, we see little dialogue games happening. Especially in phase 2, the interaction that is happening is centered on the moderator. Citizen participants make a contribution, the moderator responds with a suggestion, showing example behavior, a question, or an invite to the co-creation data room to add the

suggested point to the dataset and then it stops. The participant in question does not respond anymore, nor do other citizen participants join in. New participants just provide new suggestions and it starts again. Although the contributions of the moderator are very productive, there is no response from the citizen users. Perhaps is a suggestion to search for relevant data and create a datalet too far from what the participant is able to do, but perhaps the scenario and the consultation question that is asked is not stimulating enough to elicit long discussions.

As was said before, the citizen participants appear not to use any datasets in their contributions (yet). The fact that there are datalets in the discussion is because of the moderator. She presents datalets to show current WIFI points, maps with parks, libraries, sports facilities to be able to substantiate an argument, and the intermediate result of the newly constructed dataset with all suggested WIFI points. The datalets are however, nowhere discussed, and only in a few contributions participants refer to the map of current wifi points, when suggesting a new one.

During the third phase, in which contributions are more about underlying aspects, we can see a little bit more interaction going on. The PA gets involved and responds to some of the ideas or questions posed by the citizen participants. But even here, up till now the line of interaction stops after two or three messages and citizen participants still do not respond to each other.

### **Goal orientation, meaning making & community**

The goal of the scenario is to involve citizens in the decision making process concerning new WIFI points. Up till now around 18 new WIFI spots have been proposed. The goal has been made more tangible by opening up a co-creation data room for creating a dataset with these new spots. This has led to a bit of interaction about the dataset itself. What kind of variables should be in the dataset? It started with the points and coordinates for a map, and then the argumentation for each new suggestion has been added as variable. Later in the discussion there is talk about adding categories for the WIFI points (such as: square, street, park etc.), to be able to make other types of visualisations. And the next suggestion made about the dataset is to add to each point the user(s) who suggested it. It is interesting to see that making a goal more tangible provides new input for the discussion. But still, there is not much debate about these issues; they are mentioned as suggestions by one of the participants or by the PA.

So is there meaning making going on in the pilot so far? We see many contributions by citizen participants in which they provide real argumentation for a suggestion. Yet up till now they do not seem to use any open data for this (not to provide them with arguments or to check arguments). We cannot be sure that participants read all other messages either before contributing themselves, because we don't see any traces of that in the contributions they make. We even see people repeating suggestions for WIFI points that are done before. There are up till now no dialogue games in which participants collaboratively try to make sense of something (an argument, a dataset or visualisation of it). But participants do seem provide a contribution with care, as they are asked to do. What is missing is the collaborative aspect (community building) and the use of data. Perhaps the scenario as it is introduced does not automatically invite participants to collaborate; with this consultation question there is no need for it. There are ways to make the scenario more collaborative, for instance to introduce some constraints (such as budget limitations) and to ask participants to collaboratively come up with the most needed WIFI spots from the list up till now. This can also result in a need for using open data to make an argument (e.g., places where there are the most people).

The pilot is still ongoing, and has started in a very open way. This means that along the way new ideas can be introduced to improve it. That is an asset of this way of working, but it must be done with great care otherwise participants do not follow anymore.

## 2.4 DUBLIN

*By Owen Harney, Michael Hogan; National University of Ireland, Galway*

### 2.4.1 SUMMARY OF SPOD-TET JOINT PROJECTS DURING YEAR 2

In the Dublin pilot SPOT-TET activity to date, the main actors have included local government representatives, citizens, developers, researchers, members of the Dublinked team, and members of the Insight team. In the case of both the SPOT-TET demonstration workshop, and the 10-day dialogue game exercise (see pilot report), the same scenario was used. The scenario required that users work together to address the following:

“Assume you belong to a small group of students living in Dublin and the group is interested in ways of reducing overall traffic flow challenges in Dublin while also thinking about ways to get older adults and disabled people more mobile in the city life. Your group has been looking at relatively cheap and efficient 3-wheeled waterproof scooters that occupy small parking spaces like bicycles. You are considering if making them available in addition to the Dublin Bikes might be a clever way of mobilizing more of the population and reducing overall traffic problems. You were amazed on seeing thousands of mopeds on the city streets in Taipei and wondered about enterprise ideas in this space for Dublin. **Your group has chosen to review available datasets in Dublinked to determine how feasible the idea of introducing the three-wheeled moped into Dublin traffic system might seem.**”

In each instance, the groups, while tackling the aforementioned scenario worked on a joint project which tasked them with assessing the feasibility of mopeds as a means of transport in Dublin City to reduce traffic congestion. In practice, this joint project requires participants to consider a variety of potentially key factors in order to reach an informed decision. These include: financial factors, infrastructure, governance factors, and cultural factors. For the purposes of evaluation, participants in both the demonstration workshop and the 10-day dialogue game exercise, were asked to rate their level of agreement on a number of scale items (e.g. the tools provide a platform where I can create and join a deliberation group), ranging from 1 (strongly disagree) to 5 (strongly agree). As described in deliverable 3.2, the subscales in this evaluation included items that provided a usability evaluation, technology evaluations at the deliberative, monitory, and participatory democracy levels, and user level evaluations at the deliberative, monitory, and participatory democracy levels. The results of these evaluations, averaged across participants, can be seen in figure 1 (demonstration workshop) and 2 (10-day dialogue game exercise). In the demonstration workshop, the average rating across subscales was 3.75. On the scale of 1 (strongly disagree) to 5 (strongly agree), this represents a score approaching “agree”. The highest scoring subscale for this group was the user level evaluation – participatory with a rating of 4. The lowest subscale for this group was the usability evaluation, with a rating of 3.5 (neutral – agree). As regards the 10-day dialogue exercise group, the average rating across subscales was 3 (neutral). The highest scoring subscale for this group was the user level evaluation – monitorial with a rating of 3.3 (neutral). The lowest subscale for this group was the user level evaluation – deliberative with a rating of 2.7 (disagree - neutral).

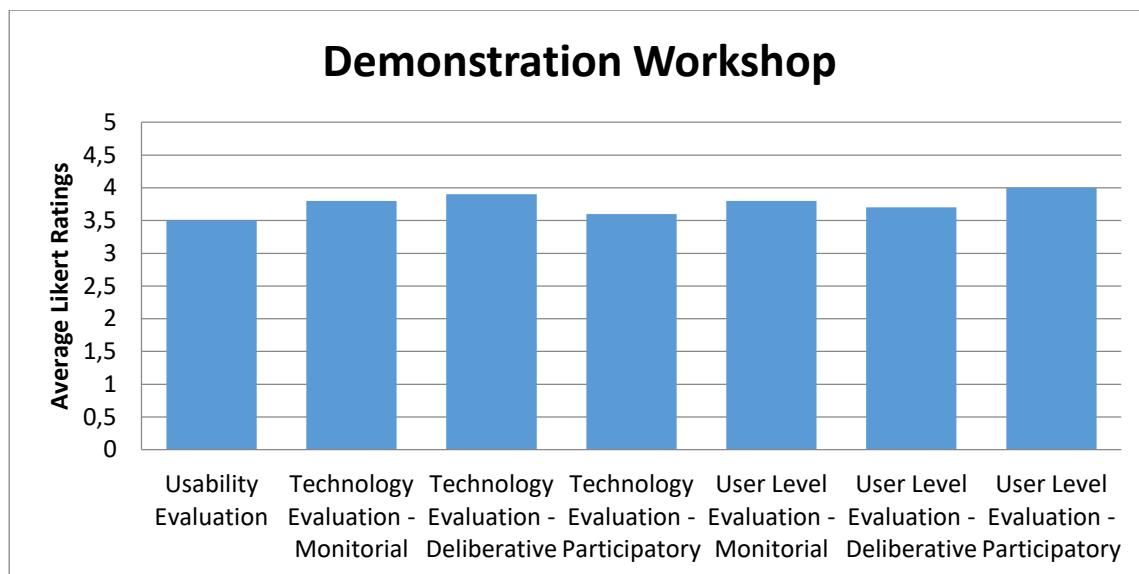


Figure 1 Demonstration Workshop Evaluation

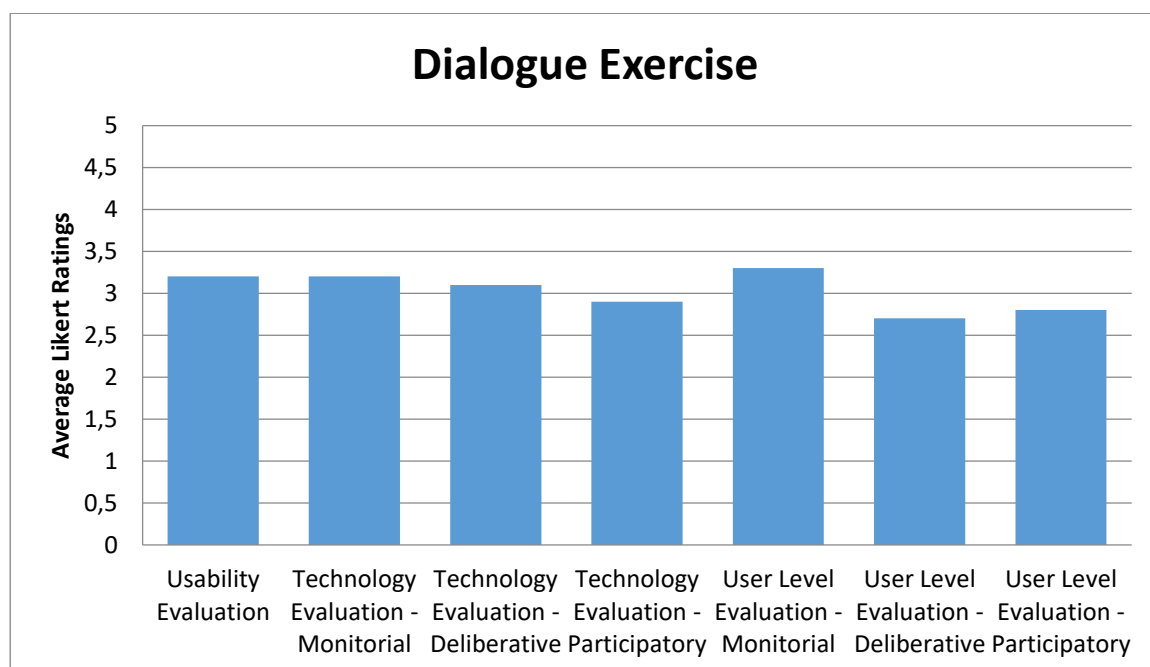


Figure 2 Dialogue Exercise Evaluation

The dialogue game analysis was conducted on a corpus consisted of total of 283 individual messages, posted by 12 participants over the course of 9 days. An average of 23 messages were posted per participant, with a range from 1 to 64 messages. The dialogue, in terms of the number of messages, predominantly occurred in the problem framing phase, with 57% of all messages occurring at this phase. This was followed by 27% of messages coded as “other”, followed by 7% at the identification phase, 5% at the interpretation phase, and the remaining 4% of messages at the production phase (see fig 3). In terms of the categories of dialogue games present, the evaluative category had the highest percentage of messages, with 40%, followed by informative, with 38%, followed by regulative with 24%, and constructive, which had the lowest percentage of messages, with 14% (see fig 4). As is suggested by these figures, the dialogue, while fruitful and engaging in part, was not characterised by extensive engagement with, and deliberation of, open data visualisations, and as a result did not reach a clear solution to the joint project at hand.

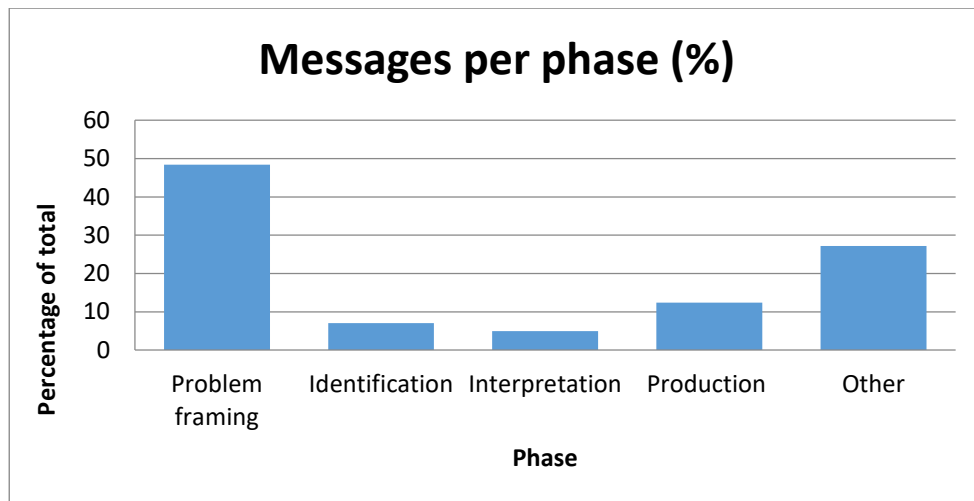


Figure 3 Messages per phase (percentage)

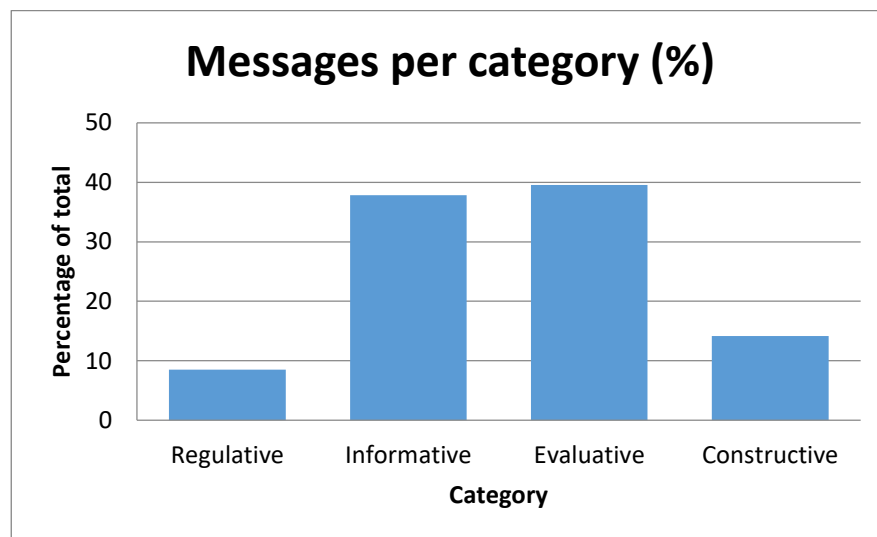


Figure 4 Messages per category (percentage)

In terms of the main roles which emerged in the 10-day dialogue analysis, the two most common roles were Proponent (Argumentation-constructive) and Information provider (Information sharing), each of which accounted for 15% of the total. These were closely followed by Griper (12% - Gripping) and Co-deliberator (11% - Deliberation). See figure 5 for a breakdown of frequency of roles during this exercise. This is consistent with the analysis of the dialogue itself, again highlighting that the majority of the dialogue centre on the groups' attempts to gain a better understanding of the problem, for which both argumentation-constructive and information sharing roles are relevant. Also, the fact that the role of griper was the third most common role is consistent with the fact that the dialogue was often side-tracked by technical issues. That being said, it is encouraging that the role of co-deliberator remained quite prominent, as the fourth most prevalent role, one which played a vital part in moving the group towards their end goal.



Figure 5 Messages per dialogue game (percentage)

To date, testing and trialling of tools have been confined to staff in the Dublin local authorities, with the exception of a small group of citizens who participated in the 10-day trial. As mentioned through feedback from participants in both groups; Route to PA shows great potential as a collaborative tool for civil society. SPOD as the social platform provides a valuable workspace to share ideas, discuss data and co-create new data projects and TET makes simple data visualisations available at a glance.

Currently the impact of Route to PA on society in the Dublin region cannot be measured. In Year 3, when the functionality of the tools has improved, engagement with civil society will be the main focus of the pilot activities. Only then, can we begin to measure the impact of Route to PA at this level. Route to PA has the prospect to bridge the gap between members of the local authority staff and the people in their administrative areas through increased transparency and accountability by opening up more government data, facilitating communication groups between councillors and their constituents and assisting in co-creation projects for members of the community.

## 2.4.2 EVALUATION OF SPOD-TET INTERACTIONS DURING YEAR 2

### 2.4.2.1 EVALUATION QUESTION 1: FOCUS ON OPEN DATA (VISUALISATIONS)

#### **To what extent are the SPOD-TET activities focussed on sharing and discussing (visualisations of) open data?**

By definition, the identification, interpretation and production phases are the phases in which sharing and discussion of open data takes place. However, in this corpus, the largest portion of the dialogue was focused on problem-framing phase (48%), followed by other (27%), see figure 4 below for a breakdown of messages across categories. In relation to problem-framing, this high percentage of total messages reflects the fact that participants devoted much of their time to discussing and developing the various aspects of the scenario which need to be dealt with before a resolution can be found. These included infrastructural, technical, cultural, and



financial considerations, among others. The large portion of the corpus dedicated to “other” is due, primarily, to a high incidence of technical issues, resulting in many griping messages and helping messages (12% and 10% of total messages, respectively).

In relation to the preferred activities associated with sharing and discussing of open data visualisations, the identification and interpretation phases accounted for a combined 12% of the corpus, with production accounting for a further 12%. This relatively small portion of the dialogue can be explained due to the amount of time spent in the problem-framing phase before participants felt they reached a significant understanding of the scenario to warrant the identification and interpretation of the available open data, as well as the amount of time spent on griping and helping, as mentioned above.

In this corpus, a total of 7 open data visualisations were posted. Although this represents a relatively small number of data visualisations, these visualisations did promote further discussion and did structure the dialogue at key transition points. Specifically, 5 messages which provided links to open data were posted in the identification phase. Following on from this, 12 messages discussing open data visualisations were posted in the interpretation phase, and 35 messages discussing open data visualisations were posted in the production phase. In total, 19% of messages either focused directly on open data visualisations, or are characterised by dialogue games building upon the interpretation of a visualisation.

Notably, all of the open data visualisations which were presented were relevant. They addressed, for example, relevant financial information (such as the datalet showing that no money was spent on traffic improvement measures in the 2015 city council budget), population data, data reflecting modes of transport to work; and location data for bicycle depots around the city. The latter, the bike location datalet, prompted the greatest level of engagement, leading to a production phase in which participants co-deliberated on the location of moped depots, should the project go ahead.

#### 2.4.2.2 EVALUATION QUESTION 2: OUTCOMES AND GOAL ACHIEVEMENT

*To what extent are the dialogue games produced on SPOD-TET successful in achieving their aims, in relation to the joint projects within which they are produced, and the user/technology evaluation outcomes?*

Information sharing accounted for 19% of all messages in the corpus (see figure 5 for a breakdown of messages across dialogue games). Many examples of effective and fruitful information sharing may be seen in the corpus. The majority of information sharing messages (87%) were posted in the problem framing phase, as participants worked towards a clearer understanding of the scenario, and the issues which need to be addressed before any solution can be reached or decision made. The first example of information requesting, is a request from participant Lorraine O'Reilly –“Hi all, is there any image of these mopeds?” (page 27 below). This is followed, three minutes later by a message from participant Brendan Fahy, who provides an image of a moped. This information requesting – information sharing interaction prompts further discussion of the feasibility of using these vehicles as a traffic-reducing means of transport, such as the issue of space or position on the roads, cost of the mopeds, and how people learn to drive them. Each of these questions are answered, through various forms of information-sharing. For example, in relation to the issue of learning to drive mopeds, one participant provides a link to the Road Safety Authority of Ireland’s document on learner drivers, while another participant directs the information requester to specific quotes from this document. Other examples of information sharing, which helped to move participants towards the main goal, include requests for example of similar scheme from other cities. This was followed by the sharing of an article detailing a similar scheme in Taiwan. Notably, the original information requester in this instance posted a message saying that he felt “more informed” after reading this

article, and that such a scheme is “definitely worth a trial here”. This is clear evidence of an effective information sharing interaction, which aided the problem framing phase.

The dialogue game which was most prevalent in this corpus was argumentation-constructive, accounting for 28% of all messages. Messages characterised by this dialogue game occurred almost exclusively (99%) in the problem framing phase. While this type of dialogue game, by definition, is more exploratory than goal-directed, it was nonetheless important and effective in its role in moving participants forward in the joint project. For example, the argumentation-constructive dialogue game allowed for the repair of misunderstandings among participants. For example, this is evident early on in the corpus when two participants engage in an argumentative-constructive interaction about the effect of replacing 1000 cars on the road with 1000 mopeds. One participant, in the role of opponent, points out to the proponent that this may not have the desired effect as 1000 mopeds cannot transport the same number of people as 1000 cars. This is then countered by the proponent, who suggests that part of the problem is that many people travel in cars alone, thereby taking up more space than necessary, relative to travelling alone via moped.

The deliberation in the corpus, which accounted for 11% of all messages, focused almost exclusively on one issue – the locations of depots which would store the mopeds. All but one of the 32 deliberation messages related to this issue. This process of deliberation was characterised by examples of shared understanding and explicit agreement between participants. One such example occurs during a production phase, when a number of participants are engaged in co-deliberation – (Brendan: “The unused ferry port in Dun Laoghaire near the Dart Line would be a good spot too. Still need to get plenty of different access points in the city as well”, Anthony: “Yes, exactly.....”, page 69 below). However, despite clear engagement, with co-deliberation around a number of possible locations for the moped depots, and generally a strong level of agreement between co-deliberators, no definitive decision was reached.

In relation to co-interpretation, this accounted for only 3% of the messages in the corpus, and thus allows for little analysis in terms of its efficacy. Two passages of co-interpretation occurred, both of which were relatively short, with one consisting of 5 co-interpretation messages and one consisting of 3. In both cases, participants were co-interpreting a useful and relevant datalet, one representing modes of transports used in different areas of the city, and one representing a breakdown of Dublin city council spending, however there is little elaboration or development in either case.

As noted above, griping accounted for 12% of the messages in the corpus, with a further 10% comprising of helping messages. Taken together, these figures suggest that some of the potential success of the joint project dialogue was compromised by technical issues, which negatively impacted engagement.

#### 2.4.2.3 EVALUATION QUESTION 3: MEANING MAKING AND EFFECTIVE TRANSPARENCY

*To what extent are the SPOD-TET interactions manifestations of a move towards meaning-making and effective transparency, also considering the outcomes of the societal-level evaluation?*

The primary interactions which contributed to meaning-making and effective transparency were characterised by dialogue games within the evaluative and constructive categories. The evaluative category accounted for the largest portion of messages across all categories (40%; see figure 4 for a full breakdown of messages across categories). Together, the evaluative and constructive categories accounted for 54% of all messages, reflecting a high-degree of moves towards effective transparency. Within the evaluative category, 70% of messages were coded as argumentation-constructive. This dialogue game is characterised by a non-adversarial exploration of arguments for and against a proposal and is therefore conducive to effective transparency. As the vast majority of these evaluative messages took place during problem-framing, they did not directly contribute to achievement of a goal or production of solution to a problem; however, this kind of dialogue did allow the participants to reach a greater shared understanding of the problem scenario through collaborative, transparent, meaning-making. Within the constructive category, moves towards effective transparency were reflected by the high-degree of co-deliberation among participants, when trying to progress the scenario towards a solution. Again, while a solution was not reached by the end of this corpus, the dialogue during the production phase, characterised primarily by constructive messages (89%), is reflective of an open exchange of ideas and potential solutions (for example, on the location of moped depots), and therefore effective transparency.

As referred to in 1.1.1, testing and trialling of tools have been confined to staff in the Dublin local authorities, with the exception of a small group of citizens who participated in the 10-day trial. As such, limited conclusions can be drawn with regard to societal-level evaluations. That being said however, the interactions and outcomes for meaning-making and transparency in the dialogue challenge, described above, suggest great potential for SPOD-TET interactions to have a significant impact at the societal level, when further testing and rolling-out has been conducted on a wider-scale. Such wider-scale SPOT-TET activities are planned for early in year 3, including the Open Data Challenge with each local authority. At this point, it will be possible to assess the societal level impact.

#### 2.4.2.4 EVALUATION QUESTION 4: MOVEMENT TOWARDS AN ONLINE EPISTEMIC COMMUNITY

*To what extent do the SPOD-TET interactions reveal movement towards a veritable online epistemic community?*

It is not yet possible to answer this question, due to the lack of longitudinal data available. To date, all SPOD-TET activities involved one-off workshops, or relatively short (10-day) exercises. However, it is intended that as the community grows in year 3, this level of analysis will be possible.

#### 2.4.3 SYNTHESIS

Two SPOD-TET evaluation events were carried out this year – one workshop with staff members of the Dun Laoighre-Rathdown County Council and one with a small group of citizens. Both of these events generated useful usability, technology-level and user-level evaluation data, and the second event generated a rich corpus for community evaluation. For a societal level impact, a review of user comments suggests that more work needs to be done to enhance key aspects of the tool. Having said that, the dialogue challenge event did highlight that users were able to engage in rich and deep discussions in relation to the transport challenges faced by commuters in Dublin City. This suggests that a similar dialogue could be engaged with citizens on a larger scale, and these

dialogues could be used to inform the policy thinking and plans of public administrators into the future. It is not possible at this stage, however, to evaluate these SPOD-TET events with respect to the overall success criteria for the Dublin pilot. Future events, planned for year 3, in combination with the refining of the functionality of the tools, will allow for these success criteria to be addressed.

Growth of the SPOD-TED community will be advanced in Year 3 by the Open Data Challenges, which will raise the awareness of the SPOD-TET tools with local authorities and public administrators, as well as raising awareness of the importance of open data more broadly. Furthermore, these events will result in the co-creation of new datasets, which can then be used in subsequent challenges.

## 2.5 GRONINGEN

By Erna Ruijter, University of Utrecht

### 2.5.1 SUMMARY OF SPOD-TET JOINT PROJECTS DURING YEAR 2 (UU)

*Developing scenarios:* The public problem population decline is the starting point for the ROUTE-TO\_PA project in Groningen. Based on the three democratic processes distinguished in the societal activity model (Deliverable 3.1) the approach of the Province of Groningen regarding population decline was identified as deliberative with the aim of a more participatory approach. In order to engage stakeholders, in the Fall of 2015 a population decline project working group was set up consisting of public administrators (open data experts and policy experts), the Plan Bureau, stakeholders of citizens' initiatives and researchers. At the end of 2015 a start was made with identifying scenarios related to the public problem Population Decline. This eventually resulted in the construction of two scenario's (see appendix A) related to the daily practice of the citizens' initiatives: Health care in the village Kloosterburen and the Circular economy in Westerkwartier (see Appendix A). For both scenarios the project group members perceived gaining insight based on open data as essential. *"Especially for the bio-based economy it is important to have insight in food production. So far it is mainly based on stories but the data behind it is missing."* (R5)

*Data availability:* After identifying the public problem, the project group explored the availability of open government data for the scenarios. The existing open data portal of Groningen contained only a few datasets directly related to the theme population decline. In order to be able create value and gain insight in the scenarios, additional datasets were needed. Within the Province of Groningen, open data experts inquired whether existing datasets within the organization could be released, which resulted in the publication of five new datasets regarding eg. unemployment, care facilities and demographic data. Furthermore, the search for relevant data showed that data is spread out over different organizations at the national, regional and local level.

*User/technology level:* Based on the found data, three events were organized that involved working with data on the ROUTE-TO-PA tools: 1) During the Dutch Open Government Action plan meeting, 2) during the population decline project meeting and 3) the Student Challenge, which is reported here. Appendix 3 provides an overview of the activities conducted in preparation of, during and after the student challenge. It also provides an overview of the methods used in order to assess the interconnected layers: technology, user, community and societal.

Based on observations, minutes of meetings, interviews, focus groups and a user survey, it can be concluded that in general participants appreciate the option of making visualizaton based on open data and to interact and collaborate online based on open data on SPOD. Furthermore, during the Challenge it was indicate that TET has potential as well, however TET was barely used due to the lack of datasets. Additionally, during the project meeting a gap was observed between the skills of the participants and the *user skills* needed to work with data. This resulted in the Student Challenge: other respresentatives of the stakeholder intitutive and students were recruited to participate in the project to help the stakeholders and public administrators find relevant data and work with data.

Despite the fact that the students were chosen because of their interest and data skills, several of them indicated that they experienced working with open data as difficult. For instance it was difficult to find relevant data, select relevant data out of huge datasets or interpret the data due to a lack of metadata. In addition, the *usability* of the found datasets was limited because the datasets where either unclear, too generic making it not useful at the local level or too extensive making it very difficult to work with or even to open the file. Also the ROUTE-TO-PA tools at the time did not yet allow them to e.g. make the visualizations they wanted or retrieve the data they needed. The student challenge resulted in a list of 69 suggestions for the further development of the ROUTE-TO-

PA platform ranging from bugs, enhancements for the existing features, new to be developed features, search quality and usage of datasets and enhancement of interaction. Furthermore, because all took place online they missed face-to-face discussion as a group. They used alternatives for the platform both for interaction and for data analysis such as off-line meetings, phone calls and excel. Nevertheless most of them experienced the project as an interesting new way of working in which data was the starting point for their thinking in finding solutions for their scenario.

*Community level:* The community evolved in the last project year from 13 participants in the first meeting to 25 participants in the last meeting in 2016: five representatives from citizens' initiatives (two from Kloosterburen and three from Westerkwartier); five public administrators (one open data expert from the Ministry of Internal Affairs, two population decline policy experts, two open data experts of the Province of Groningen), one representative of the Groningen Planbureau (responsible for data collection), four UU researchers and finally 10 students who participated in the role of problem solvers. During the evaluation meeting the Director Urban Planning and Society participated as well. These members were involved in further developing the scenarios, identify data, work on the platform with data and in interaction with other community members, generate ideas and solutions and evaluate the outcomes. Out of the 25 community members, 17 were asked to actively participated on the platform during the Challenge for five weeks.

Based on the Dialogue Games Analysis, interviews and focus groups we can conclude that work was done around information and data in relation to the public problem. The interaction within the Kloosterburen project especially seems to evolve around information. However, due to a lack of relevant open datasets available in SPOD and TET, students mainly turned to information sources outside SPOD and TET. The reports created in the co-creation room of SPOD showed that the students used diverse sources (around 50) to construct knowledge, ideas and solutions regarding their joint projects. Furthermore, effective transparency at the community level is constructed socially by group interactions and learning. The Dialogue analysis showed that knowledge was mainly constructed by the students with limited interaction with stakeholders and public administrators. The lack of nominal transparency (the lack of available relevant data sets) and the limited deliberation and collaboration with public administrators and stakeholders affects the degree of effective transparency. Nevertheless, the participants perceived the outcomes constructed by the community around open data as valuable and insightful both for the scenario, for public administration and for citizens initiatives.

*Societal level:* Based on the analysis of the reports created by the students in the co-creation room, the evaluation project meeting and semi-structured interviews several conclusions can be drawn. First, in terms of organizational impact it can be concluded that the project contributed to putting open data on the political agenda, influenced the perception of public administrators of open data, contributed to the goals of the organization and the scenario and to collaborative learning. The outcome in the form of the student reports<sup>9</sup> were used to put open data on the political agenda. A public administrator sent the report together with a letter to a political representative in preparation of a meeting with the representative. In addition, the director of the department Urban Planning and Society, responsible for population decline was invited to the project working group evaluation meeting where the students presented their results. His department had not yet worked with open data and he indicated that the project, using open data as an instrument for policy issues, showed the value and options of open data. It requires a different way of working and it provide him with the insight that the province itself can play a role in this development while supporting citizens initiatives. Public administrators indicated that

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<sup>9</sup> The reports are created in the co-creation room of SPOD and are based on working with open data and discussions in the AGORA

they had learned a lot just by participating in the project and also realized the importance of opening up data also for their own work based on the content of the data. One policy maker indicated that open data is a blind spot in his daily work and that he would like to further explore the possibilities. Open data experts realized that there is not always a match between the data released by the Province and the data needed by stakeholders for a specific issue. There is currently a lack of available data or nominal transparency for the project Kloosterburen. Furthermore it was concluded that in order to effectively use open data for policy problems more is needed than publishing data. Communication between the provider and information user or stakeholder is important, exchanging knowledge and finding a match can result in better quality data and more efficient re-use of data. The challenge led to goodwill among the stakeholders; the province showed a willingness to collaborate with stakeholders around open data regarding public problems.

In terms of societal impact, the outcomes in the form of student reports based on open data were perceived by the stakeholders as valuable and insightful. The stakeholders indicated that they liked the ideas and solutions for their scenario generated based on open data by the students. Furthermore they learned the importance of taking the time to formulate the right question. One stakeholder pointed out that too often there is a focus on solutions whereas really getting an understanding of the public problem is often lacking. Therefore collaboration between public administration and society is important only then new insights and transparency can be achieved. However, during follow up interviews three months later none of the stakeholders had actually followed-up on the suggestions made in the reports regarding the scenario due to a lack of time. However they all did indicate a willingness and urgency to continue working on their scenario in collaboration with the Province and researchers around open data in the future. As one participant indicated: *"It is a learning process (...) it requires time, continuity and an investment of all parties involved."*

## 2.5.2 EVALUATION OF SPOD-TET INTERACTIONS DURING YEAR 2

The asynchronous Population Decline Challenge took place in the spring/summer of 2016 consisting of two joint projects: Westerkwartier and Kloosterburen. It started in February and the evaluation interviews took place in November. The participants worked for five weeks on SPOD and TET (see also Appendix 3).

There are clearly some differences between the two Joint Projects in terms of messages and number of participants. In the Westerkwartier three peaks can be identified (Figure 1) in the number of messages over the course of the project, whereas in Kloosterburen a clear peak at the start of the project can be observed. The Kloosterburen participants however posted in total more messages than the Westerkwartier participants.

Fig 1 Number of Messages JP Westerkwartier

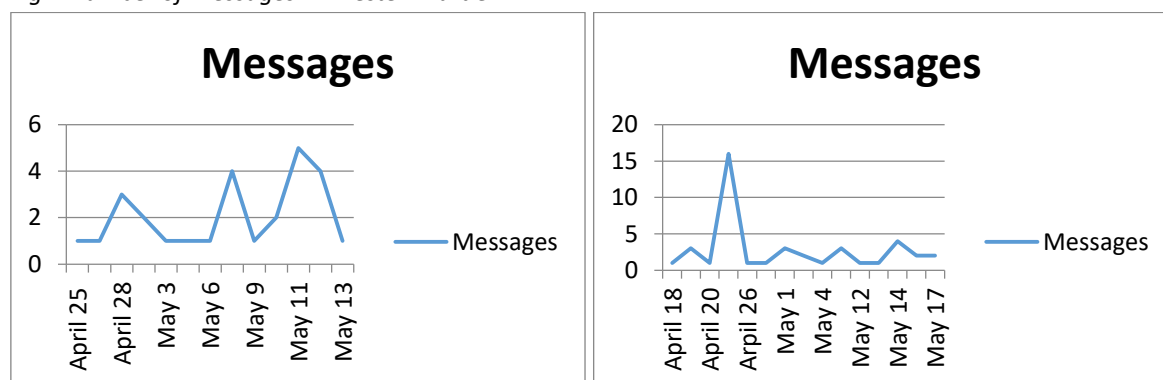


Fig 2: Number of participants JP Kloosterburen

Regarding the number of participants it can be observed that in the Kloosterburen project more people interacted on the same day than in Westerkwartier. In both cases we see three peaks but an inverse image. Whereas the Westerkwartier participants were active at the end of the project, the Kloosterburen participants were especially active at the beginning of the project.

Fig 3: Number of Participants over time Joint Project Westerkwartier

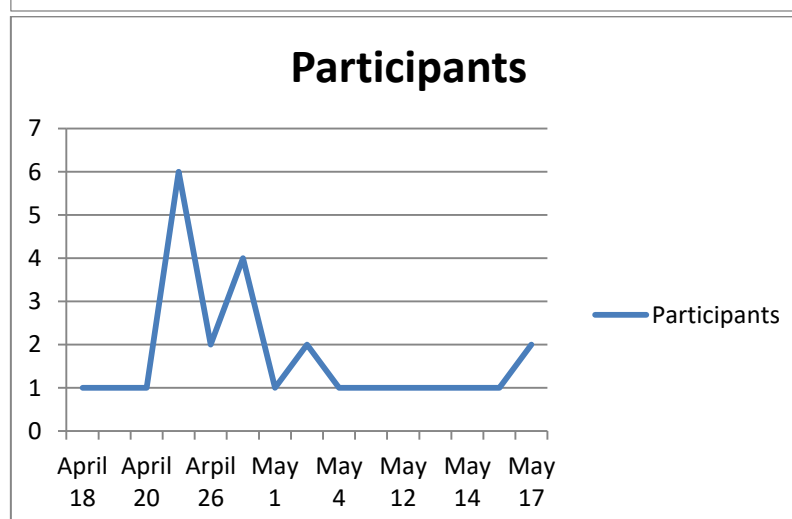
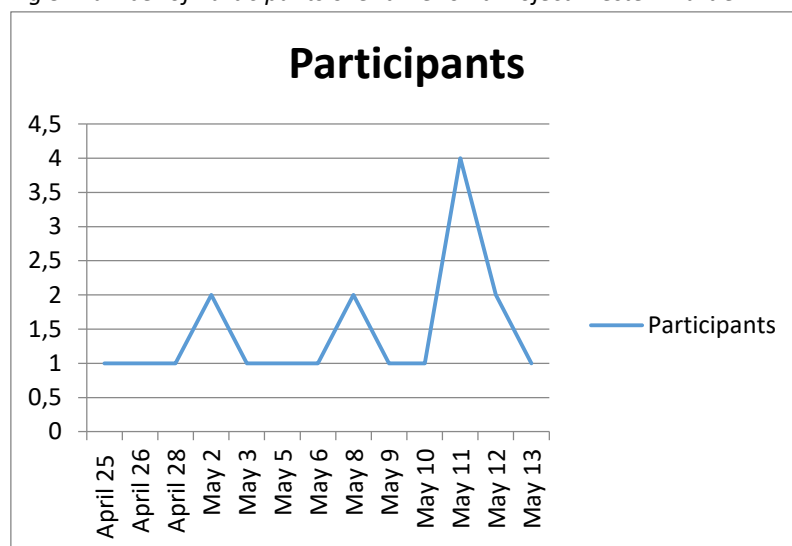


Fig 4: Number of participants over time Joint Project Kloosterburen

Table 1: Overview of Data collection during the Population Decline Challenge

	Method	Participants
Before using the open data platform	Project working group	2 Pa's, 2 researchers
	Interviews	3 stakeholders
	Project working group	5 pa's 3 stakeholders, 3 researchers
	Project working group	2 Pa's, 4 stakeholders, 3 researchers
	Interviews	2 Pa's, 2 stakeholders
	Two group sessions	10 Students, 5 in each group
During usage of open data platform	Interviews	2 Pa's, 4 stakeholders
	Two group sessions	10 Students: 5 in each group
	Logs send by mail	10 Students, 1 researcher



	Monitoring the open data platform	1 Researcher
Reflection on usage of open data platform	Two group session	9 Students: group of 5 and 4
	Logs send by mail	9 Students, 1 researcher
	Project working group evaluation	2 students presenting results, 5 Pa's, 4 stakeholders and 4 researchers
	Content analysis of platform (Dialogue Games)	2 researcher
Three months after the challenge	Four interviews regarding the (societal/organizational) impact of Challenge	2 pa's and 2 stakeholders

#### 2.5.2.1 EVALUATION QUESTION 1: FOCUS ON OPEN DATA (VISUALISATIONS)

##### ***To what extent are the SPOD-TET activities focussed on sharing and discussing (visualisations of) open data?***

Because of a limited data availability, the students were explicitly asked to identify datasets outside TET and SPOD and to import them on the tools. However at that time, the tools did not yet facilitate the importation of all types of datasets on SPOD/TET. Consequently, students posted links to existing visualizations, datasets and documents based on government information instead of importing the raw datasets. In our analysis we have included all information used by the students, both from data in SPOD as well as links, visualizations imported from outside sources. Furthermore, the use of TET was limited because there were not many relevant datasets in TET at the time of the Challenge. Eventually, this resulted on the Agora for the Westerkwartier in 161 views, 34 comments and zero visualizations made and for Kloosterburen in 194 views, 53 comments and 3 visualizations made based on open data. In total the students used almost 50 sources for both joined projects in both the AGORA and in the Co-creation room

When analyzing the different phases based on the Dialogue Games Analysis, it can be observed that in both projects most visualizations are posted in the identification phase and that most participants in each Joint Project contributed in this phase. In Westerkwartier, 0% of the messages in the Problem Framing phase, 33% of the Identification Phase, 0% of the Interpretation phase and 22% in the Production phase contained visualization (see Appendix F, table 2). In the Kloosterburen joined project 0% of the messages in the Problem Framing phase, 48% of the messages in the Identification phase, 28% of the messages in Interpretation phase and 0% of the messages in the Production phase contained visualizations (see appendix G, table 2). Furthermore, when analyzing the different types of Dialogue Games, it can be observed that most Games can be identified as informative. In the Westerkwartier Joint Project out of the total 24 Games, 11 Games (46%) can be identified as Informative and 2 out of the 24 Games as Evaluative. In the Kloosterburen Joint Project 16 out of the 24 Games (67%) can be identified as informative and 4 out of 24 as Evaluative.

Hence we can conclude that in both Joint Projects the Games evolved around information, especially in the Kloosterburen project. However, due to a lack of relevant open datasets available in SPOD, students turned to information sources outside SPOD and TET. SPOD however does allow users to place links and existing visualization in the AGORA which therefore eventually still led to a broad range of information sources.

#### 2.5.2.2 EVALUATION QUESTION 2: OUTCOMES AND GOAL ACHIEVEMENT

***To what extent are the dialogue games produced on SPOD-TET successful in achieving their aims, in relation to the joint projects within which they are produced, and the user/technology evaluation outcomes?***

Based on the minutes of the group meetings and interviews we can conclude that the goal for both scenarios was to gain more insight in the scenarios based on open data. As pointed out the Dialogue Games Analysis showed that most Games on the Agora are informative and hence contributed to that goal. At the same time it can be observed that Evaluative Games, are limited in both joint projects and that Constructive Games mainly took place in Westerkwartier. Especially these type of Games contribute to deliberative and collaborative processes. One explanation could be that the students especially used the co-creation room for generating ideas around open data. Furthermore, participants also indicated during the focus groups that they had used alternatives for the platform such as off-line meetings, WhatsApp and phone calls in order to interact with other community members. They had also used Excel for data analysis because the tools would not always facilitate their aims. This is also reflected by the Gripping Games regarding the tools (see Appendix G)

Finally, the outcomes in the form of student reports were perceived by the stakeholders as valuable and insightful, thereby contributing to the goal of the project. The stakeholders indicated that they liked the ideas and solutions generated based on open data by the students. One stakeholder of the health care initiative in Kloosterburen indicated that the report based on open data gave them insight in the financial flows, but also indicated that more information is necessary and that it is very difficult to find the right and specific local government information. Another stakeholder for Kloosterburen indicated that the insight is not yet sufficient, but this is related to the current available information that is difficult to obtain and too spread out. *“The project was successful in the sense that it provided an insight in the fact that the overview of the different sources of financial health care information is just not available.”*

**2.5.2.3 EVALUATION QUESTION 3: MEANING-MAKING AND EFFECTIVE TRANSPARENCY**

***To what extent are the SPOD-TET interactions manifestations of a move towards meaning-making and effective transparency, also considering the outcomes of the societal-level evaluation?***

Effective Transparency at the community level is constructed socially by group interactions and learning. Community transparency can be assessed in terms of the ‘closure’ that takes place within a group concerning the meaning of certain information (see Deliverable 5.1, p. 40). In order to analyze effective transparency we examined the amount of messages in the interpretation and production phase. Furthermore, regarding the quality of interaction we analyzed the evaluative and constructive Dialogue Games. In this respect some differences between the two joint projects can be observed.

In Westerkwartier 39% (11 out of 28, see table 2 Appendix F) of the messages were posted in the Interpretation and Production phase and in Kloosterburen 21% (9 out of 43 messages see table 2 Appendix G) of the messages were posed in these phases. In Westerkwartier 2 out of 28 messages (7%) were posted in the Interpretation phase and 9 out of the 28 messages (33%) were focused on the production phase, with 4 participants involved. Furthermore 8 out of the 24 dialogue Games (32%) focused on Constructive Evaluation. In Kloosterburen however 7 out of 43 messages (16%) were posted in the Interpretation phase and 2 out of the 43 messages (5%) were posted in the Production phase. This is in line with graph 2 where the peak can be observed in the beginning of the project whereas the peak for Westerkwartier is observed at the end of the project (graph 1). Furthermore, in Kloosterburen 2 out of 24 games (8%) are constructive and 4 evaluative. Additionally, as pointed out earlier the students used almost 50 different sources as a base for constructing insights and ideas for their joint project, which resulted in a report in the co-creation room. Finally, as can be read in the outcome section (4.2), the

discussion in the focus group showed that working with data contributed to some insights and ideas regarding the scenario.

Hence we can conclude that in Westerkwartier more messages were posted in relation to closure than in Kloosterburen. The students used diverse sources to construct ideas and solutions but also encountered the problem of a lack of relevant datasets for their scenario, which was also acknowledged by the public administrators involved. This lack of nominal transparency affects the degree of effective transparency.

#### 2.5.2.4 EVALUATION QUESTION 4: MOVEMENT TOWARDS AN ONLINE EPISTEMIC COMMUNITY

*To what extent do the SPOD-TET interactions reveal movement towards a veritable online epistemic community?*

Not all 23 community members participated on the platform. In Kloosterburen one person and in Westerkwartier two participants participated on the ROUTE-TO-PA platform because they were identified as having the skills to work on the platform. Three pa's were asked to participate and work with the students on the ROUTE-TO-PA tools. In addition ten students participated as problem solvers. They were identified and selected based on their experience with quantitative analysis. One research actively engaged on the platform as a moderator.

Regarding the rules of interaction within the community the students were asked to spend 20 hours divided over five weeks. In order to keep the students motivated during the five weeks a payment was promised after accomplishing the task. The stakeholders and public administrators were asked to provide feedback, discuss and collaborate with the students on the open data ROUTE-TO-PA Tools at least twice a week. The ROUTE-TO-PA tools were designed to facilitate interaction and collaboration. The interaction on the open data platform can be characterized as asynchronous interaction because the platform enables participants to create and edit messages that are stored in a room that is accessible to group members and that organizes messages into 'threads' of conversations. During the project no new members arrived on the platform. This was not the aim of the project in this stage. The aim was for the existing community to work with open data thereby contributing to public problems identified by that same community. It can be observed though that in both joint projects the stakeholders started participating half way and not from the start of the project.

Based on the roles and function of participants we can draw some conclusions regarding the community (Appendix H table 3, Appendix I, table 3). In both joint projects the pa's were absent on the platform. They had logged in and observed what happened on the tools but did not respond. These can be called lurkers. In both joint projects, the number of messages by the stakeholders were limited as well. Students indicated during a focus group session that they had eventually contacted the stakeholders and public administrator offline in order to get feedback on their ideas because they did not get a response online. Hence, the interaction on the ROUTE-TO-PA between the diverse members of the community was limited. Furthermore, based on the table it can also be concluded that most students took different roles during the process. However some students took one role and others for instance nine different roles. The participants with the different roles were often the most active, posting diverse and several messages. No general patterns could be identified regarding evolving roles over time. This might be due to the limited number of posts. Another explanation is that working with data and trying to find solutions is an iterative process that does not necessarily proceed from a problem framing stage to data identification, interpretation and production. Sometimes after production more data identification and interpretation was necessary (see also Appendix G, table 1).

Finally, in terms of close-knit collaboration it can be observed that the two joint projects are very different in terms of when the close-knit collaboration occurred. In the Westerkwartier collaboration occurred around constructive Dialogue Games towards the end of the project. Here it can be observed that participants are

actually responding to one question of one participant. This coincides with the last peak in the number of messages as can be observed in Appendix F Figure 1. By contrast the Kloosterburen showed a peak in the beginning (see Appendix G Figure 2), which coincides with Informative Games. Participants are mainly sharing information or open data with limited discussion or collaboration. This difference in emphasis is also reflected in the outcome of the Co-creation room: the Kloosterburen report emphasis information around the public problem whereas the Westerkwartier report focuses on ideas and solutions for the public problem.

### 2.5.3 SYNTHESIS

In Groningen, working with open data on the ROUTE-TO-PA tools is used as instrument in creating an impact for public problems: population decline. The activities conducted in year illustrate a partly deliberative/collaborative approach. Public Administrators, Stakeholders and researchers collaborated in defining a scenario, finding data and working around data. It also showed that working with open data on the tools can indeed result in relevant insights and informed interaction regarding public. The open datasets found, were used to generate ideas and solutions for the scenarios. Outcomes were produced by the community that contributed to some organizational and political impact.

The results of year two show how the four layers of technology, user, community and society are closely interrelated. Technology can both facilitating but also constrain open data work. A specific understanding of technology-in-context is needed to develop tools that facilitate open data work. Our research shows that even though data was available on the Groningen Portal, once scenarios were defined and questions formulated the amount of *relevant* data was actually limited. The limited availability of data influenced both working with the tool (TET was barely used due to a lack of relevant data) and the outcomes in terms of effective transparency. Therefore the students worked not just with data from the Province but especially also with other (government) sources, nationally and regionally. This eventually lead to insights for the scenarios.

Furthermore, the activities showed that meaningful open data provision requires that government organizations engage in a dialogue and learning process with citizens and other users: learning on the job. It is important that government practitioners explore potential uses with the users to develop meaningful forms of transparency. A lack of nominal transparency will influence effective transparency. At the same time the activities showed the challenge of the degree of involvement of community members or the lack thereof on the ROUTE-To-PA tools. The community grew in the past year, adding both stakeholders, pa management and students as problem solvers. The aim is to further build the community around the existing scenarios and possibly new ones. The case of Groningen showed that open data usage is not simply about barriers that need to be tackled but it is a complex process of social learning and communication. It is about exchanging knowledge between open data provider and user that will eventually benefit a more effective re-use of open data regarding public problems.

## 2.6 ISSY-LE-MOULINEAUX

*By Jonathan Le Groff, CNRS*

### 2.6.1 SUMMARY OF SPOD-TET JOINT PROJECTS DURING YEAR 2 (CNRS)

#### **Context of research activity:**

During the first half of 2016, CNRS team carried out two evaluations of IssySPOD (SPOD of pilot partner: Issy-les-Moulineaux). To prepare - current and upcoming PAs - for the development of Open Data in public services, two populations of two different territories were approached: civil servants of Paris Region and students of University of Burgundy engaged in civic life.

In this way, two generations of SPOD users were taken into account: (i) the current data collectors whose activity is not originally linked to open data (e.g. geographic information systems, associative life, communication services) and who have recently learnt to use it; (ii) students who were regularly confronted to data and data visualisations (e.g. computer graphics) throughout their life – and so – who have implicitly learnt to extract relevant information from this resource. A third experiment is in preparation with another generation of users, who were exposed to the concept of open data since their childhood.

So, two populations interacted on the Agora. Each was confronted to a specific issue that can be considered as a Joint Project. Under-graduate students had to find a place for living in Paris Region (Joint Project 1), and PAs had to initiate an ‘inter-cities communication’ around Open data (on mobility and public transport) (Joint Project 2).

#### **Description of Joint Projects:**

Concerning students, they were asked to imagine that they were moving from Dijon to the southern edge of Paris (for a new job), and they had to find a place for living between two neighbouring cities — Boulogne-Billancourt or Issy-les-Moulineaux. They had to find an accommodation near: school institutions (for their children) and public transport (or closed to Paris on foot).

Two groups were evaluated in two different rooms during one hour (+/- 15 minutes). Instructions are presented in appendix E.

Concerning PAs, they were asked to use IssySPOD (also called SPOD in this document) as a collaborative space devoted to the development of individuals and collective projects around Open Data. So, they could use it as a means (i) to solve specific issues by requesting assistance from other cities, (ii) to elaborate inter-cities programmes or (iii) to organise virtual meetings. However, despite the initiation of Dialogue Games by Matteo Satta (pilot partner) and his colleague in charge of communication in Issy-les-moulineaux (JF Coulon), only one person posted ‘very few’ messages. Two principles reasons were evoked: the first one was the lack of time for learning to use a new communication and management system, the second one was their limited “right of publication” - they could not publish information (on the internet) without the agreement of their line manager. We will see below that - technical problems and strategically issues- can also explain this lack of commitment.

In sum, we could not proceed to an analysis of PAs' Dialogue Games; so the present works are focused on experiments carried out with students and interviews led with PAs (1. partners from Issy-les-Moulineaux and 2. PAs from other cities who "would like" to use the platform, but who did not).

For coding joint projects, we based on the Dialogue Games framework (categories, sub-categories and roles of participants). The detailed results of the analyses are reported in appendices B, C and D

### **Outcomes of the user/technology evaluation:**

Two experiments were organised. The first one was carried out with two groups of students and the second one with one group of PAs. The general outcomes indicated that the interaction system and the overall organisation of the website were appreciated by all participants. The integration of classical functionalities (e.g. addition of new entities with a "+" sign, presentation of discussion space) - that already appeared on "historical" web browsers or social networks - was considered as an ergonomics advantage for navigating and adding data. However, they indicated that, the level and quantity of information displayed on the homepage, concerned too many different objects and too many different participants. Furthermore, for students, the categorisation system of data was considered not relevant regarding their object, their role and their potential use. Two principle defaults were raised: (i) the access to datasets and their content were not mentioned clearly; (ii) the data format was not adapted to the common analysis software. Firstly, despite the existence of official platforms (datagouv.fr) devoted to open data, the diversity of data is limited. As such, the same datasets appeared on distinctive official websites and sometimes in different formats. Moreover, their titles were not sufficiently explicit and relevant for facilitating identification of their content and intrinsically for promoting their use. Secondly, the reading format (API) used on SPOD was considered unusual and too restrictive compared to the classical format made available on official platforms.

From PAs point of view, the absence of privacy room – and – the global architecture of the rooms appeared as the principle technical causes of the lack of participation. We will present in detail the first and major reason (absence of privacy room) of this lack of interest in the introduction of the section 1.1.2. Concerning the architecture, rooms were not classified according to a conceptual line or an alphabetical approach, but according to the number of participants. So, it created confusion in the research process of topics (several rooms correspond to close topics and a part of them is empty)

### **Overall outcomes of the dialogue game analysis**

*Author's note: In the absence of exhaustive Dialogue Games with PAs, this subsection is focused on students' outcomes.*

Concerning the experiments carried out with students, two groups were evaluated. They gathered seven participants. They have already manipulated data and data visualisation software during their life.

Dialogue games analysis revealed that - their interactions - were focused on two principles phases: identification and production. More precisely, they engaged quickly in a "data search". They spent few time on interpretation and they compared their point of view (or their choices) just after 'finding & integrating' data visualisations.

Furthermore, participants adopted a specific role in a short period of time. They articulated their discussions around - the different way for solving the issue - regarding the available data. In other words, they adapted their strategies to the data corpus that they found.

In this context, “regulators”, “participants”, “information-providers” and “solution co-deliberators” appeared as the most frequent profiles. As such, we observed a dichotomy between two kinds of participants: the “sharers” and the “debaters”. Participation could be classified according to these two levels.

Overall, participants considered the outcomes resulting of the SPOD manipulation, as a first efficient approach for exploiting Open Data as any other information source, and, an effective base for “questioning” PAs concerning local affairs.

### **Evaluation of impact at the society level**

Considering the experiments carried out with students and interviews led with PAs, three outcomes emerged from the present study. Firstly, SPOD allowed to “non-experts” (in the field of Open data), to explore (and sometimes to discover) the platforms devoted to this resource. This exploration was induced, by the navigation architecture and by the SPOD functionalities (integrate, transform, and exchange open data). The “students’ experiments” rightly showed that SPOD appeared as a communication tool for giving a concrete objective and a specific usage to a resource that was perceived “abstract and unusable” by general public. Intrinsically, citizens-students became aware of the difficulties met by PAs to elaborate solutions for a large and diverse population in the domain of public transport.

In sum, this study confirmed that SPOD would contribute - to sensitize citizens to the public affairs - and in this way - to involve them more efficiently and more appropriately in the design of solutions to local issues -. So it could participate to empower citizens for searching, analysing and exploiting data in order to accomplish public missions (or to achieve societal goals).

Secondly, SPOD appeared, for PAs, as a means to detect topics that could be subject to intense discussions by citizens, and, that would necessitate the opening up of public data (or pedagogical action). As such, students indicated that some datasets were incomplete or not focused on the relevant aspects of their problematic. In the same time, PAs reported that they had several and frequent debates around the usage of public data by citizens. So, through SPOD, citizens could post their requests - and - PAs could evaluate citizens’ needs in order to adapt their - open data proposals -.

Thirdly, SPOD was perceived, by PAs, as a tool for centralising debates within groups of PAs, but also, between PAs and citizens. In this way, it could be a means - for promoting citizens initiatives through a direct “canal” – and – for structuring the public policy of Open data, according to the requests of different levels of users. It implies (for them) to adapt the reading format and the categorisation system to the specific expectations of professionals just as well as laymen. In other words, beyond the problematic of the topic (discussed previously), PAs considered SPOD as information sources for developing “user-centred” interfaces (devoted to Open Data) and a referencing platform for their own Open Data websites.

### **2.6.2 EVALUATION OF SPOD-TET INTERACTIONS DURING YEAR 2 (CNRS)**

During year 2, two experiments on SPOD were engaged during the first semester. They concerned the problematic of mobility and public transport. Two kinds of evaluation were carried out: one was synchronous and the other one was

asynchronous. The synchronous evaluation was conducted with students and the asynchronous with PAs from Paris Region. Unfortunately, due to the lack of participation from PAs, we will just present the results of interviews that aimed at determining the reason of their absence of participation. Then, we will focus on results from “students’ experiments”.

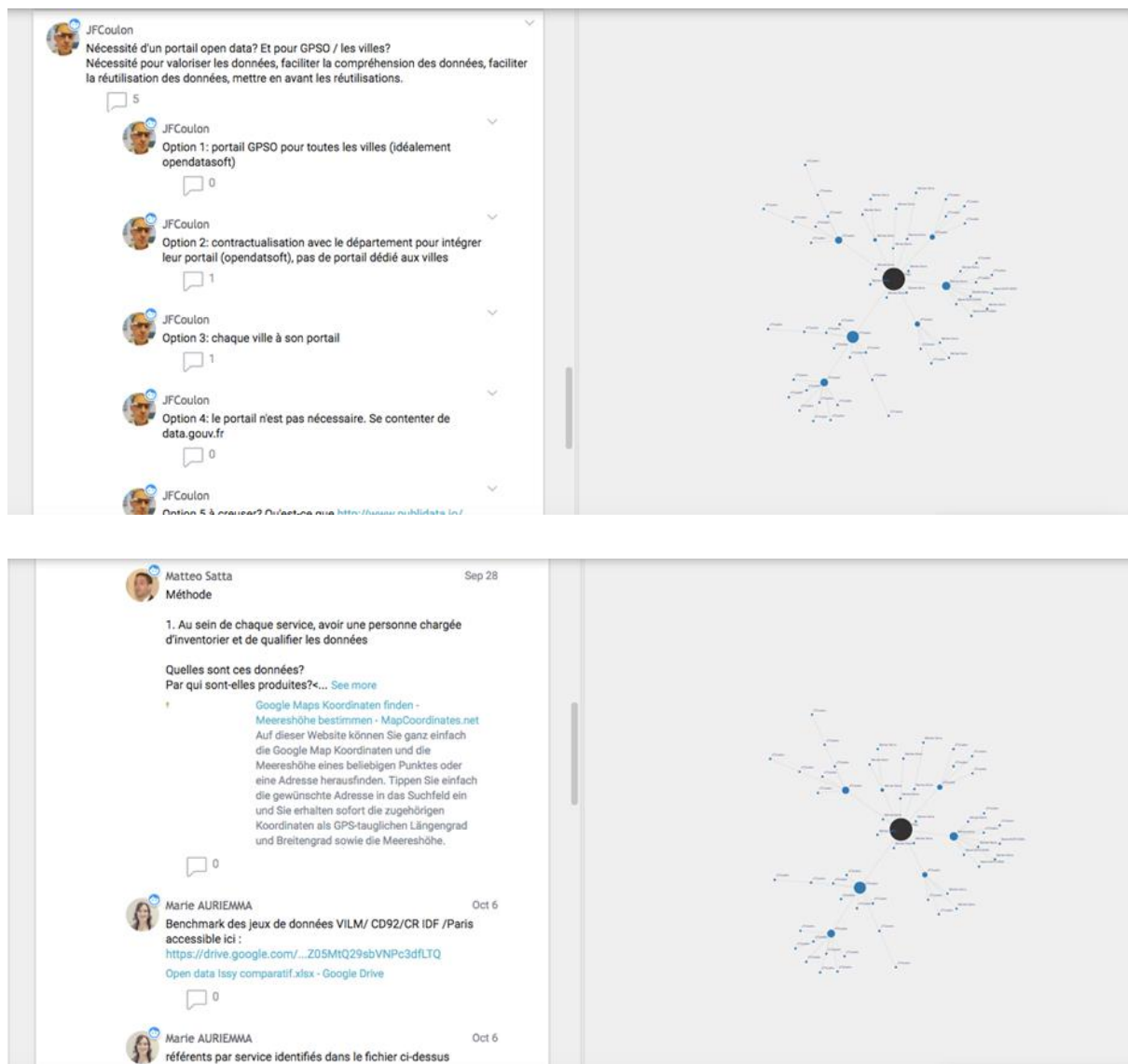
### **Interviews of PAs from Paris Region**

For initiating discussions, 15 interaction spaces were created. As indicated previously, only collaborators from pilot partners posted messages. We cannot talk of “inter-cities” interaction. These messages concerned “identification phase” of potential domains and data that could be approached. No interaction was observed. As such, Dialogue Games referred only to “information sharing”, and so, participants played one role: information-sharer (cf. Appendix F).

Thus, three PAs from Paris region wrote messages on SPOD. Two of them were from IssyMedia (pilot partner) and the other one was their colleague. We interviewed them and 3 others PAs who did not use SPOD –with the aim of identifying the technical and logistical barriers that would restrain SPOD use. Five reasons were evoked: (i) the lack of privacy, (ii) the multiplicity of information channels and so the lack of connectivity with other communication and management systems, (iii) the lack of relations between profiles and information from news feeds, (iv) the absence of regular and relevant solicitations (e.g. via notifications), (v) the lack of administrator rights for adapting or modifying the different settings (e.g. rooms classification, management of messages on the AGORA). We detail it below.

(i) Overall, when PAs publish articles concerning their activities on social networks, they do it on behalf of their municipalities. So they would prefer that some rooms stay private for posting “in their own name” without committing their city. (ii) They use different communication and management systems with which they exchange information from their virtual (cloud) and physical environment (computer, tablet, and smartphones). They intuitively connect to this software for exchanging information in a short time period. Therefore, they would prefer that SPOD was connected with these systems and allowed exchanging files from physical hard drive. (iii) Information published on the news feeds does not concern systematically all members but are displayed to all participants. PAs indicated that they were “spammed” by information that was not relevant with their point of interest. They would like to use an interface adapted to their personal needs. (iv) Regarding this important solicitation and their usage of management systems (described previously), it could be difficult for PAs to select the relevant data to process on SPOD. So, notifications should be more selective and more salient (e.g. on homepage and also sent by mail). (v) The administrators right are limited. The PAs who manage SPOD could not move messages from one room to another one (e.g. if these messages are not relevant for a room and more adapted for another one), or change colours, names, classification of rooms. It was perceived as a limitation for optimizing navigation architecture according to - users and cities needs. These rights should be extended.





Sample of messages posted on the SPOD by PAs from IssyMedia

### **Introduction of the experiments carried out with students:**

Experiments took place in university of Burgundy in Dijon, in March and April 2016. Participants (as stated previously) were composed by students in human sciences who regularly manipulated statistical data. They were asked to connect on SPOD during 1h (+/- 15 minutes). First feedbacks showed that they liked the global interface that is based on the “classical codes” of social networks. However, they met difficulties for orienting their attention on the opening page due to (1) the redundancy of certain functionalities, (2) the amount of information and (3) the level of prior knowledge necessary to understand this information. They raised a lack of relevance between the issue (related to mobility) and the available data on mobility and transport – & – between reading formats proposed on official websites and format proposed on SPOD. They finally “deplored” a lack of metadata concerning datasets. But, overall,

they appreciated to manipulate public data. They considered gratifying to be solicited by PAs for co-elaborating solution that could be re-used by others citizens.

**Instruction given to participants in the experiment carried out with students**

*“You have just been offered a job in Paris. You have 2 children; the first goes to middle school and the second to primary school. You have 1 month to find an apartment.*

*The average rent in the centre of the capital does not allow you to live there. You therefore look towards municipalities close to Paris, in Île-de-France region.*

*First of all, you look for two schools, a middle school and a primary school.*

*You then want to find an apartment that allows your children to get to school quickly and easily. You also need to get to Paris-La Défense easily, for your work.*

*You should use the “open data” resource to identify the area to live in, corresponding to your needs (as described above). To do this, use the SPOD/TET collaborative platform (just presented). It gives you access to several datasets. If you want, you can integrate others. This platform allows you to manipulate, exchange and visualise these datasets in a graphical format.*

*You have 50 minutes. At the end of the session, you are invited to present one or more datasets, using SPOD/TET and to determine, collectively, the area in which you want to live.”*

In the sections below, we will present quantitative and qualitative analyses of students’ interactions on IssySPOD. We will adopt a Dialogue Games approach to distinguish the different phases of exchanges and to identify the role of each participant. These analyses were focused on four principal criteria: 1. Open Data Focus, 2.Outcomes and goal achievement, 3.meaning-making and effective transparency, 4.movement towards an online epistemic community. So, seven students, divided into two groups (4 participants in one group – and – 3 participants and a facilitator in the second group), were invited to manipulate SPOD. They were familiarised with the concept of open data but they have never directly used it. However, they have already used smartphone applications based on the “exploitation” of open data. In the present experiment, they analysed data from official websites of the city of Issy-les-Moulineaux (data.issy.com), Paris Region (data.iledefrance.fr) and government (data.gouv.fr). These platforms gather respectively, 149 datasets (data.issy.com), 600 datasets (data.iledefrance.fr) and 20 000 datasets (data.gouv.fr). We interested, in this document, in the results of both groups. So, all participants exchanged 91 messages.

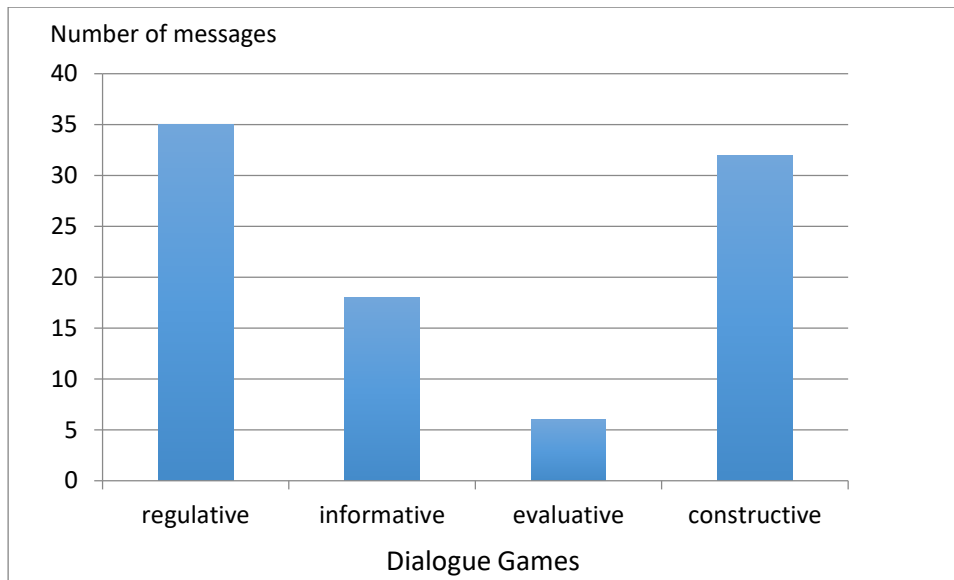


Figure 1: Number of messages per Dialogue Games

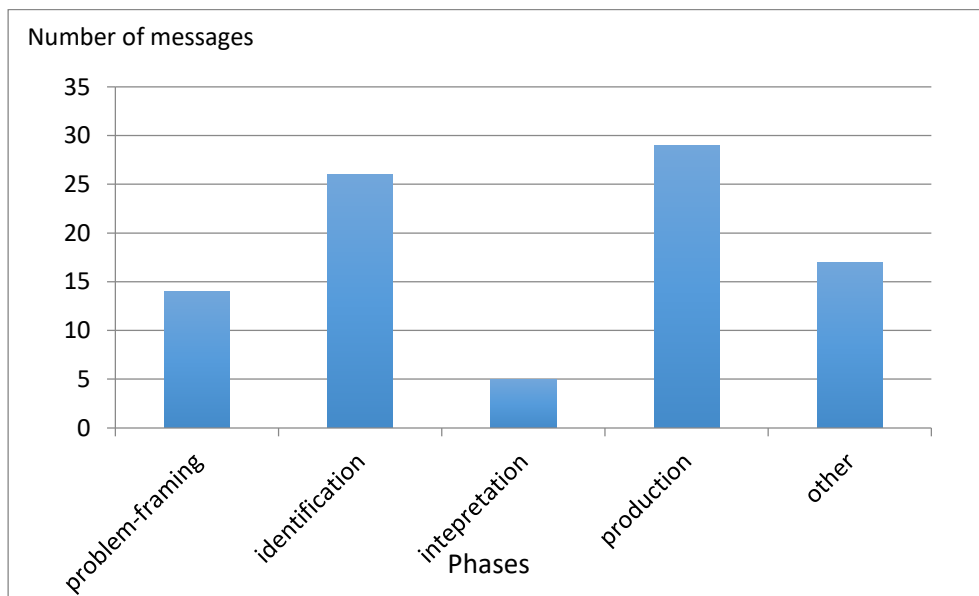


Figure 2: Number of messages per phases

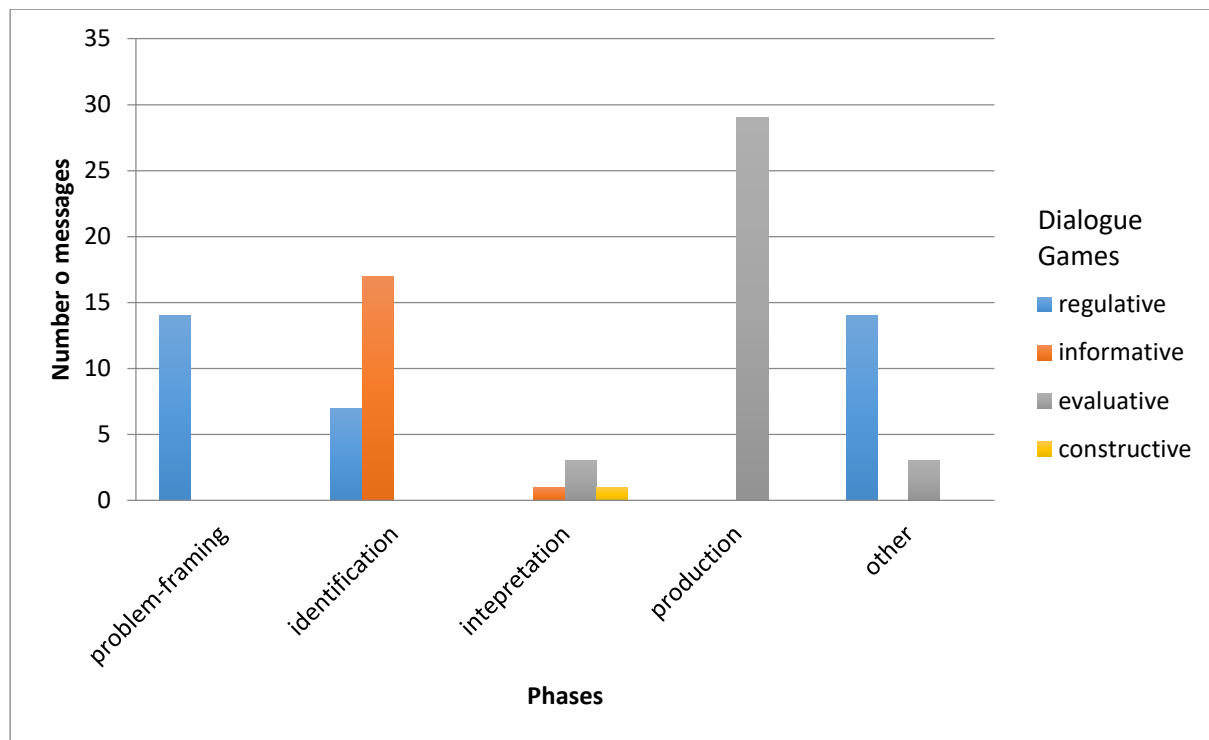


Figure 3: number of messages per Dialogue Games per Phases

#### 2.6.2.1 EVALUATION QUESTION 1: FOCUS ON OPEN DATA (VISUALISATIONS)

##### **To what extent are the SPOD-TET activities focussed on sharing and discussing (visualisations of) open data?**

We evaluated the level of “focalisation on open data” by analysing the proportion of messages devoted to identification and interpretation phases, and more generally “posts” related to open data. We considered that these messages were representatives of - the data’s impact - on the collective elaboration of a solution (to the experiments’ issue).

Thus, production phase (29 messages) and “Identification+Interpretation” phases (31 messages) represented the largest portion of the discussion (respectively 31% and 34% - for both groups) (cf. Appendix D figures 2 and 3.). Problem-framing phase constituted only 15% (14 messages for both groups) and “other phase” amounted to 19% of the discussion (17 messages) (cf. Appendix D: figures 2 and 3.). These results showed that participants dedicated few times to the definition of the problem. As proof, they engaged in the data search after publishing (approximately) only three messages devoted to problem-framing. The content of “regulative” discussion suggests that they deliberately began by confronting their strategy to the available ‘data sets’ in order to adjust it (cf. Appendix A: table 1) then they created data visualisations (datalets)

In this way, they devoted a large part of the discussion to determine the most efficient ‘datalets’ for solving the issue (find a place for living in Paris region). In total, nine messages were linked to Open Data sharing (data visualisations), 12 messages discussed visualisations (during the identification phase) and 14 messages commented them (during the production phase). In summary, 26 messages (28%) were focused (directly or indirectly) on open

data visualisations. They were articulated around the initial goal, in accordance with the joint project.

In this context, participants proceeded in four steps: (i) after specifying a main goal, they defined a series of topics (e.g. mobility, cultural services & educational institutions) and objectives for achieving this goal (e.g. find schools, transports, cultural spaces), (ii) then they researched datasets on official websites, (iii) they studied the description of each dataset and (iv) when they thought that they identified relevant files, they opened it. However, the absence of information concerning the source and the architecture of datasets, would seem to produce confusion during data collection.

Despite this complex processing, participants selected relevant data<sup>10</sup>. They built visualisations with these data and they used visualisations to propose solutions then to argue in favour of certain cities.

In sum, data and data visualisations were central from the beginning of the interactions and at main stage of the discussions. Effectively, few minutes after the opening of the session, participants searched data and created visualisations regarding the joint project (e.g. by classifying cities according to their transport connection with Paris, their numbers of schools and their cultural facilities). Then, each of them proposed - an area for living - on the basis of data visualisations. They compared their point of views during 20-25 minutes by exposing - maps and tables - before elaborating a collaborative solution for achieving the main goal of the joint project. It demonstrated that open data and data visualisations were involved very soon in the dialogue games, and that they played a crucial role during the production of solutions. As such, we could consider that they had a main position in the activities (in the present experiments).

#### 2.6.2.2 EVALUATION QUESTION 2: OUTCOMES AND GOAL ACHIEVEMENT

***To what extent are the dialogue games produced on SPOD-TET successful in achieving their aims, in relation to the joint projects within which they are produced, and the user/technology evaluation outcomes?***

The evaluation of outcomes was carried out regarding the data consistency & the ability of participants to achieve the main goal and the specific objectives that they have set (in relation to the joint project).

The results of this evaluation first showed that participants quickly engaged in the data selection, after specifying, briefly, a collective goal. They generally opened a discussion by reformulating the issue on the basis of their knowledge about the data that “they believed available”:

Group 2: [Julien, 17:18] *“We have to find a town with a college, a lycee school and transports”*

Then, they found the data related to their joint project, and created a visualisation, in a short time period (here 7 minutes):

Group 2: [Alexandra Simao, 17:25] *“I created a map for the colleges and “lycées” in Ile de France”.*

They devoted an important part of the session to the identification phase. This suggested a rapid commitment in the achievement of the main goal.

For both experiments (as shown in the above example), these steps (reformulation, data search and creation of data

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<sup>10</sup> These data concerned information on mobility (e.g. free access cars, bus stop accessible for people with disabilities), on cultural services (e.g. location of libraries) and on educational institutions

visualisations) were initiated after that one “coordinator” launched the discussion:

Group 2: [Julien, 17:16] *“I propose that we analyse the problem before beginning?”*;

Group 1: [Maxime] *“If you are agree, i think we should begin by "a pruning" ! Ile de France is too wide”*.

In one case, he proposed a procedure for achieving the joint project and he managed the interaction by setting a series of sub-objectives:

Group 2: [Julien 17:20] *“Let’s start with the college and lycées”*.

In the other case, this procedure is defined collectively following the proposition of the “coordinator”:

Group 1: [Michel, 14:44] *“Proximity of schools is a priority”*; [Maxime, 14:45] *“Infrastructures for entertainment, for cultural reasons, to avoid going to Paris”*.

But, in these two groups, no contestation was specifically observed during all phases. As such, in group 2, when the coordinator proposed a procedure and guided others participants, several visualisations were created according to his requests (transport and educational institutions) – then - the joint project was closed by a discussion around the coordinator choice - which was unanimously approved:

Group 2: [Julien, 17:55] *“Issy-les-moulineaux ?”*; [Clémentine, 17:56] *“I rather agree”*; [Alexandra Simao, 17:58] *“Alright then, we stick with Issy les Moulineaux”*

In the same way, in group 1, when the coordinator “accompanied” the collaborative definition of the procedure, participants exposed data visualisations in line with their collective goal :

Group 1: [Nicolas, 15:09] *“Here you find private (educational) institution by French department”*; [Maxime, 15:29] *“If you are pedestrian, look at the metro station”*.

Then, at the end of the session, two participants proposed a solution and they gathered quickly around a mutual outcome.

Group 1: [Michel, 15:19] *“at first sight, (i choose) Boulogne”* ; [Maxime, 15:26] *“Why Boulogne, Issy... have so many (educational institution) ?”* ; [Maxime, 15:38] *“Yes (for Boulogne). Very close to Paris, transport and schools. So yes”*

In sum, participants engaged, in a short period of time, on the elaboration of a solution related to the joint project. Despite a limited commitment in the “problem-framing” phase (only 15% of messages), all of them participated actively : (i) in the data search, (ii) in the elaboration of visualisation, and, (iii) in the analysis. More generally, they quickly allocated different roles and proposed relevant data to analyse. Furthermore, results demonstrated that, whatever the role of the coordinator, they systematically finalised their “virtual meeting” by providing data visualisations and collective evaluations of these visualisations. This led to a collegial construction of solutions that allowed achieving the joint project (find a place for living in Paris Region).

#### 2.6.2.3 EVALUATION QUESTION 3: MEANING-MAKING AND EFFECTIVE TRANSPARENCY

***To what extent are the SPOD-TET interactions manifestations of a move towards meaning-making and effective transparency, also considering the outcomes of the societal-level evaluation?***

We analysed meaning-making and effective transparency by focusing on evaluative and constructive dialogue games. We adopted this approach because the notion of “transparency” is commonly evaluated, in a community, in terms of interactions.

Our results (cf. Appendix D: figures 1 & 3; Appendix B: tables 3 & 4) showed that the constructive category gathered 32 messages (32%) whereas the evaluative represented only 6 messages (6%). In total these two Dialogue Games constituted 38 % of all messages. The major part of constructive messages was posted during the production phase and 50% of evaluative messages during the interpretation phase.

So, the overall allocation for “evaluative+constructive” accounted for one third of the discussions. This suggested a high level of move towards effective transparency. Analyses of Dialogues Games seem to confirm this phenomenon.

Effectively, they show that participants carried out two complementaries evaluations based on visualisations comparisons.

They individually exposed and defended their arguments by exposing analyses on a specific aspect of the issue (e.g. transport, cultural aspect, educational institution) (cf. Appendix A: tables 1 & 2):

Group 1: [Nicolas, 14:49] *“we seek educational institution, or we compare private and public (schools). It could be relevant”* ; [Michel, 14:51] *“means of transport, metro station, bike station”*.

They also argued by alimentering their point of view with the analyses posted by their “peers”:

Group 1: [Nicolas, 15:28] *“look at your map (Maxime), there are equal number of school and high school nearby. I am agree with you Michel. Boulogne”* ;

Group 2: [Clémentine, 17h50] *“Here’s a map of the free access cars [autolib] in IDF”*

[Alexandra Simao,17:55] *“(I choose) Issy-Les-Moulineaux.....Because of the level of free access cars ....in comparison with Boulogne”*.

So, they individually participated to the achievement of the joint project by exposing their own works but also by basing on the analyses carried out by others participants. In this way, they were engaged in the confrontation of different information sources and analyses. During this confrontation, they devoted a large part of the constructive Dialogue Game to co-elaborate a solution by exchanging ideas, interpretations and opinions, in the light of - the original problematic (defined collectively) - and - their individual understanding of the problem scenario. That is the reason why we could consider that these interactions characterised an effective transparency.

In sum, results showed that intense and collective interactions participated in the construction of a specific and collective meaning of data. This led to the progressive elaboration of potential outcomes of the joint project. This reflects an efficient transparency in the collaborative process of decision-making.

#### 2.6.2.4 EVALUATION QUESTION 4: MOVEMENT TOWARDS AN ONLINE EPISTEMIC COMMUNITY

*To what extent do the SPOD-TET interactions reveal movement towards a veritable online epistemic community?*

We studied movement towards an online epistemic community regarding the relation with the degree of collaboration between participants - and - the evolution of different roles. This study was focused on these two factors, because we did not carry out a longitudinal experiment. So it was not possible to measure certain variables that are commonly used to analyse online epistemic community as : the community growth in members (here, all participants were asked to manipulate SPOD during one hour), the reception of new members (in our experiment, participants began and finished at the same time) and the total number of participants (it was “static” here)

So, in the present works, the community gathered two groups of 7 participants. They were focused on the same specific joint project. Results showed that they engaged quickly in collaborative tasks. These tasks were launched and managed by one coordinator-regulator in each group. In a group, he kept his respective roles (cf. Appendix A: table 2 & cf. Appendix C: Table 5). In the other one, a “participant” began progressively a “regulator”– and - the original coordinator-“regulator” adopted a role of “solution co-elaborator” (cf. Appendix A: table 1 & cf. Appendix C: Table 5). For all participants, we distinguish clearly two degrees of participation: (i) “sharers” that is to say users who were not implicated in the debates and who settled for sharing ‘data or information’ without intervening continuously in the discussions; (ii) “debaters”, that is to say users who proposed a method or a guideline for solving the issue and who participated continuously in the constructive phase.

These two levels of participations (sharers/debaters) involved necessarily an exchange of ideas, information sources, data and/or visualisations. As we indicated previously (cf. 1.1.2.3), they actively based on their respective analyses to interact and to co-construct solutions. Overall, all participants took part in the joint project and the majority of them played different roles (cf. Appendix C: table 5). These results could be balanced by the fact that all students were focused on two or three principle roles (cf. Appendix C: table 5). As such, three students significantly played one role more than the others (Julien, Alexandra and Nicolas) (cf. Appendix C: table 5)

Finally, isolated messages represented a low proportion of the Dialogue Games (approximately 8%) and they generally concerned information sources. So, 92% of the “posts” concerned interaction between two or more participants. They referred to specific requests, answers to these requests and co-elaboration of solutions.

In sum, the present results showed a high level of participation and interaction on SPOD, basing on a stable role allocation. These exchanges suggested a significant dynamic towards an online epistemic community.

### 2.6.3 SYNTHESIS

During year 2, two main activities were carried out with different profiles of users in two interaction conditions. They concerned citizens-students from Dijon (medium city in France) and PAs from Paris Region. Two situations of interaction were tested: synchronous (laboratory experiment) and asynchronous (longitudinal experiment). Three groups were evaluated: two groups of students and one group of PAs.

Firstly, only three PAs from pilot city connected to SPOD and tried to stimulate discussions. However, no exhaustive dialogue games were initiated. For identifying causes of this issue, solving it and encouraging engagement of their



“colleagues”, we interviewed PAs who posted messages and PAs who did not. The results of these interviews showed that five factors could impact the commitment of PAs. Thus, a series of potential solutions were considered: (i) promote privacy of discussions by restricting room to certain members, (ii) develop integration of SPOD with common communication and management systems, (iii) adapt personal interfaces to individual profiles, (iv) add more intense and relevant notifications and finally (v) extend administrators rights.

Secondly, the experiments carried out with students-citizens showed that they engaged quickly on the use of SPOD despite some technical issues (1. redundancy of specific functionalities, 2. information overload, 3. complex indications for novices). For both groups, participants committed in the identification phase, in a short time period (after one coordinator proposed a guideline). In this context, two profiles of users emerged: “sharers” who settled for posting information or data visualisations - & - “debaters” who were continuously involved in the elaboration of solutions. So, these outcomes demonstrate a high level of collaboration (profiles principally focused on exchange of information) and they intrinsically suppose that the discussions were essentially articulated around ‘information & data’ visualisations sharing. Furthermore, during these interactions, participants generally argued by basing on analyses of data visualisations. One third of the exchanges were devoted to “evaluative+constructive” processes. That proves a high degree of move towards effective transparency. To finish, no specific disagreement appeared during the sessions; on the contrary, participants reached “a deal” quickly. It suggests that the main goal of joint project was achieved successfully.

In 2017, a series of new experiments is planned. They will concern entrepreneurs from Issy-Les-Moulineaux, PAs from Paris Region and young citizens. Currently, entrepreneurs are interviewed for identifying their expectations regarding the last version of SPOD. Then, we will invite them to use SPOD for adding requests about data that they need for improving their businesses. At the same time, we will propose PAs to base on this platform for “benchmarking” open data to release. We will also ask them to interact together, on a regular basis, as soon as private rooms will be created.

The organisation of a “hackathon” is in discussion with the pilot partner for promoting SPOD and initiating his usage by entrepreneurs.

Finally, as specified at the beginning of the present document, a new experiment is in preparation with a third generation of participants, who are familiarized with - the concept of open data and with data visualisations - since their childhood. Thus, at the end of this third experiment session, we will compare three different profiles. These 3 experiments will allow sensitizing current potential open data users and producers (that is to say entrepreneurs and PAs), - but also- the upcoming generation of PAs and active citizens (through students) – and – users who learn to use data at school for understanding systemic phenomenon and human interaction (with teenagers). Concerning the two last populations, experiments will lead to communicate on the existence of SPOD and to acclimate - the next generation of open data producers and users - with the platform.

## 2.7 DEN HAAG

*By Mirjam Pardijs, Wise & Munro, learning research*

### 2.7.1 SUMMARY OF SPOD-TET JOINT PROJECTS DURING YEAR 2

During the second year of RTPA in The Hague, research activity was aimed at understanding the development of the user group in The Haag. The user group worked in six face-to-face meetings and three SPOD pilots towards two objectives:

1. To further develop engaging user scenarios for co-creation between business and PA and test them with the user group.
  2. To further develop the new collaborative practice with the user group, using Route to PA tools and open data
- Participants*

The user group consisted of 11 members and was a mix of business representatives (2 businesses and one representative of an employment agency), PA's (middle management & policy advisor of department of Social Affairs and Employability, 2 representatives of the Open Data unit of the municipality) the manager of Ambassadors Network (a project of the municipality in which business representatives serve as role models for social initiatives) and a project manager. Wise & Munro, learning research supported the group during the meetings and provided (technical and moderator-role) assistance during the SPOD pilots. See 3.1 for more information about the participants.

#### *Scenarios*

During the face-to-face meetings several topics were discussed (see 3.2) to prepare for the SPOD pilots. The group was supported to design their own pilots, and to make decisions regarding topic, roles, minimum contribution etc. This led to the following scenarios for three SPOD pilots:

- **SPOD pilot 1 (JP1: April-May 2016)** was an asynchronous pilot that lasted six weeks. The AGORA was used to discuss. The topic under discussion was how to involve businesses for social initiatives regarding employment issues via the Ambassadors Network. The topic was decided upon and introduced by the manager of the Ambassadors Network; she was also the chairman/topic owner. Besides this role, two more roles were assigned to participants: first an Open Data expert (representative of Open Data unit) with the task of feeding the discussion with open data and second a Knowledge manager (PA), responsible for monitoring progress or stagnation in the discussion and summarizing regularly. The group agreed upon a minimum number of messages (2) per week.
- **SPOD pilot 2 (JP2: May-June 2016)** was another asynchronous pilot of six weeks. The AGORA was again used to discuss. The group decided upon the leading question of the discussing during the evaluation meeting of the first pilot. The start question was: in which sectors do we see the most opportunities for jobs in The Hague region? This question was meant to stimulate the search for and use of open data during the pilot, something that was missing in the first SPOD pilot. No specific roles were assigned in this pilot, but the group did decide upon a certain timeline: the first two/three weeks would be spent brainstorming and searching for relevant datasets and the last three/four week would be spent analysing and discussing the data in light of the central question.

- **SPOD pilot 3 (JP3: November 2016)** was a synchronous pilot of 1,5 hours using the Co-creation knowledge room in SPOD. The topic of discussion was prepared by the project manager after consulting with the director of the department of Social Affairs and Employability. Although the goal was to prepare a few relevant open datasets for the pilot, this did not happen, so the focus of this pilot became the experience of a co-creation process (as opposed to a forum discussion-format of the AGORA). The user group was asked to EXPLORE (first phase) the topic of social entrepreneurship, come up with IDEAS (second phase) how the municipality could stimulate social entrepreneurship and finally summarize the most important insights and ideas in the OUTCOME (third phase). No roles were assigned to the participants.

#### *Joint projects*

The SPOD pilots are treated as three separate Joint Projects, but they are part of an ongoing process in which the user group works on appropriation of the Route-to-PA tools and a new way of working (co-creation between businesses and PA's of (policy) issues, while using open data). We can therefore analyse developments between the three pilots, with regard to tool use, use of open data and online collaboration. The face-to-face meetings before, in between and after the pilots are used to get more insight in reasons for behaviour in the tool and to see how the groups' ideas about the tool, open data and co-creation evolves after experiences in the tool.

#### *Open Data*

Experience with open data among the user group was diverse but mostly limited to knowledge of its existence and of some of the main sources of open data so far. There was some limited use of national statistical info on employability issues provided by the CBS (central bureau of statistics) among the participants. The PA's sometimes used these numbers in policy proposals, and the employers sometimes used statistics for strategic purposes. They mostly used already analysed and presented data, not the raw data. The Open Data Unit joined the user group as their main objective is to support open data projects of the municipality. This meant that a lot of knowledge around policy and availability of open data entered the user group. There were not a lot of datasets available on issues regarding employability, but with help of the Open Data Unit some relevant datasets were made available in SPOD (for further actions regarding open data see 3.3).

#### **Summary**

##### *Overall outcomes user/technology level*

The questionnaire for the user and technological level of the joint evaluation approach could not be used yet, but some evaluative questions were asked to the individual users after the third pilot. This was the first time they experienced the co-creation knowledge room as opposed to their previous experiences in the agora of SPOD. Potential for co-creation was seen by most of the users, despite numerous bugs of the tool. The bugs however did not restrict the users in engaging in a lively discussion in the first phase of co-creation process (explore). When asked to compare these experiences (synchronous co-creation vs asynchronous forum style discussion), the users mostly talked out the structuring of the co-creation process in three phases and that this feels logical, helpful and user-friendly. Main obstacles mentioned

##### *Overall outcomes dialogue game analysis*

##### **I. Use of open data**

The attitude of the user group towards open data was positive and they saw many possibilities to increase value by using open data in decision making and policy making. During the course of the three pilots we could see that their

knowledge about open data increased, but this also led to a decrease in thought about their own capability in working with these open data. The group grew to expect the Open Data Unit member to be the sole responsible for dealing with the open data in the discussions, but although he was very constructive, he lacked the detailed knowledge to present the appropriate data to satisfy the group. The group then suggested they needed ‘a data expert’, someone with knowledge about the topic and skills in working the data in order to present them in an interesting way. This combination of serving the group and high domain expertise did not result in finding a suitable candidate. The other part of working with open data in a discussion concerns interpreting and using these interpretations to come closer to a goal or outcome. The user group’s activity in this respect was very focused on finding the one perfect dataset to give the answer, although in their expressions about use of open data beforehand they freely brainstormed on combining many datasets to give useful information.

So while the search for available and useful open datasets in the realm of employment is ongoing, the pilots revealed that working with open data on the discussion/co-creation platform is very challenging and more investment in training is needed.

## II. Collaboration

Close examination of the discussions in the three pilots revealed that the group gradually showed more signs of actual collaboration, but that for *successful* collaboration (i.e., collaboration that leads to a shared outcome) essential aspects were missing. During the first pilot there were a lot of loose ends in the interaction; questions were not taken up and a lot of threads in the discussion were stopped because nobody contributed anymore. The discussion can be characterised as ‘stating ones opinions or ideas, without much consideration for the others in the user group’. During the second pilot, the group interacted more, questions were taken up somewhat more, and there were more reactions to each other. The synchronous third pilot showed a group in real interaction, especially in the first phase of the co-creation process (explore). But somehow the three pilots did not result in clear or satisfactory outcomes, so important aspects were missing in the online collaboration. The most visible one was the lack of regulation or regulatory contributions in all three pilots. Regulation is needed to keep track of the process, to keep track of progress towards a certain shared goal, to understand what needs to be done next and to get everyone at the same page. This lack of regulation was mentioned during the evaluations, but this did not change anything during the second pilot, nor in the third pilot. In the second pilot, although the central question was clearly formulated, the discussion unfolded without any reference to this question at all and at the end of the six weeks no answer was or could be given to it. During the synchronous third pilot a lively interaction took place, guided through the three phases in the co-creation knowledge room (explore, ideas, outcome). Although this phasing could (and did) help structure and regulate the interaction, the group did not come to many shared ideas or shared results in the end, because none of the interaction was aimed at getting there.

As the municipality is aiming at using these co-creation practices for better informed and shared policy-making and implementation, which means very goal-orientated discussions and consultations, this regulation is very important and needs attention. Some of the features of the tool are helpful (as we have seen in the co-creation room), but other possibilities should also be examined and tested. One of them is the role of a moderator for guiding the process. This will be examined in scenarios in year III.

*Overall outcome society level*

The user group was a stable force in the second year of SPOD piloting. They engaged in the three pilots and in face-to-face meetings to discuss, prepare and evaluate the pilots. The pilots did not have much impact on other parts of the organisation yet, as they were not shared in the organisation. New communities need to be involved next year to expand the impact of the project.

## 2.7.2 EVALUATION OF SPOD-TET INTERACTIONS DURING YEAR 2 (WM)

### 2.7.2.1 EVALUATION QUESTION 1: FOCUS ON OPEN DATA (VISUALISATIONS)

#### *Development of thinking about Open Data*

Before the user group started using SPOD, they talked about what open data could contribute to a specific topic in a face-to-face meeting (workshop 2). We can see in these discussions their initial ideas about and attitudes towards open data. Although their experience with open data was limited (apart from the representatives of the Open Data Unit), their attitude towards it was very positive. All members of the user group thought that using open data would have a positive effect on policy making, but also on strategic thinking of businesses. While discussing the case of elderly people without jobs, they freely brainstorm about datasets that would give some relevant information (table...). But we can also see that not much thought is given to how to use the data. FKe simply states (39): *“And then you can get knowledge from the numbers...”*

29	EJe	But apart from the solutions, I think you have to do a good analysis of the problem as well, to do an analysis of the data, the difference is that the emotion is taken out, because now, we are really thinking about the causes of the problem.
		...
31	FKe	So, in this case you want the data from the UWV (unemployment agency), to see how the population is distributed, how far the people are in the process and their backgrounds, and what kind...
32	RVp	What kind of education
33	FKe	Man or women, ages, full time, part time
34	RVp	How long unemployed
		.....
39	FKe	And then you can get knowledge from the numbers, and see if you can do some policy making or if it is useful for a company

*Meeting 2: discussing a case (use of open data to solve unemployment issues of 55+)*

The first SPOD pilot gave the user group an experience of an online discussion around open data. However, there was not a lot of open data used in the first pilot. The only datalet that was shared in the discussion came from the Open data expert, and had nothing to do with the ongoing discussion. He just wanted to share a datalet he made. During the evaluation of the pilot (meeting 5), the absence of open data was identified and discussed. It was seen as the most important missing aspect, and decreased the value of the discussion as we can see in the following comment by RVp.

19	RVp	The way we were discussing now, is more like in LinkedIn groups, I do not see any additional value yet, we need someone with information, data and who says: look, this is interesting
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But although this one datalet did not provoke a lot of discussion during the pilot, seeing this visualization did change the way the user group talked about open data. Before their experience in the pilot, the group brainstormed on datasets without being concrete in how these datasets could reveal interesting information. During the evaluation of the pilot, discussion especially evolved around how to present the data in order to be relevant or interesting for the discussion. From the excerpt below we can immediately see that presenting the data in the right way is not easy.

30	AGp	I have a file from the research department, of 2015, with every company in The Hague, with address, the number of employees. I could aggregate this to neighborhood level and then you can see
31	MPp	I would prefer sector level, neighborhood is not necessary
32	Agp	Well that is exactly my question, how would you like to see the data be presented
33	MPp	That depends on the question, in the sense of the topic of discussion. At this moment we are talking...
34	Agp	Right, which question and how can we present the data to match the question

*Meeting 5: discussing presentation of data*

But even if the data is presented in a way that is interesting, it is not always clear what to do with the datalet – as FKe explains:

	FKe	That is what I liked about the dataset you posted on SPOD, I checked it out right away, looking at my own neighborhood and you notice things, but after that I was not sure what to do with it
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Another thing that became clear after the first SPOD pilot was that not all members of the user group felt confident that they could do something useful with raw datasets. There was a lot of discussion about the difference between already processed/presented (even analysed) data, which they called “information” and (large) raw datasets (open data). The other aspect that entered their thinking was the place of open data in the discussion: do we start with a dataset and seek for relevance, or do we start with a question/goal and find data that provides us with relevant info for the goal. This showed differences between the members of the user group. While the representatives of the Open Data Unit were much more prone to start the discussion with the datasets, the employers focused on finding a (common) relevant goal.

	EJe	Raw data ask me a giant qualitative leap, a creative jump to do something with these data. I might not have the overview to do so, while if I get information handed to me I might come up with other ideas
		...
	AGp	So actually you need someone to analyse the data, a data analyst. Who also talks to users. But I thought that was the purpose, that the question would come up “we have this dataset, what do you think about these data, what can you do with it, or would you like

		to see the data in another format". In my idea, that was the purpose of the platform,
		...
	EJe	One way is to invent a goal for the data, but for me what is more important is that there is a goal apart from the data we have available and after that you will see what data is needed to reach the goal, still not considering the data that is there, and only then you go and see what data is available that can answer the insight you want to have.

*Meeting 5: evaluation of SPOD Pilot 1*

After the second SPOD pilot, in which the goal was to focus on open data (finding relevant datasets, using them in the discussion), we can see that the reluctance to doing something with the raw datasets is still there as is stated clearly by the project manager:

26	JPp	These raw datasets, I think that when I look at all the people around this table and the people that are not here but also participate, than they are not really used to dealing with these raw data and how to make something out of it, they want to be presented something and then they tell what they think of it.
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*Meeting 6: evaluation of SPOD pilot 2*

The second aspect that became visible while evaluating the second SPOD pilot was the difference between how the user group talked about (using) open data before the pilots and the actual activity in SPOD during the pilots. When discussing the case of elderly unemployed people, the user group brainstormed on several relevant datasets, and their idea of combining all these datasets to provide relevant information. But their actual activity in the second SPOD pilot showed something different, which could be described as: searching for the perfect dataset that would give the answer to their central question. At many occasions, what followed after a presented datalet, was not a discussion about it, but a request for another dataset that was supposed to be more relevant to the central question. So combining datasets to come to an understanding of the issue was the opposite of what the group did in SPOD.

Looking at these discussions and evaluations of the SPOD pilots, we can see the user group on the one hand increasing their knowledge about open data (what they are, how they look) during the pilot activity. On the other hand, however, this has led to a decrease in the confidence about their own competence (even willingness) to use these open data in the way that is expected in the project (making and discussing datalets). The user group identified a need for more training, but at the same time they also insisted on having a data-expert who would be able to identify datasets, but also could – from a content perspective – translate these raw datasets into relevant presentations of the data. This was more than the representatives of the Open Data Unit could do, because it asks for knowledge of the content area and not only knowledge of technological aspects of open data.

*Joint projects and focus on Open Data*

We can see a clear development after analyzing the two SPOD pilots in the AGORA (pilot 1 and pilot 2). The first SPOD pilot does not really involve open data, while the second pilot is all about open data. The third pilot was more focused on the co-creation process, so open data played no role there.

Before the **first SPOD pilot**, apart from assigning the role of Open Data Expert to one of the representatives of the Open Data Unit, no other arrangements were made to make sure there was open data in the pilot. The discussion started with a question that did not have a clear link to open data right away. This can also be seen in the DG analysis. All complete dialogue games are in the Problem Framing phase, and can be seen as Deliberation DG's around possible questions for the discussion. Besides that, we can also identify a number of incomplete dialogue games, in which one participant (mostly the project manager) tries to connect the deliberation process to open data. There are attempts to ask the Open Data Expert for some open dataset (OD-request), or to ask other participants if they can make a datalet about something. These dialogue games are not taken up, the requests are not answered. The only datalet that is presented in the discussion is hardly discussed. Two members of the user group try to understand what the datalet is about, but get stuck. Their help-request is not been answered. So we can say that the role of open data in the first pilot is small and all attempts to include open data are not taken up by others (incomplete DG's – see table in Appendix I).

During the **second SPOD pilot**, the group aimed at centralizing open data in the discussion. The central question is about data, and the discussion that follows is about identifying datasets that could be relevant to get insight in the central question. We can see this in the Dialogue Game analysis of the second SPOD pilot (Appendix II dialogue game table 2). The discussion is made up of two large dialogue games about identification of datasets (open data sharing). We also see a glimpse of the next step at the end of the pilot. There is one dialogue game in the Interpretation phase in which the group discusses an interpretation made by one participant based on a datalet that was presented earlier in the pilot.

During the **third SPOD pilot**, no open data was used in the co-creation process. This was partly because the preparation of relevant datasets before the pilot could not be done, but also because no relevant datasets were easily available about the topic Social Entrepreneurship. We still see that other information is shared on the platform, such as links to websites and links to relevant reports about the topic (also with numbers in it). This is done mostly by the representative of the Open Data Unit, and this matches his role in the group.

#### 2.7.2.2 EVALUATION QUESTION 2: OUTCOMES AND GOAL ACHIEVEMENT

*To what extent are the dialogue games produced on SPOD-TET successful in achieving their aims, in relation to the joint projects within which they are produced, and the user/technology evaluation outcomes?*

If we take a closer look at the dialogue games of the **first pilot**, we can see that the deliberation dialogue games are not very fluent. They involve someone (usually the participant with the role of chair) stating a question and one or two other participants (employers or PA) giving their ideas or opinions about it, see example below. After these few comments, the dialogue game ends without a clear or shared outcome. The participant with the role of knowledge



monitor summarizes the discussion after two weeks. In this summary loose ends are made clear. This however does not lead to more focus or more games that lead to a certain outcome. The whole pilot can be seen as a search for a relevant question/topic to discuss. Several questions are posed, but they don't lead to very deep discussion (deliberation) or to a certain shared outcome.

7	12 April 23:52	MPp	When is it interesting for you to for example digital through this platform talk about inclusive labor market with the municipality? And when would you take part in the Ambassadors Network?
7.1	14 April 15:56	EJe	There has to be some reciprocity in the proposition, not just a “must”. Then it is interesting to talk with the municipality about changes, which changes employers offer and what the municipality is planning to do to support this process.
7.2	19 april 11.30	JKp	Yes, I think that is important, reciprocity, and the feeling that progress is made in the discussion, that you have tangible results.
			....
10	19 April 11:30	JKp	If I think from my own business, I would take part in the Ambassadors Network if I had the feeling that my contributions could actually change something. I would like to react to some sort of thesis or a direct question, and not just make general comments.

*SPOD pilot 1: example deliberation dialogue game*

As mentioned earlier, there are a lot of incomplete dialogue games, especially the ones in which a clear request is done are hardly been taken up by other participants. There are a lot of loose ends in the pilot. Perhaps one of the reasons for this is the lack of regulation. No regulative dialogue games are seen in the entire pilot. There are a few regulatory comments and the summary after two weeks also has a regulative function, but again what is missing is a dialogue about it, involving more participants. This would make it possible to establish some shared focus or direction to go. Another reason for a lot of loose ends could be the fact that the pilot was asynchronous and participants had difficulty dealing with all the new messages when they logged in. They missed messages and did not keep track of their own messages. The pilot ended because the period was over, and no outcome is reached. During the evaluation of the pilot, this lack of direction and outcome was shared by all participants and attention was given to the important role of regulation during these types of interaction. The participants themselves related the lack of outcome to the lack of open data, and decided that more open data would increase the value of the discussion.

**Pilot two** seems to show a different picture. There are less incomplete dialogue games; instead there are two large dialogue games in which almost all participants are involved focused on identifying relevant datasets. But if we take a closer look at these informative dialogue games, we see that they are also not very successful (yet). A lot of OD-requests are made, but the open data that is shared in datalets or in pdf's does not satisfy the participants. After a datalet is presented, little attention is given to the visualisation, most of the time the exploration involves a comment in which the datalet is rejected as relevant. Two datalets are only presented and no comments are made about them. New OD-requests often follow after some information is shared, as the example below shows.

16.	27 May 19:02	MPp	MPp: And can we get an overview of the number of people for each function LEVEL? And the number of job seekers for each function LEVEL?
16.1.	30 May 11:21	AGp	Here's numbers from the UWV on the labour market 2016 link: <a href="http://www.uvw.nl/overuwv/Images/Nieuwsflits%20Arbeidsmarkt%20maart%202016.pdf">http://www.uvw.nl/overuwv/Images/Nieuwsflits%20Arbeidsmarkt%20maart%202016.pdf</a>
16.1.1	8 June 17:18	MPp	This is not enough split up. It is for each national sector or regional for all sectors. I am looking for sectors in this region

Taking a closer look at the relation between OD-request and OD-provide, we can actually see that the open data that is presented does not always follow any request at all. The open data expert is the one who is providing all the open data, but he does that at a few occasions almost independent of any requests that have been made. Part of this mismatch between OD-provide and OD-request can be explained by the fact that there were not many open datasets available. The open data expert just shared the datasets he could find and that could probably be of relevance to the topic. He probably could not find the exact datasets that were asked for. This however was never communicated. The fact that the pilot was asynchronous probably also had an effect on this mismatch between OD-request and OD-provide as well, as some of the messages were missed by participants or only seen very late in the pilot.

Looking at the whole pilot, we can see that although it starts with a clear and shared central question to be examined based on open data, in the little exploration of the data that is shared during the pilot, there is no mention of or relation to this central question at all. The interaction is missing direction and this resembles the first pilot. As in the first pilot, not a lot of regulation is part of what the users do. There are again no regulative dialogue games (see table Appendix II). Again, this pilot ends because the period is over. No outcome (as in: answer of the central question) has been reached.

During the **third pilot**, using the co-creation knowledge room, we could see the effect of synchronous communication on their interaction. The first phase (EXPLORE) was meant to explore the topic of social entrepreneurship. Although we could not use the dialogue game analysis as such, we did look at types of contributions. The exploration had the

format of a deliberation on aspects of the topic and this resembled the interaction in the first pilot. But there is a difference and that is the fact that questions posed by participants are responded to with answers, examples and sharing of web-links. So, there is actually more **interaction** in the first phase of the co-creation process. This is, however, not visible in the IDEAS and OUTCOME phase. On the IDEA page we simply see a list of possible ideas to stimulate social entrepreneurship and on the OUTCOME page we see three identical contributions (a conclusion?). There is no indication that the ideas or the conclusion are discussed or shared.

The co-creation process is supported by the tool through the three separate (successive) phases that are represented in three tabs: from EXPLORE to IDEAS to OUTCOME. Each phase also has a chat-tool, to make sure regulative interaction has a place. This could have a positive effect on the direction towards an outcome. As we have seen in the previous pilots, the user group do not use much regulation to give direction to their discussions. Perhaps these build-in features help the group in directing the discussion towards an outcome. What is striking is that in the third pilot as well, no regulatory comments are made (see table .. in Appendix for analysis of contributions). There were no regulatory messages in the three tabs, but the group also did not use the chat-function. During the synchronous pilot, the user group sat together in one room, so occasionally they talked out loud. Even here, only a few regulatory remarks were made, and they were not about directing the discussion to the outcome phase. During the evaluation the group discussed this lack of regulation and its effect on the success of their discussions. One of the explanations they came up with was that they are used to have somebody present to guide their discussions and they are not used to doing this themselves. The project manager stated that he had tried to structure the first phase by using headlines (benefits of social entrepreneurship; disadvantages of social entrepreneurship), but that nobody followed his lead so he erased them after a while. When asked why, the other group members explained that they had not noticed these headlines. It did not cross the project managers' mind to inform the others of his action.

The group did use all three tabs (EXPLORE, IDEAS, OUTCOME), and provided different types of contributions in every tab, but what can be seen is that the only interactive tab was the EXPLORE tab. The other tabs only showed individual contributions, no reactions to each other. There is no sign that the conclusion in the OUTCOME tab is shared or discussed before.

It must be said that during the third pilot a lot of bugs were discovered. The co-creation knowledge room did not function seamlessly when six people tried to post messages simultaneously. This effected the pilot, but the group stayed very positive and on topic during the whole pilot. The fact that it was synchronous made them very energetic.

### 2.7.2.3 EVALUATION QUESTION 3: MEANING-MAKING AND EFFECTIVE TRANSPARENCY

***To what extent are the SPOD-TET interactions manifestations of a move towards meaning-making and effective transparency, also considering the outcomes of the societal-level evaluation?***

Effective transparency can be seen on the level of dialogue games in the constructive dialogue games, in which users act with the open data visualisations in discussions and towards some goal/outcome. If we look at the three SPOD pilots under analysis, there are not many constructive dialogue games focused on interpretation or elaboration around open data. Talking about what the data mean for a topic under discussion actually appeared very hard for our group. In the first pilot there were not a lot of data to talk about. Two participants look at the datalet that was presented, but they don't know what to do with it (see example below). One asks for help and the other one describes

what he sees when clicking on point on the map. This is a clear start of an interpretative dialogue game, but nobody reacts. The presenter of the datalet does not give any additional information about it, and no other participant joins in to try to make sense of the datalet together.

11	19 April 17:56	AGp	Here is an App with numbers about employment and businesses in a map. I'd like to know your findings. link: <a href="http://ddh.maps.arcgis.com/apps/CompareAnalysis/index.html?appid=9d8fb2f903c94a0e8e2393554600b95f">http://ddh.maps.arcgis.com/apps/CompareAnalysis/index.html?appid=9d8fb2f903c94a0e8e2393554600b95f</a>
12	20 April 18:06	JKp	This looks very interesting, but I am not sure how to look at it in the right way – how do I attach a datalet to this? Fke? Could anyone show me how much employment there is in the Schilderwijk?
12.1	22 April 17:40	RVp	I agree with you. I am also not sure how to read this. If I click on the Schilderswijk West and East I see different numbers for number of businesses per ha and employees density.

In the second pilot more datalets are shared in the discussion, but we still do not see a lot of interpretation and elaboration with these datalets. At the end of the pilot, one of the participants offers an interpretation and possible solution on the basis of a datalet that was presented early in the discussion. He had already made the interpretation earlier in the pilot, but then nobody reacted to it. Now, his contribution is the start of a lively exchange of ideas. His interpretation – see table below - consists of an analysis of numbers from a datalet (red), coupled to knowledge of the underlying problem from his own expertise as manager in an employment agency (green) resulting in a suggestion to solve the problem (purple). The suggestion part of the contribution evokes the most response by the other participants and here we see what collaboratively construction of a solution (including critical comments) could look like (see thread 14 in table... of the Appendix). It is very promising to see this happening, because it is one of the few moments that such a collaborative interaction happens with so many members of the user group involved. However, we still see the limitations of the asynchronous aspect of the pilot, because the constructive dialogue stops after every member has contributed at one moment in time.

14	15 June 19:54	FKe	And another hypothesis based on data from total number of companies: every company hires 1 jobless job seeker, and the problem is solved (both numbers are about 40.0000). The important obstacle against this automatically happening is the high labour costs. If we would reduce significantly this threshold we can get quite far. A free internship for 9 months, with no consequences for social
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			security allowance could for example make the difference?
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#### 2.7.2.4 EVALUATION QUESTION 4: MOVEMENT TOWARDS AN ONLINE EPISTEMIC COMMUNITY

##### ***To what extent do the SPOD-TET interactions reveal movement towards a veritable online epistemic community?***

During the second year there was a stable user group for three consecutive SPOD pilots. The group already came together in four face-to-face meetings before the first online interaction took place and during these meetings several discussions took place. It was a heterogenic group of PA's and employers and it was the first time such a group came together regularly over a longer period of time. Even though the face-to-face meetings before the first SPOD pilot could be seen as the start of community building, we still saw a very beginning community in the online activity (the three SPOD pilots). Especially in the first pilots we found a lot of isolated messages and not all contributions could be seen as real interaction (as in building on or adding to contribution of others) but rather as stating an opinion. During the second pilot there was more interaction in that sense. But still, the lack of regulation and orientation to an outcome was also prominent in the second pilot and this prevented the growth of a shared view. In the third pilot the group experienced synchronous co-creation in the tool. During the exploration phase we could see that this had a positive effect on the interaction, but as we have also explained above, the continuous lack of regulation in the group prohibited direction in the exploration phase and the development of any shared outcome.

If we look at emerging roles during these three pilots, we can see clearly that the role of open data expert/OD-provider was done by only one member of the user group. No other participant has shared any data (raw or as datalet) or info with the others.

## 2.8 STUDENTS IN SALERNO

### 2.8.1 EVALUATIONS OF PARTNERS' SPOD-TET INTERACTIONS DURING YEAR 2

#### **Introduction**

During year two of RTPA, SPOD was also used in the post-graduate course in ICT for Cultural Heritage at the University of Salerno. As part of a laboratory part of the course, groups of students were given an assignment to complete together. Goal of these experiments was to gain more insight in other types of use and users of SPOD, especially focused on the use of open data in SPOD. As these students are used to work with online communication tools or social media and because of their advanced computer skills, they are possibly less reluctant to use open data (search for datasets, try visualisations, discuss about them). This would give us additional insights in the quality and usefulness of the tools.

#### **Scenario**

Groups of four or five students were given the assignment to collaboratively decide where a new museum could be built for a specific area and what type of museum that should be. Several areas in the Salerno region were divided among the student groups. The students worked on this assignment in two synchronous sessions (21 and 22 June 2016) of approximately two hours each. They used the Agora on SPOD. The groups had to write a small report at the end, in which they presented and explained their choice, using open data to substantiate their reasoning. Students were introduced to the tools in a meeting a week before the assignment. They created an account and practiced with finding and visualising open datasets.

#### **Analysis**

The data of two groups of students is analysed in this research report. Group 1 consists of three girls and two boys. The area they have to focus on is Benevento area. Group 2 consists of four girls. The area they have to focus on is the province of Salerno (not the city).

The data was analysed before the joint evaluation approach was developed, therefore a very open approach was taken while looking at the discussions. These student discussions could inform the project on possibilities of the tool and with open data, in a more “laboratorial” setting (i.e., not having a lot of organisational barriers or influences on the discussion). Focus of the analysis presented here is therefore on showing what the role of the open data was in the discussions and what the students actually did with the open data. This analysis has fed into the design of the dialogue game analysis as part of the joint evaluation approach.

#### **Open data**

Several open datasets were available for this assignment such as current museums in the area, population data, traffic information etc. These datasets could be accessed through SPOD in order to visualize them, but they could also be searched for in TET for additional actions with the data. Students could look for other open datasets as well.

## Global analysis of the discussion

We see from the beginning on that the students are used to handle these kinds of collaborative assignments and are comfortable communicating with each other on an online platform. After greeting and identifying all the group members, both groups start energetically. There is swift (incomplete) coordination with regard to what to do, and then the focus is quickly moved to finding open datasets relevant to the assignment and visualising them in order to discuss issues and start the deliberation process. Both groups discuss quite easy and direct. We even see people called to order in case of too long a silence. What we also see is that – perhaps as a result of the synchronous modus of discussion in which messages are posted quick and often simultaneous - messages are missed (or ignored), even if they contain datalets. A lot of regulation is needed to keep on track and both groups check regularly if all members are still on the same track. As we have said, this shows us that working on a collaborative (school) assignment, is very natural to them. The groups are not always serious in their work, a lot of jokes are made and although both groups want to come to a collaborative decision, they don't seem very worried about the quality of that decision. Both groups also write a short report summing up their decision and the open data that supports it.

Generally both groups talk about where the museum should be placed, and what kind of museum it should be. These two topics are discussed disorderly, although some regulation efforts are made to disentangle these two discussions. Both groups look at a few of the same open data sets (current museums, their location and type) to deduce their ideas. But when it comes to other data or information that is used to base their decision on, we see differences between the two groups.

### Group 1

After deciding - with the help of visualisations made of several open datasets, and criteria based on open data - on a town in which a new museum would be feasible, group 2 gets stuck on the question what type of museum they would propose. In the first session the group tries to come up with types based on what they can find in the open data (see what types of museums are already there), but this does not give them enough to go on. They then discuss (not too seriously) what they can use to base their decision on and start using other information sources for this. From information about the mayor and his preferences (food and wine) to Wikipedia information on the town they have chosen in the Benevento area. Open data quickly disappears as a source. During the second session the next day, the group still has to decide on the type of museum. Their strategy for coming to a decision has not changed; they try to find information about the town they can relate a type of museum to and one of the guys eventually finds it: there is a legend of witches hunting the area. The rest of the session is spent on elaborating on this idea. No open data is used in this process at all, but there are a lot of google searches and the group shares a lot of interesting websites in the discussion.

### Group 2

This group begins by identifying all the current museums in the area they are assigned to and decide quite quickly on the type of museum they want to add to this mix (a contemporary art museum). The discussion then proceeds to where this new museum could be placed. The group considers many datasets to find arguments for a specific place, although they are not always clear on what relevance these datasets could have. With this first brainstorm on possible relevant datasets not much is done, it is only after they have set a criteria (young people will visit the contemporary

art museum, so we have to find out where young people are), the search for datasets results in action. During the second session the group continue the search for a place for the contemporary art museum, but that does not result in much deep discussion. Their interactions revolve around finding datasets and trying to make visualisations, and the group encounters problems with both (datasets are not available or not working, visualisations do not work). Notable however for this group is that they continuously stay focused on open data throughout both sessions, despite these hardships. It does not change their strategy for working, but it does have effect on the depth of their discussions.

### Actions with open data

Part of the assignment is to use open data in the decision making process. As we have seen in the global analysis of the discussion and collaboration the groups are not hesitant in making use of datasets. They dive into the available data and share and discuss visualisations in the group.

The discussion below shows the awareness of the students (group 2) for using data to substantiate their reasoning as both RE (39) and TBC (43) respond to ideas with a question for supporting data.

38	16:56:45	VT: There are no museums of contemporary art .... what do you think of this type of museum?
39	16:59:13	RE: ok I follow you! But how to support this view?
40	16:59:23	TCB: For me that's great! now we have to figure out where to place the museum and why
41	17:01: 29	VT: ... then you reckon that in Salerno city we have many summer tourists ... and the more you go away from civilization fewer transports are there ....
42	17:01:51	VT: so I'd say between Salerno city and maximally Vietri
43	17:02:48	TCB: all this we have to prove it with data ... type tourist information ???
44	17:03:22	VT: I do not find the datasets ... I try to look better

We identified two sets of actions with open data during the discussion in the Agora. The first set of actions is about **identification** of datasets that are relevant and work with the datasets to make visualisations that can be discussed. The second set of actions is about **interpretation** of the data; in which datalets are discussed and related to the goal of the assignment.

#### 1. Identification

We have seen the following actions:

- *Propose (or ask for/request) + explain need for a dataset/let*

Possible relevant datasets are proposed during the discussions. We can see an example in the discussion above: TCB (43) is concerned with finding relevant data for the decision they want to make. She suggests looking for data on types of tourist the area attracts. The question marks at the end show that this suggestion is not yet fully understood



in terms of what to get from the data that would help build their case. Suggestions are sometimes followed by an explanation of why the dataset is needed or can be used, but as we can see from the example above, this is not always the case and in many occasions we saw in the student groups that the suggestions are not really thought through completely before it is made.

- *Search for the dataset/let (in or outside of the CKAN database)*

A dataset has to be searched for before someone can act with it. This search process is not always visible in the discussion, but we see sharing of it when someone cannot find a dataset and asks for help in the group, such as the reaction of VT (44) in the example above. She tries to find the dataset TCB suggested (type tourist information), but does not find it. In this case no other students jump in to help and this thread in the discussion ends.

- *Construct the datalet*

The construct action is also not always visible in the discussion, because it is carried out in the background. We do not always know who is working on datasets/lets, but sometimes it is announced beforehand as we can see in the examples below. We think that in synchronous discussions probably more of the construct action will be announced, because of the quickness of writing and sending messages. To announce beforehand is an act of regulation as well, to prevent participants doing the same thing, and unaware of the other.

Group 1

24	(21-June-2016, 16:41:21)	GG: Guys the list of museums comes in a minute
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Group 2

5	(21-June-2016, 16:36:08)	TCB: then I start from a map in which to place all MEUI ( <i>museums</i> )
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Other instances in which we have seen this, is if there is discussion beforehand about what visualisation to construct. These discussions about the kind of visualisation that provides the most insights will increase when participants get to know the tool and its many possibilities for presenting data more. The reaction on the question of TCB in the example below was actually the presentation of a datalet (a chart), so her question was answered without much debate and very blunt.

Group 2

28	16:48:47 😊	TCB: do we want to have a map with museums located, or do we make a chart with the types, then ????
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- *Present the datalet*

After a datalet was made, it was shared in the discussion. Most of the time this sharing is done with a simple “here” or a short question or statement, but not with very extensive messages. Discussions about the visualisations follow after this. Probably the act of constructing a visualisation is complicated enough, so it is not immediately coupled with long messages about the datalet that is presented. As was said before, in these synchronous sessions not all

datalets were seen by all participants and sometimes the same datalet was shared by more than one group member, before it was taken up in a discussion. This sometimes had to do with the place in the thread (as main message or hidden in a thread), but at other times the datalet just did not have a link with any interaction before and was therefore not taken up. The synchronous mode of discussion also led to many simultaneous threads, which made it not easy to follow all in the discussion.

### Remarks about Identification

All these actions seem to be necessary in discussions with the use of open data, but they were not always explicit or in a specific order in the discussions of these two student groups. These actions do not always need much interaction as well, but it enhances the collaborative decision making process if much of it is discussed before and during the actions. This calls for the issue of COMPLETENESS of the interaction. An interaction may be less complete when datalets are simply presented without a preceding specific question, because then there is no clear link to the issue at hand. This also calls for the issue of COHERENCE of the interaction, in which actions are related in a meaningful, productive or effective way. This is not always what we have seen in the student groups. Interactions regarding identification were sometimes not followed up (e.g., an interaction in which several possible datasets were suggested or proposed without continuation in a search) or sometimes even isolated from the rest of the discussions (making a suggestion or presenting a datalet without any acknowledgement of the other group members).

## 2. Interpretation

The second type of actions concern the main activity of inquiry (or reflection) about datasets. It is here where the discussions, argumentations and conceptualisations happen. It is an open activity in principle, with no fixed solutions or procedures and will depend also on the goal of the interaction. In this case the discussions were aimed at making a shared decision substantiated with data.

We have seen the following actions:


- *Exploration:*

These interactions mostly followed the presentation of a datalet. These interactions are about exploration of the datasets/lets. They are about what the datalets represent, but also about issues related to the quality of the data.

An example of exploration of a datalet is the discussion below from group 2. It starts with GG presenting a datalet in the form of a table with all museums in Benevento. In the discussion that unfolds they are exploring the datalet and this leads to one of the students trying to regulate their activities (29) according to aspects of the datalet and even a proposed decision (30) with a clear link to a variable of the datalet, in which MN states: I guess we have to put it in “province of Benevento”.

Group 1

25	(21-June-2016, 16:41:59)	GG: here it is.
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Benevento	Via San Pasquale, 10	Complesso Monumentale di Sant'Illario a Port'Aurea	composito																							
26	(21-June-2016, 16:44:11)	MA: But these are just Benevento city? that is, in the other towns nearby I suppose there will be other museums																								
27	(21-June-2016, 16:44:52)	GG: Aren't we talking about the city of Benevento?																								
28	(21-June-2016, 16:45:01)	MB: To me, it gives 4 categories: municipalities, provinces and 2 others I do not remember in benevento																								
29	(21-June-2016, 16:45:20)	MB: Should we subdivide these four categories																								
30	(21-June-2016, 16:45:59)	MN: I guess we have to put it in "Province of Benevento"																								

In group 1 exploration discussions happen also very often. An example below shows a discussion exploring a datalet, in which the exploration focuses on the quality and working of the datalet, and they are clearly not happy with it. It does not show the types of museums in the map, so they decide to make another one, and now a chart. At the end we see CC (21) exploring the datalet in another way: she concludes that the areas without museums are in the mountains. This is possible to see in the map they have made, but would not come up in a table or chart with types of museums (a datalet that will be made further on in the discussion).

## Group 2

15	16:40:52	TCB: here (presenting a datalet: a map of museums in the Salerno area) <sup>11</sup>
16	16:41:47	TCB: some areas do not have anything = (
17	16:42:42	VT: if I click on the points does not tell me what museum it is ...
18	16:45:45	TCB: I do not know why cannot I see the type
19	16:46:06	TCB: do another chart with the types so we decide what kind of museums we will do?
20	16:46:55	RE: ok I'll do it;)

<sup>11</sup> Due to updates of SPOD not all datalets were available anymore

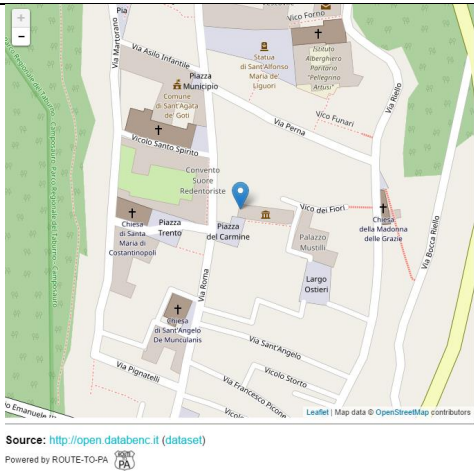
21	16:47:47	CC: the areas that do have nothing, they are sparse in the mountains ...
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- *Elaboration*

Elaboration goes a step further than exploration. These interactions relate the datalet to the main issue of discussion. A lot can happen in the elaboration interactions (e.g., define, specify, argue, reason, create, etc.). We have seen a few examples in which the student groups use the open data in order to elaborate on the issue at stake. An example is the discussion below in which PF (38) starts with introducing a criterion for selecting candidates for the location of the museum. The group has been looking at museums in the region of Benevento, but did not yet know how to come to a decision on the issue. PF has looked at population data of municipalities in the area and comes up with a criterion based on these numbers to use in the decision making process for the place of the museum. Other arguments are used too after that (see GG (40)), but these arguments do not hold up without additional data as MA (42) immediately states: “we have to see how the situation in Sant’agata is then” followed by a map with the existing museums in Sant’agata, to check if there is room for another museum. PF explains his line of reasoning some more in 46, to convince the others why using this criterion is a good idea. So this criterion that has its origin in an open dataset,

Group 1

38.	(21-June-2016, 16:53:09)	PF: I think that these are the most common “eligible” candidates for the perfect location. Removing the capital we have as many as 7 municipalities over 5,000 inhabitants that could be enhanced with the opening of a new museum  <i>(Presenting a datalet: a chart with population data from municipalities in the region)</i>
39.	(21-June-2016, 16:54:46)	MA: Is it a more eligible candidate because of the number of residents ??
40.	(21-June-2016, 16:54:56)	GG: In terms of tourism Sant'Agata de Goti accommodates several people.
41.	(21-June-2016, 16:55:56)	MA: bravo!
42.	(21-June-2016, 16:57:03)	MA: But we have to see how the situation in Sant'agata is then
43.	(21-June-2016, 16:55:47)	MA: ok, it might be an idea. But you have to see what is already there
44.	(21-June-2016, 16:57:31)	GG: There is only this museum .... “composite “ ... what's that?

		 <p>Source: <a href="http://open.databenc.it/dataset/">http://open.databenc.it/dataset/</a> Powered by ROUTE-TO-PA</p>
45	(21-June-2016, 17:04:08)	MB: boh ...
46.	(21-June-2016, 17:06:42)	<p>PF: more eligible candidates by number, yes, because under 5,000 inhabitants is unlikely to attract people to the lack of infrastructure (unlikely to pass the railway, will stay definitely in the mountains, a few eateries, etc.) And also because one thing is launching a community like St. Agatha, and another thing is to launch a microscopic town without any appeal</p>

Another example is from the other student group. They also have to decide where to place the new contemporary art museum and after checking to see if all group members still agree on the type of museum, the discussion continues to how to decide where the museum is placed. This group also comes up with a criterion that can be used to make a decision with the use of open data. The line of reasoning is that younger people will like contemporary art more, so the area should be chosen based on population data (search for the youngest population). We can see that this group does not dive in this discussion very deep, and TCB's check in (77) if it is a good criterion is not challenged at all. But still we see some reasoning based on using open data in discussions for decision making and we call these actions with open data elaboration.

#### Group 2

71	18:11:56	VT: we are always focused on contemporary art museum?
72	18:12:40	VT: RR and CC?
73	18:16:08	RE: yes yes fine contemporary art but according to what criteria we choose where?
74	18:17:57	VT: as tamara (TCB) said, it depends on where the younger people are...
75	18:16:18	TCB: yes ... maybe we will see tomorrow on the basis of ISTAT data how many young people there are
76	18:17:25	RE: so in places with a younger population who are more interested in contemporary art we will position the museum?

77	18:18:08	TCB: it could be an interesting criterion, right?
78	18:18:54	VT: yes in fact
79	18:19:28	RE: at least makes sense;)

### Remarks about Interpretation

We are still at the beginning of understanding what kind of interactions we should aim for in order to have meaningful and goal-oriented discussions around open data. In this case, we did see students exploring datalets, focused on understanding what the data told them, focused on constructing issues of the datalet, and sometimes even focused on the quality of the data itself. We also saw a few instances in which the data had an effect on how the issue was elaborated, which we consider an important the next step. Both of these actions within the interpretation type seem to be necessary for more in depth interaction. The actions under identification and under interpretation seem to complement each other, but we need to analyse more interaction data to see in what way these actions are interlinked, and what is helpful in these discussions around open data.

### Writing the reports: production phase

Both groups have also written a small paper reporting on their decisions regarding the location and type of museum. In these reports we can see their final reasoning and the datalets the groups found relevant to underline their decisions. In this production phase several actions have to be done in order to come to a report (artefact):

- Selection of discussion elements, including datalets
- Presenting the outcomes, summarising of main ideas, abstraction from selected elements, generally a writing process
- Evaluation, as in discussion about what was achieved

In this case, we don't have any insights in how and when the students wrote their final reports. They did not talk about these reports in SPOD, so they were probably written after the two sessions. Perhaps only one of the group members wrote it, or perhaps a lot of face-to-face discussion was needed to select the relevant datalets and main ideas. The two reports look quite similar. The students present their choices for place and type of museum, presenting maps and other charts as justification. The difference between the two groups is that group 1 only presents open data to justify **where** to place the museum, and not for the **type** of museum they eventually decided on (they explain it without reference to data), while group 2 presents open data to justify both decisions they have made. This group has also used more different open datasets than group 1. This matches what we have seen in the SPOD discussions. The first group only presents the outcomes of their discussions or deliberation process, while the second group shows data for two candidate places, showing why they have chosen one of them (more young people). Both groups do not share the other specific information sources they have used to base their decisions on. They only mention that they have searched on google as well, but do not share the specific sites. This is probably a result of the assignment in which students were asked to focus and use open data for justification. For group 1, this means that the justification of the type of museum they have chosen seems weaker than the justification based on open data for where to place the museum.

### Concluding remarks

Looking at these two student groups working on an assignment in which the use of open data was needed for collaborative decision making, we have seen people willing and able to act with the open data. They searched for

datasets, looked at them, tried to visualise them and shared them in the discussion. Not every action was successful (open data did not load, datalets were not as planned, open data was not there), but that did not stop them in trying and sharing their experiences with each other. The fact that this was a school assignment probably helped in the perseverance of the action, although we did see differences between the two groups (group 1 stopped using open data while group 2 continued to try to find relevant datasets and use them in the decision making process).

The first instances of exploration and elaboration of the issue based on open data have shown us that the open data has an influence on the type of reasoning that is used. Both groups explored the datalets to try to understand them, issues of data quality did come up with these interaction. And both groups came up with criteria for decision making that were linked to open data. This is different than just stating opinions and deciding something based on them.

## 2.9 GENERAL CONCLUSIONS FOR RESEARCH

*By Jerry Andriessen, Mirjam Pardijs, Wise & Munro, learning research*

### 2.9.1 SCENARIOS

There are fundamental differences between the scenarios that were reported in this section:

- The Prato scenario is a good example of what could be an advanced use of the platform. There is an open consultation question, and citizens are invited to contribute their ideas. The scenarios starts with a meeting, and press publicity. A very active moderator tries to motivate and coach participation. There are 14 contributors, in addition to the moderator and the public administrator. Most contributors visit only once, and most contributions have the format as proposed by the moderator. This means that the suggestions made by the participants are elaborated and argued. However, there is no interaction between participants, and they do not create datalets. We do not know if they have tried, and if they will come back later, as the pilot is still running. There is no collaboration, but this is because the scenario question is not collaborative, it simply asks for suggestions. **For collaboration to happen, among other things, a joint question, requiring collaboration to be answered, is needed.** For example, finding the best suggestions, or producing a joint (agreed) outcome. These thing are suggested by the moderator, but not taken up by the participants.
- The Dublin pilot has a strong presence of researchers and participants from the Dublinked team. The discussion is lively and open data are exploited, datalets are created, and the analysed results show the tools work well, and dedicated users can be productive. The question is generating collaboration, argumentation, in spite of technical issues. **Lack of open data is sometimes compensated by using other sources.** The scenario does not seem to lead to some joint decision making, as the example is a demonstration rather than part of actual policy making.
- The Groningen scenario relies on students. They produce a document for which open data have been found and included in the outcome documents, although not enough data could be traced, probably because they were not available. There is hardly any interaction between students and public administrators, or with the .... Group. Students do generate datalets and produce a joint outcome, as part

of a course assignment. There is a clear focus on content which is elaborated. **Most interaction probably happens outside of SPOD.**

- The scenario reported for Issy is a demonstration scenario, with students discussing and creating datalets. Collaborative decision making and elaboration can be observed. In spite of a few 'beugs', the scenario can be executed and the participation is productive.
- The Den Haag scenario is with actual citizens and public administrators, who are participating in a series of workshops and SPOD sessions during a period of over one year. This could be another example of actual use, and we are faced with similar issues as in the Prato case, and also with some different ones. Users are familiar with each other, have discussed possible scenarios and ways of working. There is somewhat more interaction (users reacting to each other), but still multiple loose ends. As a consequence, not many complete dialogue games were identified. There is only one participant who works with open data and creates datalets. **The others simply refuse to create datalets, merely making requests for open data. Collaboration is not taking place,** there is no regulation, and moderation by a researcher is often (not always) ignored. It is hard for the users to find the needed open data. In spite of these limitations, users seemed quite happy with the activities.
- The Salerno student discussion took place during two synchronous sessions. We see elaboration of the topic, generation of datalets, use of other data, decision making, collaboration and agency in working with open data. The examples are interesting cases of collaborative deliberation with open data. Individual students can be seen to contribute in different ways, maybe also due to different statuses, and leadership changes between sessions. Students know each other, clearly, they understand each other's ways of working, or ways of working are quickly developed, but most importantly, they share the same interest in completing the exercise, which is educational. However, there are no public administrators participating, so we do not know if the proposed solutions are acceptable or even useful. **This shows an important role for PA's: validation of the solutions, in terms of coherence, relevance, and completeness.**

## 2.9.2 THE IMPLICATIONS OF DIFFERENCES BETWEEN THE PILOTS ON EVALUATING OUTCOMES

Although perceived usefulness as indicated by our users shows high ratings, when we look at what users actually do, a different picture emerges. First, three considerations of the roles of such differences.

There is no universally accepted way for designing social media solutions for open data consultations between local governments and groups of citizens. In our project, the initial moves come from public administrations, and it is their role to consider how to set up such discussions, advised by the members of the project. Obviously, these considerations take into account the local situation, especially the support from management and technological specialists. Clearly, as with all technologically inspired innovations, simply providing the technology is not a solution, but the start of a complicated process of appropriation of the tool in the organisation. This process needs vigilant monitoring and moderation by the stakeholders within the organisation. In addition, an active community of citizen-users still needs to evolve.

The outcomes of the sessions with TET/SPOD are related to the models of democracy that the organisations are aiming for: deliberation, participation, and monitoring. These are not only abstract categories, but can have a concrete instantiation in the design of the scenarios. More concretely, forms of democracy enacted with our technology are



not just there, but they evolve, when users actively engage with the scenarios, including reflection on possibilities, constraints, and required activities.

The success criteria, or what the researchers consider as positive phenomena and outcomes, are quite different between the examples. This is an open issue, there are no fixed rules for deciding what is a successful SPOD session, it probably depends on the goals set beforehand. One aspect that seems to make a difference is the already evolved vision on the role of open data within the organisation, related to existing knowledge and experience shared between members of the organisation. This allows design of scenarios (and the desired outcomes) to be collaborative rather than researcher-led. For sure, the collaborative negotiation of desirable dialogue games in a scenario should be a democratic process.

### 2.9.3 DIMENSIONS FOR PARTICIPATION

Amongst the several possible dimensions on how to rank or categorise the scenarios, we propose the dimension that goes from highly probable for public administration and citizen interactions to highly improbable. This is called **the authenticity dimension**. In the main part of this deliverable, on the pilot reports, we have listed the barriers that we encountered so far. There also, we discussed possible actions for overcoming some of the barriers, that is not at stake here, where we discuss deeper issues as a consequence of research. What are the consequences of this situation (which is evolving) for prototypical scenarios?

- 1) **Deliberation:** Public Administration has a question, opens a platform for citizens to discuss together. Citizens are recruited from pools of volunteers, based on their expertise on the specific topic. Participants together discuss the rules of the collaborative process (time, contributions, roles, open data search and selection, outcomes, etc.). From what we have seen so far, this scenario type being executed successfully is still improbable, because of barriers in availability of citizens, existing open data, open data interpretation, and collaborative skills in a social medium.
- 2) **Monitoring:** A citizen is confronted with some policy, looks into it, and wants to discuss with public administrators. The citizen recruits some other citizens from a pool of experts or involved stakeholders. These people are motivated to invoke some impact on policy making. Public administration find two or three experts to discuss with the citizens, as part of their task description. In this scenario type, so it seems, the role of expertise is important, so we expect less issues with interpretation and collaboration. However, we see barriers in the current pilots due to a lack of task description and experience, linked to insufficient embeddedness within the organisation.
- 3) **Participation:** Public administrators and selected citizens together discuss new solutions for existing issues. Both groups of participants are selected because of their management role, which allows them to make decisions, or overview the context. Currently, we see this as the most problematic scenario, because using our technology requires all kinds of expertise and motivation to work with open data and collaborate.

### 2.9.4 THE ROLE OF THE TOOLS

The focus on open data during discussion is the main asset of the tools. It adds the social media dimension to already existing technology and it allows both the curation of open data sets and that of several forms of collaboration between participants. Research has shown that:

- The tools allow for authentic collaboration, we have seen, in various episodes and scenarios that users seriously discuss their need for data, manage to find data and interpret the implication of the data for the issue
- The tools allow for various forms of moderation, ranging from very active moderators, who also are expert in the domain, towards very open discussions in which different participants can have different roles. Ideas of the participants of ideal forms of moderation still need to evolve, in the context of the scenarios. Maybe the moderator role could be more attenuated in the design of the tool (e.g. different colour of contributions).
- Collaboration is a crucial aspect of effective discussions, and we have seen many obstacles in our groups. This should be a focus for the further development of scenarios, and should be an important aspect of the Guide. We may need to reflect on the design of SPOD to better support (guiding, alerting, explicit soliciting...) collaboration.
- There is a clear difference between synchronous and asynchronous use of the tools. Synchronous discussions have more momentum, allowing immediate reactions and display of actual emotion. In asynchronous discussion, the timing of replies is uncertain, and many required replies are not made at all. Users need to be alerted to activity, and it must be clear when and where to react, threads and contributions should not be hidden.
- Open Data are not always available for every aspect of a discussion. This can be frustrating for participants. Maybe more connections to existing databases, and quick ways for search and retrieval should be better exploited.



### 3.1 APPENDIX PRATO

**Table 1. Dialogue game analysis of SPOD pilot**

phase			Dialogue transcript (with visualisations)	Dialogue games			Interpretation
	Participants	Time of message	Transalation	Category	DG-names	Roles	
1	EP	10 nov 2016	The City of Prato is preparing to expand the coverage of its own wi-fi infrastructure by installing new hot spot.	Regulative	CR		
2	EP	10 nov 2016	The current network is constituted by the network of the Province with that of the City and is shown in the map below. The City Council is going to expand the network. To view the map click the blue icon below the comment.	Informative	ODS	OD-provider	
3	EP	11 nov 2016	The Municipality has already identified some locations where it is necessary to install new hot spot. In the attached map you see what they are. This is an example of co-creation dataset.	Informative	ODS	OD-provider	
4	PB	11 nov 2016	Soon the service will also be activated at the conference and meeting rooms of the old hospital. This by the USL of Prato in collaboration with the Municipality. I added the point to the list in the co-creation room	Informative	ODS IS	OD-provider/info-provider	
5	EP	11 nov 2016	At this point you can make your proposals and discuss them here. To explore the theme you can for example analyse the distribution of the population in Prato or even assess the presence of aggregate structures, such as sports facilities, libraries or squares. You can search the data and build your visualisations.	Regulative	CR	Regulator	

6	SF	16 nov 2016	I did not understand if the contribution is limited to a verbal message in this thread, or if you can somehow add to the data set the data of the place you want to add. In the second case I could not figure out how.	Regulative	CR	Participant	
7	EP	16 nov 2016	The idea is just to build its proposal even in small groups of users, using the co-creation capabilities. In the explanation of the video you see as you do	Regulative	CR	Regulator	
8	EP	16 nov 2016	Here is the link to the video on the co-creation : <a href="https://www.youtube.com/watch?v=xLlI6z1NryQ">https://www.youtube.com/watch?v=xLlI6z1NryQ</a> [ITA] Guida di SPOD per Utilizzare la Co Creazione	Regulative	CR	Regulator	
9	SF	16 nov 2016	I saw the video that explains how to create a new dataset but I have not figured out how to (if possible) add data to an existing dataset. Under co-creation are already some dataset but not seem to me that no one is editable (upgradeable). It seems to me that you can only see. I thought that someone would create a dataset (eg: on the proposed new access point) and all the others were going to add to it (populate) with their proposals.	Informative	H	Help-asker	
10	EP	16 nov 2016	Indeed it is, only that users have to be invited in the co-creation of the room to be able to build together a dataset. I made now a new room, I invite you there and let's see how it works.	Informative	H	Helper	New co-creation room – the scenario evolves, is linked to 23
11	RM	22 nov 2016	Good morning, can I be invited to the room of co-creation? Thank you!	Regulative	CR	Participant	
12	EP	22 nov 2016	sure, with pleasure	Regulative	CR	Regulator	
13	EP	22 nov 2016	Invitation posted!	Regulative	CR	Regulator	

14	EP	11 nov 2016	Obviously we have to motivate the proposals we make, so that they can have a general interest ...	Regulative	CR	Regulator	
15	EP	11 nov 2016	In other words ... the motivation "because it is near my house" is not enough!	Regulative	CR	Regulator	
16	VS	13 nov 2016	☺				
17	EP	11 nov 2016	The datasets for discussion can be found through SPOD, but also through the portal TET <a href="http://prato-tet.routetopa.eu/">http://prato-tet.routetopa.eu/</a> . From TET you can also see the already active discussions on the data set, if any.	Regulative	CR	Regulator	
18	EP	11 nov 2016	In addition, from any repository that exposes the API CKAN you can recover the data of interest, by entering the data directly into the API interface URL for the construction of views.	Regulative	CR	Regulator	
19	EQ	16 nov 2016	Good morning, I just joined because I find this form of participation on popular themes really interesting. My proposal would be to install the new hot spot in the 4 squares that through the active participation of citizens in the coming months will be rehabilitated by the municipality. I think to make them aggregative and social order, creating wi-fi points can be an extra incentive to attend and live those squares.	Evaluative	AC	Neutral?	First contribution to consultation question: a suggestion, with arguments for it.
20	EP	16 nov 2016	I think that the idea is certainly interesting, I would suggest in the meantime check if by chance in these squares is already something, trying to look for the dataset of existing stations and to make a map.	Evaluative	AC	Moderator	Suggestion by moderator on how to make the contribution more valid
21	EP	16 nov 2016	For example, as regards Piazza Ciardi, from the map it is seen that there is currently a wifi antenna at the CNA in Via Mazzoni. You	Evaluative	AC	Moderator	Demonstration of how to make the

			have to see if it is enough or not to cover the entire square. Has anyone tried to use the wifi in the square Ciardi?				contribution more valid
22	SF	16 nov 2016	I would like to propose a new place for hot-spot to the public gardens of Via Sant'Anna di Stazzema and so Kuliscioff. It is a public place when it is not covered by the City Network, it will be that of the Province. It would be very useful because there are many points of aggregation around: the bowls (one of the busiest of Prato), Conad, and the new middle school via Island Leno.	Evaluative	AC	Neutral?	New proposal
23	EP	16 nov 2016	It seems to me an excellent idea, why not open a room in the co-creation space and create a dataset with the most interesting positions? If you want you can invite me into the room, or it can work together with other users SPOD, inviting those who see fit.	Regulative	CR	Regulator	Reacts to what? Is this the first message about the new co-creation room?
24	EP	01-12-216	The Municipality has approved the renovation of the square Joshua Borsi, this is the article of the Tyrrhenian Sea. From the map of the current wi-fi antennas you see that in that area there is nothing, so it would be useful to prepare the new square a hot spot. link: <a href="http://iltirreno.gelocal.it/prato/cronaca/2016/11/30/news/approvato-il-progetto-per-la-nuova-piazza-di-borsi-di-narnali-1.14493148">http://iltirreno.gelocal.it/prato/cronaca/2016/11/30/news/approvato-il-progetto-per-la-nuova-piazza-di-borsi-di-narnali-1.14493148</a>	Evaluative	AC		Another example of demonstrating how to behave in the discussion when proposing a new point (sharing info, relating to data)
25	EP	12-12-2016	The City Council approved the reorganization of Piazza Pietri, from the map of the current coverage you see that over there there is wifi coverage, I would say that you can add a location in cocreation dataset.	Interpretation	Co-int		She discusses on her own, follows up on the contribution in 19 in which four

							squares are proposed
26	EP	15-12-2016	From the map of the current coverage is seen that in the area of Via Pietri (Galciana) there are no hot spots, we can see if there in the area there are such sports facilities. xxxx	Interpretation	Co-int		
27	EP	15-12-2016	The nearest sports facilities are those of Luca Conti, perhaps it might be more useful to put a hot spot nearby, given that the square / street Pietri seems more a residential area only.				
28	EP	15-12-2016	Also for Galciana Area, this map of the libraries you see that there is that of West District, there also a hot spot of the wifi would be helpful, at the present it is not there. xxxx	Interpretation	Co-int		
29	EP	20-12-2016	The City is also redoing St. Nicholas, from the map of the current WiFi coverage is that in those parts there is the antenna at the Civic Network in via Santa Caterina, but perhaps another antenna in the new square could be useful, given the the presence of the Conservatory that attracts many users.	Interpretation	Co-int		
30	RP	23-12-2016	Hello everyone, I am a student of Dagomari and, looking at the map concerning coverage of Wi-Fi in Prato, I have identified some points that could be included. Assuming that live near Mezzana, it was easier to find those areas that are not yet covered: <ul style="list-style-type: none"> <li>• public parks (for example the park at the intersection between Viale Montegrappa, Viale Marconi, Via Ferrucci and Via Catani, one in Piazza Falcone-Borsellino and other minor throughout the city);</li> <li>• Long Bisenzio (exercising individuals may require a link to listen to music, share their photos or their time on social Use Fitness applications);</li> </ul>	Evaluative	AC		New participant and contribution. No reaction or recognition of previous posts



			<ul style="list-style-type: none"> <li>• smaller squares (eg. Piazza Ciardi);</li> <li>• Other key points at stops of trucking lines (especially those near schools, where it would be exploited at 100%).</li> </ul> <p>I would like to thank everyone for the work being done, especially to students so they can have a way to stay in touch with each other.</p>				
31	EP	5-1-2017	<p>Here is the map of the parks, to use as a reference xxxxx</p>	Informative	ODS	OD-provider	Again demonstrates use of Open Data
32	EP	23-12-2016	Hi Riccardo	Regulative	SC	Regulator	
33	EP	23-12-2016	Welcome SPOD, I invite the co-creation of the room that I did, so you can put in the shared datasets directly the places you find interesting.	Regulative	CR	Regulator	
34	MG	31-12-2016	Hi everybody	Regulative	SC		
35	MG	31-12-2016	I recently discovered this platform of participation and I find it very interesting. Looking at the map that Elena created, I noticed that there are areas where a hot spot wifi would be very useful! For example: in the Piazzale del Museo (ie, the area-parking at the McDrive side) where you can catch the bus FlixBus and, I think, also of other companies. It might be useful	Evaluative	AC		
36	EP	6-1-2017	I entered your suggestions in the dataset in the co-creation of the room, you can take a look and possibly make corrections and / or additions.	Regulative	CR	Regulator	
37	MG	31-12-2016	Or in via Baracca gardens! It would be helpful if there was a wifi hotspot which covers the area where the bowling is. Just as it would be interesting to have wifi area along the cycle of Viale Galilei. This could join a possible future wifi area along the	Evaluative	AC		

			Bisenzio (as suggested by Richard). Un'altre wifi area would be very useful in Station Square, especially at the bus terminals. Other areas still not covered by the wifi service are: Piazza S. Leone, where they spend several bus lines; the gardens of St. Ursula; the area of Porta Frascati and the way Pomeria gardens; the areas of the Republic of parking lots and Nenni (although I do not know if they are already covered by wifi).				
38	EP	6-1-2017	I entered your suggestions in the dataset in the co-creation of the room, you can take a look and possibly make corrections and / or additions.	Regulative	CR	Regulator	
39	EP	31-12-2016	Massimiliano hello, I invite you in co-creation room on the wi-fi, so you can personally add stations that you feel useful, together with the reasons.	Regulative	CR	Regulator	
40 x	EP	12-01-2017	Here is a map with the first proposals for new locations for hot spot wi-fi from parrrte of SPOD users. xxxxx	Informative	ODS	OD-provider	
41	MB	16-01-2017	It would seem very useful a Wi-Fi coverage of the Palazzo Datini as it is the archives reading room of State.	Evaluative	AC		
42	PB	02-02-2017	Hello Mario. The cover of the public places "indoor" is undoubtedly one of the priorities that we would like to follow. Partly because the construction costs of access-point indoors are very low and the Datini Palace is already connected to our fiber. which decreases even more costs because it can be a simple extension of the town hall or the municipal museum. Elena add the point to the map. It may be however that this is done in any case given the irrisorietà of costs. Thanks for the suggestion. you know that I had not thought of that beautiful historical building of our city?	Evaluative	AC		

43	EP	18-01-2017	Hello Mario, thanks for the tip. I invite you to the room of co-creation of the dataset on hot spots, so you can directly enter your tip. Let me know if you have problems.	Regulative	CR	Regulator	
44	GA	27-01-2017	Ideally the whole area of the municipality should be able to enjoy a wi-fi uniform coverage. The limit is given by the budget that the municipality has budgeted and that ultimately translates into a question: <b>how many hotspots can there be installed?</b>	Evaluative	AC	<b>Broadening space of debate, elaboration of consultation question</b>	After this message, the discussion changes, people are not contributing possible wifi points anymore, but contributions about underlying concepts, constraints, and construction of the dataset
45	EP	28-01-2017	I imagine there will be various tranches gradually that funding will be available. It would be interesting to know how much was put into the budget this year, <b>perhaps from the financial statements published as open data you can get an idea.</b>	Evaluative	AC		<b>In her role as moderator tries to link it to open data</b>
46	PB	02-02-2017	The wi-fi technology, unfortunately, does not lend itself to this type of coverage (I am not to go into the technical details but just think that is designed to prevent connections to a few meters) remote cord for which the mobile phone technology is senz 'another most suitable. For this reason it is very easy to cover "closed" while volumes is already more complicated and expensive cover large open areas. Sena doubt would be prohibitively expensive for a common (but also to an economic operator) cover the entire territory. In the case of the City of Prato we have an annual budget to devote to these covers (both indoors and open areas) it is around <b>30-50 thousand on</b>	Evaluative	AC		

			<b>average.</b> with the prices that we got with the last race this means that every year (unless other additional funding for specific interventions) can <b>cover 4-6 open areas or twenty indoors</b> (numbers taken lightly course). Participation in this discussion could convince the Administration to devote even more resources. Try to involve as many friends as possible in this social network could help .... :-)				
47	EP	30-01-2017	Here is an update of the map of the new stations wifi proposals from citizens. xxx	Informative	ODS	OD-provider	
48	PP	01-02-2017	hello Elena, invite me into the room?	Regulative	CR	Participant	
49	EP	02-02-2017	sure, right away!	Regulative	CR	Regulator	
50	PP	02-02-2017	Thanks Elena, I left the room to create a message, I wanted to suggest to add to the dataset that you are creating a new "Type" column, identifying Square, Gardens etc, so as to also have a histogram view type, so as to quantify the dataset information, what do you think?	Informative	ODS	Discussing open data construction	
51	MB	02-02-2017	The Wi-Fi public theoretically would save several money to the community and would play an inclusive function vs. those who cannot afford to pay expensive phone contracts. Given the ns. economic situation would have been right to know - and let them know - the public cost / Wi-Fi traffic in public areas and compare private cost / Wi-Fi traffic in public areas (the latter cost is equal to revenues tel. companies). Also it would be interesting to understand, simulate and estimate what more usability you could get the same facilities with Wi-Fi without registration (as it seemed you could do with Letta Act of 2013).	Evaluative	AC	Broadening space of debate	

52	PB	02-02-2017	I repeat what I said to the other member of the thread (post above). Unfortunately the wi-fi technology is not appropriate for this type of coverage is established for other purposes and has enormous technical limitations as well as high costs if we go to carpet a large area. And 'suitable for building networks in confined places and not overlapping / adjacent to each other.	Evaluative	AC		
53	EP	02-02-2017	As I understand the City of Prato is assuming to remove registration from public wifi, for some more details around it, send the request to Paolo Boscolo of Information Systems.	Evaluative	AC	Elaboration, broadening the space of debate	
54	MB	02-02-2017	Thanks Elena, Paolo knows my opinion since the promulgation of the law of 2013 on the free Wi-Fi.	Evaluative	AC		
55	PB	06-02-2017	Another hot topic. There are different views on the issue (for and against the authentication deletion) as well as interpretations of the law that put into question the total elimination of authentication as technical situation. In the old system (before convergence with the province) the elimination of passwords was of dubious legal feasibility, with the new unified infrastructure (which has also been improved from the technical point of view) it would be possible to remove password in line with the law . But there are also conflicting visions in terms of "goodness" in taking this step. I must then apply the decisions they deem most appropriate by the administration.	Evaluative	AC	Elaboration, broadening the space of debate	
56	PB	8-2-2017	Elena is it possible to associate with the indication of each new wi-fi location also SPOD user making the request? And maybe even the reasons that have been given by those who request. It would be nice that every marker, clicking did we see this justification and the user.	Informative	ODS	Discussing construction of dataset, adding variables	
57	EP	9-2-2017	I would say yes, I have to search for users who have reported to me the various stations, place in a new column in the data set, the reasons are already in the dataset, so you can make a map by entering the column in datalet.	Informative	ODS	Discussing construction of dataset,	

58	EP	10-2-2017	I have included the names of the proposers in the dataset	Informative	ODS		
59	EP	10-2-2017	Here is a map with the names of users xxxxx	Informative	ODS	OD provider	
60	VG	13-2-2017	Via Cortesi				
61	CG	14-2-2017	Good morning	Regulation	SC		
62	CG	14-2-2017	I propose the school Polo area of Via Reggiana, given the high attendance of students	Evaluative	AC		
63	DS	14-2-2017	Good morning, I propose public street Anita Garibaldi Viaccia gardens, last street to the west of our city! Cul background, with a public garden and a football field, which is very popular with the younger generation, especially in spring and summer.	Evaluative	AC		

### 3.2 APPENDIX DUBLIN

**Table 1 Characteristics of Joint Project Phases and Dialogue Games**

Phases		regulative	informative	evaluative	constructive	Total
<b>PROBLEM-FRAMING</b>	Dialogue games	Number of regulative Dialogue Game 1 [CR]	Number of informative Dialogue Game 2 [IS, H]	Number of evaluative Dialogue Game 1 [AC]	Number of constructive Dialogue Game 1 [D]	5
	Open Data	Number of OD per DG [0]	Number of OD per DG [0]	Number of OD per DG [0]	Number of OD per DG [0]	0
	Number of messages per DG	Number of messages per DG [4]	Number of messages per DG [53 ; 2]	Number of messages per DG [77]	Number of messages per DG [1]	137
	Number of participants per DG	Number of participants per DG [2]	Number of participants per DG [9 ; 1]	Number of participants per DG [12]	Number of participants per DG [3]	27
<b>IDENTIFICATION</b>	Dialogue games	Number of regulative Dialogue Game [0]	Number of informative Dialogue Game 2 [IS, ODS]	Number of evaluative Dialogue Game [0]	Number of constructive Dialogue Game [0]	2
	Open Data	Number of OD per DG [0]	Number of OD per DG [0 ; 5]	Number of OD per DG [0]	Number of OD per DG [0]	5

	Number of messages per DG	Number of messages per DG [0]	Number of messages per DG [4 ; 16]	Number of messages per DG [0]	Number of messages per DG [0]	20
	Number of participants per DG	Number of participants per DG [0]	Number of participants per DG [3 ; 6]	Number of participants per DG [0]	Number of participants per DG [0]	9
<b>INTERPRETATION</b>	Dialogue games	Number of regulative Dialogue Game [0]	Number of informative Dialogue Game 1 [ODS]	Number of evaluative Dialogue Game 1[AC]	Number of constructive Dialogue Game 2 [Co-Int]	4
	Open Data	Number of OD per DG [0]	Number of OD per DG [2]	Number of OD per DG [0]	Number of OD per DG [4]	6
	Number of messages per DG	Number of messages per DG [0]	Number of messages per DG [5]	Number of messages per DG [1]	Number of messages per DG [8]	14
	Number of participants per DG	Number of participants per DG [0]	Number of participants per DG [3]	Number of participants per DG [1]	Number of participants per DG [4]	8
<b>PRODUCTION</b>	Dialogue games	Number of regulative Dialogue Game [0]	Number of informative Dialogue Game 1 [IS]	Number of evaluative Dialogue Game [0]	Number of constructive Dialogue Game 1 [Del]	2



	Open Data	Number of OD per DG [0]	Number of OD per DG [0]	Number of OD per DG [0]	Number of OD per DG [0]	0
	Number of messages per DG	Number of messages per DG [0]	Number of messages per DG [4]	Number of messages per DG [0]	Number of messages per DG [31]	35
	Number of participants per DG	Number of participants per DG [0]	Number of participants per DG [2]	Number of participants per DG [2]	Number of participants per DG [3]	7
<b>(OTHER)</b>	Dialogue games	Number of regulative Dialogue Game 2 [SC ; CR]	Number of informative Dialogue Game 1 [H]	Number of evaluative Dialogue Game 1 [G]	Number of constructive Dialogue Game [0]	4
	Open Data	Number of OD per DG [0]	Number of OD per DG [0]	Number of OD per DG [0]	Number of OD per DG [0]	0
	Number of messages per DG	Number of messages per DG [15 ; 5]	Number of messages per DG [23]	Number of messages per DG [34]	Number of messages per DG [0]	77
	Number of participants per DG	Number of participants per DG [8; 4]	Number of participants per DG [7]	Number of participants per DG [7]	Number of participants per DG [0]	26

Table 2 Characteristics of Joint Projects by participants

JP Name	Participant	List DG of each JP in their order	Role / 'name of the DG'	Number of messages/ 'name of the DG'	Number of visualisations/ 'name of the DG'	Average Number of messages	Average Number of visualisations	Profile (more frequent roles)
Dublin Transport	Michael	Social Interaction Management – SC; Collaborative Task Regulation - CR ; Argumentation- Constructive - AC; Helping – H; Information Sharing – IS; Co- Interpretation – Co-Int; Open Data Sharing – ODS;	Regulator – SC; Regulator – CR; Proponent – AC; Neutral – AC; Helper – H; Info-provider – IS; Info-requester – IS; Interpretation-proposer – Co-Int; Open Data Requester – ODS;	1 – SC 1 – CR 13 – AC 4 – H 10 – IS 2 – Co-Int 5 – ODS  Total = 36	0	4.28	0	AC – Proponent IS – Info-provider
Dublin Transport	Nicola	Social Interaction Management – SC; Helping –H; Griping – G; Information sharing – IS;	Regulator – SC; Participant – SC; Helper – H; Helped – H; Griper – G; Info-provider – IS; Info-	3 – SC 8 – H 11 – G 11 – IS 9 - AC 4 – ODS 1 – Co-Int	2 - ODS	5.25	0.125	AC – Proponent IS – Info-provider G – Griper

		Argumentation- Constructive – AC; Open Data Sharing – ODS; Co- interpretation – Co-Int; Deliberation – D;	requester – IS; Proponent - AC; Opponent – AC; Open Data Requester – ODS; Interpretation- elaborator – Co- Int; Co- deliberator – D;	5 – D  Total = 52				
Dublin Transport	Ed	Argumentation – Constructive – AC; Helping – H; Gripping – G; Open Data Sharing – ODS; Co- Interpretation – Co-Int; Information sharing – IS; Collaborative Task Regulator – CR;	Opponent – AC; Proponent – AC; Helped – H; Griper – G; Open Data Provider – ODS; Interpretation proposer – Co- Int; Info- requester – IS; Regulator – CR;	9 – AC 3 – G 7 – ODS 4 – Co-Int 5 – H 4 – IS 3 – CR  Total = 35	2 - ODS	4.7	2.33	AC – Proponent/Oppone nt  ODS – OD-provider

Dublin Transport	Lorraine	Information sharing – IS; Argumentation-Construction – AC; Social Interaction Management – SC; Open Data Sharing - ODS;	Info-provider – IS; Info-requester – IS; Opponent – AC; Proponent – AC; Participant – SC; Open Data Requester - ODS	3 – IS 3 – AC 1 – SC 1 – ODS  Total = 8	0	2	0.25	AC – Opponent IS – Info-provider
Dublin Transport	Ed O Donnell	Information sharing – IS; Open Data Sharing - ODS;	Info-provider – IS; Open Data Provider - ODS	1 – IS 1 – ODS  Total = 2				
Dublin Transport	David	Social Interaction Management – SC; Argumentation-Constructive – AC; Gripping – G; Helping –H; Information Sharing – IS; Deliberation – D;	Participant – SC; Opponent – AC; Griper – G; Helped – H; Info-provider - IS	2 – SC 6 – AC 2 – G 1 – H 1 – IS  Total = 12	0	2.6	0	AC - Opponent
Dublin Transport	Anthony	Social Interaction Management –	Participant – SC; Regulator - SC; Proponent – AC;	4 – SC 15 – AC 2 – H	0	5.8	0	D – Co-deliberator

		SC; Gripping – G; Argumentation- Constructive – AC; Helping –H;	Opponent – AC; Neutral – AC; Griper – G; Helper – H; Co- deliberator – D; Info-provider – IS; Info- requester – IS;	1 - IS 14 – D 13 - G  Total = 49				AC – Proponent/Oppone nt
Dublin Transport	Jerry	Collaborative Task Regulator – CR; Argumentation- Constructive – AC; Helping – H; Information Sharing – IS;	Participant – CR; Opponent – AC; Helped - H Info- requester – IS; Info-provider – IS;	1 – CR 6 - AC 1- H 6 – IS  Total = 14	0	4.33	0	AC – Opponent IS – Info-requester/ Info-provider
Dublin Transport	Brendan	Social Interaction Management – SC; Collaborative Task Regulation - CR ; Information Sharing – IS; Helping – H; Argumentation- Constructive –	Regulator – Regulator - SC; Participant – SC; Regulator – CR; Info-provider – IS; Info- requester – IS; Proponent – Helper – H; AC; Opponent – AC;	3 – SC 4 – CR 19 – IS 4 - H 12 – AC 5 - G 1 – Co-Int 3 – ODS 13 – D	2 - ODS	6.2	0.22	IS – Info-provider

		AC; Gripping – G; Co- Interpretation – Co-Int; Open Data Sharing – ODS; Deliberation – D;	Neutral – AC; Griper – G; Co- deliberator – D; Interpretation proposer – Co- Int; Open Data Provider – ODS;	Total = 64				
Dublin Transport	Owen	Information Sharing – IS; Argumentation- Constructive - AC	Info-provider – IS; Info- requester – IS; Proponent - AC	2 – IS 2 – AC Total = 4	0	2	0	IS – Info-requester AC – Proponent
Dublin Transport	Colm	Argumentation- Constructive - AC	Opponent - AC	1- AC Total = 1	0	1	0	AC–Opponent
Dublin Transport	Gillian	Argumentation- Construction – AC; Information Sharing – IS; Open Data Sharing – ODS;	Opponent – AC; Info-provider – IS; Open Data provider - ODS	2 – AC 1 – IS 1 – ODS Total = 4	1 -ODS	1	0.33	AC – Opponent; IS – Info-provider; ODS – Open Data provider

**Table 3 Full Dialogue Challenge Corpus, Joint Project: Assess the feasibility of mopeds as a means of transport in Dublin City to reduce traffic congestion**

Dialogue transcript (with visualisations)			Dialogue games				Content	Space/tool	
Participant	Time of message	Message	JP phases	Category	DG-name	Roles			
Nicola Graham :	18-October-2016 , 13:09:57)	Good morning everyone!	Other	Regulative	Social interaction management	Regulator			Agora
Michael Hogan :	(18-October-2016 , 14:36:51)	Good morning Nicola! How are you today? I just posted a comment :)	Other	Regulative	Social Interaction Management	Regulator			Agora
Michael Hogan :	(18-October-2016 , 14:35:56)	Hi Everyone, this is a very interesting scenario. I recall visiting Taipei a few years ago and was amazed to see literally thousands of mopeds crossing the city. It seemed like a very efficient and fun way to get around. I think they get plenty of rain there, so it seems that rain was not a cultural impediment to using mopeds on a large-scale. I guess the question is: how feasible is large-scale moped use in Dublin City. I know the bike culture is very strong in Dublin, and although it's potentially dangerous to travel by bike, a strong bike culture helps to create critical mass and increases awareness and safety for all involved. So maybe mopeds are no more	Problem-framing	Regulative	Collaborative Task Regulation	Regulator			Agora

		dangerous than bikes, even if you're travelling a little faster - but you do have a helmet. Mopeds are also reasonably good value, and pretty fuel efficient. It might be feasible to remove 1000 cars from the road and replace them with 1000 mopeds. They certainly take up less space on the roads, and in parking lots, and might enhance flexibility of navigation options for those working around the city. So in terms of feasibility, I thinking I've started thinking along the following lines: culture, cost, weather, flexibility, space. These and many other issues are worth discussing here. I look forward to talking with everyone! Talk soon! Mike						
Ed Osagie :	(18-October-2016 , 23:52:25)	In relation to the replacement of 1000 cars with 1000 mopeds, it sound great in that there would be more space freed for pedestrians. However, 1000 mopeds would actually convey by far less people than cars thus leaving more people to taking alternative means - shifting congestion to other modes of commuting and might get some stranded. What do you think?	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora
Michael Hogan :	(19-October-2016 , 12:31:07)	I think one problem is that many people drive alone in their cars to and from work and this creates more congestion overall both on the roads and in parking areas	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora





		around the city. A combination of mopeds and park and ride facilities where people make use of public transport options located next to open parking areas might work. For example, in the Netherlands, one sees large open parking areas next to major train and tram services, largely populated in hundreds of bikes, but the idea is similar.							
Nicola Graham :	(18-October-2016 , 17:32:51)	Can everyone make sure you're using Chrome to view this please? We had some problems this morning with people using other internet browsers.. Thanks	Other	Informative	Helping	Helper			Agora
Michael Hogan :		Yes, thanks a million Nicola, I'm using Chrome now. I was using Firefox yesterday and it didn't work so well for me. (19-October-2016 , 12:31:47)	Other	Informative	Helping	Helper			Agora
Ed Osagie :	(18-October-2016 , 17:44:02)	The issue about icons blocking the comment field from view has been reported before. I thought it has been resolved	Other	Evaluative	Griping	Griper			Agora
Nicola Graham :	(18-October-2016 , 17:48:49)	No it's still happening Ed	Other	Evaluative	Griping	Griper			Agora
Spodadmin :	(18-October-2016 , 18:43:55)	Delete the browser cache and retry ... it should be resolved now ;)	Other	Informative	Helping	Helper			Agora

Ed Osagie :	(18-October-2016 , 23:54:10)	Look better now; the icons are auto-shifting when writing on the comment field. Nice	Other	Informative	Helping	Helped		Agora
Michael Hogan :	(19-October-2016 , 12:32:47)	Yes, great, I can now see what I'm typing here this morning. Thank you to the technical support team for resolving this issue. Works well in Chrome here.	Other	Informative	Helping	Helped		Agora
Nicola Graham :	(18-October-2016 , 17:48:10)	The transport debate in Dublin City centre is a hot topic at the moment. Maybe the scooters would be a compromise for shoppers. <a href="https://www.dublininquirer.com/2016/10/11/survey-transport-changes-good-city-retailers-still-sceptical/" class="ow_autolink" target="_blank" rel="nofollow">https://www.dublininquirer.com/...ers-still-sceptical/</a>	Problem-framing	Informative	Information sharing	Information provider	Link to website article about transport changes in Dublin	Agora
Nicola Graham :	(18-October-2016 , 19:53:38)	Until later, we'll be back at 8.30pm	Other	Regulative	Social interaction management	Regulator		Agora
Brendan Fahy :	(18-October-2016 , 22:01:59)	Come to this room	Other	Regulative	Social interaction management	Regulator		Agora

David Shevlin :	(18-October-2016 , 22:08:14)	Here	Other	Regulative	Social interaction management	Participant		Agora
David Shevlin :	(18-October-2016 , 22:08:24)	What now	Other	Regulative	Social interaction management	Participant		Agora
Anthony Munnelly :	(18-October-2016 , 22:10:33)	Here also.	Other	Regulative	Social interaction management	Participant		Agora
Brendan Fahy :	(18-October-2016 , 22:12:45)	Ed, Jerry are you in here as well. This is where all our discussion should be from now on	Other	Regulative	Collaborative task regulation	Regulator		Agora
Brendan Fahy :	(18-October-2016 , 22:14:43)	The idea here is that we discuss the topic. We can try adding charts from the other spaces another night. Tonight is just to get everyone started on it	Other	Regulative	Collaborative task regulation	Regulator		Agora
Jerry O'Connell :	(18-October-2016 , 22:15:09)	yeah I am in here now where do we review the dataset or do we just start chatting about it ?	Other	Regulative	Collaborative task regulation	Participant		Agora
Brendan Fahy :	(18-October-2016 , 22:18:01)	Just start chatting, if you scroll up for instance you can see Michael Hogan added a comment this morning about seeing thousands of these mopeds years ago in Taipei	Other	Regulative	Collaborative task regulation	Regulator		Agora

Brendan Fahy :	(18-October-2016 , 22:20:09)	You can come here at any time and add a comment	Other	Regulative	Collaborative task regulation	Regulator		Agora
Anthony Munnelly :	(18-October-2016 , 22:22:25)	Mopeds are a big thing in Rome too. You can hire them for a day and they're handy to get around. The streets of Rome are badly suited for cars, as you can imagine.	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Brendan Fahy :	(18-October-2016 , 22:33:46)	Traffic should move faster too as there would be less space taken on the roads by cars	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Michael Hogan :	(19-October-2016 , 12:41:45)	Yes, and some studies are suggesting that mopeds can reasonably engage in lane splitting, or driving between lanes of traffic when going slow, thus increasing the overall flow and volume of commuters on the roads: <a href="http://newatlas.com/motorcycle-lane-splitting-filtering-safety-research/34425/">http://newatlas.com/motorcycle-lane-splitting-filtering-safety-research/34425/</a>	Problem-framing	Informative	Information sharing	Information provider	Link to research paper: "Motorcycle lane splitting: Better for riders, better for drivers, and safer than sitting in traffic"	Agora
Brendan Fahy :	(18-October-2016 , 22:22:32)	Here is a picture of an electric scooter prototype I saw	Problem-framing	Informative	Information sharing	Information provider	Photo of electric scooter	Agora

								
Anthony Munnelly :	(18-October-2016 , 22:25:02)	I don't see a picture.	Other	Evaluative	Gripping	Griper		Agora
Michael Hogan :	(19-October-2016 , 12:44:03)	Wow that's pretty cool, and narrow enough to maximize efficient parking and perhaps support lane splitting on roads where space is a premium and traffic flow is a challenge. Also rain proof!	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Lorraine O'Reilly :	(18-October-2016 , 22:22:39)	Hi All, is there an image of these mopeds?	Problem-framing	Informative	Information sharing	Information requester		Agora
Brendan Fahy :	(18-October-2016 , 22:25:56)	Would this one be one of them?	Problem-framing	Informative	Information sharing	Information provider		Agora

Michael Hogan :	(19-October-2016 , 12:45:00)	Nice and stable with the two wheel support at the back, and also rain proof - it's a nice option. I'd love to try one out!	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Brendan Fahy :	(18-October-2016 , 22:23:15)	I swear to God just picked the same picture just now	Other	Regulative	Social Interaction Management	Participant		Agora
Nicola Graham :	(18-October-2016 , 22:46:04)	Ha, that was the image you put up! There must be a time delay..	Other	Regulative	Social Interaction Management	Participant		Agora
Jerry O'Connell :	(18-October-2016 , 22:23:37)	Ok I am not sure these would work in Dublin as we are culturally very different to Taipei - also would not they take up more space on the roads than the current bikes where do I see the picture ?	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora
Michael Hogan :	(19-October-2016 , 12:50:51)	I think the cultural switch may be slow, but culture change is always possible - it usually involves the slow building up of some critical mass of people engaging in the behavior, and then others follow suit. The mopeds may take up a little more space than bikes, but many of the new models look very compact. Also, the advantages over bikes include: they're a little faster (e.g., for longer distances of 5 miles +), some of them allow protection from the rain, which means a business suit could be worn, and one does not build up	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora

		a sweat (i.e., although you're not getting exercise like on a bike you would not need to shower when arriving into work). Finally, for people who have difficulties cycling for various reasons, the moped could be a nice alternative option.							
Jerry O'Connell :	(18-October-2016 , 22:23:59)	just see the pic now	Other	Informative	Helping	Helped			Agora
David Shevlin :	(18-October-2016 , 22:24:10)	Well the idea of mopeds has a lot of positive impacts on traffic, I think they may also introduce other problems in this city.	Problem-framing	Evaluative	Argumentation-Constructive	Opponent			Agora
Michael Hogan :	(19-October-2016 , 12:51:32)	Hi David, what kinds of problems do you envisage here?	Problem-framing	Evaluative	Argumentation-Constructive	Neutral			Agora
David Shevlin :	(18-October-2016 , 22:25:26)	Oh, I have an issue here with the comment bar. When I'm typing my comment the icons are blocking my text.	Other	Evaluative	Gripping	Griper			Agora
Michael Hogan :	(19-October-2016 , 12:52:34)	I think the bug has been fixed now and the advice from the technical team is to use chrome as the web browser here. I had the same problem as you yesterday, but it's fixed here now.	Other	Informative	Helping	Helper			Agora
Jerry O'Connell :	(18-October-	It looks very sleek - how would people learn to drive this moped ?	Problem-framing	Informative	Information sharing	Information requester			Agora

	2016 , 22:25:29)								
Michael Hogan :	(19-October-2016 , 12:56:16)	It's a good question, and although there is a driving test for motorcycles, it's not clear to me from the RSA website if there is a test for mopeds also. I think the test and permit only applies to higher powered motorcycles: &lt;a href=&quot;http://www.rsa.ie/en/RSA/Learner-Drivers/Motorcyclists/The-Motorcycle-Test/&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.rsa.ie/...The-Motorcycle-Test/&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to road safety authority website which provides information on training and licensing for mopeds		Agora
Owen Harney :	(19-October-2016 , 21:36:46)	Yes, a good question! It looks like these mopeds would fall into the 'AM' licence category "mopeds – engine capacity not exceeding 49cc and maximum speed of 45kph. Minimum driving age: 16"	Problem-framing	Informative	Information sharing	Information provider			Agora
David Shevlin :	(18-October-2016 , 22:26:27)	I don't see any pictures	Other	Evaluative	Gripping	Griper			Agora
Brendan Fahy :	(18-October-2016 , 22:28:21)	mmm what about now	Other	Informative	Helping	Helper			Agora
David Shevlin :	(18-October-	yeah	Other	Informative	Helping	Helped			Agora



	2016 , 22:31:49)								
Jerry O'Connell :	(18-October-2016 , 22:26:40)	Cost - how much does one of these cost - what's the pricing model ? How much would it cost the end user ?	Problem-framing	Informative	Information sharing	Information requester			Agora
Jerry O'Connell :	(18-October-2016 , 22:27:25)	What fuel does it use? Environmentally friendly?	Problem-framing	Informative	Information sharing	Information requester			Agora
David Shevlin :	(18-October-2016 , 22:27:47)	Oh, yes I see it now. That is the LIR scooter, apparently they can't be knocked over.	Problem-framing	Evaluative	Argumentation-Constructive	Neutral			Agora
Brendan Fahy :	(18-October-2016 , 22:30:08)	Could run it like Dublin Bikes which is only €30 a year if you keep your journeys short	Problem-framing	Evaluative	Argumentation-Constructive	Proponent			Agora
David Shevlin :	(18-October-2016 , 22:32:32)	Capital cost would be crazy	Problem-framing	Evaluative	Argumentation-Constructive	Opponent			Agora
Jerry O'Connell :	(18-October-2016 , 22:28:50)	Protection from the wind and rain is good	Problem-framing	Evaluative	Argumentation-Constructive	Proponent			Agora
Jerry O'Connell :	(18-October-2016 , 22:29:48)	Only room for one person though ?	Problem-framing	Evaluative	Argumentation-Constructive	Opponent			Agora

David Shevlin :	(18-October-2016 , 22:30:59)	Moped taxi's might be a better option.	Problem-framing	Evaluative	Argumentation-Constructive	Neutral		Agora
Anthony Munnelly :	(18-October-2016 , 22:31:40)	Hard to imagine the older generation going for them.	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora
Michael Hogan :	(19-October-2016 , 13:05:24)	I think this may be a cultural thing, but culture changes all the time and for older adults the new models with two wheels on the back and coverage overhead look stable and provide nice protection from the rain. The cultural variation across cities is interesting. In Taipei every age group was on Mopeds when I visited a few years ago. I also recall visiting San Francisco and seeing every age group out roller blading in Golden Gate park. I can imagine my parents giving the mopeds a try, but I agree that we don't yet have a strong culture of moped use amongst the older generation.	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Anthony Munnelly :	(18-October-2016 , 22:32:24)	I wouldn't fancy taking one of them through College Green at rush hour. I've done it on a bicycle and it's like the chariot race in Ben Hur.	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora
Lorraine O'Reilly :	(18-October-2016 , 22:33:04)	I don't see how a moped would increase transport options and access to the elderly or disabled.	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora

Ed Osagie :	(19-October-2016 , 0:25:16)	well in the long run when mopeds effectively remove plenty of cars from the road, the elderly may find the roads easier to drive on and hence may come more in number.	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Michael Hogan :	(19-October-2016 , 13:10:39)	There is a suggestion that 3-wheel; 4-wheel varieties may assist older adults and those with walking disabilities in getting around, perhaps also offering some flexibility when it comes to parking closer to some key destinations: &lt;a href=&quot;http://www.parentgiving.com/shop/electric-scooters-213/c/&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.parentgiving.com/shop/electric-scooters-213/c/&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to details of electric mobility scooters for sale	Agora
Gillian Kennedy :	(20-October-2016 , 16:10:11)	Crime would need to come down big time in the City Centre as the elderly/disabled would be easy targets for thieves on these expensive mopeds.	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora
David Shevlin :	(18-October-2016 , 22:33:26)	Running costs for the LIR would be crazy	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora
Michael Hogan :	(19-October-2016 , 13:11:00)	What does LIR stand for?	Problem-framing	Informative	Information sharing	Information requester		Agora

Jerry O'Connell :	(18-October-2016 , 22:33:55)	Would there be insurance issues in case of accidents ?	Problem-framing	Informative	Information sharing	Information requester		Agora
Michael Hogan :	(19-October-2016 , 13:13:05)	Yes, one can get insurance for scooters and motorcycles: &lt;a href=&quot;https://ireland.carolenash.com/motorbike-insurance/scooter-moped/&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;https://ireland.carolenash.com/...rance/scooter-moped/&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to scooter insurance provider	Agora
Lorraine O'Reilly :	(18-October-2016 , 22:34:26)	There is no room for a carer or mobility aid such as walking frame, wheel chair even carrying a walking stick would be difficult on such a model.	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora
Anthony Munnely :	(18-October-2016 , 22:36:23)	Great point Lorraine.	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora
Michael Hogan :	(19-October-2016 , 13:16:24)	Yes, I agree mopeds would not work for people using a wheelchair or people who travel with a carer, but it might be possible to innovate one of these models slightly, such that a walking frame could be attached to the back of the moped and used when transitioning from moped use to walking around the city: &lt;a	Problem-framing	Informative	Information sharing	Information provider	Link to details of electric scooters for sale	Agora

		href=&quot;http://www.parentgiving.com/shop/electric-scooters-213/c/&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.parentgiving.com/shop/electric-scooters-213/c/&lt;/a&gt;							
Anthony Munnelly :	(18-October-2016 , 22:35:16)	There's a question as well of the moped's position in the traffic flow. If it counts as a vehicle in its own right, it makes no difference to congestion. If it doesn't count as a vehicle, you have the vulnerability of a bike without its flexibility.	Problem-framing	Evaluative	Argumentation-Constructive	Opponent			Agora
David Shevlin :	(18-October-2016 , 22:37:47)	Motorised vehicle so it requires both insurance and tax and therefore it's a vehicle in its own right.	Problem-framing	Informative	Information sharing	Information provider			Agora

Michael Hogan :	(19-October-2016 , 13:25:03)	It would be interesting to run a study in Dublin to examine the effects of increased bike and moped use on traffic flow dynamics. The research on lane splitting I linked above suggest that it may be relatively safe at low speeds and it may thus allow for better overall flow dynamics in a busy commuter route. There are some studies on mixed traffic flow dynamics that are worth considering. &lt;a href=&quot;http://link.springer.com/article/10.1007/s40890-016-0010-0&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://link.springer.com/article/10.1007/s40890-016-0010-0&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to research paper: “Review of Studies on Mixed Traffic Flow: Perspective of Developing Economies”  http://link.springer.com/article/10.1007/s40890-016-0010-0	Agora
Nicola Graham :	(18-October-2016 , 22:35:23)	Hey sorry I’m late, was trying to log in on my phone but it said my password was invalid! Did anyone else have the same problem??	Other	Regulative	Social interaction management	Regulator		Agora
Lorraine O’Reilly :	(18-October-2016 , 22:35:54)	No problems with the log in tonight.	Other	Regulative	Social interaction management	Participant		Agora
Jerry O’Connell :	(18-October-2016 , 22:37:18)	Parking - like the bikes would there be designated parking areas ?	Problem-framing	Informative	Information sharing	Information requester		Agora

Michael Hogan :	(19-October-2016 , 13:25:33)	I think that would be a good idea.	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Nicola Graham :	(18-October-2016 , 22:38:29)	I agree, they are quite small but maybe they could be modified for the elderly or disabled.. Maybe they could have parking near luas stops, like a park and ride agreement.	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Lorraine O'Reilly :	(18-October-2016 , 22:39:15)	Is there another country that has piloted a similar programme and can we review their experience?	Problem-framing	Informative	Information sharing	Information requester		Agora
Nicola Graham :	(18-October-2016 , 22:44:13)	Taipei I think use them and someone I was talking to said the there was a programme on BBC the other night about trying them out in the UK	Problem-framing	Informative	Information sharing	Information provider		Agora
Lorraine O'Reilly :	(18-October-2016 , 22:46:36)	I would be interested in seeing data on their usage and age profiles/disability of the users	Identification	Informative	Open data sharing	Open data requester		Agora
Nicola Graham :	(18-October-2016 , 22:47:05)	I wonder where we could find that...	Identification	Informative	Open data sharing	Open data requester		Agora
Lorraine O'Reilly :	(18-October-2016 , 22:48:37)	Would DCC have a link with other cities that may have tried a similar programme?	Problem-framing	Informative	Information sharing	Information requester		Agora

Michael Hogan :	(19-October-2016 , 13:27:26)	There's a nice review of research here: <a href="https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4510203/" class="ow_autolink" target="_blank" rel="nofollow">https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4510203/</a>	Problem-framing	Informative	Information sharing	Information provider	Link to research: The impact of mobility scooters on their users. Does their usage help or hinder?: A state of the art review  https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4510203/	Agora
David Shevlin :	(18-October-2016 , 22:39:31)	Re-fueling issues, punctures etc. Might have abandoned bikes all over the city. Not easy to manoeuvre manually.	Problem-framing	Evaluative	Argumentation-Constructive	Opponent		Agora
Ed Osagie :	(19-October-2016 , 0:13:54)	I agree with your thought David. But consider a situation whereby the government actually assists in creating specialised bike garages including using specialised vehicles to collect broken bikes from town for fixing in the nearest bike garages while the owners come in later to reclaim them with appropriate fees. This will prevent broken bikes from becoming eyesores in town	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Ed Osagie :	(19-October-2016 , 0:17:14)	This is a question of proper organisation of bike scheme with adequate infrastructure to cater for removers and repairs at affordable prices. Efficiency and effectiveness services are what matter -	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora



		create more jobs in addition - well run bike garages							
Michael Hogan :	(19-October-2016 , 13:29:49)	Yes, I agree, much like we have an infrastructure to support bike users now (e.g., bike shops for repairs, parking on the street), an infrastructure to support moped users would be needed. Having said that, I think it's possible to find garages that support moped and motorcycle repairs in Dublin currently.	Problem-framing	Evaluative	Argumentation-Constructive	Proponent			Agora
Jerry O'Connell :	(18-October-2016 , 22:46:36)	Question for consideration would people swap into these instead of taxis/cars to the extent to make a difference in traffic reduction - as Lorraine mentioned is there a comparison that can be made versus what's happened in a similar city like Dublin and the impact on traffic flow due to the introduction of these mopeds ?	Problem-framing	Informative	Information sharing	Information requester			Agora
Ed Osagie :	(19-October-2016 , 0:21:40)	To drive people into bikes - consider incentives to potential users like the motor 'scrappage' programme to keep people buying newer cars and sustaining motor dealers. Something similar can be done for bikes. Plus set up proper well-organised collection and repairs of broken bikes - easy and affordable.	Problem-framing	Evaluative	Argumentation-Constructive	Proponent			Agora
Nicola Graham :	(18-October-2016 , 22:56:32)	Here's an article about Taipei adopting the scooters as a mode of transport &lt;a href=&quot; <a href="http://wardsauto.com/blog/taiwanese-market-car-vs-scooter">http://wardsauto.com/blog/taiwanese-market-car-vs-scooter</a> &quot;	Problem-framing	Informative	Information sharing	Information provider	Link to an article about the adoption of scooters in Taipei		Agora


		class="ow_autolink" target="_blank" rel="nofollow"&gt;http://wardsauto.com/blog/taiwanese-market-car-vs-scooter&lt;/a&gt;							
Nicola Graham :	(18-October-2016 , 23:01:03)	And the UK are introducing a new subsidy for an electric bike.. Maybe the scooter would also be included, you'd definitely be drier!! &lt;a href="http://www.autoevolution.com/news/electric-bikes-get-more-government-incentives-in-the-uk-112212.html" class="ow_autolink" target="_blank" rel="nofollow"&gt;http://www.autoevolution.com/...n-the-uk-112212.html&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to article on subsidies for electric bikes in the UK		Agora
Ed Osagie :	(18-October-2016 , 23:59:01)	That is a nice development. An incentive for citizens to purchase bikes could a policy the government can enforce to drive adoption. Remember the corporate bike scheme - kind of helped many employees to give up buses and cars for bikes. It worked!	Problem-framing	Evaluative	Argumentation-Constructive	Proponent			Agora
Michael Hogan :	(19-October-2016 , 13:32:16)	It's good to have some international data and best practice models to consider here.	Problem-framing	Informative	Information sharing	Information requester			Agora

Nicola Graham :	(19-October-2016 , 13:54:02)	I agree Ed, the Dublin Bike Scheme has also taken off in the city. Whenever I pass the stands, you can see people are using them.	Problem-framing	Evaluative	Argumentation-Constructive	Proponent		Agora
Nicola Graham :	(18-October-2016 , 23:03:45)	I wonder if there's any stats available on modes of travel in Dublin.	Problem-framing	Informative	Information sharing	Information requester		Agora
Ed O'Donnell :	(18-October-2016 , 23:27:50)	Here is a chart about something like that	Identification	Informative	Information sharing	Information provider		Agora
Ed O'Donnell	(18-October-2016 , 23:28:04)	: &lt;a href=&quot;http://dublin-tet.routetopa.eu/en/dataset/8861e375-687b-4501-967c-77b3a3b952af&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://dublin-tet.routetopa.eu/...01-967c-77b3a3b952af&lt;/a&gt;	Identification	Informative	Open Data sharing	Open Data provider	Link to dataset on modes of transport in Dublin  http://dublin-tet.routetopa.eu/en/dataset/8861e375-687b-4501-967c-77b3a3b952af	Agora
Nicola Graham :	(19-October-2016 , 13:55:43)	I'll see if I can take the link into my space and create a new visualisation. I'll post it as a new comment so everyone can see it.	Interpretation	Informative	Open data sharing	Open data provider		Agora
Lorraine O'Reilly :	(18-October-2016 , 23:09:25)	In my experience in a hospital setting, the elderly have embraced the introduction of electronic registration and are more progressive than we give them credit for.	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Nicola Graham :	(18-October-	I agree.	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora

	2016 , 23:18:37)								
Michael Hogan :	(19-October-2016 , 13:33:33)	Yes, and any new initiative should undergo some piloting and experimentation and adjustment to ensure it works well for people.	Problem-framing	Evaluative	Argumentation-constructive	Proponent			Agora
Nicola Graham :	(19-October-2016 , 15:00:09)	Just created this in my space from the 2011 Census Data on Modes of Travel!! It's not really surprising that the largest number of people in Dublin City walk to work, I wouldn't fancy driving into town with that traffic every morning!	Interpretation	Informative	Open data sharing	Open data provider			Agora
Ed Osagie :	(19-October-2016 , 15:19:02)	This graph looks cool. Understandable!	Interpretation	Informative	Helping	Helped			Agora
Brendan Fahy :	(19-October-2016 , 21:50:32)	I see from the Central Statistics Office website &lt;a href=&quot;http://www.cso.ie/en/newsandevents/pressreleases/2012pressreleases/pressreleasecensus2011profile10doortodoor/&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.cso.ie/...profile10doortodoor/&lt;/a&gt; ; that the average time spent travelling to work in 2011 was 26.6 minutes. I wonder is this actually going up.	Identification	Informative	Information sharing	Information provider	Link to data from the Central Statistics Office on duration of travel time to work		Agora

Gillian Kennedy :	(20-October-2016 , 15:44:21)	Interesting about Public transport users in Census 2011 Results:-&lt;br /&gt; /&gt;&lt;br /&gt; “The number of commuters using public buses fell by 23,277 between 2006 and 2011, a fall of 20 per cent. The number of commuters using a train, DART or Luas rose significantly between 1981 and 2011”&lt;br /&gt; /&gt;&lt;br /&gt; Wonder what bus routes made up the 20% drop in commuters using public buses – were the bus routes close to the train, DART or Luas and what distance would they have travelled into the City Centre? I can’t imagine people living too far from the city centre would use mopeds.	Identification	Informative	Information sharing	Information provider	Link to Public Transport data from the Central Statistics Office	Agora
Ed Osagie :	(19-October-2016 , 15:20:46)	According to this graph produced by Nicola, (very understandable and quite precise); no surprises that Dublin City has less people on foot and more cars on the street than the rest of 3 members of the Dublin Region. Little wonder about the traffic congestion challenges in Dublin.	Interpretation	Constructive	Co-interpretation	Interpretation-proposer		Agora
Nicola Graham :	(19-October-2016 , 15:47:53)	I think Dublin City transport department are looking at a new system which will produce better data about traffic flows but it hasn’t been implemented yet. But South Dublin have data about journey times across the city.	Interpretation	Constructive	Co-interpretation	Interpretation-elaborator		Agora

Ed Osagie :	(19-October-2016 , 16:14:01)	I look forward to receiving the data on traffic ponce available. That will be great resource. Perhaps both datasets will complement each other for better understanding	Interpretation	Constructive	Co-interpretation	Interpretation-proposer		Agora
Brendan Fahy :	(19-October-2016 , 21:43:28)	Dublin City actually is the only region that has more of its population travelling by foot than by car. In Fingal , South Dublin and Dun Laoghaire car is king	Interpretation	Constructive	Co-interpretation	Interpretation-proposer		Agora
Michael Hogan :	(20-October-2016 , 12:11:40)	It's pretty clear from this graph that, currently, there are not very many people who use mopeds (scooters). The new moped models we've been looking at earlier in our discussion above look very promising. Quite a few people current traveling by bike, which also makes a lot of sense in the city!	Interpretation	Constructive	Co-interpretation	Interpretation-proposer		Agora
Nicola Graham :	(19-October-2016 , 20:34:33)	Hi everyone, Really interesting points made! If the scooters were to be introduced, do you think we have the right infrastructure? I think improvements would need to be made roads and there aren't really enough cycle lanes. How much funding does the council set aside for road improvements does anyone know?	Problem-framing	Informative	Information sharing	Information requester		Agora
Colm Faherty :	(19-October-2016 , 20:43:12)	Space is a huge issue alright. If we had the space we could have dedicated electronic buses up the middle of streets (like in Europe) or proper cycle lanes. We	Problem-framing	Evaluative	Argumentation-constructive	Opponent		Agora

		wouldn't even need to be talking about expensive metros etc							
Nicola Graham :	(19-October-2016 , 20:47:11)	&lt;a href=&quot;http://www.irishtimes.com/news/ireland/irish-news/capital-investment-plan-2016-2021-the-main-points-1.2371783&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.irishtimes.com/...ain-points-1.2371783&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to article from Irish Times on capital investment		Agora
Nicola Graham :	(19-October-2016 , 20:50:53)	€10 billion on transport - surely they could allocate some for a trial.. Does the TET space have any budget information???	Identification	Informative	Open data sharing	Open data requester			Agora
Michael Hogan :	(20-October-2016 , 12:13:48)	I agree that a moped trial would be worth investing in - let's have a look at the current budget spending data for Dublin and see if we can figure out where the funds are currently going.	Identification	Informative	Open data sharing	Open data requester			Agora
Nicola Graham :	(19-October-2016 , 21:06:38)	I just saw this image on the council website. Like you said Colm, space can be an issue..	Problem-framing	Informative	Information sharing	Information provider			Agora
Michael Hogan :	(20-October-	Hi Nicola, what are you thinking about in terms of space and flow when you're	Interpretative	Evaluative	Argumentation-constructive	Neutral			Agora

	2016 , 12:15:50)	looking at this map? Would mopeds not flow reasonably freely along these routes here?							
Anthony Munnelly :	(19-October-2016 , 21:17:59)	Does anybody know how the visualizations on the right hand side of the screen work? I can't quite figure them out. I know they're meant to show networks, but I don't understand what information they're trying to transmit.	Other	Evaluative	Griping	Griper			Agora
Brendan Fahy :	(19-October-2016 , 21:22:11)	Do you mean while creating a visualisation in the MySpace area?	Other	Evaluative	Griping	Griper			Agora
Nicola Graham :	(19-October-2016 , 21:23:59)	I think he means the comments graph. That shows the flow of the conversations in the room. The big grey dot in the centre is the starting point	Other	Informative	Helping	Helper			Agora
Anthony Munnelly :	(19-October-2016 , 21:26:14)	Thanks Nicola, that's exactly what I mean. Is it a D3 graph? I've seen these sort of ones before. I'm not sure how helpful it is here though, and the big popup for the central node isn't necessary. Maybe magnify on hover might work better?	Other	Informative	Helping	Helper			Agora
Nicola Graham :	(19-October-2016 , 21:31:01)	I'm sorry, I don't know what a D3 graph is Anthony. I suppose its main function is so that people can see who said what, each node represents a comment. When you hover over the node, the person who commented and their comment pops up.	Other	Informative	Helping	Helper			Agora



Nicola Graham :	(19-October-2016 , 21:31:33)	We can mention it to the design team in the feedback.	Other	Evaluative	Griping	Griper		Agora
Nicola Graham :	(19-October-2016 , 21:40:15)	Did anybody else's comment graph just get enormous?? Mines magnified. Coincidence Anthony??	Other	Evaluative	Griping	Griper		Agora
Anthony Munnelly :	(19-October-2016 , 22:10:39)	Oops, I think I replied outside the discussion - sorry.	Other	Regulative	Social Interaction Management	Participant		Agora
Anthony Munnelly :	(19-October-2016 , 22:11:42)	D3 is a javascript library - Data Driven Documents. You can see examples of D3 graphs here: <a href="https://github.com/d3/d3/wiki/Gallery" class="ow_autolink" target="_blank" rel="nofollow">https://github.com/d3/d3/wiki/Gallery</a>. The coding isn't simple but it's an enormously powerful visualization tool.	Other	Informative	Helping	Helper		Agora
Nicola Graham :	(19-October-2016 , 23:23:25)	Thanks Anthony:)	Other	Informative	Helping	Helped		Agora
Ed Osagie :	(20-October-	The comment graph kind of tracks who said something that aligns with what another person earlier said. It builds	Other	Informative	Helping	Helped		Agora

	2016 , 16:34:01)	relationship using comments produced by people who supports same or similar ideas or better still if you make comments in reply to another person's earlier comment.							
Anthony Munnelly :	(19-October-2016 , 22:09:28)	Mine's much the same size Nicola. You can magnify it - I'm not sure how it works on a PC but I'm on a Mac right now and dragging across the trackpad magnifies the graph. The hover tooltips need a bit of finesse though.	Other	Evaluative	Griping	Griper			Agora
Brendan Fahy :	(19-October-2016 , 22:28:22)	Double clicking on it magnifies it on PC. I don't see how to decrease the size again other than moving onto other graph (e.g. Datalets) and back again	Other	Evaluative	Griping	Griper			Agora
Nicola Graham :	(19-October-2016 , 23:24:35)	Or if you go off line and then come back in. It's shrunk now!	Other	Evaluative	Griping	Griper			Agora
Michael Hogan :	(20-October-2016 , 12:22:30)	The software is shaping up well. One feature that might be nice here as the discussion progresses is, like in facebook, if I write, say, @nicola while I'm writing, that Nicola would receive a notification and be pulled directly to view the comment, or my response to an earlier comment in the flow. Ed, could we get some help and perhaps document this as a possible feature for the software as it develops. But back to the data. It would be great to look at the budget data for Dublin transport	Identification	Informative	Open data sharing	Open data requester			Agora

		spending in more detail, as Nicola's graph above suggests that only a small percentage of people use Mopeds and maybe some infrastructure spending could be redirected to support more moped use in the city?							
Ed Osagie :	(20-October-2016 , 16:37:46)	So if you double click on the middle of the graph, you can zoom into it and see people's names. By clicking on a dot on the graph, the associated comment will be shown and highlighted on the comment section on the left side of the screen.	Other	Informative	Helping	Helper			Agora
Ed Osagie :	(20-October-2016 , 16:38:20)	You can also see the comment on each dot by hovering your pointer on it	Other	Informative	Helping	Helper			Agora
Ed Osagie :	(20-October-2016 , 17:11:57)	With this graph you can probably tell who has the greatest influence and who is following whose comments by the size and number of connections to each participant.	Other	Informative	Helping	Helper			Agora
Jerry O'Connell :	(20-October-2016 , 19:59:14)	Could the idea be used over a trial period in a certain section of the city on a busy route in order to measure the impact of the moped on traffic flow ?	Problem-framing	Evaluative	Argumentation-constructive	Proponent			Agora
Brendan Fahy :	(20-October-2016 , 20:10:38)	Yes this would be very much in line with how smart city technology such as pedestrian count sensors would be trialed as well	Problem-framing	Evaluative	Argumentation-constructive	Proponent			Agora

Michael Hogan :	(20-October-2016 , 20:29:00)	Yes, this would be a very good idea Jerry and Brendan, I agree. This might be a study that the council would be willing to invest in?	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Ed Osagie :	(20-October-2016 , 20:30:53)	Sounds like good idea to do such as study. But how do limit use to only a part of the city?	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Jerry O'Connell :	(20-October-2016 , 20:20:25)	I feel more informed after reading the article on Taiwanese strategy on scooters - energy efficient burning engines around a cost of \$1700 after government subsidy definitely worth a trial here I think now - key challenge is how to get people to shift from the car to the scooter - major comms campaign required !	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Brendan Fahy :	(20-October-2016 , 20:25:32)	The public need to be involved in the campaign from the start so they feel they own the issue and their choices are being implemented	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Owen Harney :	(20-October-2016 , 21:00:09)	Yes Brendan, this would be of great benefit. What means for getting the public involved in the campaign do you think would be most useful in the first instance?	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Ed Osagie :	(20-October-2016 , 20:34:53)	I agree with the subsidy policy. The Government has to drive the adoption by way of encouragement like it was done for the automobile industry...the 'scrappage' stuff	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora


Michael Hogan :	(20-October-2016 , 21:02:04)	Agreed!	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Jerry O'Connell :	(20-October-2016 , 20:24:37)	I like the idea of electric scooters after having read the UK article - low cost, energy efficient and environmentally friendly - definitely worth further investigation - would need to identify a particular segment of the population to target to make the shift (no pun intended !	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Michael Hogan :	(20-October-2016 , 20:32:16)	Yes, it might be a slow burner, but if there was a critical mass and shift in a certain segment of the population, this cultural change might catch on and we'd have few cars on the roads.	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Brendan Fahy :	(20-October-2016 , 20:34:09)	I agree with you Jerry I think the idea of the scooters is great but I think we need to think of ways to make it happen	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Owen Harney :	(20-October-2016 , 20:35:38)	Hi Jerry, I'm a bit late to the conversation here. Where can find the UK article to which you refer? I'm particularly interested in reading about the environmental impact.	Problem-framing	Informative	Information-sharing	Information requester		Agora
Michael Hogan :	(20-October-2016 , 20:33:40)	Brendan, I was just wondering if there is a nice visualisation we can create of the Dublin City transport spending budget and, following on from Jerry's proposal below, might some of these funds be directed to a	Identification	Informative	Open data sharing	Open data requester		Agora

		study of traffic flow dynamics after the introduction of a pilot moped scheme in a certain area of the city?							
Ed Osagie :	(20-October-2016 , 20:36:21)	But wait a minute, what is the Dublin local council doing about the entire traffic problem...any reasonable allocation or spending?	Problem-framing	Informative	Information-sharing	Information requester			Agora
Michael Hogan :	(20-October-2016 , 20:41:17)	Are there any transport policy documents available on Dublinked I wonder?	Problem-framing	Informative	Information-sharing	Information requester			Agora
Brendan Fahy :	(20-October-2016 , 20:47:17)	The transportation SPC committee prepares and debates policy alternatives for transport and traffic affairs for Dublin City Council.	Problem-framing	Informative	Helping	Helper			Agora
Brendan Fahy :	(20-October-2016 , 20:51:56)	No policy documents are published, would be a good idea to add them along to an existing open data resource. &lt;a href=&quot;https://www.nationaltransport.ie/planning-policy/gda-transport-strategy-and-guidelines/&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;https://www.nationaltransport.ie/...tegy-and-guidelines/&lt;/a&gt;	Problem-framing	Informative	Information-sharing	Information provider	Link to transport policy document from the national transport authority		Agora
Brendan Fahy :	(20-October-2016 , 20:44:15)	Perhaps the best thing to do would be to email a question onto all of the Transportation Strategic Policy Committee	Problem-framing	Informative	Information sharing	Information requester			Agora

Brendan Fahy :	(20-October-2016 , 20:44:37)	&lt;a href=&quot;http://www.dublincity.ie/main-menu-your-council-strategic-policy-committee-corporate-policy-group/transport-traffic&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.dublincity.ie/...up/transport-traffic&lt;/a&gt;	Problem-framing	Informative	Information-sharing	Information provider	Link to Transportation Strategic Policy Committee	Agora
Brendan Fahy :	(20-October-2016 , 20:46:15)	Of the 17 members 12 are councillors	Problem-framing	Informative	Helping	Helper		Agora
Michael Hogan :	(20-October-2016 , 20:50:04)	Great, I've send Ciaran an email asking if there are any initiatives or projects planned in this area: &lt;a href=&quot;http://www.dublincity.ie/councillor-ciaran-cuffe&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.dublincity.ie/councillor-ciaran-cuffe&lt;/a&gt;	Problem-framing	Informative	Helping	Helper		Agora
Ed Osagie :	(20-October-2016 , 20:56:14)	There is this budget spending dataset on TET platform I came across before. I will post that in a minute	Identification	Informative	Open data sharing	Open data provider		Agora
Brendan Fahy :	(20-October-	Between 2010 and 2015, funding of approximately €97 million was provided by	Problem-framing	Informative	Information-sharing	Information provider		Agora

	2016 , 20:57:05)	the NTA to Dublin  City Council for transport infrastructure in the city.							
Nicola Graham :	(22- October- 2016 , 21:01:43)	Pages 29-34 &lt;a href=&quot;http://www.dublincity.ie/sites/default/files/content/YourCouncil/AbouttheCouncil/CouncilSpendingRevenue/Documents/DublinCityCouncil_AnnualBudget_2016.pdf&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.dublincity.ie/...nnualBudget_2016.pdf&lt;/a&gt; It gives a better break down of the 2016 council budget for Road Transport and Safety. I can't open the excel version on this computer but I checked TET and the 2016 Budget isn't there. I wonder if we could contact finance and get it published on Dublinked. But you also need to remember that this data only refers to Dublin City Council's budget not the other 3 authorities!	Problem-framing	Informative	Information-sharing	Information provider	Link to Dublin City Council Annual Budget 2016		Agora
Brendan Fahy :	(20- October- 2016 , 20:53:28)	We need to influence the transport planning policy, submissions are being sought see &lt;a href=&quot;https://www.nationaltransport.ie/planning-policy/gda-transport-strategy-and-guidelines/&quot; class=&quot;ow_autolink&quot;	Problem-framing	Constructive	Deliberation	Co-deliberator	Link to transport planning policy website		Agora



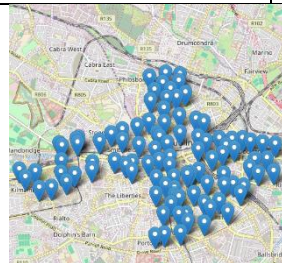
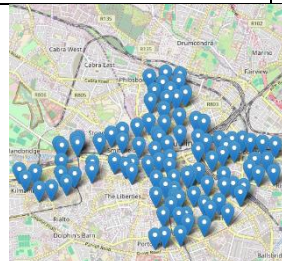
		target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;https://www.nationaltransport.ie/...tegy-and-guidelines/&lt;/a&gt;							
Ed Osagie :	(20-October-2016 , 20:58:31)	Here we go the Dublin Co Co Spending and Revenue budge: &lt;a href=&quot;http://dublin-tet.routetopa.eu/en/dataset/e58b4950-5987-4c5e-8639-b7df49850577/table&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://dublin-tet.routetopa.eu/...9-b7df49850577/table&lt;/a&gt;	Identification	Informative	Open data sharing	Open data provider	Link to dataset: Dublin City Council Spending & Revenue Budget for 2014  http://dublin-tet.routetopa.eu/en/dataset/e58b4950-5987-4c5e-8639-b7df49850577/table		Agora
Michael Hogan :	(20-October-2016 , 21:00:11)	Ed, any chance you could generate a datalet and share a visualisation here in the SPOD?	Identification	Informative	Open data sharing	Open data requester			Agora
Ed Osagie :	(20-October-2016 , 21:04:21)	Sure Mike, will do in a second	Identification	Informative	Open data sharing	Open data provider			Agora
Ed Osagie :	(20-October-2016 , 20:58:45)		Identification	Informative	Open data sharing	Open data provider			Agora
Ed Osagie :	(20-October-	I tried to visualise this dataset in TET and I discovered that there has not been any	Interpretation	Constructive	Co-Interpretation	Interpretation-proposer			Agora

	2016 , 21:03:32)	spending on Dublin traffic for the previous year. See what I mean							
Ed Osagie :	(20-October-2016 , 21:03:51)	Perhaps this will better visualised on SPOD	Interpretation	Informative	Open data sharing	Open data provider			Agora
Michael Hogan:	(20-October-2016 , 21:07:53)	Yes, great if you could post the image on the SPOD in a new comment below.	Interpretation	Informative	Open data sharing	Open data requester			Agora
Michael Hogan	(20-October-2016 , 20:58:46)	: Yes, it would be important to study this report first and consider where our moped idea might fit in : &lt;a href=&quot;https://fe49d9ec8511d2dc0553-f8f415f79bf5d37d632aa2f721fb6d7c.ssl.cf3.rackcdn.com/wp-content/uploads/2011/12/Dublin_City_Centre_Transport_Study__Full_Report1.pdf&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;https://fe49d9ec8511d2dc0553-f8f415f79bf5d37d632aa2f721fb6d7c.ssl.cf3.rackcdn.com/...dy__Full_Report1.pdf&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to Dublin City Transport Study Report		Agora
Owen Harney:	(20-October-2016 , 21:14:26)	I'm just having a quick look through this document. I see in the section on "Future Proofing the City" - " It is anticipated that Dublin City Centre will have to cater for an	Problem-framing	Evaluative	Argumentation-constructive	Proponent			Agora

		<p>additional 42,000&amp;lt;br /&amp;gt; commuter trips into the city each day by 2023 in comparison the amount observed in Census 2011". &amp;lt;br /&amp;gt; &amp;lt;br /&amp;gt; Space will be at a premium (if it's not already!). I see that on some bus routes in London, mopeds can also share this lane. Would there be a case for mopeds sharing bus lanes here?&amp;lt;br /&amp;gt; &amp;lt;br /&amp;gt; &amp;lt;a href="https://tfl.gov.uk/modes/driving/red-routes/rules-of-red-routes/bus-lanes/motorcycles-in-bus-lanes" class="ow_autolink" target="_blank" rel="nofollow"&amp;gt;https://tfl.gov.uk/...rcycles-in-bus-lanes&amp;lt;/a&amp;gt;</p>						
Brendan Fahy :	(20-October-2016 , 21:59:15)	Good idea better than Michael O Leary's taxi being in them	Problem-framing	Evaluative	Argumentation-constructive	Opponent		Agora
Ed Osagie :	(20-October-2016 , 21:16:41)	This is the SPOD visualisation of the Dublin City spending and revenue budget for 2014.	Identification	Informative	Open data sharing	Open data provider		Agora
Ed Osagie :	(20-October-	Please observe the zero amount on the traffic improvement measure	Interpretation	Constructive	Co-Interpretation	Interpretation-proposer		Agora

	2016 , 21:17:40)								
Michael Hogan :	(20-October-2016 , 23:03:26)	Yes, it would be interesting to know exactly how funds were spent in each category here. Brendan, do we have more detail on the breakdown of spending here?	Interpretation	Constructive	Co-Interpretation	Interpretation-elaborator			Agora
Anthony Munnelly :	(20-October-2016 , 21:25:25)	Can I suggest that the internal replies be open by default, rather than having to click them?	Other	Evaluative	Gripping	Griper			Agora
Anthony Munnelly :	(20-October-2016 , 21:27:53)	The coders might also look at the page rendering after a comment is posted. It's not that smooth (I should note here I'm on a MacBook, OS X El Capitan OS and a Chrome 53 browser.	Other	Evaluative	Gripping	Griper			Agora
Ed Osagie :	(20-October-2016 , 21:32:50)	I agree with Anthony's idea but we won't see related comments, those that maintain same idea clustering up in the comment graph...I think	Other	Evaluative	Gripping	Griper			Agora
Brendan Fahy :	(20-October-2016 , 21:40:46)	There should be some way of having the comments and datalets be easily seen and yet clustered or related	Other	Evaluative	Gripping	Griper			Agora
Brendan Fahy :	(20-October-2016 , 21:54:23)	I never realised until now that the Dublin City Councillors had such an influence on the strategy for transport in the city until reading articles online now	Problem-framing	Evaluative	Argumentation-constructive	Neutral			Agora
Anthony Munnelly :	(20-October-	Councillors all over Ireland are both very influential and completely useless at the same time. By which I mean that they get	Problem-framing	Evaluative	Argumentation-constructive	Neutral			Agora

	2016 , 22:00:24)	involved in stuff they know nothing about and are only in the way, while sticking their heads in the sand when it comes to doing their civic duty.							
Anthony Munnelly :	(20-October-2016 , 22:01:34)	You might have read about Cllr Mannix Flynn sitting in a window in protest about the Artane Band, formerly known as the Artane Boys' Band. What in God's name was he hoping to achieve?	Problem-framing	Evaluative	Argumentation-constructive	Neutral			Agora
Brendan Fahy :	(20-October-2016 , 22:06:09)	That is why I think the transportation strategic policy committee is completely skewed against the experts having 5 with a sectoral interest and 12 councillors. It is no wonder the city is at a near standstill.	Problem-framing	Evaluative	Argumentation-constructive	Neutral			Agora
Anthony Munnelly :	(20-October-2016 , 22:09:09)	Sure this is it. Look at what happened with planning in the 90s.	Problem-framing	Evaluative	Argumentation-constructive	Neutral			Agora
Brendan Fahy :	(20-October-2016 , 22:10:17)	Do you think this is how transport is planned by the councillors	Problem-framing	Evaluative	Argumentation-constructive	Neutral			Agora
Anthony Munnelly :	(20-October-2016 , 22:17:43)	Brendan, I wouldn't put it past them to decide transport policy while playing Bizz-Buzz and drinking whiskey in Bruxelle's.	Problem-framing	Evaluative	Argumentation-constructive	Neutral			Agora
Anthony Munnelly :	(20-October-2016 , 22:18:16)	Oops. Didn't see the chart. *blush*	Other	Regulative	Social Interaction Management	Participant			Agora

Brendan Fahy :	(20-October-2016 , 22:20:10)	Is it just a matter of the budget available though? For instance Boston which is of comparable size seems to have a lot more money to spend.	Problem-framing	Informative	Information-sharing	Information requester		Agora
Brendan Fahy :	(20-October-2016 , 22:20:34)	See their open data site budget data< a href=&quot;https://data.cityofboston.gov/dataset/Boston-Open-Budget-Capital-Budget/gb2s-qbsg&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;https://data.cityofboston.gov/...tal-Budget/gb2s-qbsg&lt;/a&gt;	Identification	Informative	Open data sharing	Open data provider	Link to Boston Open Budget Data	Agora
Gillian Kennedy :	(21-October-2016 , 13:08:38)	Bike Stands in Dublin	Identification	Informative	Open data sharing	Open data provider		Agora
Brendan Fahy :	(21-October-2016 , 20:12:37)	I created this in the My Space Area as well it is the Dublin Bike Stands Locations	Identification	Informative	Open data sharing	Open data provider		Agora
Anthony Munnely :	(21-October-	Brendan, neither this map nor Gillian's above it are rendering correctly for me. I'm	Other	Evaluative	Gripping	Griper		Agora

	2016 20:48:26)	seeing two frames, the first a recognisable map-type frame but with only the top-left corner appearing, and the second just has one of those loading animations. Might be no harm to check the wiring.							
Ed Osagie :	(21-October-2016 21:51:10)	I tried to view the visualisation of the bike stands created by both of you, but nothing was showing up for me. So went to create the datalet myself yet would not show also when I tried to view it in My Space after creating it	Other	Evaluative	Griping	Griper			Agora
Nicola Graham :	(24-October-2016 14:46:04)	I can see both the visualisations today:)	Other	Informative	Helping	Helped			Agora
Anthony Munnelly :	(21-October-2016 20:43:15)	I have another suggestion for the techies. When you come to this page, there's a line at the bottom that says "you must be logged-in to comment." Linking that line to the log-in page itself would be a good idea.	Other	Evaluative	Griping	Griper			Agora
Brendan Fahy :	(21-October-2016 21:01:02)	Comment here...	Other	Regulative	Social Interaction Management	Regulator			Agora
Anthony Munnelly :	(21-October-2016 21:01:30)	One of the criticisms of the Dublin bikes is that they're in too small an area. Part of that has to do with the nature of a pushbike, especially heavy ones like those. You get wrecked quickly. But a moped doesn't have that disadvantage. So, how	Production	Constructive	Deliberation	Co-deliberator			Agora

		about locating the mopeds in a circle around the outskirts of the city centre? Outside of the canals but inside the M50, say.							
Anthony Munnelly :	(21-October-2016 , 21:02:59)	The things could be stored in one central spot along the river - one of those derelict places along the quays that look so awful. I know it'd do nothing for older people, which is part of the original spec, but it might the morning commute a lot easier.	Production	Constructive	Deliberation	Co-deliberator			Agora
Brendan Fahy :	(21-October-2016 , 21:03:02)	Around the Luas Stops would be an excellent idea for starters	Production	Constructive	Deliberation	Co-deliberator			Agora
Anthony Munnelly :	(21-October-2016 , 21:04:17)	The Luas only runs in two - or two-and-a-half, I suppose - lines. The further out you go, the further you are from one.	Production	Constructive	Deliberation	Co-deliberator			Agora
Anthony Munnelly :	(21-October-2016 , 21:05:28)	Outer stops like this would be public transport could do something that it really doesn't do right now - let you transverse the city without going through the centre.	Production	Constructive	Deliberation	Co-deliberator			Agora
Brendan Fahy :	(21-October-2016 , 21:08:37)	Like getting from Tallaght to Liffey Valley or Blanchardstown. Could set aside an area in the carparks of these three large shopping centres	Production	Constructive	Deliberation	Co-deliberator			Agora
Brendan Fahy :	(21-October-2016 , 21:10:23)	The unused ferry port in Dun Laoghaire near the Dart Line would be a good spot too. Still need to get plenty of different access points in the city as well	Production	Constructive	Deliberation	Co-deliberator			Agora



Anthony Munnelly :	(21-October-2016 , 21:10:52)	Yes, exactly. You know how for years people are saying that Tallaght should be a town in its own right? The place is huge, and there are housing clusters all along the outskirts of the city now just like it. Are there any public transport solutions that follow those routes? If you want to go to Liffey Valley from Tallaght by public transport, do you have to go in and out of the city centre? Madness if you do.	Production	Constructive	Deliberation	Co-deliberator		Agora
Anthony Munnelly :	(21-October-2016 , 21:11:57)	Here's an idea for city centre storage - why not put them underground?	Production	Constructive	Deliberation	Co-deliberator		Agora
Anthony Munnelly :	(21-October-2016 , 21:12:53)	You don't have to park a moped like a car. Maybe you can rack the things up? the garage would need to be manned then, of course, but the wage cost would probably still be cheaper than trying to buy a tranche of land in Dublin 2.	Production	Constructive	Deliberation	Co-deliberator		Agora
Brendan Fahy :	(21-October-2016 , 21:13:11)	Transport for Ireland have a journey planner app which finds the fastest route, I am going to look and see what it says	Production	Constructive	Deliberation	Co-deliberator		Agora
Brendan Fahy :	(21-October-2016 , 21:15:30)	With a bit of imagination the racking them up idea is a definite goer	Production	Constructive	Deliberation	Co-deliberator		Agora
Anthony Munnelly :	(21-October-	I've heard about Japanese short term - very short term - hotels where the guests are	Production	Constructive	Deliberation	Co-deliberator		Agora

	2016 , 21:17:56)	more or slotted in to different places. Should be no problem with mopeds.							
Nicola Graham :	(22- October- 2016 , 20:12:36)	Another point to consider in relation to location is - would they be located in "socially disadvantaged areas"? I know a couple of areas that don't even have access to the Dublin bikes. Presumably due to	Production	Constructiv e	Deliberation	Co- deliberator			Agora
Nicola Graham :	(22- October- 2016 , 20:13:58)	Sorry hit return too quick. Presumably due to security and vandalism concerns.	Production	Constructiv e	Deliberation	Co- deliberator			Agora
Brendan Fahy :	(21- October- 2016 , 21:19:29)	Yep the options from The Square Tallaght to Liffey Valley Park are the Red Line Luas with a 25B bus at this time of night with no traffic taking 1h and 13 mins; The red line with the 66A bus 1hr 24 mins or a taxi at an amazing 18mins in comparison	Production	Informative	Information sharing	Informatio n provider			Agora
Anthony Munnelly :	(21- October- 2016 , 21:21:10)	That's a scandal Brendan, in fairness.	Production	Constructiv e	Deliberation	Co- deliberator			Agora
Brendan Fahy :	(21- October- 2016 , 21:25:26)	Here I will just try one of the Luas Park and Ride out to Donabate to see how that fares.	Production	Constructiv e	Deliberation	Co- deliberator			Agora
Anthony Munnelly :	(21- October- 2016 , 21:28:59)	Comment here...	Other	Regulative	Social Interaction Management	Regulator			Agora

Brendan Fahy :	(21-October-2016 , 21:34:53)	The fastest public transport option from the red cow interchange is a combination of Dublin Coach 750 which brings you to Dublin Airport from there get a 41 bus to Swords and then get a 33B from there to Donabate taking 1hr and 6 mins but the chances of missing a connection are huge. Taxi this time 33 mins.	Production	Informative	Information sharing	Information provider		Agora
Brendan Fahy :	(21-October-2016 , 21:35:28)	And God help you if you want to try that on a Sunday	Production	Constructive	Deliberation	Co-deliberator		Agora
Anthony Munnely :	(21-October-2016 , 21:36:20)	I realise that a city can't expect to run public transport to every doorstep. But there's surely something wrong if you need to go to the city centre and back to visit the neighbouring parish.	Production	Constructive	Deliberation	Co-deliberator		Agora
Anthony Munnely :	(21-October-2016 , 21:29:48)	Hello techies - the emoji functionality might need looking at. Mightn't mean much to old dogs like us, but young people are mad for them.	Other	Evaluative	Griping	Griper		Agora
Nicola Graham :	(22-October-2016 , 20:15:00)	Definitely!!	Other	Evaluative	Griping	Griper		Agora
Brendan Fahy :	(21-October-2016 , 21:41:13)	Blanchardstown Shopping Centre to Liffey Valley is hilarious you have to use a minimum of two buses to get there minimum time 1 hr 5 mins it takes 12 mins to drive there	Production	Informative	Information sharing	Information provider		Agora

Brendan Fahy :	(24-October-2016 , 20:45:10)	I don't know how the mopeds would help with Christmas shopping but do you think the shopping centers could be used as a transport connection for the mopeds?	Production	Constructive	Deliberation	Co-deliberator			Agora
Anthony Munnelly :	(24-October-2016 , 20:45:46)	Why not? They are a logical connection and God knows, there's enough of them.	Production	Constructive	Deliberation	Co-deliberator			Agora
Anthony Munnelly :	(24-October-2016 , 20:46:37)	You know, I was thinking at the weekend that there's a lot of vacant space in the city centre where these things could be stored or from which they could be rented, if we were to go with the expansive scope we spoke about before.	Production	Constructive	Deliberation	Co-deliberator			Agora
Anthony Munnelly :	(24-October-2016 , 20:46:54)	There are a lot of empty lots in the Liberties, around Cork Street and there.	Production	Constructive	Deliberation	Co-deliberator			Agora
Brendan Fahy :	(24-October-2016 , 20:47:17)	Dundrum Shopping Centre might be stuck for space for them though your racking idea would be a help.	Production	Constructive	Deliberation	Co-deliberator			Agora
Anthony Munnelly :	(24-October-2016 , 20:47:24)	There's a bit patch of wasteland behind St Michan's church on the other side of the river. Why not make use of them?	Production	Constructive	Deliberation	Co-deliberator			Agora
Brendan Fahy :	(24-October-2016 , 20:49:45)	Could also be included in plans for any new high rise office buildings as part of their basement/ underground parking	Production	Constructive	Deliberation	Co-deliberator			Agora

Nicola Graham :	(22-October-2016 , 20:45:30)	I'm not sure if anyone else has drawn attention to this document (Dublin City Council Development Plan 2016-2022)but pages 91-107 deal with movement and transport within the city. &lt;a href=&quot;http://www.dublincity.ie/sites/default/files/content/Planning/DublinCityDevelopmentPlan/Written%20Statement%20-%20Interim%20Publication%20-%20Volume%201sml.pdf&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.dublincity.ie/...%20Volume%201sml.pdf &lt;/a&gt; Introducing these mopeds would align with many of the objectives in the plan relating to public behavioural changes, sustainability, reducing emissions and improving air quality. Each local authority will have its own plan as the landscape in each is quite different but the councils have liaised with the National Transport Authority on the matter.	Production	Informative	Information sharing	Information provider	Link to Dublin City Council Development Plan 2016-2022	Agora
Anthony Munnely :	(24-October-2016 , 20:50:29)	Has anyone any idea what the difference between the opinions and the options graphs are, here on our right-hand sides?	Other	Evaluative	Griping	Griper		Agora
Nicola Graham :	(24-October-	It looks like the opinions graph, highlights the sentiments or comments that had an emoji attached.	Other	Informative	Helping	Helper		Agora

	2016 , 22:36:43)								
Nicola Graham :	(24-October-2016 , 22:38:55)	But when I click the “open graph panel” to the far right, nothing appears.	Other	Informative	Helping	Helper			Agora
Brendan Fahy :	(24-October-2016 , 21:02:07)	How do we get older people to use the mopeds? Maybe we could create spots to rent mopeds beside the men’s sheds idea.	Problem-framing	Evaluative	Argumentation-constructive	Neutral			Agora
Brendan Fahy :	(24-October-2016 , 21:03:35)	<a href="http://menssheds.ie">http://menssheds.ie</a>	Problem-framing	Informative	Information sharing	Information provider	Link to a website for an older-men’s social club		Agora
Brendan Fahy :	(24-October-2016 , 21:08:10)	They could even repair them.	Problem-framing	Evaluative	Argumentation-constructive	Proponent			Agora
Anthony Munnelly :	(24-October-2016 , 21:09:22)	That’s good thinkin’ Brendan.	Problem-framing	Evaluative	Argumentation-constructive	Proponent			Agora
Anthony Munnelly :	(24-October-2016 , 21:09:49)	Creating two birds with one stone, rather than killing them.	Problem-framing	Evaluative	Argumentation-constructive	Proponent			Agora
Brendan Fahy :	(24-October-2016 , 21:13:03)	I see <a href="http://www.disabled-world.com/assistivedevices/mobility/scooters">http://www.disabled-world.com/assistivedevices/mobility/scooters</a> has an article on electric mobility scooters as a mobility aid as well	Problem-framing	Informative	Information sharing	Information provider	Link to article about mobility scooters as a mobility aid		Agora

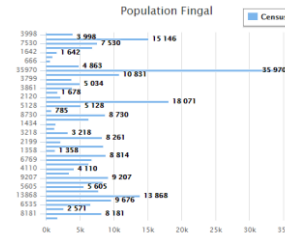
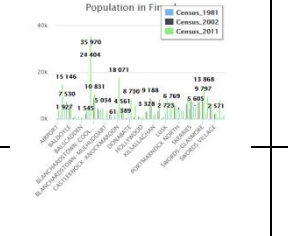
Anthony Munnelly :	(24-October-2016 , 21:28:25)	Those scooters look like different sorts of things again. It could be that the Powers That Be should sit down and map out exactly what demographic they want to use these things. If they want commuters to use the scooters, as we were talking about on Friday, that's one thing. If they want them as a resource for older people, that's a whole other ball game. Hard to see all that much crossover between the two.	Problem-framing	Evaluative	Argumentation-constructive	Proponent			Agora
Brendan Fahy :	(24-October-2016 , 21:30:33)	Could 1 out of 20 scooters be a mobility scooter in the rental area?	Problem-framing	Evaluative	Argumentation-Constructive	Proponent			Agora
Anthony Munnelly :	(24-October-2016 , 21:31:22)	I'm not sure that'd be enough. Full duck or no dinner would be my vote if these scheme were introduced.	Problem-framing	Evaluative	Argumentation-Constructive	Proponent			Agora
Anthony Munnelly :	(24-October-2016 , 21:33:24)	The more I think about it, the harder I find to imagine anyone elderly signing up for this sort of thing. I suspect that those that might would be active enough anyway, and don't need the extra support. It's the people who are getting frail and are easily intimidated by hustle and bustle that are in danger of isolation and loneliness.	Problem-framing	Evaluative	Argumentation-constructive	Opponent			Agora
Brendan Fahy :	(24-October-2016 , 21:35:17)	Accessibility for disabled people in the city is a challenge in itself as well. See &lt;a href=&quot;http://www.hackaccessdublin.ie/&quot;	Problem-framing	Informative	Information sharing	Information provider	Link to details of a hackathon		Agora

		class="ow_autolink" target="_blank" rel="nofollow">http://www.hackaccessdublin.ie/</a> where they give details of an event on 26th October							
Nicola Graham :	(24-October-2016 , 21:48:17)	I don't know Anthony, I saw an elderly man with this type of covered moped in Wexford. He whizzed in and parked right between 2 cars. I was very impressed. And the mobility scooters are very popular for the retired people in parts of Spain. Benidorm is full of them!!	Problem-framing	Evaluative	Argumentation-constructive	Proponent			Agora
Ed Osagie :	(24-October-2016 , 22:47:18)	Anthony's argument about the elderly is understandable. One cannot think of them as the early adopters of mopeds. However, we should focus on the working class - I mean the active strong age gap from around 17 - 55 years.	Problem-framing	Regulative	Collaborative task regulation	Regulator			Agora
Ed Osagie :	(24-October-2016 , 23:00:57)	On the other hand, the elderly people are mostly retirees; they hardly commute around in town more than 3 - 4 occasions in 7 days. They are certainly not the target in terms of the moped for Dublin traffic decongestion.	Problem-framing	Regulative	Collaborative task regulation	Regulator			Agora
Ed Osagie :	(24-October-2016 , 23:03:17)	I think we should begin to focus on how scooter can effectively be used to reduce the traffic problem in Dublin. Let's begin to study the available datasets that may help us understand the situation better and to	Problem-framing	Regulative	Collaborative task regulation	Regulator			Agora



		see if the idea of moped can be supported with datasets.							
Ed Osagie :	(24-October-2016 , 23:07:49)	The issue with the adoption is a matter of policy...the incentives available to drive initial adoption and what follows afterwards. Undoubtedly, the local council has to play a very important role, so do corporate bodies - all hands must join. As I said before, like the auto 'scrappage' and the bike to work scheme, something similar needs to be introduced to help users make decisions to give up commuting on vehicles for mopeds.	Problem-framing	Evaluative	Argumentation-constructive	Neutral			Agora
Ed Osagie :	(24-October-2016 , 23:28:13)	Around the world, the idea of incentive to drive adoption of bikes, scooter and mopeds are is highly discussed and favoured by many. This one here in the linked document is a testimonial: "Every day European cities demonstrate that a reduction in the use of private cars is not just desirable but feasible. Amsterdam, Barcelona, Bremen, Copenhagen, Edinburgh, Ferrara, Graz and Strasbourg apply incentives that favour public transport, car-sharing and bicycles, along with restrictive measures on the use of private cars in their town centres." &lt;ahref="http://ec.europa.eu/environment/archives/cycling/cycling_en.pdf" class="ow_autolink">	Problem-framing	Informative	Information sharing	Information provider			Agora

		target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://ec.europa.eu/...cling/cycling_en.pdf&lt;/a&gt;							
Gillian Kennedy :	(25-October-2016 , 11:20:11)	I don't think it would be very feasible to get certain disabled people using the mopeds – if for example we take a person that uses a wheelchair. Less say the majority would use the bus to get into town but they would still need the wheelchair to get around into shops, cinema, etc.	Problem-framing	Evaluative	Argumentation-constructive	Opponent			Agora
Anthony Munnelly :	(25-October-2016 , 20:32:14)	Vis a vis Ed's point about urban congestion, does anyone know what the current state of play is with regard to pedestrianising College Green? I remember something on the news about it around the New Year, but nothing since.	Problem-framing	Informative	Information sharing	Information requester			Agora
Brendan Fahy :	(25-October-2016 , 20:45:06)	Put on hold because of lots of objections	Problem-framing	Informative	Helping	Information provider			Agora
Brendan Fahy :	(25-October-2016 , 20:45:17)	&lt;a href=&quot;http://www.dublinlive.ie/news/dublin-news/plans-pedestrianised-college-green-interrupted-11575969&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.dublinlive.ie/...interrupted-11575969&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to article on road works in Dublin city centre		Agora

Anthony Munnelly :	(25-October-2016 , 20:47:03)	OK. Well, whatever anyone does will get objections. I don't envy whoever has to spec that one out, because I think the days of piecemeal changes are over. This will be a root-and-branch remodelling of traffic/people can move through the city.	Problem-framing	Evaluative	Argumentation-Constructive	Neutral		Agora
Nicola Graham :	(25-October-2016 , 21:05:22)	Agreed but it's a nightmare for lots of people. Maybe the scooters would take off if it happened	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Nicola Graham :	(25-October-2016 , 21:13:53)	What did I do wrong?? I don't think this looks like a proper picture of the data?	Other	Evaluative	Griping	Griper		Agora
Brendan Fahy :	(25-October-2016 , 21:33:52)	Here is a slightly better one	Identification	Informative	Open data sharing	Open data provider		Agora
Anthony Munnelly :	(25-October-2016 , 21:26:33)	Bad luck Nicola. I think the visualisations have been a little buggy all week.	Other	Evaluative	Griping	Griper		Agora
Brendan Fahy :	(25-October-2016 , 21:38:38)	Airo Census Mapping also do very good visualisations of the census data	Other	Informative	Helping	Helper		Agora

Nicola Graham :	(25-October-2016 , 21:46:16)	I think maybe I didn't pick the right things for the x y axis.	Other	Informative	Helping	Helped		Agora
Brendan Fahy :	(25-October-2016 , 21:38:51)	&lt;a href=&quot;http://airo.maynoothuniversity.ie/mapping-resources/airo-census-mapping&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://airo.maynoothuniversity.ie/.../airo-census-mapping&lt;/a&gt;	Other	Informative	Information sharing	Information provider		Agora
Brendan Fahy :	(25-October-2016 , 21:40:45)	e.g. for Dublin City 2016 Census &lt;a href=&quot;http://airo.maynoothuniversity.ie/external-content/dublin-city&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://airo.maynoothuniversity.ie/...-content/dublin-city&lt;/a&gt;	Other	Informative	Information sharing	Information provider	Dublin City census data	Agora
Brendan Fahy :	(25-October-2016 , 21:46:03)	Here is a screenshot from it. You can play a video of the census changes by areas in your region over time	Other	Informative	Helping	Helper		Agora
Ed Osagie :	(25-October-2016 , 21:47:18)	Just to conclude the idea of using incentives and strong policies to drive down disruptive models to adoption, take a look at Bogota, Colombia. The government had to use a strong policy to	Problem-framing	Informative	Information sharing	Information provider	Link to a blog post about an example of a transport policy change in Bogota, Columbia	Agora

		deal with a strong opposition from the mafia lorry operator gangs in Bogota to transform the chaotic traffic: ( <a href="https://globalsouthurbanplanning.wordpress.com/tag/bogota/">https://globalsouthurbanplanning.wordpress.com/tag/bogota/</a> ) into a better commuting experience that all now enjoy: ( <a href="https://www.greenbiz.com/blog/2014/07/21/how-bogota-creates-social-equality-through-sustainable-transit">https://www.greenbiz.com/blog/2014/07/21/how-bogota-creates-social-equality-through-sustainable-transit</a> )							
Ed Osagie :	(25-October-2016 , 21:52:22)	The government introduced “Ciclovía”, a policy that made certain roads exclusive to bicycle users on Sundays ( <a href="http://www.expat-chronicles.com/2014/07/cycling-in-bogota/">http://www.expat-chronicles.com/2014/07/cycling-in-bogota/</a> ) Through the introduction of Bus Rapid Transit (BRT) and the Bicycle track and freedom (Ciclovía), Bogota is now known as a smart city and 3rd bicycle-friendly city in the world	Problem-framing	Informative	Information sharing	Information provider	Link to a blog post about an example of a transport policy change in Bogota, Columbia		Agora

Nicola Graham :	(25-October-2016 , 22:10:12)	As much as I know Dublin City Council aims to promote cycling in the city, it's not realistic for a lot of people. Not all offices provide changing facilities. I personally can't ride a bike so the scooters make more sense to me.	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Nicola Graham :	(25-October-2016 , 22:12:42)	While local government plays a role in the planning and development of city infrastructure, the Department of Transport would also need to back the decision to implement this idea.	Problem-framing	Evaluative	Argumentation-constructive	Proponent		Agora
Nicola Graham :	(26-October-2016 , 20:48:46)	Look what I found.. &lt;a href=&quot;https://www.youtube.com/channel/UCLQVcgwaYcmEiBRXAcz7S5A&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;https://www.youtube.com/channel/UCLQVcgwaYcmEiBRXAcz7S5A&lt;/a&gt; Maybe it might help	Problem-framing	Informative	Information sharing	Information provider	Link to youtube instructional video about TET and SPOD	Agora
Brendan Fahy :	(26-October-2016 , 21:14:11)	Dublin City have a traffic control system called SCATS which is used to control and manage traffic signals. There is a talk about it tomorrow in Wood Quay Venue at 3 pm	Problem-framing	Informative	Information-sharing	Inf-p		Agora
Nicola Graham :	(26-October-2016 , 21:21:15)	Yeah I heard about, I'm going. It might give a little more insight into the traffic data.	Other					Agora

Anthony Munnelly :	(26-October-2016 , 21:23:36)	I'm seeing comments here tagged as yesterday that are only appearing now. The time stamp is an hour ahead as well.	Other	Evaluative	Griping	Griper		Agora
Anthony Munnelly :	(26-October-2016 , 21:24:18)	And they've updated now correctly. Still a bug though Techies!	Other	Evaluative	Griping	Griper		Agora
Nicola Graham :	(26-October-2016 , 21:26:05)	Where can you see the time stamp? My time seems okay but there's no speech bubble icon to reply directly to your message Anthony.	Other	Evaluative	Griping	Griper		Agora
Brendan Fahy :	(26-October-2016 , 21:27:46)	I will just have to report all these bugs and get on with the scenario, back to the mopeds	Other	Evaluative	Griping	Griper		Agora
Nicola Graham :	(26-October-2016 , 21:28:33)	Bugs, bugs and more bugs...	Other	Evaluative	Griping	Griper		Agora
Brendan Fahy :	(26-October-2016 , 21:29:13)	grr	Other	Evaluative	Griping	Griper		Agora
Nicola Graham :	(26-October-2016 , 21:30:04)	Obviously sentiments only appear after someone else comments	Other	Evaluative	Griping	Griper		Agora
Anthony Munnelly :	(26-October-	Ctrl+R gets the bubbles and correct formatting back. Another one for the tech	Other	Evaluative	Griping	Griper		Agora

	2016 , 21:35:14)	list. I don't know that much about web loading, but keeping these things updated in real-time is no trivial matter. Maybe being a little less ambitious and using a bulletin-board style might work better, at least at the start?							
Nicola Graham :	(26-October-2016 , 21:39:43)	You could have a point there. There is a discussion space in the co-creation which would just provide a dialogue in a list but it's not a public room	Other	Evaluative	Griping	Griper			Agora
Nicola Graham :	(26-October-2016 , 21:35:20)	Maybe not, my original sentiment angry face isn't showing up but maybe it's time lag thing.	Other	Evaluative	Griping	Griper			Agora
Brendan Fahy :	(26-October-2016 , 21:47:53)	Any thoughts again on where to put the scooters, what if they were linked to cafes?	Production	Constructiv e	Deliberation	Co- deliberator			Agora
Nicola Graham :	(26-October-2016 , 21:52:12)	Dublin has a lot of cafes, especially in the city centre! What about near schools? Drop the kids off and hop on a scooter to work?	Production	Constructiv e	Deliberation	Co- deliberator			Agora
Nicola Graham :	(26-October-2016 , 21:53:04)	I think some mentioned the bike stands in an earlier conversation. That could also be another place to look at.	Production	Constructiv e	Deliberation	Co- deliberator			Agora
Brendan Fahy :	(26-October-2016 , 21:53:55)	I think that the schools is a good idea especially in the 'burbs	Production	Constructiv e	Deliberation	Co- deliberator			Agora



Nicola Graham :	(26-October-2016 , 21:56:39)	Yeah and even for people living in some of the newer estates where their local shop is a bit further away.	Production	Constructive	Deliberation	Co-deliberator		Agora
Nicola Graham :	(26-October-2016 , 21:59:11)	I've forgotten, are the scooters electric?	Other	Informative	Helping	Helped		Agora
Nicola Graham :	(26-October-2016 , 21:59:52)	Sorry didn't see your comment below.	Other					Agora
Brendan Fahy :	(26-October-2016 , 21:57:36)	Here's an article about an electric scooter &lt;a href=&quot;http://www.treehugger.com/bikes/vmotos-electric-scooters-electric-vehicle-rest-us.html&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://www.treehugger.com/...vehicle-rest-us.html&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to an article about electric scooters	Agora
Brendan Fahy :	(26-October-2016 , 21:59:39)	Or what about &lt;a href=&quot;http://solarelectricscootersinc.com/our-team/&quot; class=&quot;ow_autolink&quot; target=&quot;_blank&quot; rel=&quot;nofollow&quot;&gt;http://solarelectricscootersinc.com/our-team/&lt;/a&gt;	Problem-framing	Informative	Information sharing	Information provider	Link to an article about electric scooters	Agora

Nicola Graham :	(26- October- 2016 , 22:05:00)	Do we have enough sun?? HA That article relates to Calafornia!! Wouldn't be very effective if they were depending on Irish sunshine...	Problem- framing	Evaluative	Argumentation- constructive	Opponent			Agora
Nicola Graham :	(26- October- 2016 , 22:02:46)	I prefer the one the roof. Looks like it would provide better protection from the elements.	Problem- framing	Evaluative	Argumentation- constructive	Opponent			Agora

## 4.1 APPENDIX GRONINGEN

### Scenarios

#### Scenario 1: Healthcare in Kloosterburen

##### Background

The project Sint Jan in Kloosterburen (<http://vanonderop.ruimtevolk.nl/initiatief/sint-jan-kloosterburen/>) is an initiative from citizens who are anticipating the demographic changes in the region. They propose to redevelop the Cloister in Kloosterburen, by integrating housing, working, health care and culture with the aim to make the local economy and livability in the village stronger. The two current healthcare providers and a housing cooperation are withdrawing their services from the small village, which has a huge impact on the village. Not only does it imply less health care but it also implies a loss of jobs and socially people would like to stay in the village together with their family and friends.

##### The initiative

Therefore a village cooperation was established focused on trying to keep health care in the village by integrating disability and care for the elderly in one building: a horizontal approach. Villagers can become a member of the cooperation and will receive care from volunteers and professionals. The question is of this form of care that is currently set up in response to the disappearance of the health care providers is efficient, effective and of high quality. The consequences and risks of this new integrated approach needs to be examined.

##### Information needs

There is a need for information regarding health care budgets, the number of health care professionals working in the area and demographic data regarding the elderly and handicapped now and in the future. Information is currently spread and often too abstract.

#### 2) Scenario Circular Economy Westerkwartier

##### Background

Westerkwartier is an area with farmland, historical heritage sites and diverse recreation options. Within the context of population decline Westerkwartier aims to maintain the livability in the area, whereby the focus is an integrated approach of energy, water management, food, environment and healthcare in the region, with the region and for the region.

##### The initiative

Westerkwartier cooperation (<http://www.gebiedscooperatie.info/>) aims to develop sustainable innovative food production in the region focused on short chains in the region. For instance, local products could be used directly by local restaurants. Local resources should be kept and used within the region, thereby contributing to sustainability and job opportunities.

#### **Information needs**

Westerkwartier could use assistance in the development of ideas and solutions for strengthening the local economy. It therefore needs information. The information is currently spread out over different organizations and it would be helpful if this information is gathered and analyzed in light of the specific problems in the region.

## Overview Research activities UU Year 2

<b>Time</b>	<i>Phase 1: joint identification of scenarios</i>	<i>Phase 2 finding the relevant data</i>	<i>Phase 3 preparing users for challenge</i>	<i>Phase 4: Working with data, visualize data, generate ideas</i>	<i>Phase 5: Evaluation</i>	<i>Phase 6: Three months after Challenge</i>
	<b>Before Challenge</b>			<b>During the Challenge</b>	<b>After the Challenge</b>	
<b>Activity</b>	Project Meetings with pa's and stakeholders in preparing the expedition/challenge e.g. developing a scenario, identify challenges regarding rules, roles, availability of data, the organization etc (societal activity model)	Finding relevant open data and placing it on TET and SPOD	Project meeting with aim of testing SPOD and TET => Other users are recruited (e.g. students)	Challenge/Data Expedition: using open data to solve an issue/joint project	Evaluation Meeting with pa and users to discuss the outcome of the Challenge	Interviews with pa's and stakeholders of the community but who did not directly participate on SPOD/TET: what was the impact of the challenge?
<b>Layer</b>	<b>Societal</b>	<b>Technology</b>	<b>User</b>	<b>Community</b> <b>User</b> <b>Tech</b>	<b>Societal</b> <b>Community</b> <b>User</b> <b>Tech</b>	<b>Societal</b>
<b>Sources</b>	Minutes of meetings with participants	Data availability, checking quality of the data, are the tools	Testing SPOD/TET, training session and work document that provides guidelines on	Discussion/Co-creation that took place on SPOD and TET and Students kept logs	Minutes of meetings, semi-structured interviews with participants, analysis of "product" and/ or government documents if relevant	Semi-structured interviews with participants, analysis of "product"and/or government documents

		stable and working?	how to use SPD and TET			
How to measure	Document analysis/semi-structured interviews		Survey, Interviews focusgroups	Dialogue Games Analysis focusgroups and semi-structured interviews , analysis of logs	Content analysis/ focusgroups	semi-structured interviews/Document analysis

## Joint Project Westerkwartier

**Table 1:** Joint Project Circular Economy WESTERKWARTIER/ Population Decline Challenge Groningen

Line N	Participant	Role	Date	Messages and visualisations			DIALOGUE GAME		
						JP phases	Role	Game	Space
1	Berend	Student	April 25	<p>Meeting 1 (Susan, Naomi, Wouter and Berend). During the meeting we discussed the context (problem), purpose and data themes</p> <p>Problem</p> <p>There is population decline in Northeast Groningen. This means not only that there are less citizens living in the area but the decline is also affecting health care, liability, employment and the economy</p> <p>Purpose</p> <p>Data themes</p> <p>To connect the local economy around the five themes. First of all we need data concerning the economy (sectors, import-export, agriculture, service and factories). Second we</p>		PROBLEM-FRAMING	REGULATOR	COLLABORATIVE REGULATION	Agora

				want data about citizens (liveability, diversity, unemployment). We 'll also look for energy supply and the surroundings, the role of the province in the local economy and already existing ideas  Planning We are now individually looking for datasets. We will work in the Co-creation and Agora (Brian check )					
2	Wouter	Student	April 26	I really have a lot of difficulty with the dataset CBS API. Loading takes forever and there is no response		OTHER	GRIPER	GRIPING	Ago ra
3	Naomi	Student	April 28		Perhaps you can ask Jochem how it can be done differently?		HELPER	HELPING	Ago ra
4	Naomi	Student	April 28	@ Province Groningen: could you please tell me more about the Agriculture agenda? A big part seems to rely on the own initiative of the organizations, is that correct? What role does the Province have in this? In addition I wondered which criteria there are for companies in order to get subsidies. Is it possible to indicate how much subsidies are involved?		PROBLEM-FRAMING	INFORMATI ON REQUESTER/ OPEN DATA REQUESTER	INFORMATI ON SHARING/ OPEN DATA SHARING	Ago ra
5	Naomi	Student	April 28	@Jochem: How can I upload other sites than CBS? Such as those of		IDENTIFICATI ON	HELPED	HELPING	Ago ra



				hotels and campgrounds of the Westerkwartier					
6	Jochem	Moderator/researcher	May 3		With other websites you have to look what datasets they have. You can also generate your own dataset in Excell and send it to me		HELPER		Agora
7	Berend	Student	May 2	@ Jochem this site ( <a href="https://dirmble.nl/bedrijf/groningen/zuidhorn/10/">https://dirmble.nl/bedrijf/groningen/zuidhorn/10/</a> ) has many relevant datasets if it concerns which companies are working with food production/processing:		IDENTIFICATION	OPEN DATA PROVIDER	OPEN DATA SHARING	Agora
				<a href="#">Vervaardiging van voedingsmiddelen in regio Zuidhorn</a> Overzicht van bedrijven in regio Zuidhorn, actief in Vervaardiging van voedingsmiddelen [LINK WEBSITE]					Agora
8	Eric	Stakeholder	May 2	Hello everyone. It is a bit of a puzzle but I think this is the area where I can provide feedback. I'm involved in the community cooperation Westerkwartier. If you have questions I might be able to help you!		INTERPRETATION	Regulator	SOCIAL INTERACTION MANAGEMENT	Agora

9	Wouter	Student	May 5	Hello Eric, Great that you are active now as well! I come across a lot on the internet regarding the bio-based economy in Drenthe and I wondered if Groningen collaborates with the Province of Drenthe in terms of idea sharing around the bio based economy? And I wondered if there are any specific databases (about agriculture) of the Westerkwartier that are lacking but valuable to you so that we can look specifically for those datasets in our research. Thanks so much!			INFORMATI ON REQUESTER	INFORMATI ON SHARING	Ago ra	
10	Wouter	Student	May 6	A very interesting piece I think for everyone, co-authored by Mansveld when she was a member to the States of Groningen <a href="#">link</a>		IDENTIFICATI ON	INFORMATI ON PROVIDER	INFORMATI ON SHARING	Ago ra	
11	Naomi	Student	May 8	Hi Everyone, a little while ago we formulated our research question. How can we make it more specific? Under what circumstances can the Westerkwartier strive for sustainable and innovative food production in the region and at the same time connect it with the region so that employment is stimulated? Anyone suggestions?		PROBLEM- FRAMING	REGULATOR / SOLUTION COELABORA TOR	COL LAB ORA TIV E REG ULA TIO N/ N/	CO- ELA BOR ATI ON	Ago ra
12	Wouter	Student	May 8	I think I found a cool entrance because we focus very much on food		PRODUCTION	SOLUTION- PROPOSER			Ago ra

				production while bio-based in fact concerns the chemical industry. If you read the piece of Mansfeld above. I think we should focus more on biomass and with that you can also centrally collect your biomass and buy a fermenter collectively. The cooperation could have a role in that. Here you can find more information				CO-Elaboration	
				<p><u>Bio</u></p>  <p><u>-energie - Wageningen UR</u></p> <p>Bio-energie wordt opgewekt door verbranding of vergisting van biomassa, bij voorkeur nadat de waardevolle componenten uit deze biomassa hoogwaardig zijn ingezet in voedsel, veevoer, bio-based chemicaliën en/of materialen. Wageningen UR doet al tientallen jaren onderzoek naar bio-energie.</p>					Agora
13	Wouter		May 8	Then you would have a question like “under what circumstances can the Westerkwartier use a fermenter to realize a bio-based economy to			SOLUTION-CO-ELABORATION		Agora

				reduce population decline in the region					
14	Wouter		May 8	Here is a source regarding biomass in the Northern part of the Netherlands			OD-PROVIDER	CO-INTERPRETATION	Agora
				<div><p>Noordoost Nederland beschikt over een groot biomassa aandeel – Vooral aardappelen, suikerbieten, gras en hout komen veel voor</p><p>Beschikbaarheid biomassa in Nederland op basis van (landbouw)areaal<sup>(1)</sup></p><div><p><b>Zetmeelaardappelen</b></p><p><b>Grasland</b></p><p><b>Suikerbieten</b></p><p><b>Hout (bos)</b></p><p><small>(1) Kruising provincies geeft het aandeel van de provincie met het grootste aandeel in de landbouw, provincies zonder de landbouw zijn wit.</small></p><p><small>Bron: CBS, IAO, Wageningen analyse, Landbouwkampioenschap Nederland, Noordoost-Nederland 2015, p. 14</small></p></div></div>					
15	Maarten	Stakeholder	May 9	Indeed interesting to take it broader then the bio-based economy. Food, water, energy chemicals etc are closely connected. Next to the above mentioned crops as biomass I would also look into fermentation. The Westerkwartier encompasses many dairy farms and therefore produce a lot of dung. If this can be changed into energy or can be manufactured into materials, it could create employment and independence. With this we can stop population decline			INTERPRETATION PROPOSER		Agora
16	Brian	Student	May 10	I have asked my manager at Albert Heijn regarding his experiences with local produce. Based on his story I can			SOLUTION PROPOSER	CO-ELABORATION	Agora

				add something useful to the ideas in the co-creation room																																			
17	Brian	Student	May 10	Westerkwartier does not receive subsidy from the central government for population decline. It is not a population decline region and is not even marked as an anticipation region			INTERPRETA TION CRITIC	CO- INTERPRET ATION	Ago ra																														
				<p><small>Streekl. 1. overzicht deconcentratie-uitkering bestuursgebied in het gemeentefonds (2002-2010) 2009*</small></p> <table><thead><tr><th>Krimpregio</th><th>Bedragen (jaarlijks, in euro '00)</th><th>Ontvangende gemeente</th></tr></thead><tbody><tr><td>Eemdelta</td><td>1.589.528</td><td>Delfzijl</td></tr><tr><td>Oost-Groningen</td><td>2.262.985</td><td>Obbink</td></tr><tr><td>De Marne</td><td>236.659</td><td>De Marne</td></tr><tr><td>Noordooit-Fryslân</td><td>326.571</td><td>Achtkarspelen</td></tr><tr><td>Achterhoek</td><td>1.012.240</td><td>Oosthem</td></tr><tr><td>Parkstad</td><td>3.510.787</td><td>Heerlen</td></tr><tr><td>Maasvlakte Mergelland</td><td>866.762</td><td>Maasvlakte</td></tr><tr><td>Westelijke Mijnstreek</td><td>765.230</td><td>Sittard-Geleen</td></tr><tr><td>Zeeuws Vlaanderen</td><td>395.667</td><td>Terneuzen</td></tr><tr><td>Totaal</td><td>11.346.529</td><td></td></tr></tbody></table> <p><b>BIJLAGE 1</b></p> <p><span style="color: red;">■</span> Krimpgebieden <span style="color: orange;">■</span> Anticipatiegebieden</p>	Krimpregio	Bedragen (jaarlijks, in euro '00)	Ontvangende gemeente		Eemdelta	1.589.528	Delfzijl	Oost-Groningen	2.262.985	Obbink	De Marne	236.659	De Marne	Noordooit-Fryslân	326.571	Achtkarspelen	Achterhoek	1.012.240	Oosthem	Parkstad	3.510.787	Heerlen	Maasvlakte Mergelland	866.762	Maasvlakte	Westelijke Mijnstreek	765.230	Sittard-Geleen	Zeeuws Vlaanderen	395.667	Terneuzen	Totaal	11.346.529		
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18	Maarten	Stakeholder	May 11	In terms of the idea of the “Hello Fresh boxes” also take a look at the website of Groentebuur en Streekboer. Two very nice initiatives			SOLUTION CO- ELABORATOR	CO- ELABORATI ON	Ago ra																														
19	Berend	Student	May 11	I have further worked on the idea of the biomass fermenter based on the data we found  Fermentation of biomass by the cooperation. Because there is a lot of agriculture , thus waste, biomass can			SOLUTION PROPOSER		Ago ra																														

				be used for sustainable energy. With an operation of joint waste energy plant be put in the Westerkwartier. With this we can generate sustainable energy and provide the region with electricity. Moreover a cooperation of partners can connect, create new employment and it is a green solution  (See outcome in the co-creation room for this idea) (!) and Help!					
20	Brian	Student	May 11	I am looking for numbers regarding the food production in the region in response to the e-mail by Maarten			INFORMATION REQUESTER	INFORMATION SHARING	Agora
21	Wouter	Student	May 11	Is it also possible to load a GIS/Map in SPOD or another way? I have found a very useful dataset but I have no idea how to open it		IDENTIFICATION	HELP REQUESTER	HELPER	Agora
				<a href="#">DANK - Biomassa dunne mest - dank:altr_a36_ri_bmdunnemest - Data.overheid.nl</a>					
22	Jochem	Moderator/researcher	May 13		That should definitely be possible. I am going to look at it and contact SPOD		HELPER		Agora
23	Jochem	Moderator/researcher	May 13		I can't open the dataset either		GRIPER	GRIPING	Agora

24	Wouter	Student	May 11	Here a really interesting article (where are we now related to bio-based economy) and I would scan it if I where you. It is also about food and biomass because often it biomass can not go at the expense of foodproduction. There are a few interesting things that I will put in the co-creation room			INFORMATI ON PROVIDER	INFORMATI ON SHARING	Ago ra
				<a href="https://dl.sciencesocieties.org/...0/Supplement_1/S-142">https://dl.sciencesocieties.org/...0/Supplement_1/S-142</a>					Ago ra
25	Susan	Student	May 12	An Episode of Tegenlicht is very informative and is about cradle to cradle: waste is food. Waste should be a resource for the biosphere and technosphere			INFORMATI ON PROVIDER	INFORMATI ON SHARING	Ago ra
				<a href="#">Afval is Voedsel - Tegenlicht</a> Zelden bracht een Tegenlicht-uitzending zo veel teweeg als Afval is Voedsel, van oktober 2006. Hierin tonen de chemicus Michael Braungart en de architect William McDonough aan dat groei goed kan zijn voor mens en milieu, èn voor de ondernemer. Via innovatie kan er een duurzame consumerende en producerende samenleving ontstaan zonder schuldgevoel over het milieu.					Ago ra

				<p>"Geen guilt-management meer". Het ideale huwelijk tussen ecologie en economie. Voorwaarde is wel dat Cradle to Cradle wordt geproduceerd. Dit concept voor een nieuwe industriële revolutie is zo aangeslagen in Nederland dat beide heren als helden worden onthaald, Braungart kreeg zelfs meerdere leerstoelen aangeboden. En organisaties als het ministerie van VROM, de gemeente Venlo en de Floriade willen Cradle to Cradle gaan.</p>					
26	Susan	Student	May 12	<p>Especially the idea of upcycling is interesting. It is said that we are currently not really recycling but down cycling: material are being reused for low end materials and with that to the landfill. Recycling would mean that a product can be broken down and turned into material of even higher quality. Upcycling means that from low end resources high quality products are made. Distracting harmful substances from plastic bottles and then turning</p>			SOLUTION PROPOSER	CO-ELABORATION	Agora



				it into high end resources and products. This can go on and on					
27	Wouter	Student	May 12	From the homepage of the UU			INFORMATI ON PROVIDER	INFORMATI ON SHARING	Ago ra
				<a href="http://www.uu.nl/agenda/promotie-de-toekomst-van-biomassa">http://www.uu.nl/agenda/promotie-de-toekomst-van-biomassa</a>					
28	Wouter	Student	May 12	Someone from the UU who is graduating on what we are currently doing! "Doctoral Student Vassilis Daiogulou examined based on an analysis model the future of biomass. With some adjustments it can take care of the energy needs and it will become a competitor of the transport sector is his prediction"			INFORMATI ON PROVIDER	INFORMATI ON SHARING	Ago ra

**Table 2:** Overview of total posts by participants

Phases		Regulative	Informative	Evaluative	Constructive	Total
PROBLEM FRAMING	Dialogue Games	CR, CR	IS/OD		CO-EL	4
	Open Data					0
	Number of messages per DG	1,1	1		(1)	3
	Number of participants per DG	1	1		1	3
IDENTIFICATION	Dialogue Games		H (2) ODS, IS, IS (4)	G	CO-EL	9
	Open Data		4			4
	Number of messages per DG		11		1	12
	Number of participants per DG	1	5		1	9
INTERPRETATION	Dialogue Games		IS, SC			2
	Open Data					
	Number of messages per DG		2			2
	Number of participants per DG		2			2
PRODUCTION	Dialogue Games				CO-EL (4), CO-INT (2)	6
	Open Data				2	2
	Number of messages per DG				9	9

	Number of participants per DG				4	4
OTHER	Dialogue Games		H	G		2
	Open Data					0
	Number of messages per DG		2			2
	Number of participants per DG		2			2
TOTAL		2	11	2	8	

**Table 3:** Characteristics of Joint Project by Participant

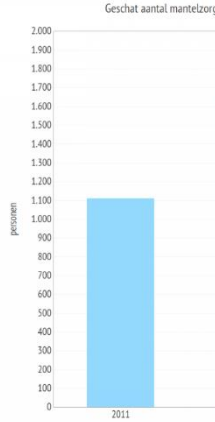
Participant	Dialogue Game	Role	N Messages	Number of visualizations	Total number of messages	Total number of visualizations	Total number of roles
Naomi, Student	Helping	Helper	1		<b>4</b>		Helper-> Info/OD Requester->Helper-> Solution-Co-Elaborator/Regulator (5 roles)
	Information sharing/ Open Data sharing	Information Requester/ OD Requester	1				
	Helping	Helper	1				
	Co-Elaboration/ Collaborative regulation	Solution-Co-Elaborator/ Regulator	1				
Wouter, student	Gripping	Griper	1		<b>10</b>	4	Griper-> Info requester->info provider-> solution proposer- OD provider- Help requester-info provider (5 roles)
	Information Sharing	Information requester	1				
	Information Sharing	Information provider	1				
	Co-Elaboration	Solution proposer	2	1			
	Co-Interpretations	OD provider	1	1			
	Helping	Help Requester	1				
	Information Sharing	Information provider	3	2			
Berend, student	Collaborative Regulation	Regulator	1		<b>3</b>	1	Regulator-OD provider- Solution proposer (3 roles)
	Open data sharing	OD provider	1	1			
	Co-Elaboration	Solution proposer	1	1			
Brian, student	Co-Elaboration	Solution proposer	1		<b>3</b>	1	

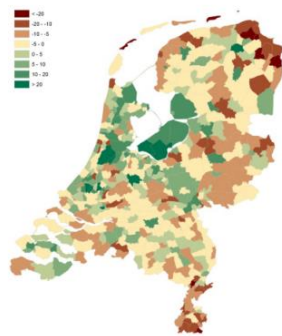

	Co-Interpretation	Interpretation Critic	1	1			Solution proposer-> Interpretation Critic-> Information requester (3 roles)
	Information sharing	Information requester	1				
Susan, student	Information sharing	Information provider	1	1	<b>2</b>	1	Information provider-> solution proposer (2 roles)
	CO-Elaboration	Solution proposer	1				
Maarten, stakeholder	Co-Interpretation	Interpretation-proposer	1		<b>2</b>		Interpretation-proposer=> solution proposer (2 roles)
	Co-Elaboration	Solution- proposer	1				
Eric, stakeholder	Social Interaction Management	Regulator		1	<b>1</b>		Regulator (1 roles)
Jochem, moderator/researcher	Helping	Helper	2		<b>3</b>		Helper-> Griper (2 roles)
	Griping	Griper	1				
Louis, PA							Lurker
Felix, PA							Lurker
Paul, PA							Lurker

## Joint Project Kloosterburen

**Table 1: General Table**


Line N	Participant	role	Time	Messages and visualisations		JOINT PROJECT PHASES	Dialogue Game		Space
				Thread level 0	Thread level -1		Role	Game	
1	Evelien	Student	April 18	Dividing tasks regarding searching for data: Information regarding health care finances Steven & Michiel Information regarding Health specialists Cloe Demographic regional information now and future Evelien Development plans of Province in the region (health care) Anne		PROBLEM FRAMING	REGULATOR	COLLABORATIVE REGULATION	Agora
2	Evelien	Student	April 19	Table shows that number of elderly increases and number of young people decreases		IDENTIFICATION	OPEN DATA PROVIDER	ARGUMENTATIVE	Agora

				Perioden ◊ k_65JaarOfOuder_4 ◊ k_0Tot20 2014JJ00 32.1 31.9 2015JJ00 32.8 31.4 2016JJ00 33.4 31.1 2017JJ00 34 30.6 2018JJ00 34.6 30.2 2019JJ00 35.3 29.8 2020JJ00 35.8 29.4 2021JJ00 36.5 29 2022JJ00 37.1 28.6 2023JJ00 37.8 28.2				CONSTRUCTIV E	Agora
3	Michiel	Student	April 21		Yet the number of caregivers is increasing	INTERPRETATION	OPPONENT		Agora
						INTERPRETATION			Agora
4	Evelien	Student	April 21		Sounds logical if the number of elderly are increasing, there is more demand for caregivers		PROPONENT		Agora
5	Evelien	Student	April 19	Does anyone have an idea of how to make a line graph with two		OTHER	HELP REQUESTER	HELPING	Agora

				lines in it? When making a line graph I can only put one variable on the Y-axis						
6	Evelien	Student	April 19	Development of the number of inhabitants and households in the Netherlands in het period 2006 until 2025		IDENTIFICATION	OPEN DATA PROVIDER	Open Data SHARING	Agora	
				<p><i>Abbeelding 1. Bevolkings- en huishoudensprognos</i></p> <p>Procentuele ontwikkeling van het aantal inwoners 2006-2025 (NSO, prognose 2008)</p> 						Agora
7	Cloe	Student	April 20	I will look if I can find a way to have two lines in one graph!		Other	HELPER	HELPING	Agora	
8	Michiel	Student	April 21	Already an extensive request has been made on behalf of Route-To-PA to data.overheid.nl:  <a href="https://data.overheid.nl/dataverzoeken/bevolkingskrimp-oost-groningen">https://data.overheid.nl/dataverzoeken/bevolkingskrimp-oost-groningen</a>		IDENTIFICATION	OPEN DATA PROVIDER	OPEN DATA SHARING	Agora	



9	Jochem	Moderator/ researcher	April 21		I have indeed already made a request for you to which data.overheid.nl reacted. I will upload the datasets in SPDO and TET so that you can have a look and use it for your scenario		HELPER		Agora
10	Evelien	Student	May 1		Are they on there? Which titles do these files have?		OPEN DATA REQUESTER		Agora
11	Evelien	Student	April 21	Via this e-mail address data can also be requested: <a href="mailto:opendata@provinciegroingen.nl">opendata@provinciegroingen.nl</a>		IDENTIFICATION	INFORMATION PROVIDER	INFORMATION SHARING	Agora
12	Evelien	Student	April 21	Put useful links here: <a href="http://sociaalplanbureau Groningen.nl/">http://sociaalplanbureau Groningen.nl/</a>		IDENTIFICATION	INFORMATION PROVIDER		Agora
13	Cloe	Student	April 21	Nivel has a supply and demand analysis monitor (VAAM) of primary care. You can see here for each city the demand for general practitioners, paramedical care, pharmaceutical and estimated care. link: <a href="http://vaam.nivel.nl/overzicht#">http://vaam.nivel.nl/overzicht#</a>		INTERPRETATION	OPEN DATA PROVIDER	OPEN DATA SHARING	Agora
14	Michiel	Student	April 21	Links of datasets that Jochem can upload on SPOD/TET:		IDENTIFICATION	OPEN DATA PROVIDER	OPEN DATA SHARING	Agora

15	Cloe	Student	April 21		 <p><a href="#">CBS StatLine - Nabijheid voorzieningen; afstand locatie, wijk- en buurtcijfers 2015</a></p> <p>Number and distance to facilities like restaurants, train stations, libraries and child facilities for cities, neighborhoods</p>	OPEN DATA PROVIDER		Agora
16	Cloe	student	April 21		<p><a href="http://databank.sociaalplانبureau groningen.nl/...7d-bf9c-ed69ec629031">http://databank.sociaalplانبureau groningen.nl/...7d-bf9c-ed69ec629031</a></p> <p>Jive</p>	OPEN DATA PROVIDER		Agora
17	Cloe	student	April 21		<p><a href="http://databank.sociaalplانبureau groningen.nl/...7d-bf9c-ed69ec629031">http://databank.sociaalplانبureau groningen.nl/...7d-bf9c-ed69ec629031</a> (eenzaamheid in de gemeenten in groningen)</p>	OPEN DATA PROVIDER		Agora

					Jive				
18	Michiel	student	April 21		If possible add good titles?	INTERPRETATION	INFORMATION REQUESTER		Agora
19	Anne	Student	April 21	I found quite some links to plans of the city/province. I will go through them and then share them with you 😊		IDENTIFICATION	INFORMATION PROVIDER	INFORMATION SHARING	Agora
20	Michiel	Student			For Province of Groningen: Social Policy 2013-2015 For city: Local Healthcare policy 2013-2017 For the Province no future policy plans can be found		INFORMATION PROVIDER		Agora
21	Cloe	Student	April 21	Number of people with dementia per city (including prognosis)		IDENTIFICATION	OPEN DATA PROVIDER	CO-INTERPRETATION	Agora
				<a href="http://www.alzheimer-nederland.nl/media/1024799/factsheet_dementie_prognose_per_gemeente_-_publieksversie_25-01-2016.pdf">http://www.alzheimer-nederland.nl/media/1024799/factsheet_dementie_prognose_per_gemeente_-_publieksversie_25-01-2016.pdf</a>					Agora
22	Evelien	Student	April 26		Interesting. It is expected that the number will double by 2040 compared to 2015!	INTERPRETATION	INTERPRETATION-ELABORATOR		Agora
23	Steven	Student	April 21	Here is demographical information of the Marne		IDENTIFICATION	OPEN DATA PROVIDER	OPEN DATA SHARING	Agora

				<a href="https://dorpen.demarne.nl/bestand/factsheet_de_marne_01_taal_wie_wonen_er.pdf_507549">https://dorpen.demarne.nl/bestand/factsheet_de_marne_01_taal_wie_wonen_er.pdf_507549</a>																																																																																																																																															
24	Evelien	Student	April 26		<div>Here the specific number of inhabitants of Kloosterburen (and other villages in the city of the Marne)</div> <div>TOTAAL AANTAL INWONERS PER DORP GEMEENTE DE MARNE PER 31</div> <table><thead><tr><th>geboorte jaar</th><th>totaal inwoners</th><th>totaal Man</th><th>totaal Vrouw</th><th>ongehuwd onge Man</th><th>ongehuwd onge Vrou</th></tr></thead><tbody><tr><td>Ulrum</td><td>1378</td><td>698</td><td>680</td><td>325</td><td></td></tr><tr><td>Vierhuizen</td><td>217</td><td>111</td><td>106</td><td>50</td><td></td></tr><tr><td>Zoutkamp</td><td>1213</td><td>626</td><td>587</td><td>304</td><td></td></tr><tr><td>Houwerzijl</td><td>239</td><td>114</td><td>125</td><td>51</td><td></td></tr><tr><td>Wehe-den Hoorn</td><td>780</td><td>400</td><td>380</td><td>187</td><td></td></tr><tr><td>Leens</td><td>1791</td><td>882</td><td>909</td><td>409</td><td></td></tr><tr><td>Zuurdijk</td><td>167</td><td>85</td><td>82</td><td>42</td><td></td></tr><tr><td>Warfhuizen</td><td>275</td><td>144</td><td>131</td><td>70</td><td></td></tr><tr><td>Schouwerzijl</td><td>96</td><td>44</td><td>52</td><td>15</td><td></td></tr><tr><td>Mensingeweer</td><td>195</td><td>89</td><td>106</td><td>47</td><td></td></tr><tr><td>Kloosterburen</td><td>668</td><td>338</td><td>330</td><td>158</td><td></td></tr><tr><td>Kruisweg</td><td>369</td><td>204</td><td>165</td><td>101</td><td></td></tr><tr><td>Eerum</td><td>1490</td><td>745</td><td>745</td><td>342</td><td></td></tr><tr><td>Pieterburen</td><td>345</td><td>174</td><td>171</td><td>75</td><td></td></tr><tr><td>Westernieland</td><td>238</td><td>122</td><td>116</td><td>60</td><td></td></tr><tr><td>Niekerk</td><td>60</td><td>32</td><td>28</td><td>13</td><td></td></tr><tr><td>Lauwersoog</td><td>129</td><td>67</td><td>62</td><td>14</td><td></td></tr><tr><td>Hornhuizen</td><td>170</td><td>86</td><td>84</td><td>43</td><td></td></tr><tr><td>Molenrij</td><td>151</td><td>78</td><td>73</td><td>38</td><td></td></tr><tr><td>Kleine Huisjes</td><td>106</td><td>62</td><td>44</td><td>34</td><td></td></tr><tr><td>Broek</td><td>71</td><td>40</td><td>31</td><td>17</td><td></td></tr><tr><td>totaal</td><td>10148</td><td>5141</td><td>5007</td><td>2395</td><td></td></tr></tbody></table>	geboorte jaar	totaal inwoners	totaal Man	totaal Vrouw	ongehuwd onge Man	ongehuwd onge Vrou	Ulrum	1378	698	680	325		Vierhuizen	217	111	106	50		Zoutkamp	1213	626	587	304		Houwerzijl	239	114	125	51		Wehe-den Hoorn	780	400	380	187		Leens	1791	882	909	409		Zuurdijk	167	85	82	42		Warfhuizen	275	144	131	70		Schouwerzijl	96	44	52	15		Mensingeweer	195	89	106	47		Kloosterburen	668	338	330	158		Kruisweg	369	204	165	101		Eerum	1490	745	745	342		Pieterburen	345	174	171	75		Westernieland	238	122	116	60		Niekerk	60	32	28	13		Lauwersoog	129	67	62	14		Hornhuizen	170	86	84	43		Molenrij	151	78	73	38		Kleine Huisjes	106	62	44	34		Broek	71	40	31	17		totaal	10148	5141	5007	2395			OPEN DATA PROVIDER		Agora
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25	Evelien	Student	April 28	I have tried to work with the new datasets, in my space. It however does not work to make relevant graphs or tables because the context of the data is missing (only numbers and not units. More people have trouble or possibilities to work with it without looking for the original dataset?		OTHER	GRIPER	GRIPING	Agora
26	Michiel	Student	May 3		I can't do it either, I have tried with TET as well. Let's ask next week during our meeting		GRIPER		Agora
27	Jochem	Moderator/researcher	May 3		Hi Evelien, it is indeed difficult to find datasets with good labels. It is indeed important to pay attention to this, or the	IDENTIFICATION	HELPER	HELPING	Agora

					know the labels (finding the source)																			
28	Evelien	Student	April 28	Number of youth care users for city the Marne		IDENTIFICATION	OPEN DATA PROVIDER	OPEN DATA SHARING	Agora															
				<table><tr><td></td><td>Provinciale jeugdzorg</td><td>J</td></tr><tr><td>Bedum</td><td>35</td><td></td></tr><tr><td>Winsum</td><td>55</td><td></td></tr><tr><td>De Marne</td><td>50</td><td></td></tr><tr><td>Eemsmond</td><td>85</td><td></td></tr></table> <p>Tabel: aantal personen in zorg, Bi</p>			Provinciale jeugdzorg		J	Bedum	35		Winsum	55		De Marne	50		Eemsmond	85				Agora
	Provinciale jeugdzorg	J																						
Bedum	35																							
Winsum	55																							
De Marne	50																							
Eemsmond	85																							
29	Evelien	Sudent	April 28	Table with the number of times that the AWBZ-function has been used for inhabitants of the city de Marne in 2012. The AWBZ is a national mandatory collective insurance for longterm and uninsurable care. This care contains the following products: nursing, caring, treatment, individual care, group care and short term stay		OPEN DATA PROVIDER	Agora																	
				<table><tr><td>AWBZ-Functie</td><td>Bedur</td></tr><tr><td>Begeleiding</td><td>231</td></tr><tr><td>Kortdurend verblijf</td><td>17</td></tr><tr><td>Totaal</td><td>248</td></tr></table> <p>Tabel: aantal keren dat AWBZ-fun</p>	AWBZ-Functie	Bedur	Begeleiding	231	Kortdurend verblijf	17	Totaal	248				Agora								
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Begeleiding	231																							
Kortdurend verblijf	17																							
Totaal	248																							

30	Evelien	Student	April 28	In this table you can see how many people have used the Work and Social Assistance Act and Wajong			OPEN DATA PROVIDER		Agora												
				<table><tr><td></td><td>Wet werk en bijstand</td></tr><tr><td>Bedum</td><td>128</td></tr><tr><td>Winsum</td><td>242</td></tr><tr><td>De Marne</td><td>228</td></tr><tr><td>Eemsmond</td><td>440</td></tr><tr><td>Totaal</td><td>1038</td></tr></table> <p>Tabel: aantal personen dat begi</p>		Wet werk en bijstand	Bedum		128	Winsum	242	De Marne	228	Eemsmond	440	Totaal	1038				Agora
	Wet werk en bijstand																				
Bedum	128																				
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31	Evelien	Student	May 1	On average there are only 7 people per square kilometer living in Kloosterburen! (Source RTL News)		INTERPRETATION	OPEN DATA PROVIDER	Agora													
				Verspreide huizen Kloosterburen bestrijkt een gebied van 16630300 en andere wateren. Per vierde van de Marne ligt in de provincie Groningen		IDENTIFICATION		Agora													
32	Evelien	Student	May 1	General facts about Kloosterburen compared to other neighborhoods in the Netherlands		IDENTIFICATION	OPEN DATA PROVIDER	Agora													
				<a href="http://www.weetmeer.nl/buurt/w/0001/DeMarne/Kloosterburen/16630300">http://www.weetmeer.nl/buurt/w/0001/DeMarne/Kloosterburen/16630300</a>				Agora													

				Kloosterburen, De Marne/Knows more Neighborhood information					Agora																													
				Know everything about Kloosterburen in De Marne. Housing, housing prices, types on inhabitants, care facilities.					Agora																													
33	Anne	Student	May 4	Cloe, I noticed you had written down plans: Local policy. I have summarized that document already, so you don't have to read it all anymore ;)		IDENTIFICATION	HELPER	HELPING	Agora																													
34	Cloe	Student	May 5		Great, then I will not do that!		HELPED		Agora																													
35	Cloe	Student	May 5	Here in a table the amount of care providers per city and how many feel burned out		IDENTIFICATION	OPEN DATA PROVIDER	OPEN DATA SHARING	Agora																													
				<div><div>City</div><div>Geschetaantalmantelzorgers personen 2014</div><div>Geschetaantalmantelzorgers personen 2014</div><table><tr><td>Appingedam</td><td>1960</td><td>330</td></tr><tr><td>Bedum</td><td>1660</td><td>280</td></tr><tr><td>Bellingwedde</td><td>1480</td><td>250</td></tr><tr><td>DeMarne</td><td>1650</td><td>280</td></tr><tr><td>Delfzijl</td><td>4190</td><td>710</td></tr><tr><td>Eemsmond</td><td>2540</td><td>430</td></tr><tr><td>Groningen</td><td>33780</td><td>Mantelzorgers in De Marne</td></tr><tr><td>Grootegast</td><td>1860</td><td>320</td></tr><tr><td>Haren</td><td>2980</td><td>510</td></tr><tr><td>Hoogezand-Sappemeer</td><td>5510</td><td>940</td></tr></table><div>Showing 1 to 10 of 23 entries</div><div>Mantelzorgers in De Marne</div><div>Source: <a href="http://ckan.routetopa.eu">http://ckan.routetopa.eu</a> (dataset)</div></div>	Appingedam	1960	330		Bedum	1660	280	Bellingwedde	1480	250	DeMarne	1650	280	Delfzijl	4190	710	Eemsmond	2540	430	Groningen	33780	Mantelzorgers in De Marne	Grootegast	1860	320	Haren	2980	510	Hoogezand-Sappemeer	5510	940			
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Haren	2980	510																																				
Hoogezand-Sappemeer	5510	940																																				
36	Cloe	Student	May 5	Did someone already manage to put several parts in one bargraph? It would be nice to have a visualization of all the		OTHER	HELP REQUESTER	HELPING	Agora																													



				distances to the health care facilities but have not yet found how this works					
37	Evelien	Student	May 12	Michiel did you already contact them? Could you provide us with a summary?		OTHER	REGULATOR	SOCIAL INTERACTION MANAGEMENT	Agora
38	Cloe	Student	May 13		That is what I wondered as well. Did the rest see Jochem's email as well?		PARTICIPANT		Agora
39	Michiel	Student	May 15		I did indeed send an email but have not heard back		PARTICIPANT		Agora
40	Michiel	Student	May 15		I will call Monday		PARTICIPANT		Agora
41	Anne	Stakeholder	May 17		Reaction will follow but if I am correct there has been contact by phone. Sorry, I'm stepping in late in terms of comments. But have been following this for quite some time		REGULATOR		Agora
42	Cloe	Student	May 14	Can someone get a datalet into CoCreation? It does no work for me		OTHER	GRIPER	GRIPING	Agora
43	Cloe	Student	May 14		not				Agora
44	Cloe	Student	May 14	Oh and remarkable: In the city de Marne there are only five people with a care indication psycho-geriatric care. Psycho-geriatric		INTERPRETATION	INFORMATION PROVIDER	INFORMATION SHARING	Agora

				care indications are given to people with a mental disease or I disorder a.o. dementia. Remarkable if you think of the fact that the town is suffering from an ageing population					
45	Cloe	Student	May 14	@Jochem, do we only present the outcome as end product? I have worked on my subquestion in the explore section. In that case I will copy it to the outcome tab		PRODUCTION	HELP REQUESTER	HELPING	Agora
46	Jochem	Moderator/researcher	May 17		Yes, the outcome is the end product. That should include the final report including your questions and the different subquestions/solutions. Good luck!		HELPER		Agora

**Table 2:** Characteristics of Joint Project Phases and Dialogue Games

Phases		Regulative	Informative	Evaluative	Constructive	Total
PROBLEM FRAMING	Dialogue Games	CR				1

	Open Data					0
	Number of messages per DG					1
	Number of participants per DG					1
IDENTIFICATION	Dialogue Games		H (3), ODS (6)	AC	Co-I	11
	Open Data		9	1	1	11
	Number of messages per DG		21	1	1	23
	Number of participants per DG		5	1	1	6
INTERPRETATION	Dialogue Games		IS (3), OD	AC	CO-Int	6
	Open Data		1	1		2
	Number of messages per DG		4	2	1	7
	Number of participants per DG		4	2	1	7
PRODUCTION	Dialogue Games		H			1
	Open Data					
	Number of messages per DG		2			2
	Number of participants per DG		2			2
OTHER	Dialogue Games		CR SC, H (2)	G (2)		5
	Open Data					
	Number of messages per DG		7	3		10

	Number of participants per DG		6	3		
TOTAL		1	16	4	2	

**Table 3:** Overview of total posts by participants

Participant	Dialogue Games	Roles	N Messages	N Visualizations	Total Number of messages	Total number of visualizations	Profile
Evelien, student	Collaborative Regulation	Regulator	1		17	12	<b>Regulator,</b> <b>Open Data provider</b> <b>(7)Proponent,</b> <b>Help requester</b> <b>Information provider</b> <b>(2)</b> <b>Open data requester,</b> <b>Interpretations</b> <b>Regulator</b>
	Argumentative Constructive	Open Data Provider	1	1			
	Argumentative Constructive	Proponent	1				
	Helping	Help requester	1				
	Open Data Sharing	Open data provider	1	1			
	Open data sharing	Open data requester	1				
	Information sharing	Information provider	2	1			
	Co-Interpretation	Interpretation-elaborator	1				
	Open Data sharing	Open data provider	1	2			
	Gripping	Griper	1				
	Open Data Provider	Open Data provider	5	7			

	Collaborative Regulation	Regulator	1				
Michiel, student	Argumentative Constructive	Opponent	1	1	7	2	<b>Opponent</b> <b>Open Data provider</b> <b>Information provider (3)</b> <b>Information requester</b> <b>Griper</b>
	Open Data Sharing	Open Data provider	1	1			
	Open Data Sharing	Information provider	1				
		Information requester	1				
	Information sharing	Information provider	1				
	Griping	Griper	1				
	Collaborative Regulation	Participant	2				
Cloe, student	Helping	Helper	1		14	6	<b>Helper</b> <b>Information provider 2</b> <b>Open data provider 6</b> <b>Helped</b> <b>Help requester (2)</b> <b>Information requester</b> <b>Griper (2)</b>
	Open Data sharing	Open data provider	5	5			
	Co-Interpretation	Open data provider	1	1			
	Helping	Helped	1				
	Open Data sharing	Open Data provider	1	1			
	Helping	Help Requester	1				
	Collaborative Regulation	Participant	1				
	Griping	Griper	2				

	Information sharing	Information provider	1				
	Helping	Help Requester	1				
Steven, student	Open Data sharing	OD provider	1	1	1	1	<b>Open data provider</b>
Anne D, student	Helping	Helper	1		2		<b>Helper</b>
	Information sharing	Information provider	1				<b>Information provider</b>
Anne H, stakeholder	Social Interaction management	Regulator	1				<b>Regulator</b>
Marcel, stakeholder					1		<b>Lurker</b>
Jochem, moderator/researcher	Helping	Helper	1		3		<b>Helper</b>
	Helping	Helper	1				
	Helping	Helper	1				
Louis, PA							<b>Lurker</b>
Felix, PA							<b>Lurker</b>
Paul, PA							<b>Lurker</b>

## 4.2 APPENDIX ISSY-LE-MOULINEAUX

Appendix A: Joint Projects from experiments carried out with students – Experiments took place on the AGORA

*Table 1: Corpus analysis categorised by Joint Project and by Dialogue Games – Group 1*

Line referen ces	Dialogue transcript (with visualisations)			Joint Projects		Dialogue games			Content
	Particip ant	Time of messag e	message	JP name	JP phases	Category	DG-name	Roles	Link with open data (viz.):
Line 1	Nicolas	(31- March- 2016 , 14:11:2 9)	hello michel !	Find a place for living	other	regulative	Social Interaction management	participan t	N
Line 2	Maxime	(31- March- 2016 , 14:12:3 6)	bubbles are here for dialoguing	Find a place for living	other	regulative	Social Interaction management	regulator	N
Line 3	Nicolas	31- March- 2016 , 14:13:0 1	Ok	Find a place for living	other	regulative	Social Interaction management	participan t	N

Line 4	Michel	(31-March-2016 , 14:14:24	There is a "beug"	Find a place for living	other	regulative	Social Interaction management	participan t	N
Line 5	Maxime	(31-March-2016 , 14:17:00	If you are agree, i think we should begin by "a pruning" Ile de France is too wide	Find a place for living	problem-framing	regulative	Collaborative Task Regulation	regulator	N
Line 6	nicolas	31-March-2016 , 14:17:19	ok	Find a place for living	problem-framing	regulative	Collaborative Task Regulation	participan t	N
Line 7	Michel	31-March-2016 , 14:17:47	i'm ok	Find a place for living	problem-framing	regulative	Collaborative Task Regulation	participan t	N
Line 8	Nicolas	31-March-2016 , 14:19:35	I seek a map of the region	Find a place for living	identification	informative	Information Sharing	info Provider	OD




Line 9	Nicolas	31-March-2016 , 14:25:33		Find a place for living	identification	informative	Open Data Sharing (ODS)	OD Provider	OD
Line 10	Maxime	31-March-2016 , 14:28:10	<p>i created a map of the number of inhabitants by city. I try to delete some towns</p> 	Find a place for living	identification	informative	OD Sharing	OD Provider	OD
Line 11		31-March-2016 , 14:31:1	Not very intelligible	Find a place for living	interpretation	evaluative	Argumentation -competitive	opponent	OD

Line 12	Michel	31-March-2016 , 14:38:30	It is better this way. You must be skilled	Find a place for living	interpretation	evaluative	Argumentation -competitive	opponent	OD
Line 13	Maxime	31-March-2016 , 14:40:30	I saw it. I had some diffulties with dashboard displaying	Find a place for living	other	regulative	Social Interaction management	participan t	N
Line 14	Nicolas	31-March-2016 , 14:25:43	Click on it	Find a place for living	other	regulative	Social Interaction management	regulator	N
Line 15	Nicolas	31-March-2016 , 14:41:27	OK. I propose you to share the task	Find a place for living	problem-framing	regulative	Collaborative Task Regulation	regulator	N
Line 16	Nicolas	31-March-2016 , 14:42:47	what a couple with two children would like to ?	Find a place for living	problem-framing	regulative	Collaborative Task Regulation	regulator	N


Line 17	Michel	31-March-2016 , 14:44:48	Proximity of schools is a priority - i prefer that my children are not far from my home	Find a place for living	problem-framing	regulative	Collaborative Task Regulation	regulator	N
Line 18	charline	31-March-2016 , 14:45:52	We could seek infrastructure as spaces for dance lessons or sport clubs for children !	Find a place for living	identification	regulative	Collaborative Task Regulation	regulator	N
Line 19	Maxime	31-March-2016 , 14:45:53	Infrastutures for entertainment, for cultural reasons, to avoid going to Paris	Find a place for living	identification	regulative	Collaborative Task Regulation	regulator	N
Line 20	Michel	31-March-2016 , 14:47:13	dance is too restrictive	Find a place for living	interpretation	evaluative	Argumentation -competitive	opponent	N
Line 21	nicolas	31-March-2016 , 14:48:25	Much has already been done. If we take into account the fact that we have to find a means of transport for Paris, it's a lot of constraints	Find a place for living	problem-framing	regulative	Collaborative Task Regulation	regulator	N

Line 22	Charline	31-March-2016 , 14:43:42	"Hello" (she forgot to present herself)	Find a place for living	other	regulative	Social Interaction management	participan t	N
Line 23	Michel	31-March-2016 , 14:46:51	Yes ! You are welcome	Find a place for living	other	regulative	Social Interaction management	regulator	N
Line 24	Nicolas	31-March-2016 , 14:49:25	That is how I see this issue: we seek educational institution, or we compare private and public (schools). It could be relevant	Find a place for living	identificatio n	regulative	Collaborative Task Regulation	regulator	N
Line 25	Michel	31-March-2016 , 14:51:02	means of transport, metro statio, bike station and other things	Find a place for living	identificatio n	regulative	Collaborative Task Regulation	participan t	N
Line 26	Charline	31-March-2016 , 14:51:22	we could also seek library, media library in the sector	Find a place for living	identificatio n	regulative	Collaborative Task Regulation	regulator	N

Line 27	Michel	31-March-2016 , 15:06:06	sorry, my computer does not work correctly	Find a place for living	other	regulative	Social Interaction management	participan t	N																								
Line 28	charline	31-March-2016 , 15:09:12	i found data on library in Ile de France but i meet some difficulties to integrate my map	Find a place for living	identification	informative	Information Sharing	info Provider	N																								
Line 29	nicolas	31-March-2016 , 15:09:36	Here you find private (educational) institution by French department <table><tr><th>Department</th><th>Number of Institutions</th><th>Percentage</th></tr><tr><td>Ile-de-France</td><td>21.9%</td><td></td></tr><tr><td>Centre</td><td>16.5%</td><td></td></tr><tr><td>Nord-Pas-de-Calais</td><td>14.1%</td><td></td></tr><tr><td>Rhône-Alpes</td><td>13.4%</td><td></td></tr><tr><td>PACA</td><td>12.4%</td><td></td></tr><tr><td>Île-de-France</td><td>10.4%</td><td></td></tr><tr><td>Hauts-de-Seine</td><td>9.4%</td><td></td></tr></table>	Department	Number of Institutions	Percentage	Ile-de-France	21.9%		Centre	16.5%		Nord-Pas-de-Calais	14.1%		Rhône-Alpes	13.4%		PACA	12.4%		Île-de-France	10.4%		Hauts-de-Seine	9.4%		Find a place for living	identification	informative	Open Data Sharing (ODS)	OD Provider	OD
Department	Number of Institutions	Percentage																															
Ile-de-France	21.9%																																
Centre	16.5%																																
Nord-Pas-de-Calais	14.1%																																
Rhône-Alpes	13.4%																																
PACA	12.4%																																
Île-de-France	10.4%																																
Hauts-de-Seine	9.4%																																
Line 30	Maxime	31-March-2016 , 15:14:40	the schools, first and second level, i am agree	Find a place for living	production	constructive	(Co-)elaboration	solution proposer	OD																								
Line 31	Nicolas	31-March-2016 , 15:10:05	I choose Hauts-de-Seine	Find a place for living	production	constructive	(Co-)elaboration	solution proposer	N																								

Line 32	Michel	31-March-2016 , 15:18:21	Why ?	Find a place for living	production	constructive	(Co-)elaboration	solution co-elaborator	N
Line 33	nicolas	31-March-2016 , 15:20:22	Departments containing as private institution as possible, outside Paris, it is a criterion	Find a place for living	production	constructive	(Co-)elaboration	solution proposer	N
Line 34	Michel	31-March-2016 , 15:18:47	i have no driving licence, so bike station (i analyse) 	Find a place for living	production	constructive	Open Data Sharing (ODS)	solution proposer	OD
Line 35	Michel	31-March-2016 , 15:19:19	at first sight, (i choose) Boulogne	Find a place for living	production	constructive	(Co-)elaboration	solution proposer	N
Line 36	Maxime	31-March-2016 , 15:26:54	Why Boulogne, Issy... have so many (educational institution) ?	Find a place for living	production	constructive	(Co-)elaboration	solution-critic	N

Line 37	nicolas	31-March-2016 , 15:28:40	look at your map, there are equal number of school and high school nearby. I am agree with you Michel. Boulogne.	Find a place for living	production	constructive	(Co-)interpretation	interpretation co-elaborator	OD
Line 38	Maxime	31-March-2016 , 15:29:10	If you are pedestrian, look at the metro station	Find a place for living	production	constructive	(Co-)interpretation	solution co-elaborator	OD
Line 39	Michel	31-March-2016 , 15:33:32	Look at this Maxime	Find a place for living	production	constructive	Open Data Sharing (ODS)	solution co-elaborator	OD
Line 40	Michel	31-March-2016 , 15:35:03	No information on Issy. Boulogne is very busy	Find a place for living	production	constructive	(Co-)elaboration	solution-critic	N

Line 41	Michel	31-March-2016 , 15:36:09	I stand by my position	Find a place for living	production	constructive	(Co-)elaboration	solution-critic	N
Line 42	Charline	31-March-2016 , 15:26:23	Here. There are 1100 libraries in IDF 	Find a place for living	interpretation	informative	Information Sharing	Info-Provider	Website
Line 43	Nicolas	31-March-2016 , 15:29:56	Sorry. Too wide Charline	Find a place for living	other	regulative	Social Interaction management	regulator	N
Line 44	Charline	31-March-2016 , 15:32:25	i am agree with you concerning the city. Now, i have to go. Sorry for the lack of participation but i met some difficulties to navigate on the platform. Have a nice day	Find a place for living	production	constructive	(Co-)elaboration	solution co-elaborator	N





Line 45	Nicolas	31-March-2016 , 15:37:06	Boulogne for all of you	Find a place for living	production	constructive	(Co-)elaboration	solution co-elaborator	N
Line 46	Maxime	31-March-2016 , 15:38:25	Yes. Very close to Paris, transports and school. So yes	Find a place for living	production	constructive	(Co-)elaboration	solution co-elaborator	N
Line 47	Maxime	(31-March-2016 , 15:38:40	Lack of time for discussion	Find a place for living	other	evaluative	gripping	griper	N

Table 2: Corpus analysis categorised by Joint Project and by Dialogue Games – Group 2

Line references	Dialogue transcript (with visualisations)			Joint Projects		Dialogue games			Content
	Participant	Time of message	message	JP name	JP phases	Category	DG-name	Roles	Link with open data (viz.):
Line 1	julien :	01-April-2016 , 17:15:26	Hello [In English in the original]	Find a place for living	other	Regulative	Social Interaction management	regulator	N

Line 2	julien :	01-April-2016 , 17:16:18	I propose that we analyse the problem before beginning?	Find a place for living	problem- framing	Regulative	Collaborative Task Regulation	regulator	N
Line 3	julien :	01-April-2016 , 17:16:32	Ok for you?	Find a place for living	problem- framing	Regulative	Collaborative Task Regulation	regulator	N
Line 4	Alexandra Simao :	01-April-2016 , 17:17:41	Good for me	Find a place for living	problem- framing	Regulative	Collaborative Task Regulation	participant	N
Line 5	julien :	01-April-2016 , 17:18:03	We have to find a town, with a college, a lycée school and transports	Find a place for living	problem- framing	Regulative	Collaborative Task Regulation	regulator	N
Line 6	julien :	01-April-2016 , 17:18:10	so?	Find a place for living	problem- framing	Regulative	Collaborative Task Regulation	regulator	N
Line 7	julien :	01-April-2016 , 17:20:25	Let's start with the college and lycées	Find a place for living	problem- framing	Regulative	Collaborative Task Regulation	regulator	N
Line 8	Clémentin e :	01-April-2016 , 17:20:30	Hello	Find a place for living	other	Regulative	Social Interaction management	participant	N
Line 9	julien :	01-April-2016 , 17:21:11	hello, I leave you to read the comments;)	Find a place for living	other	Regulative	Social Interaction management	regulator	N
Line 10	julien :	01-April-2016 , 17:23:12	I copied the other discussions :)	Find a place for living	other	Regulative	Social Interaction management	regulator	N
Line 11	Clémentin e :	01-April-2016 , 17:25:28	I've just read, we're looking for a town that has a college and a lycée and transports	Find a place for living	problem- framing	Regulative	Collaborative Task Regulation	regulator	N

Line 12	Jonathan Gr :	01-April-2016 , 17:26:21	yes	Find a place for living	identification	Regulative	Collaborative Task Regulation	participant	N
Line 13	Alexandra Simao :	01-April-2016 , 17:25:26	I created a map for the colleges and lycées in Ile de France	Find a place for living	identification	INFORMATIV E	IS	Info Provider	OD
Line 14				Find a place for living	identification	INFORMATIV E	Open Data Sharing (ODS)	OD Provider	OD
Line 15	Jonathan Gr :	01-April-2016 , 17:26:55	What can we infer from it?	Find a place for living	interpretation	constructive	(Co-)interpretation	Interpretation-Elaborator	N
Line 16	julien :	01-April-2016 , 17:29:49	nothing. We should have two maps ?	Find a place for living	identification	constructive	(Co-)interpretation	Interpretation-Critic	N
Line 17	Alexandra Simao :	01-April-2016 , 17:30:24	I'll take care of remaking a new map with uniquely the colleges and the lycées so that it will be more clear	Find a place for living	identification	INFORMATIV E	IS	Info Provider	OD
Line 18	Alexandra Simao :	01-April-2016 , 17:30:39	Therefore, two maps	Find a place for living	identification	INFORMATIV E	IS	Info Provider	OD
Line 19	Alexandra Simao :	01-April-2016 , 17:32:43	Here is the map of colleges in IDF	Find a place for living	identification	INFORMATIV E	is	Info Provider	OD
Line 20				Find a place for living	identification	INFORMATIV E	Open Data Sharing (ODS)	OD Provider	OD
Line 21	julien :	01-April-2016 , 17:32:55	I'll do the primary schools	Find a place for living	identification	INFORMATIV E	IS	info Provider	OD

Line 22	julien :	01-April-2016 , 17:39:25	The primary schools	Find a place for living	identification	INFORMATIV E	IS	info Provider	OD
Line 23				Find a place for living	identification	INFORMATIV E	Open Data Sharing (ODS)	OD Provider	OD
Line 24	julien :	01-April-2016 , 17:40:34	saint mandé or vincennes, we should study the transportation	Find a place for living	identification	Regulative	Collaborative Task Regulation	regulator	N
Line 25	Alexandra Simao :	01-April-2016 , 17:41:06	Me, il wanted to propose Neuilly sur Marne	Find a place for living	production	constructive	(Co- )interpretation	Interpretatio n-proposer	N
Line 26	Alexandra Simao :	01-April-2016 , 17:41:27	Because the price per m <sup>2</sup> is affordable in comparison with other places	Find a place for living	production	constructive	(Co- )interpretation	Interpretatio n-proposer	N
Line 27	Alexandra Simao :	01-April-2016 , 17:46:12	There you are	Find a place for living	production	constructive	(Co- )interpretation	Interpretatio n-proposer	WEBSITE
Line 28				Find a place for living	production	constructive	(Co- )interpretation	Interpretatio n-proposer	WEBSITE
Line 29	julien :	01-April-2016 , 17:47:06	If we're ecological we should rent cars that are on free access	Find a place for living	identification	constructive	(Co- )interpretation	Interpretatio n-Elaborator	N
Line 30	Clémentin e :	01-April-2016 , 17:50:49	Here's a map of the free access cars [autolib] in IDF	Find a place for living	identification	INFORMATIV E	IS	info Provider	OD
Line 31				Find a place for living	identification	INFORMATIV E	Open Data Sharing (ODS)	OD Provider	OD

									
Line 32	Clémentine :	01-April-2016 , 17:52:00	Sorry, a diagram	Find a place for living	identification	INFORMATIV E	IS	Info Provider	OD
Line 33	Alexandra Simao :	01-April-2016 , 17:54:45	So which town do we choose ?	Find a place for living	production	constructive	Deliberation	Co-deliberator	N
Line 34	Julien :	01-April-2016 , 17:55:26	Issy les Moulineaux ?	Find a place for living	production	constructive	(Co-)elaboration	Solution-proposer	N
Line 35	Alexandra Simao :	01-April-2016 , 17:55:36	Issy les Moulineaux ?	Find a place for living	production	constructive	(Co-)elaboration	Solution-proposer	N
Line 36	Clémentine :	01-April-2016 , 17:56:43	I rather agree	Find a place for living	production	constructive	(Co-)elaboration	Solution-co-elaborator	N
Line 37	Alexandra Simao :	01-April-2016 , 17:57:24	Because of the level of free access cars, there are quite a few of them, there are colleges and lycées and the price per m <sup>2</sup> is more affordable in comparison with Boulogn	Find a place for living	production	constructive	(Co-)elaboration	Solution-co-elaborator	N
Line 38	Julien :	01-April-2016 , 17:57:48	Not far from Paris to	Find a place for living	production	constructive	(Co-)elaboration	Solution-co-elaborator	N
Line 39	Alexandra Simao :	01-April-2016 , 17:58:34	Alright then, we stick with Issy les Moulineaux	Find a place for living	production	constructive	(Co-)elaboration	Solution-co-elaborator	N
Line 40	Alexandra Simao :	01-April-2016 , 17:58:51	In that case what do we look at now ?	Find a place for living	production	constructive	Deliberation	co-deliberator	N

Line 41	Clémentine :	01-April-2016 , 17:59:20	Indeed, the town of Issy les Moulineaux is well equipped on all these points	Find a place for living	production	constructive	(Co-)elaboration	Solution-co-elaborator	N
Line 42	Clémentine :	01-April-2016 , 18:01:14	The proximity to Paris is a good point, and also the transports, well served	Find a place for living	production	constructive	(Co-)elaboration	Solution-co-elaborator	N
Line 43	Alexandra Simao :	01-April-2016 , 18:06:16	There is a lack of intuitivity since the names of the variables are not clear during importing of data	Find a place for living	other	Evaluative	Griping	griper	N
Line 44	Alexandra Simao :	01-April-2016 , 18:08:29	There's a problem with the agora, you're forced to reload the conversation all the time, the messages don't appear if you don't reload the page. Once on the map, you're obliged to return to the conversation	Find a place for living	other	Evaluative	Griping	griper	N

## Analysis of Joint Project Phases and Dialogue Games for two groups of students

Table 3: characteristics of Joint Project Phases and Dialogue Games – Group 1

Phases		regulative	informative	evaluative	constructive	Total
PROBLEM-FRAMING	Dialogue games	1[CR]	0	0	0	1
	Open Data	0	0	0	0	0
	Number of messages per DG	7	0	0	0	7
	Number of participants per DG	3	0	0	0	3
IDENTIFICATION	Dialogue games	1 [CR]	2 [ODS, IS]	0	0	3
	Open Data	0	3	0	0	3
	Number of messages per DG	5	5- [3 ;2]	0	0	10
	Number of participants per DG	4	3- [1;3]	0	0	7
INTERPRETATION	Dialogue games	0	1 [IS]	1[AC]	0	2
	Open Data	0	0	0	0	0
	Number of messages per DG	0	1	3	0	4
	Number of participants per DG	0	1	1	0	2
PRODUCTION	Dialogue games	0	0	0	3 [co-Int; Co-el ; ODS]	2
	Open Data	0	0	0	2	2
	Number of messages per DG	0	0	0	15 [2;11 ;2]	15
	Number of participants per DG	0	0	0	4 [2; 4 ; 1]	4
OTHER	Dialogue games	1 [SC]	0	1 [G]	0	2
	Open Data	0				

	Number of messages per DG	10	0	1	0	11
	Number of participants per DG	4				

Table 4: characteristics of Joint Project Phases and Dialogue Games – Group 2

Phases		regulative	informative	evaluative	constructive	Total
PROBLEM-FRAMING	Dialogue games	1 [CR]	0	0	0	1
	Open Data	0	0	0	0	0
	Number of messages per DG	7	0	0	0	7
	Number of participants per DG	3	0	0	0	3
IDENTIFICATION	Dialogue games	1[CR]	2 [ODS, IS]	0	1 [co-Int]	4
	Open Data	0	4	0	0	4
	Number of messages per DG	2	12 [4;8]	0	2	16
	Number of participants per DG	2	3 [3;3]	0	1	6
INTERPRETATION	Dialogue games	0	0	0	1 [co-Int]	1
	Open Data	0	0	0	0	0
	Number of messages per DG	0	0	0	1	1
	Number of participants per DG	0	0	0	1	1
PRODUCTION (13)	Dialogue games	0	0	0	3 [co-Int; Co-el; D]	3
	Open Data	0	0	0	0	0
	Number of messages per DG	0	0	0	14 [4;8 ;2]	14
	Number of participants per DG	0	0	0	3 [1; 3;1]	3
OTHER	Dialogue games	1 [SC]	0	1 [G]	0	2



	Open Data	0	0	0	0	0
	Number of messages per DG		0	2	0	6
		4				
	Number of participants per DG	2	0	1	0	3

## Analysis of participants' commitment according to their roles, number of visualisations and number of messages

Table 5: characteristics of Joint Project by participants

JP Name	Participant	List DG of each JP in their order	Role / 'name of the DG'	Number of messages/ 'name of the DG'	Number of visualisations/ 'name of the DG'	Sum and Average Number of messages/DG	Profile (more frequent roles)
Find a place for living 1	Michel	Social Interaction Management, Collaborative Task Regulation, 2 Argumentation-competitive, CR, ArCo, SC, CR, SC, Co-El, ODS, Co-el ; ODS; 2 Co-el	participant/SC ; participant/CR ; opponent/ArCo (x2) ; Regulator/CR ; opponent/ArCo; Regulator/SC ; participant/CR ; participant/SC ; Sol. Co-elaborator/Co-El ; OD-provider/ODS ;Sol. Proposer/Co-El; OD-provider/ODS; Sol. Critic/Co-El (x2)	3/SC ; 3/CR ; 3/ArCo; 4/co-El; 2/ODS	2/ODS	15 (sum) - average: 3	Participant (4) ; Opponent (3)
	Nicolas	2 SC; CR; IS ; ODS ; SC ; 4 CR; ODS; 2 Co-El ; Co-int ; SC; Co-El	participant/SC (x2); participant/CR ; info-provider/IS; OD-provider/ODS; regulator/SC; Regulator/CR (x4) ; OD-provider/ODS; sol. Proposer/ col-el (x2) ; Int. Co-el/CO-Int; Regulator/SC; Sol. Co-el/ co-el	4/SC; 5/CR; 1/IS; 2/ODS; 3/Co-El; 1 Co-Int	2/ODS	16 (sum) - average: 2,7	Regulator (6); Participant (3)

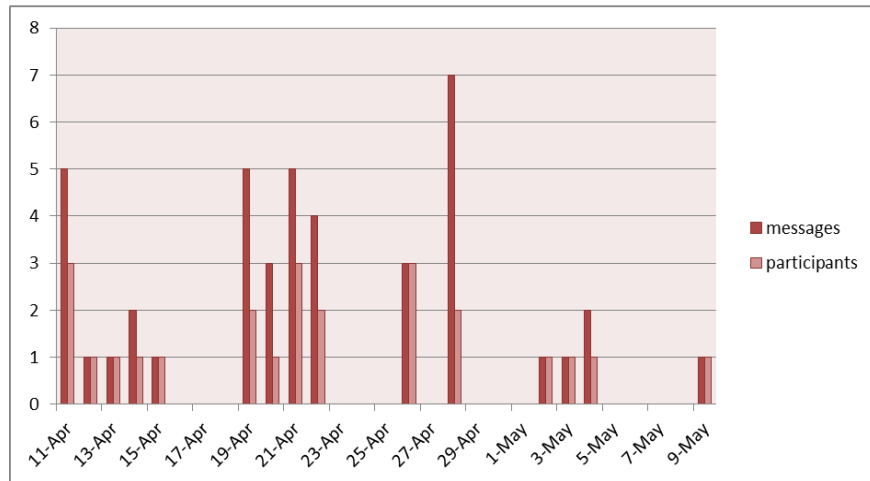
	Charline	CR; SC; CR; 2 IS; Co-El	regulator/CR; participant/SC; regulator/CR; info-provider/IS (x2); sol. Co-El.	2/CR; 1/SC; 2/IS; 1/Co-El.	0	6 (sum) - average: 1,5	Info-provider (2); regulator (2)
	Maxime	Sc; CR; ODS; SC; CR; 2 Co-El; Co-Int; Co-El.; Gripping	Regulator/Sc; Regulator/CR; OD-Provider/ODS; participant/SC; Regulator/CR; sol. Proposer/Co-El.; Sol. Critic/Co-El.; Sol. Co-El./Co-Int; Sol. Co-el./Co-El. ; Gripper/G	2/SC; 2/CR; 1/ODS; 3/Co-el. ; 1/Co-Int. ; 1/G	1/ODS	10 (sum) - average: 1,6	Regulator (3); Sol. Co-el (2)
Find a place for living 2	Alexandra	CR; IS; ODS; 3 IS; ODS; 3 co-int; ODS; D; 3 co-el; D; 2 griping	participant/CR;info-provider/IS; OD-provider/ODS; Info-provider/IS (x3); OD-provider/ODS; Interpretation-proposer/Co-Int (x3); info-provider/IS; co-deliberator/D; Sol.proposer/Co-el. ; Sol. Col. El. / Co-El. (x2) ; co-deliberator/D; Gripper/G (x2)	1/CR; 5/IS; 3/Co-Int. ; 2/D; 3/Co-el. ; 2/G; 2/ODS	2/ODS	18 (sum) - average: 2,6	Info-provider (5) ; Od-provider (2) ; Interpr. Proposer (3)
	Julien	SC; 5 CR; 2 SC; Co-Int; 2 IS; ODS; CR; Co-Int; Co-El (x2)	Regulator/SC; Regulator/CR (x5); Regulator/SC (x2); Int. Critic/Co-Int. ; Info-provider/IS (x2); OD-provider/ODS; regulator/CR; Int. El./Co-Int; Sol. Proposer/Co-el.; sol. Co-el./Co-El.	3/SC; 6/CR; 2/Co-Int. ; 2/IS; 1/ODS; 2/Co-el.	1/ODS	16 (sum) - average: 2,7	Regulator (9); Info-provider (2)
	Clémentine	SC; CR; IS; ODS; IS; 3 Co-El.	participant/SC; regulator/CR; info-provider/IS; Od-provider/ODS; Info-provider/IS; sol. Co-el/Co-el (x3)	1/SC; 1/CR; 2/IS; 1/ODS; 3/Co-El.	1/ODS	8 (sum) - average:1,6	sol. Co-el (3); Info-provider (2)
	Jonathan Gr. (Facilitator)					2 (sum) – average : 1	

### 4.3 APPENDIX DEN HAAG

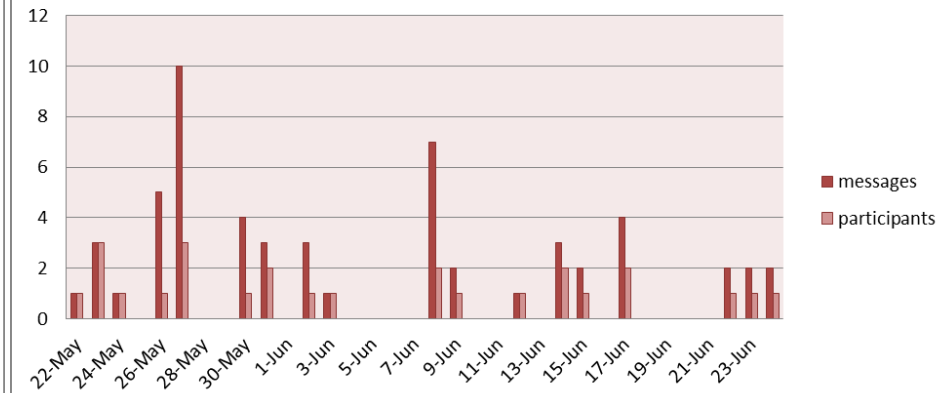
#### SPOD pilot 1: Dialogue games summary

Phases		regulative	informative	evaluative	constructive	Total
<b>PROBLEM-FRAMING</b>	Dialogue games	Regulative messages by researcher moderator only	Only incomplete DG's (no reaction) OD-request (3) Info-request (1) Help-request (2)	Few isolated griping messages on the tool (4)	Number of constructive Dialogue Game 4 [D] 1 [Co-int]	
	Open Data				1 (Co-int)	
	Number of messages per DG				D [3, 7, 4, 6] Co-int [2]	
	Number of participants per DG				D [2, 4, 3, 3] Co-int [2]	
<b>IDENTIFICATION</b>	No dialogue games					
<b>INTERPRETATION</b>	No dialogue games					
<b>PRODUCTION</b>	No dialogue games					
<b>(OTHER)</b>	No dialogue games					

## Pilot 1



## Pilot 2



## SPOD Pilot 2: Dialogue games summary

Phases		regulative	informative	evaluative	constructive	Total
PROBLEM-FRAMING	No dialogue games					
IDENTIFICATION	Dialogue games	Isolated regulative messages [3]	Number of informative DG's: 2 [ODS] Incomplete DG's: OD-provide without response [2]		Number of constructive DG's 1 [Co-int]	
	Open Data		ODS [0, 2] Incomplete DG's [2]			
	Number of messages per DG		ODS [8, 21]		Co-int [2]	
	Number of participants per DG		ODS [3, 6]		Co-int [2]	
INTERPRETATION	Dialogue games				Number of constructive DG's 1 [Co-El]	
	Open Data					
	Number of messages per DG				Co-El [12]	
	Number of participants per DG				Co-El [6]	
PRODUCTION	No dialogue games					
(OTHER)	No dialogue games					

## Pilot 1: Dialogue game analysis

**Period:** 11-4-2016 – 9-5-2016

### Participants

Public Administration: RV (Role: knowledge monitor), AG (Role: Open Data Expert), JK, MP (Role: Chair), (a small p will be added behind the abbreviation to indicate PA):

Employers: EJ, FK, RJ (a small e will be added in the table to the abbreviation to indicate Employer)

Researcher: MPR

**Number of messages:** 46

**New threads:** 24

Thread Nr.	Participant	Time	Message	JP name	JP phase	Category	DG-name	Roles	Tool
1	AGp	11 April 2016 17:43	I don't see much yet			REGULATIVE	SC		AGORA
2	JKp	11 April 2016 17:59	I find it nice design, I must say				SC		AGORA
3	JKp	11 April 2016 18:30	the talk of town and with employers to encourage each other to do something to believe in arrears		Problem framing	CONSTRUCTIVE	Deliberation	Moderator	AGORA
4	MPp	11 April 2016 18:32	QUESTION: conversation between government and employers and between employers themselves in order to encourage as many employers to work for people from the labor market and to participate in the Ambassador Network			CONSTRUCTIVE	Deliberation	Moderator	AGORA

4.1	JKp	19 April 2016 11:50	a fine life examples would help. I bind you examples of that BBL young people are last in your presentation strong - that gives an employer an insight how he / she could help - could you share that information?			CONSTRUCTIVE	Deliberation	Co-deliberator	AGORA
5	MPp	11 April 2016 18:32	QUESTION: conversation between government and employers and between employers themselves in order to encourage as many employers to work for people from the labor market and to participate in the Ambassador Network			CONSTRUCTIVE	Deliberation	Moderator	AGORA
	JAR	11 April 2016 18:39	<a href="https://nl.surveymonkey.com/r/J6FWNTG">https://nl.surveymonkey.com/r/J6FWNTG</a>						AGORA
6	MPp	11 April 2016 18:51	Objective: the ambassadors' network to be a sounding board of the municipality. They may solicited and unsolicited advice on the projects of the municipality. This year is therefore the participation Act: people with disabilities to work. The municipality has since assistance needed by employers. not only because they themselves put people but also and above all because they inspire other companies. QUESTION is how I reach this fast? And those companies that actually provide commitment and do real things? And show up for discussions with the municipality? QUESTION 2: what data do we need this?			CONSTRUCTIVE	Deliberation	Moderator	AGORA



6.1	EJe	14 April 2016 15:55	KBG sounds fine, but solicited and unsolicited advice comes unstructured. Leading the goals should you ask with each other there, and that's equivalent to the assessment framework within which you as a sounding board contributes to the achievement of these objectives.			CONSTRUCTIVE	Deliberation	Co-deliberator	AGORA
7	MPp	12 April 2016 23:52	If it is interesting for you to For example, digitally through this platform on inclusive labor to talk to the congregation? And when you take part in the ambassadeursetwerk?			CONSTRUCTIVE	Deliberation	Moderator	AGORA
7.1	EJe	14 April 2016 15:56	There must be a reciprocity MFI sit in the proposition, not just a 'must'. Then it is interesting to the Municipality of opportunities to talk, what opportunities employer (s) area (t) (s) and what the church herein intends to do and could do more to support this process.			CONSTRUCTIVE	Deliberation	Co-deliberator	AGORA
7.2	JKp	19 april 11.30	Yes which seems to me very important, reciprocity and the feeling that "shot" is in a debate, so that you see applicable results			CONSTRUCTIVE	Deliberation	Co-deliberation	AGORA
7.3		19 april 11.36	I also think it is a few insightful graphs on the extent of the problem = out there? I wonder if Robert Ronald or the Research Department as something of Canaan deliver?			INFORMATIVE	ODS	OD-requester	AGORA

8	MPp	13 April 2016 16:53	I am waiting in suspense.....			REGULATIVE	CR	Regulator	AGORA
9	RVp	15 April 2016 16:11	Hello Marja I see that there is still no response come from employers to your question. Can you say something about the motives of the current ambassadors and what is their role?			CONSTRUCTIVE	Deliberation	Moderator	AGORA
10	JKp	19 April 2016 11:30	When I think from my company, I would join the network as ambassador hetidee I had my contributions could also change. I would also find it more convenient to respond to a claim or demand and management - rather than react more generally			CONSTRUCTIVE	Deliberation	Co-deliberator	AGORA
11	AGp	19 April 2016 17:56	I have an app with numbers here about employment and employers on a map. Like your findings. link: <a href="http://ddh.maps.arcgis.com/apps/CompareAnalysis/index.html?appid=9d8fb2f903c94a0e8e2393554600b95f">http://ddh.maps.arcgis.com/apps/CompareAnalysis/index.html?appid=9d8fb2f903c94a0e8e2393554600b95f</a>			INFORMATIVE	ODS	OD-provider	AGORA
12	JKp	20 April 2016 18:06	Based on this seems very interesting, but I find it difficult to look good - how I hang here a datalet to? French? Could someone show me how many jobs there are in de Schilderswijk?			CONSTRUCTIVE	Co-int	Explorer	AGORA
12.1	RVp	22 April 2016 17:40	I agree with you. I'm not sure how I should read. I like the boxes of schilderswijk East and West to then I see different figures with regard to number			CONSTRUCTIVE	Co-int	Explorer	AGORA

			of companies and employees per hectare density.						
13	JKp	20 April 2016 18:09	Ask Agp: Which datasets are about participationwet?			INFORMATIVE	ODS	OD-requester	AGORA
13.1	Agp	26 april	I'm going to is working with a colleague questions with much participation, I come back to this			INFORMATIVE	ODS	OD-provider	What's new
14	JKp	20 April 2016 18:11	have a nice datalet, so with those various graphics etc			REGULATIVE	SC	Regulator	AGORA
15	MPR	21 April 2016 12:52	Message from the moderator: What we see in the debate is seeking group of people. What is this discussion about? What I will deliver kind of contribution? Maybe inviting by excessive initial question and we do not have enough discussed what type of question to debate in this medium (online / platform)			REGULATIVE	CR	Regulator	AGORA
16	MPR	21 April 2016 12:58	Proposal: Marja would you - instead of asking a question about how to set up the ambassador network - ask a question that can be put to the ambassador network. As if we all hear at all and there can contributions from their own expertise. Then the datalet of Antoine also come into play, since it interesting data work / employment and community work to find his.			REGULATIVE	CR	Regulator	AGORA

16.1	JKp	22 april	Agree, but using the datalet I find difficult - FKe? Can you do something with it, given your great reputation in this field :- )			INFORMATIVE	Helping	Help-asker	What's new
17	REp	21 April 2016 15:21	We walk behind in realizing employment agreements. How can we Ambassador network thereby efficiently deploy and what the municipality ambassador network required employers actually			CONSTRUCTIVE	Deliberation	Moderator	AGORA
17.1	JKp	22 april	Good question. My idea now (but I hear from others) focused approach the personal network of the ambassadors by pairs of ambassadors and people of Social Affairs and Employment, after a meeting with people that action who want to do something and make dealmaking and appointments			CONSTRUCTIVE	Deliberation	Co- deliberation	What's new
17.2	RVp	22 april	My idea is to make the connection to the business clubs from the region. May wish to commit themselves to the theme of employment agreements and ambassador network. From there we can approach their members / employers			CONSTRUCTIVE	Deliberation	Co- deliberation	What's new
17.4	MPp	28 april	Hi RVp						What's new
17.5	MPp	28 april	Hi RVp, that's exactly what we're doing now. We already have business clubs, associations			CONSTRUCTIVE	Deliberation	Co-deliberator	What's new

			and business approach, and some have been linked to the ambassador network. They shall issue than one or two paragraphs on which members are heaving corridor to the other members with questions from the network and from the government. Also idea of Jan Pieter now running, but we still need more to the WSP AMs on the road, we often go first alone and then follow up again more difficult, or at least later						
18	REp	21 April 2016 15:23	Interesting to create jobs appointments?						AGORA
19	JKp	22 April 2016 12:41	What I find tricky: if in news bijdraag is not visible in Agora, or vice versa			EVALUATIVE	Griping	Griper	AGORA
20	MPR	26 April 2016 12:09	Ronald has the status of the discussion summary, only this contribution put under What's new and not this space, so I post it here as well: . With this feedback here where we are now. As Miriam indicates what we are seeking. Also varies how engaged everyone in the discussion. Furthermore, we are slightly deviated from the question raised Marja: If it is interesting for you to For example, digitally through this platform over the inclusive labor market with the talk? And when you take part in			REGULATIVE	CR	Regulator	AGORA

			<p>the ambassadeursetwerk? Edwin sees HINTS digital platform that you can soundboards there. However, there should be clear goals are gesteld. Jan Pieter also like to see practical examples back. The question if you would join a Ambassador network is still open</p> <p>Miriam has requested a slightly different question. This was picked up by Robert. He question whether the ambassador network can be deployed for completing the employment agreements. Since these remains behind. The responses are null</p> <p>Antoine datalet demands might be able to explain. Furthermore there from Jan Pieter BBL and how big is this problem still open question.</p>						
21	MPp	28 April 2016 12:01	I myself find it difficult to read - all Posts are offset and not really classified by demand; who now responds to whom? What is state of affairs?			EVALUATIVE	Griping	Griper	AGORA
22	MPp	28 April 2016 12:02	In response to Ronald: what we need for the municipality to employers to interest? The ambassador network is precisely to support the church, we put doors where the municipality may go.			CONSTRUCTIVE	Deliberation	Co-deliberator	AGORA
22.1	JKp	28 april	Okay, I hear RVp question also like: what do you need from the municipality, eg what information must be or have been			CONSTRUCTIVE	Deliberation	Co-deliberator	What's new

			indications what kind of service they expect						
22.2	MPp	28 april	I need information about which areas they need more contacts / companies. Which I picked up and make a list of it. I also need information about who is responsible for each sector, so I can take an accountmanager with me for a talk			CONSTRUCTIVE	Deliberation	Co-deliberator	What's new
22.3	RVp	2 mei	So you have already retrieved information. 2nd part of the information that you need, I can not read			EVALUATIVE	Gripping	Griper	What's new
22.4	MPp	4 mei	Yes, that's a shame - point MPR perhaps to indicate the direction of Italy			EVALUATIVE	Gripping	Griper	What's new
23	MPp	28 April 2016 12:03	In response to MPR, a new question: best employers, have you already limited labor or other people distance to labor employed. If so, why? If not, why not? Do you know companies that already / have and would you like to introduce me there?			CONSTRUCTIVE	Deliberation	Moderator	AGORA
23.1	JKp	28 april	Obvious question: FKe what can you say about this?			CONSTRUCTIVE	Deliberation	Moderator	What's new
24	MPp	?	Perhaps still another question: how can we now support the ambassador network with a community like this? So in addition to the live visits and meetings			CONSTRUCTIVE	Deliberation	Moderator	What's new

24.1	JKp	3 mei	You could probably use this as support for these life events to wisselenbv iot by information and preparations. an analysis of the labor market in a particular segment			CONSTRUCTIVE	Deliberation	Co-deliberator	What's new
24.2	MPp	4 mei	That is interesting. We're going to hold sectoral meetings, at least in construction and catering. Then an analysis of the sector in this region can be interesting - this will certainly appeal to businesses and trigger then to participate			CONSTRUCTIVE	Deliberation	Co-deliberator	What's new
24.3	JKp	9 mei	AGp - there may datasets on employment / unemployment in construction			INFORMATIVE	OD	OD-requester	What's new



## Pilot 2: Dialogue game analysis

Period: 22-5-2016 – 24-6-2016

Participants:

Public Administration (a small p will be added behind the abbreviation): RV, AG, JK, MP,

Employers (a small e will be added behind the abbreviation): EJ, FK, RJ

Researcher: MPR


Number of messages: 56

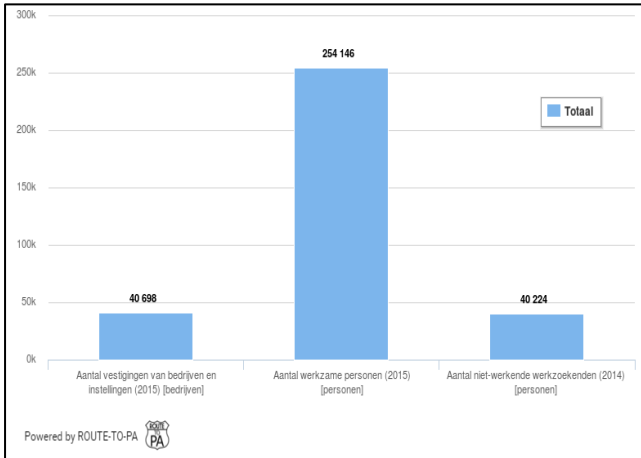
New threads: 14

	Dialogue transcript (with visualisations)			Joint projects		Dialogue games		
	Participants	Time of message	Message	JP name	JP phases	Category	DG-names	Roles
1.	MPR	22 May 2016 21:55	MPR: Start question: in which sectors do we see most opportunities for jobs in the Hague region?		Problem framing	REGULATIVE	CR	Regulator
1.1	EJe	23 May 2016 12:57	EJe: <a href="https://www.werk.nl/xpsitem/wdo_013003">https://www.werk.nl/xpsitem/wdo_013003</a>		Identification	INFORMATIVE	IS	Info-provider
1.1.1	RVp	23 May 2016 17:50	RVp: Indeed, you can retrieve a lot of info on <i>werk.nl</i> concerning the question that has been put forward. But we would need the source information from for example UWV (the Dutch Social Security Agency) to make our own datasets. I will ask the question to UWV to see if there are possibilities.			INFORMATIVE	OD	OD-requester

1.1 .2	FKe	2 June 2016 12:29	FKe: I just worked on the design of a datalet to provide an answer to this question. Unfortunately I have not yet succeeded. I will work on it this weekend. See if I can manage it.			REGULATIVE	CR	Regulator
2.	AGp	23 May 2016 13:04	AGp: I am working on collecting relevant data and make them ready for datalets, I sent a request to the developers to get access to the CKAN portal, if I have access I will publish them and report it here, let's see if it will work :-)			REGULATIVE	CR	Regulator
2.1	JKp	24 May 2016 14:27	JKp: Go AG! :)			REGULATIVE	SC	Participant
2.2	AGp	26 May 2016 17:52	AGp: Yesss!!!			REGULATIVE	SC	Participant
2.3	RVp	27 May 2016 10:12	RVp: :AG is it possible from the data collected to say something about the numbers of job seekers, for each recorded job in the municipality of The Hague and education level. If we have additional information on available vacancies in the sectors with education level we can analyse the data?			INFORMATIVE	OD	OD-requester
2.4	RVp	27 May 2016 16:50	RVp: AG, I had a contact with UWV. I received the following reply: Municipalities can contact for additional data delivery the Bureau of Data Services of UWV: <a href="http://www.uwv.nl/zakelijk/gegevensdiensten/welke-gegevens-afnemen/index.aspx">http://www.uwv.nl/zakelijk/gegevensdiensten/welke-gegevens-afnemen/index.aspx</a> can you take this up?			INFORMATIVE	OD	OD-requester

2.4.1	AGp	27 May 2016 17:43	AGp: I had a quick look and my conclusion: certain agencies can ask here for information about individuals at the level of benefits etc. This is NOT open data and not useful, unfortunately.			INFORMATIVE	OD	...
2.5	RVp	27 May 2016 17:06	RVp: AG, while generally speaking less up to date, the already available open data on the job market from CBS (Central Bureau of Statistics) are a possible alternative: <a href="https://www.cbs.nl/nl-nl/onze-diensten/open-data">https://www.cbs.nl/nl-nl/onze-diensten/open-data</a> can you do something with this?			INFORMATIVE	OD	OD-requester
2.5.1	AGp	27 May 2016 17:55	AGp: Data from CBS are published on the portal <i>data.overheid.nl</i> if I look in the tree view I can find it, apparently they are linked. I only do not know how to access the datasets, will be continued.			INFORMATIVE	OD	OD-provider
2.6	AGp	27 May 2016 17:44	AGp: I will explore the CBS data and eventually make them ready for publication on SPOD, indeed they are less up to date as those from UWV			INFORMATIVE	OD	OD-provider

3.	AGp	26 May 2016 17:45	<p>AGp: Here's a graph about the number of people with jobs in Den Haag in 2015, this can also be represented for each city area, quarter, or neighbourhood</p>  <p>Powered by ROUTE-TO-PA</p>			INFORMATIVE	ODS	OD provider
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4.	AGp	26 May 2016 17:47	<p>AGp: Here's a graph with the available job data in Den Haag in 2015, this can also be represented for each city area, quarter, or neighbourhood</p> 			INFORMATIVE	ODS	OD provider
4.1	MPp	27 May 2016 18:59	MPp: This is still somewhat general			CONSTRUCTIVE	Co-int	Interpretation proposer
4.2	FKe	2 June 2016 12:09	<p>FKe: Definitely. A funny idea: if all companies and services would employ 1 jobless/ job seeker, then The Hague will be fully employed</p>			CONSTRUCTIVE	CO-int	Interpretation proposer

5.	AGp	26 May 2016 18:01	<p>AGp: here's a graph with the number of companies in each sector in Den Haag in 2015, this can also be represented for each city area, quarter, or neighbourhood</p> <div><p>Bedrijfsvestigingen per sector</p><table><thead><tr><th>Sector</th><th>Aantal vestigingen</th></tr></thead><tbody><tr><td>Aantal vestigingen win...</td><td>1 416</td></tr><tr><td>Aantal vestigingen win...</td><td>8</td></tr><tr><td>Aantal vestigingen ped...</td><td>706</td></tr><tr><td>Aantal vestigingen pro...</td><td>4</td></tr><tr><td>Aantal vestigingen win...</td><td>26</td></tr><tr><td>Aantal vestigingen bo...</td><td>5 769</td></tr><tr><td>Aantal vestigingen gro...</td><td>6 606</td></tr><tr><td>Aantal vestigingen ver...</td><td>615</td></tr><tr><td>Aantal vestigingen pg...</td><td>1 984</td></tr><tr><td>Aantal vestigingen int...</td><td>2 258</td></tr><tr><td>Aantal vestigingen fin...</td><td>348</td></tr><tr><td>Aantal vestigingen ver...</td><td>711</td></tr><tr><td>Aantal vestigingen adv...</td><td>8 404</td></tr><tr><td>Aantal vestigingen ver...</td><td>2 430</td></tr><tr><td>Aantal vestigingen op...</td><td>198</td></tr><tr><td>Aantal vestigingen on...</td><td>1 268</td></tr><tr><td>Aantal vestigingen sa...</td><td>2 439</td></tr><tr><td>Aantal vestigingen cul...</td><td>2 916</td></tr><tr><td>Aantal vestigingen ove...</td><td>2 439</td></tr><tr><td>Aantal vestigingen est...</td><td>1</td></tr></tbody></table><p>Powered by ROUTE-TO-PA</p></div>	Sector	Aantal vestigingen	Aantal vestigingen win...	1 416	Aantal vestigingen win...	8	Aantal vestigingen ped...	706	Aantal vestigingen pro...	4	Aantal vestigingen win...	26	Aantal vestigingen bo...	5 769	Aantal vestigingen gro...	6 606	Aantal vestigingen ver...	615	Aantal vestigingen pg...	1 984	Aantal vestigingen int...	2 258	Aantal vestigingen fin...	348	Aantal vestigingen ver...	711	Aantal vestigingen adv...	8 404	Aantal vestigingen ver...	2 430	Aantal vestigingen op...	198	Aantal vestigingen on...	1 268	Aantal vestigingen sa...	2 439	Aantal vestigingen cul...	2 916	Aantal vestigingen ove...	2 439	Aantal vestigingen est...	1			INFORMATIVE	ODS	OD provider
Sector	Aantal vestigingen																																																	
Aantal vestigingen win...	1 416																																																	
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5.1	MPp	27 May 2016 19:50	<p>MPp: A split up per city area is less interesting, a split up for numbers of people employed is. For example for the advisory agencies most are single person business, this will not provide much employment</p>			CONSTRUCTIVE	Co-int	Interpretation proposer																																										
5.2	EJe	31 May 2016 12:12	<p>EJe: I cannot directly find under which heading the hospitality sector falls.</p>			INFORMATIVE	H	Help-asker																																										
6.	AGp	26 May 2016 18:55	<p>AGp: here's a graph with the number of people with jobs in each sector in the Center area in 2015</p>			INFORMATIVE	ODS	OD provider																																										

			<p>Werkzame personen Centrum</p> <p>Powered by ROUTE-TO-PA</p>					
7.	MPp	27 May 2016 18:49	MPp: Additional question would be which professions/functions in those sectors would be promising (are frequent) and for which functions demand is decreasing. First for the hospitality sector			INFORMATIVE	ODS	OD-requester
7.1	AGp	30 May 2016 10:28	AGp: Here is an overview from UWV, unfortunately not available as csv, but very informative! link: <a href="http://www.uwv.nl/overuwv/Images/Vacatures%20in%20Nederland%202015.pdf">http://www.uwv.nl/overuwv/Images/Vacatures%20in%20Nederland%202015.pdf</a>			INFORMATIVE	ODS	OD provider
7.2	JKp	8 June 2016 13:31	JKp: interesting indeed – I will immediately use it for input to the development of Professional Portal for G4 (4 largest cities in NL) – but a pity we do not have			INFORMATIVE	ODS	?

			numbers such as these in a datalet. Aren't these open data?					
7.3	AGp	12 June 2016 18:21	AGp: No not yet, we can of course turn them into data, but that takes some time. Only seems worthwhile to me if there is real interest for it.			INFORMATIVE	ODS	OD provider
8.	MPp	27 May 2016 19:2	MPp: And can we get an overview of the number of people for each function LEVEL? And the number of job seekers for each function LEVEL?			INFORMATIVE	ODS	OD-requester
8.1	AGp	30 May 2016 11:21	AGp: Here's numbers from the UWV on the labour market 2016 link: <a href="http://www.uwv.nl/overuwv/Images/Nieuwsflits%20Arbeidsmarkt%20maart%202016.pdf">http://www.uwv.nl/overuwv/Images/Nieuwsflits%20Arbeidsmarkt%20maart%202016.pdf</a>			INFORMATIVE	ODS	OD provider
8.1.1	MPp	8 June 2016 17:18	MPp : This is not enough split up. It is for each national sector or regional for all sectors. I am looking for sectors in this region			INFROMATIVE	ODS	OD-requester
8.1.2	MPp	8 June 2016 17:19	MPp : And especially looking forward			INFROMATIVE	ODS	OD-requester
8.1.3	MPp	8 June 2016 17:20	MPp: This is looking backwards and that is not always correct, although of course a trend can be derived from it			CONSTRUCTIVE	Co-int	Interpretation-proposer



8.2	AGp	30 May 2016 11:27	AGp : here's factsheets jobs in the domain of ICT - link: <a href="http://www.uwv.nl/overuwv/Images/Factsheet%20arbeidsmarkt%20ICT%20werkgevers.pdf">http://www.uwv.nl/overuwv/Images/Factsheet%20arbeidsmarkt%20ICT%20werkgevers.pdf</a>			INFORMATIVE	ODS	OD-provider
8.2.1	FKe	2 June 2016 12:18	FKe: This contains useful info, just printed it. Thanks!			INFORMATIVE	ODS	Not requested, still thanking
8.3	AGp	30 May 2016 11:28	AGp : here's factsheets job seekers in the domain of ICT link: <a href="http://www.uwv.nl/overuwv/Images/Factsheet%20arbeidsmarkt%20ICT%20werkzoekenden.pdf">http://www.uwv.nl/overuwv/Images/Factsheet%20arbeidsmarkt%20ICT%20werkzoekenden.pdf</a>			INFORMATIVE	ODS	OD-provider
8.4	EJe	31 May 2016 12:21	EJe: What I think is interesting and should provide insight is if data could be represented over time. Then a trend becomes visible. Together with macro- economic developments and job seeker developments at function level it would then be possible to look at the possibilities for new available jobs.			INFORMATIVE	ODS	OD-requester
8.5	MPP	8 June 2016 17:17	MPP : Yes and especially for each sector in this region.			INFORMATIVE	ODS	OD-requester
9	RJe	31 May 2016 18:46	RJe: Important element is the mismatch on question and offer. Do the open vacancies match the available job seekers. Can we get this clear for example for education level.			INFORMATIVE	ODS	OD-requester

9.1	MPp	3 June 2016 1:43	MPp: Agree, R! That is exactly what I am looking for			SC		
9.2	JKp	8 June 2016 13:32	JKp: Agree! AG or FK: could you perhaps reach out to present such information as a datalet?			INFORMATIVE	ODS	OD-requester
9.3	MPp	8 June 2016 17:21	MPp: <b>FK</b> : do you have data from AWe for this region? Will only be used internally			INFORMATIVE	ODS	OD-requester
10	MPp	9 June 2016 19:31	MPp: So what I am looking for is an overview of levels of professions in the region The Hague and an overview of levels of professionals in the region the Hague.			INFORMATIVE	ODS	OD-requester
11	MPp	9 June 2016 19:32	MPp: And then trend of professions – such as AWe from Tempo team always did			INFORMATIVE	ODS	OD-requester
12	MPR	14 June 2016 13:06	MPR: How do we make a next step in this discussion? From thinking about required datasets, to look at what is available now and take things out of that. Could you please try and do that in the two weeks left until our next meeting?			REGULATIVE	CR	Regulator
12.1	MPp	14 June 2016 13:36	MPp: I would very much like to ask FKe if we could use the data from AWe. That could also happen through JPp, because AWe has done an analysis for MMp so these data must be available at WSP. That is called labour market analysis with profile-market combinations.			INFORMATIVE	ODS	OD-requester

12.2	JKp	14 June 2016 15:06	JKp : I have called AWe and he will think about what he can share and how that can reach us – to be continued			INFORMATIVE	ODS	OD-provider
13	FKe	15 June 2016 19:52	FKe: When i look at the available data in the previous SPOD and here; Many companies are concentrated in three sectors (construction and manufacturing, wholesale and retail, business services). My feeling is that those sectors also offer most chances to lose job seekers.		Interpretation	CONSTRUCTIVE	Co-int	Interpretation-proposer
13.1	JKp	22 June 2016 16:22	JKp: could someone with a sense for data create a datalet for this? AG? FK?			INFORMATIVE	H	asker
14	FKe	15 June 2016 19:54	FKe: And another hypothesis based on data from total number of companies: every company hires 1 jobless job seeker, and the problem is solved (both numbers are about 40.0000). The important obstacle against this automatically happening is the high labour costs. If we would reduce significantly this threshold we can get quite far. A free internship for 9 months, with no consequences for social security allowance could for example make the difference?			CONSTRUCTIVE	Co-El	Solution - proposer
14.1	AGp	17 June 2016 10:45	AGp: Brilliant plan, how can we get politics as far as subsidising it?			CONSTRUCTIVE	Co-El	Solution –co-elaborator
14.2	AGp	17 June 2016 10:48	AGp: Or put in some other value for example by working with timebanking: time for time instead of money.			CONSTRUCTIVE	Co-El	Solution –co-elaborator

14.3	AGp	17 June 2016 11:01	AGp: It is time for a new economic system such as a basic income, for example. I am getting more and more convinced that the current economic system has worn out..			CONSTRUCTIVE	Co-El	Solution –co-elaborator
14.4	MPp	17 June 2016 14:53	MPp: That is too simple. After 9 months people will need to be paid and no entrepreneur will pay for people he does not need.			CONSTRUCTIVE	Co-El	Solution – critic
14.5	JKp	22 June 2016 16:21	JKp: agree with MPp – but what if we did it more simple: internship against some payment and if someone is hired after that that payment will be annulled			CONSTRUCTIVE	Co-El	Solution –co-elaborator
14.6	RJe	23 June 2016 17:36	RJe: Important is the comment “some payment”. If this is under the price of a regular employee it is safer for an employer to continuously hire interns without giving them jobs. Tis will lead to a nice carousel of interns. The advantage is that it provides job experience..			CONSTRUCTIVE	Co-El	Solution – critic / co-elaborator
14.7	RJe	23 June 2016 17:38	RJe: The option of an intern detachment office called <i>Flexensie</i> is already offering this possibility for the most part			CONSTRUCTIVE	Co-El	Solution – co-elaborator
14.8	RVp	24 June 2016 17:47	RVp: <i>Flexensie</i> is not an option anymore in Den Haag. There is <i>Haags perspectief</i> from WSP and Tempo Team			CONSTRUCTIVE	Co-El	Solution – critic

14.9	RVp	24 June 2016 17:52	RVp: In addition there currently is no political support for working while keeping security allowance to last longer than 6 months. In addition this needs to contribute to the development of the job seeker, in other words it should not replace some job. Last week the politicians in our region and the labour union made a deal about that.			CONSTRUCTIVE	Co-El	Solution –co-elaborator
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### Pilot 3: Analysis of contribution

Period: 23-11-2016

Participants:

Public Administration: RV, AG, JK, MP,

Employers: FK, RJ

Researcher: MPR

NR.	Participant	Phase: EXPLORE Message	Contribution type
1.	MPR	<p>Introduction</p> <p>The Hague is looking for forms of social entrepreneurship:</p> <ul style="list-style-type: none"> <li>- Lead to real activity, so beyond talking</li> <li>- Worn by both companies and the community</li> <li>- They are not only dependent on government subsidies</li> <li>- Will create opportunities for people far removed from the labor market</li> </ul> <p>The ultimate ambition of the church is an inclusive labor market in which place is for everyone. Within government organizations has already created jobs in the Hague (STIP jobs).</p> <p>Now the municipality also wants to create jobs in the private sphere. It involves 200 job appointments in 2017.</p> <p>The municipality has a few tools available: - Wage cost subsidy - Job carving tool - Assistance in the workplace - The call contract with entrepreneur</p> <p>But at the same time there is the belief that it should not be arrested too narrow. It probably will not be existing jobs but rather additional work, new work, which can be caused by different organizing and working together perhaps. Thus the cooperation between the municipality and entrepreneurs is essential to have initiatives off the ground and to be successful. Nevertheless, this cooperation does not start easy.</p> <p>EXPLORE = Phase 1: What's going on? •What is this about? • What are the experiences from employers and community with the tools, social entrepreneurship, etc.? • Where are the bottlenecks or even possible?</p>	Introduction text – placed before the meeting, input from municipality
2.	FKe	<a href="http://www.socialenterprise.org.uk/">http://www.socialenterprise.org.uk/</a>	Info-sharing
3.	RJe	<p>There are already national initiatives and best practices; these are shared by county and Entrepreneurs level?What are the benefits of Social Entrepreneurship. It is not often increase costs seen</p> <p>It is not a model of one size fits all. This requires innovation and creative custom ideas.</p> <p>Creates new companies which act as intermediaries between Municipality and entrepreneurs to develop the busines case and facilitate</p>	Deliberation

4.	Agp	I have a great example they are apparently <a href="http://gw.doen.nl/wat-we-doen/sociaal/sociaal-ondernemen.htm">gw.doen.nl/wat-we-doen/sociaal/sociaal-ondernemen.htm</a> already busy with social entrepreneurship. maybe they can help us on our way!	Info-sharing
5.	FKe	Definitely a good example	SC
6.	JKp	MPp: definitions which I find interesting - can you elaborate on what that?	Question – deliberation
7.	MPp	we talked about just how the scale from left to right of nonprofit through social entrepreneurship to benefit  IMPORTANT: it must be a real enterprise, commercial thinking. make profits and then "accidentally" with people from the labor market	Deliberation (answer)
8.	Agp	I see that there are various ways of investment. Participaties is one of them. How can we stimulate Units from the congregation? we could set up some kind of participatie / startup organization, whether it exists already in The Hague?	Deliberation (question)
9.	AGp	Yes, I found the following site: <a href="http://www.startupdenhaag.org/">http://www.startupdenhaag.org/</a>	Info-sharing (answering own question)
10.	JKp	I just looked at this video images, employers will quickly ask: how should it be paid? Are there any good examples in the country? Who helps me out?	Deliberation (question)
11.	JKp	What are the financial arrangements already in baanafspraken: you can get paid a large part of the wage? and for how long?  MOVISIE states: "If municipalities foster give space for experimentation and innovation and the environment for social entrepreneurship, it offers many opportunities for more people." Ask an employer: - Find what kind of stimulation / they want, what kind of space they ask?	Deliberation (question)
12.	RVp	I think it is important to work from a business case which leads to a revenue model. Starting with the product of the employer	Deliberation (answer)
13.	FKe	Totally agree. Entrepreneurship is going to take risks and make money. Social entrepreneurship can make possible: either through marketing your product / service sold well to get (social face is distinctive), or by getting the extra costs low due to cheaper labor (government funding). The belangrijkste challenge to magnify social enterprise is in scalability. Want to grow your business with some workers with distance from the labor and funded / supported by the government is difficult. You will still need a lot of 'normal' labor for a larger company.	Deliberation (additional answer)
14.	RVp	what do you think that social entrepreneurs need? Where can a municipality give more support.?	Deliberation (question)
15.	MPp	Social entrepreneurs who start in need of support, whether in cash or in kind. Stimulate the start of such companies can be done by a certain number of months to provide free or low-cost space eg panden that are vacant. To encourage social	Deliberation (answer)

		<p>entrepreneurship should therefore diverse municipal services join hands: Economy, DSO and Social Affairs.</p> <p>Scientific definition of social entrepreneurship: - Max 30% revenue from grants, at least 70% so just from earnings. &amp; - Profits may, but is used to enhance the impact in the maatschappij, by expanding etc</p> <p>Nice book: Willemijn progress and Mark Hille: Improve werled, Start a business</p>	
16.	RVp	<p>Grant ikv job appointment is subject to a so-called. Wage value measurement. How much productivity someone. Can anyone make the legal min.loon. E.g. someone earns 70% of min.loon remaining 30% is wage subsidies. This may be for a longer period of time. There is a measurement annually. The aim is that someone is going to 100%.</p>	Deliberation (additional info)
17.	MPp	DISADVANTAGE: substitution	Deliberation
18.	RVp	Where do you see the substitution?	Deliberation (question)
19.	AGp	<p>Action plan social entrepreneurship Amsterdam : <a href="https://www.social-enterprise.nl/files/3514/5587/4034/Actieprogramma_Sociaal_Ondernemen_Amsterdam.pdf">https://www.social-enterprise.nl/files/3514/5587/4034/Actieprogramma_Sociaal_Ondernemen_Amsterdam.pdf</a></p> <p>Social enterprise monitor: <a href="https://www.social-enterprise.nl/files/5714/4181/6384/Social_Enterprise_NL-monitor_2015-digitaal.pdf">https://www.social-enterprise.nl/files/5714/4181/6384/Social_Enterprise_NL-monitor_2015-digitaal.pdf</a></p>	Info-sharing
20.	RVp	A good example of social ondernerschap I think the business credits. They have a product where the market is. Some work an let it run by SW organizations. However, the company is not dependent on municipal subsidies.	Deliberation (example)
21.	MPp	That is indeed exactly what a social COMPANY is	Deliberation (confirmation of 20)
22.	FKp	<p>I found this</p> <p><a href="https://books.google.nl/books?hl=nl&amp;lr=&amp;id=cu4VR4QyRZQC&amp;oi=fnd&amp;pg=PA1&amp;dq=handboek+sociaal+ondernemen&amp;ots=ZpGwlNVlJ&amp;sig=Q0qG2PLi61coYNVfuNwqRuidFLo#v=onepage&amp;q=handboek%20sociaal%20ondernemen&amp;f=false">https://books.google.nl/books?hl=nl&amp;lr=&amp;id=cu4VR4QyRZQC&amp;oi=fnd&amp;pg=PA1&amp;dq=handboek+sociaal+ondernemen&amp;ots=ZpGwlNVlJ&amp;sig=Q0qG2PLi61coYNVfuNwqRuidFLo#v=onepage&amp;q=handboek%20sociaal%20ondernemen&amp;f=false</a></p> <p>A handbook on social entrepreneurship</p>	Info-sharing
23.	RJe	<p>IDEA ..... Should the social impact bonds no further attention</p> <p>Take a look at social enterprises uk</p>	Deliberation (new idea)
24.	MPp	<p>VERY IMPORTANT: Make sure you involve the community there you LOCAL businesses and entrepreneurs. DO NOT remove the outdoors. A social impact factory can also be set up by a haagse entrepreneur. The same applies to local</p>	Deliberation (new idea)



		projects where you redecorate eg combine to create jobs for young people. Make sure you procure locally as far as possible	
		Phase: IDEAS	All contributions are separate ideas. A lot of technical issues during this phase.
25.	MPp	concretely calculate how much the municipality can help you business	
26.	JKp	Supporting Startups: 1. Financial 2. Sharing knowledge 3. Network 4. Support in making businesscases	
27.	FKe	Main profit is to catch up quickly and concretely commit what is possible. Starting point: business plan of the forthcoming social entrepreneur. If Hague take the initiative to actually calculate how much the municipality can contribute to you business (up to 30% of sales). That conversation held with the employer simultaneously with the bank or other lender. With the result that is concrete toezeggvoor financing and can ondernemervan start. 1 What is needed for this: Streamline / change processes in the municipality. To make known in the region to upcoming entrepreneurs. And politics wants the community risk is, after all, not all entrepreneurs will succeed, and then the resources of the municipality are already spent. To achieve term of 6 months, for a trial period of two years.	
28.	MPp	Municipal writes out a challenge for a competition	
29.	JKp	Whoever wins must hire an x period to set up industrial building for 1, - per month Businessmen assess the competition in particular valid business model 2 Supporting startups: • Financial • Knowledge Sharing • Organising Network	
30.	JKp	I can type ideas	
31.	JKp	Collaboration	
		Phase: OUTCOME	Same contribution made three times – perhaps due to technical


			problems. No indication that it is shared (no ftf or tool regulative communication during this phase)
32.	FKe	<p>Be the municipality willing to "let go" of the established parties: think of the waste now 'gekaapt'zijn by the waste processors. They are totally open to innovation as it possibly mean to fetch less waste and less revenue. While there are many initiatives for separate collection by limited labor and then sell waste as raw material instead of paying for composting or incineration</p> <p>Be the municipality willing to "let go" of the established parties: think of the waste now 'gekaapt'zijn by the waste processors. They are totally open to innovation as it possibly mean to fetch less waste and less revenue. While there are many initiatives for separate collection by limited labor and then sell waste as raw material instead of paying for composting or incineration</p>	
33.	MPp	Be the municipality willing to "let go" of the established parties: think of the waste now 'gekaapt'zijn by the waste processors. They are totally open to innovation as it possibly mean to fetch less waste and less revenue. While there are many initiatives for separate collection by limited labor and then sell waste as raw material instead of paying for composting or incineration	

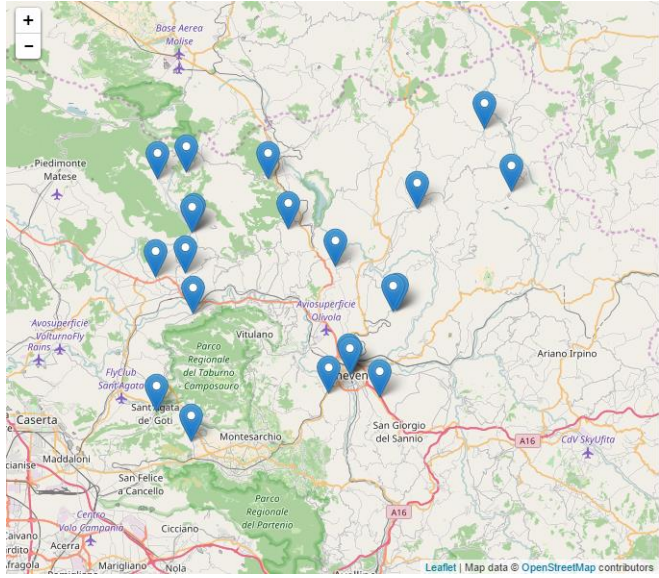
#### 4.4 APPENDIX SALERNO

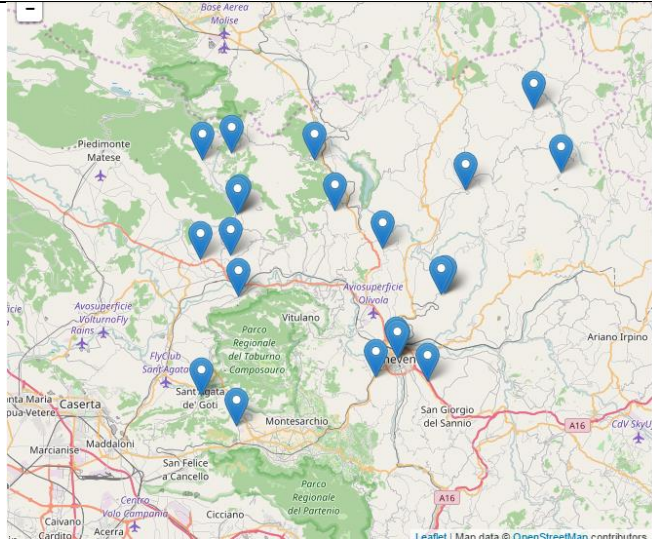
Table 1. Group 1, discussion in SPOD

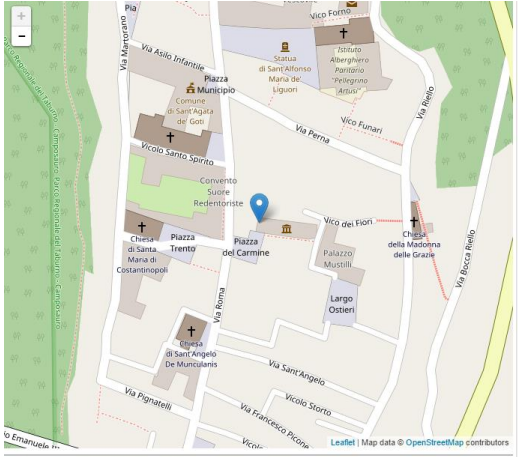
		Participant	Time	Corpus
1	1.	MA	(21-June-2016, 16:35:04)	Good evening everyone!
2	2.	GG	(21-June-2016, 16:35:24)	So who are we? answer
3	3.	MN	(21-June-2016, 16:35:25)	ciaooo
4	4.	PF ☺	(21-June-2016, 16:35 : 34)	A San Giorgio del Sannio, so we bring a little 'home culture of my friend: P joking aside I wrote this mess to see who we are in the group :-)
5	5.	AT	(21-June-2016, 16:35:50)	hello
6	6.	MA	(21-June-2016, 16:35:59)	you could also write simply hello: /: D
7	7.	AT	(21-June-2016, 16:36:08)	sorry I made a mistake
7.1	8.	PF	(21-June-2016, 16:37:25)	Out of our business
8	9.	MB	(21-June-2016, 16:36:24)	Hello -.-
9	10.	MN	(21-June-2016, 16:36:44)	I guess we have to start making those last time simulations ....)

9.1	11.	PF	(21-June-2016, 16:38:36)	in theory we should start deciding a location for a museum but installed in the area ... someone is Benevento? If not, I want Tamara in the group
10	12.	GG	(21-June-2016, 16:37:03)	Well then we are: me, Maria Anna, Maria, Pasquale, Marco and Alessia?
11	13.	MB	(21-June-2016, 16:37:37)	So: Mark Giuliano, Marianna, Mary and
12	14.	MB	(21-June-2016, 16:38:02)	ah and Pasquale ^^
13	15.	MA	(21-June-2016, 16:38:13)	no Alessia was wrong, she is in Caserta
14	16.	GG	(21-June-2016, 16:39:16)	I am from Caserta!
15	17.	MB	(21-June-2016, 16:38:13)	Question: What should we do?
16	18.	MA	(21-June-2016, 16:39:09)	Then I would say to go see a little 'datasets and the province of Benevento and begin to see where are the museums and what type they are, no?
17	19.	MN	(21-June-2016, 16:39:14)	Should we start to make researches on benevento? Like what kind of museums are there ... things like that?
18	20.	MB	(21-June-2016, 16:39:33)	Ok I support that
19	21.	MA	(21-June-2016, 16:40:02)	thanks marco: D
20	22.	MN	(21-June-2016, 16:40:23)	split up the tasks so we do not do all the same things ^ _ ^
20.1	23.	MA	(21-June-2016, 16:45:15)	eh it is a real problem to divide the tasks as I do not even know what to look ahahahahahha

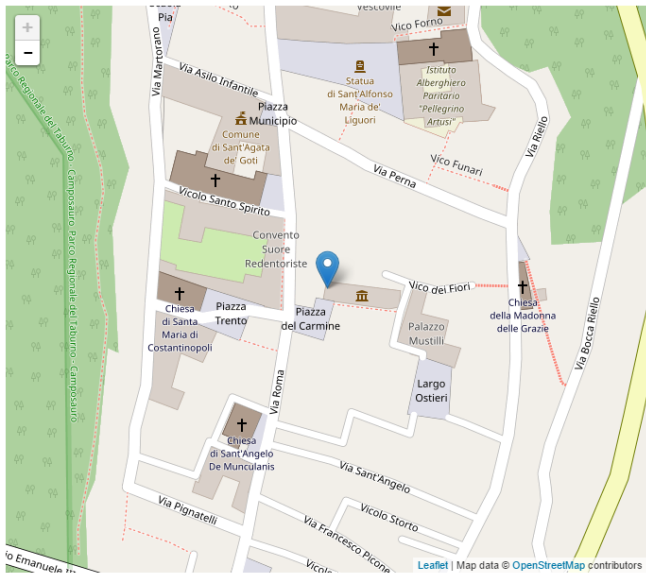

21	24.	GG	(21-June-2016, 16:41:21)	Guys the list of museums comes in a minute																																			
22	25.	GG	(21-June-2016, 16:41:59)	here it is. <table><tr><td colspan="4">Show 10 entries</td><td>Search: <input type="text"/></td></tr><tr><td>comune</td><td>indirizzo</td><td>denominazione_museo</td><td colspan="2">tipologia</td></tr><tr><td>Benevento</td><td>Contrada Pontecorvo snc</td><td>GeoBioLab – Laboratorio Europeo della naturalità</td><td colspan="2">naturalistico</td></tr><tr><td>Benevento</td><td>Contrada Piano Cappelle</td><td>Musa - Polo Museale della Tecnica e del Lavoro in Agricoltura</td><td colspan="2">demoetnoantropologico</td></tr><tr><td>Benevento</td><td>Piazza Santa Sofia snc</td><td>Museo del Sannio</td><td colspan="2">storico</td></tr><tr><td>Benevento</td><td>Corso Garibaldi, 1</td><td>ARCOS - Museo d'Arte Contemporanea Sannio</td><td colspan="2">artistico</td></tr><tr><td>Benevento</td><td>Via San Pasquale, 10</td><td>Complesso Monumentale di Sant'Ilario a Port'Aurea</td><td colspan="2">composito</td></tr></table> <div>Showing 1 to 5 of 5 entries</div> <div>Previous 1 Next</div> <div>Source: <a href="http://open.databenc.it">http://open.databenc.it</a> (dataset)</div> <div>Powered by ROUTE-TO-PA </div>	Show 10 entries				Search: <input type="text"/>	comune	indirizzo	denominazione_museo	tipologia		Benevento	Contrada Pontecorvo snc	GeoBioLab – Laboratorio Europeo della naturalità	naturalistico		Benevento	Contrada Piano Cappelle	Musa - Polo Museale della Tecnica e del Lavoro in Agricoltura	demoetnoantropologico		Benevento	Piazza Santa Sofia snc	Museo del Sannio	storico		Benevento	Corso Garibaldi, 1	ARCOS - Museo d'Arte Contemporanea Sannio	artistico		Benevento	Via San Pasquale, 10	Complesso Monumentale di Sant'Ilario a Port'Aurea	composito	
Show 10 entries				Search: <input type="text"/>																																			
comune	indirizzo	denominazione_museo	tipologia																																				
Benevento	Contrada Pontecorvo snc	GeoBioLab – Laboratorio Europeo della naturalità	naturalistico																																				
Benevento	Contrada Piano Cappelle	Musa - Polo Museale della Tecnica e del Lavoro in Agricoltura	demoetnoantropologico																																				
Benevento	Piazza Santa Sofia snc	Museo del Sannio	storico																																				
Benevento	Corso Garibaldi, 1	ARCOS - Museo d'Arte Contemporanea Sannio	artistico																																				
Benevento	Via San Pasquale, 10	Complesso Monumentale di Sant'Ilario a Port'Aurea	composito																																				
23	26.	MA	(21-June-2016, 16:44:11)	But these are just Benevento city? that is, in the other towns nearby I suppose there will be other museums																																			
23.1	27.	GG	(21-June-2016, 16:44:52)	Aren't we talking about the city of Benevento?																																			
24	28.	MB	(21-June-2016, 16:45:01)	To me, it gives 4 categories: municipalities, provinces and 2 others I do not remember in benevento																																			
25	29.	MB	(21-June-2016, 16:45:20)	Should we subdivide these four categories																																			


26	30.	MN	(21-June-2016, 16:45:59)	I guess we have to put "Province of Benevento"
27	31.	MN	(21-June-2016, 16:48:06)	there are very few <a href="#">[map]</a> 
28	32.	GG	(21-June-2016, 16:49:46)	ok this is the map of benevento province ... should we put it in the Taburno area where there is nothing? XD s <a href="#">[map]</a>


				
28.1	33.	MA	(21-June-2016, 16:50:37)	no, I still have to put in a place that is then actually visited or else it will die
29	34.	MB	(21-June-2016, 16:51:46)	where is the Taburno?
29.1	35.	GG	(21-June-2016, 16:53:00)	It is the park at the center
29.2	36.	TCB	(21-June-2016, 16:56:27)	It is a place veeeeery pleasant place full of wild pigs and cows
29.2.1	37.	GG	(21-June-2016, 16:57:55)	Mooooooooo
30	38.	PF	(21-June-2016, 16:53:09)	I think these are the most common “eligible” candidates to find the perfect location. Removing the capital we have as many as 7 municipalities over 5,000 inhabitants that could be enhanced with the opening of a new museum

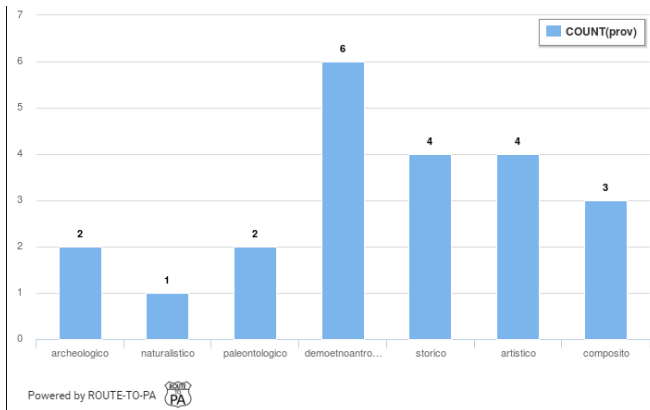
30.1	39.	MA	(21-June-2016, 16:54:46)	more eligible candidates for the number of residents say ??
30.2	40.	GG	(21-June-2016, 16:54:56)	In terms of tourism Sant'Agata de Goti accommodates several people.
30.2.1	41.	MA	(21-June-2016, 16:55:56)	bravo!
30.2.2	42.	MA	(21-June-2016, 16:57:03)	But we have to see how is the situation in sant'agata then
30.3	43.	MA	(21-June-2016, 16:55:47)	ok, it might be an idea. But you have to see what is already there
30.4	44.	GG	(21-June-2016, 16:57:31)	<p>There is only this museum .... “composite” ... what's that? <a href="#">[map]</a></p>  <p>Source: <a href="http://open.databenc.it/dataset">http://open.databenc.it/dataset</a> Powered by ROUTE-TO-PA</p>
30.4.1	45.	MB	(21-June-2016, 17:04:08)	boh ...
30.5	46.	PF	(21-June-2016, 17:06:42)	more eligible candidates by number, yes, because under 5,000 inhabitants is unlikely to attract people to the lack of infrastructure (unlikely to pass the railway,




				will stay definitely in the mountains, a few eateries, etc.) And also because one thing is launching a community like St. Agatha, and another thing is to launch a microscopic town without any appeal
31	47.	MA	(21-June-2016, 16:59:13)	<p>Here Sant'Agata. There is only one museum <a href="#">[map]</a></p>  <p>Musei a Sant'Agata</p> <p>Source: <a href="http://open.databenc.it/dataset">http://open.databenc.it/dataset</a></p> <p>Powered by ROUTE-TO-PA </p>
31.1	48.	MA	(21-June-2016, 17:00:14)	though the coordinates are wrong. you have to look at the map, is more to the town center
31.2	49.	PF ☺	(21-June-2016, 17:00:32)	has 11 000 inhabitants, is cute as a place, do a lot of festivals ... it may be well the place

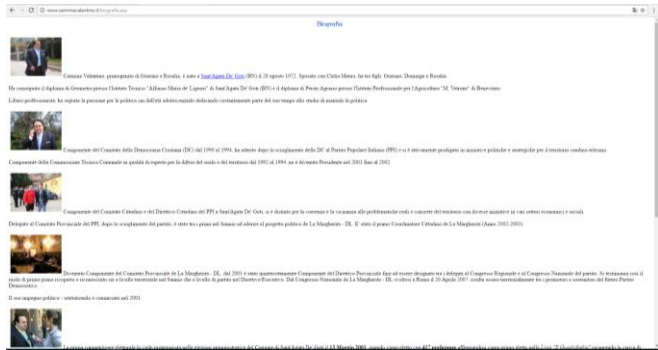
31.3	50.	GG	(21-June-2016, 17:01:26)	It is cool on summer, nice breeze .... nice sightseeng
31.4	51.	MA	(21-June-2016, 17:01:44)	I think a good place to be close to the market square, so you can also take advantage of the car park. It is also not very far from the center so it should be easier to achieve with the means, but not too close so the diocesan museum.
31.5	52.	PF 😊	(21-June-2016, 17:02:22)	Ehi boys! It is also near Naples so it is perfect ... Maria 'who is leading the discussion group?
31.5.1	53.	MA	(21-June-2016, 17:03:36)	What do you mean that is close to Naples? However nobody is leading, it is a discussion and I think that the teacher Montera has also explained that -.-
31.6	54.	GG	(21-June-2016, 17:03:44)	[picture] 
31.7	55.	PF	(21-June-2016, 17:03:54)	Now we should find the most suitable type of the museum
31.8	56.	MB	(21-June-2016, 17:05:11)	I think this diocesan museum is forgotten by the world

31.8.1	57.	MA	(21-June-2016, 17:05:54)	very likely
31.9	58.	MA	(21-June-2016, 17:05:36)	Even “Tiziano della Ratta” square can be interesting as positioning
32	59.	MA	(21-June-2016, 17:06:27)	What kind of museum do we want to open?
32.1	60.	GG	(21-June-2016, 17:07:18)	<p>“<a href="http://www.ecodicaserta.it/index.php/home/attualita/27604-santagata-de-goti-itinerario-tra-storia-ricezione-ristorazione-e-shopping.html">http://www.ecodicaserta.it/index.php/home/attualita/27604-santagata-de-goti-itinerario-tra-storia-ricezione-ristorazione-e-shopping.html</a>”</p> 
33	61.	Maria Napoli	(21-June-2016, 17:09:22)	<p>the winner is ..... Demoethnoanthropological!</p> <p>[graph of musei-regione-campania]</p>

				
33.1	62.	Giuliano Gambino	(21-June-2016, 17:10:51)	so we have to focus on nature?
33.2	63.	Maria Anna Ambrosino 😊	(21-June-2016, 17:10:59)	you say that there being more, it means that's what's better?
33.3	64.	Maria Napoli	(21-June-2016, 17:12:44)	no no;)
33.4	65.	Marco Battipaglia	(21-June-2016, 17:14:21)	Perhaps, maybe, since there are already so many of this kind, shouldn't we focus on the artistic (kind) or on the historic (kind)??
33.5	66.	Giuliano Gambino	(21-June-2016, 17:14:27)	Exclude putting it near the station <span style="background-color: yellow;">[picture of the train station]</span>

				
33.6	67.	Marco Battipaglia	(21-June-2016, 17:14:43)	But this *** of composite... what's that?
33.6.1	68.	Maria Anna Ambrosino 😊	(21-June-2016, 17:15:30)	How delicate.. XD
33.6.2	69.	Giuliano Gambino	(21-June-2016, 17:16:37)	I think it is a museum that does not have a precise definition ... a bit 'of everything ...
33.7	70.	Maria Anna Ambrosino	(21-June-2016, 17:15:12)	why should we exclude it ? it is so niiliiice
33.8	71.	Marco Battipaglia	(21-June-2016, 17:23:56)	but is the station still operational? Otherwise we will create a museum setting up old train cars
33.8.1	72.	Maria Anna Ambrosino	(21-June-2016, 17:28:45)	uhhhh how nice! But I think the station is working
33.8.2	73.	Maria Anna Ambrosino	(21-June-2016, 17:30:16)	ok then the station is off, because it is 12 km from Sant'Agata: :/
33.9	74.	Maria Anna Ambrosino	(21-June-2016, 18:08:20)	sorry, but then should we want to decide what kind this museum must be?


33.9.1	75.	Pasquale Fresegna 😊	(21-June-2016, 18:26:24)	the xD Food is an area where we organize many festivals and is rich in flavors and ... liquor
33.10	76.	Maria Napoli	(21-June-2016, 18:13:16)	in fact .....
34	77.	Maria Napoli	(21-June-2016, 17:21:09)	perhaps we have to see what are the most populated areas .... aside from the town of Benevento ...
34.1	78.	Pasquale Fresegna	(21-June-2016, 17:22:41)	Having to rely also on the PAs, I propose again an updated list of the largest municipalities in Benevento province with the names of its mayors (municipalities with more than 8,000 ab)
34.1.1	79.	Maria Anna Ambrosino	(21-June-2016, 17:23:24)	huh ???
34.2	80.	Maria Anna Ambrosino	(21-June-2016, 17:23:00)	in fact, it is the dataset from Pasquale in which you see the most populated municipalities of benevento
34.3	81.	Maria Napoli	(21-June-2016, 17:23:38)	: ah ok ....
34.3.1	82.	Maria Anna Ambrosino	21-June-2016, 17:24:41)	This is why we choose sant'agata of the Goths
35	83.	Giuliano Gambino	(21-June-2016, 17:23:26)	The pro loco, unique in the town, maybe it can be useful to us?
35.1	84.	Maria Anna Ambrosino	(21-June-2016, 17:24:22)	where did you see that there is the pro-loco? I went to see and there was none
35.2	85.	Giuliano Gambino	(21-June-2016, 17:25:36)	in the dataset proloco sant'agata de Goths
35.2.1	86.	Maria Anna Ambrosino	(21-June-2016, 17:28:07)	But there is no address so we cannot know where it's located
36	87.	Giuliano Gambino 😊	(21-June-2016, 17:30:29)	MARCO IF THERE ARE BEAT (STRAW) A SHOT!


36.1	88.	Maria Anna Ambrosino ☹	(21-June-2016, 17:31:58)	--
36.1.1	89.	Pasquale Freseigna ☺	(21-June-2016, 17:34:38)	be happy
36.2	90.	Pasquale Freseigna	(21-June-2016, 17:32:09)	hehe it is difficult to to have him present in class :-P
36.3	91.	Marco Battipaglia	21-June-2016, 17:33:40)	baaaaaad joke
36.4	92.	Marco Battipaglia	21-June-2016, 17:34:04)	Pasquale it is rather difficult to have you in class ^ _ ^
37	93.	Pasquale Freseigna ☺	(21-June-2016, 18:06:12 )	to interact with the PA is very important nowadays: through the mayors names we know their political orientation, rivalries and their programs: good job ;-)
38	94.	Pasquale Freseigna ☺	(21-June-2016, 18:10:49)	<p>this is our man: <a href="http://www.carminevalentino.it/biografia.asp">http://www.carminevalentino.it/biografia.asp</a></p> 

38.1	95.	Maria Anna Ambrosino	21-June-2016, 18:13:28)	okay okay. apart from the names of his children, who make me doubt of his mental stability, I would say that it's okay. We have neither the time nor the material to go into detail.
38.2	96.	Giuliano Gambino	(21-June-2016, 18:16:10)	the only thing I understand is that he likes to eat
38.3	97.	Pasquale Fresegna 😊	(21-June-2016, 18:17:05)	Obviously, I do not think we want in the lab as a pool for the creation of 4 new museum centers :-P
38.3.1	98.	Maria Anna Ambrosino	(21-June-2016, 18:18:13)	: I did not understand
38.4	99.	Maria Anna Ambrosino	(21-June-2016, 18:17:20)	: so should we propose a food museum ??? : D
38.4.1	100.	Pasquale Fresegna	(21-June-2016, 18:20:36)	: why not? The province of Benevento has many beautiful flavors to make known and eating attracts a lot ... they do a lot of festivals there
38.4.2	101.	Maria Anna Ambrosino	(21-June-2016, 18:25:21)	: okay, mine was a joke. I really do not think it is appropriate a museum dedicated to food.
38.5	102.	Pasquale Fresegna 😊	(21-June-2016 , 18:24:34)	: the idea is good because the Benevento is rich in flavors to make known and then Sant'Agata is close to the Neapolitan border and in the summer there are organized many culinary festivals ... why not
39	103.= -	Marco Battipaglia	(21-June-2016, <b>18:12:43)</b>	: well.. guys?
39.1	104.	Maria Anna Ambrosino	(21-June-2016, 18:14:44)	: So recapping. We have to decide yet the place, type and placement. I vote for Sant'Agata dei Goti, and there are a couple of places that seem suitable to me. For the type I would not know.
39.2	105.	Giuliano Gambino	(21-June-2016, 18:16:46)	: I remind you that discussions are public and that professor will read them ... then maybe we should avoid too many liberties! : P





39.3	106.	Marco Battipaglia	(21-June-2016, 18:17:06)	: I support you again. Go to St. Agatha of the Goths! We like it! For the type we should do a historical survey, land, etc ...
39.3.1	107.	Pasquale Fresegna	(21-June-2016, 18:18:31)	: oo do you mean?
39.3.2	108.	Maria Anna Ambrosino	(21-June-2016, 18:19:10)	: bravo marco do it! :D
39.3.3	109.	Giuliano Gambino	(21-June-2016, 18:20:04)	: We're not focusing on anything too vague? It 's like looking for a needle in a (BEAT) Haystack
39.3.4	110.	Maria Anna Ambrosino	(21-June-2016, 18:20:41)	: no, maria I go out -:-
39.4	111.	Maria Napoli:	(21-June-2016, 18:24:25)	after researching on wikipedia I saw that sant'agata archaeological remains have been found that are kept in the Diocesan Museum ql ..... we could think of something ... about wine, they are popular for this ... . I do not know .... what do you say ....
39.4.1	112.	Maria Anna Ambrosino	(21-June-2016, 18:26:03)	: a museum dedicated to wine, you say? It does not convince much me
39.4.2	113.	Maria Napoli:	(21-June-2016, 18:29:58)	maybe relying on old and new techniques, photo galleries, videos, tasting areas .... I do not know, now I try a few examples on the internet :)
39.4.3	114.	Maria Napoli:	(21-June-2016, 18:30:44)	& lt; a href = & quot; http://www.lungarotti.it/fondazione/muvit/muvit_percorso_museale.php


				
39.4.4	115.	Maria Anna Ambrosino	(21-June-2016, 18:30:59)	: yes, I am beginning to like the idea. especially with tastings that come with the price of the entrance ticket: D
39.4.5	116.	Maria Anna Ambrosino	(21-June-2016, 18:33:03)	: I saw, and I really like it!!!!
39.4.6	117.	Maria Anna Ambrosino	21-June-2016, 18:34:27)	: too much competition. not good = ((
39.4.7	118.	Maria Napoli	21-June-2016, 18:36:59)	:: ° (
39.5	119.	Pasquale Fresegna	(21-June-2016, 18:33:37)	: about the wine it is better Solopaca, or however Solopaca would be too big a competitor against which to compete
39.6	120.	Giuliano Gambino	(21-June-2016, 18:38:18)	: You have hidden qualities as winemaker?
40	121.	Maria Anna Ambrosino	(21-June-2016, <b>18:23:18</b> )	: Then, as things here can be easily lost I propose again the map of the town, so at least we begin to decide well positioned from a strategic point of view.
40.1	122.	Pasquale Fresegna ☺	21-June-2016, 18:32:48)	: wine and food ^^
40.1.1	123.	Maria Anna Ambrosino	(21-June-2016, 18:35:45)	: watch the comments of the previous post. They are not good


40.1.2	124.	Maria Anna Ambrosino	(21-June-2016, 18:36:37)	: and anyway, here we are supposed to talk about the physical location. Do not mix the post, otherwise we cannot work anymore
40.2	125.	Maria Anna Ambrosino	(21-June-2016, 18:38:16)	: Anyway, I reiterate my preference for “Tiziano della Ratta” square, just behind the Ducal Castle, just outside the historic center, with two car parks close you can exploit. How about?
40.3	126.	Marco Battipaglia	(21-June-2016, 18:40:06)	: raga but we must not do an event, but a museum ...
40.3.1	127.	Maria Anna Ambrosino	(21-June-2016, 18:45:06)	: I know, but no one told us that we can not create it from scratch. that is, being an exercise one can also think of having “a lot of “money D however in the castle there is nothing, we may also think about it as a place for the museum
40.4	128.	Maria Napoli	(21-June-2016, 18:40:31)	: I think it's fine!
41	129.	Maria Anna Ambrosino	(21-June-2016, 18:42:56)	: & It; a href = & quot; <a href="http://www.santagatadegoti.net/turismo/guida/i_castel.htm">http://www.santagatadegoti.net/turismo/guida/i_castel.htm</a> 
130.	131.	Giuliano Gambino	(22-June-2016, 16:16:27 )	: Ok since we have to reach a solution I think you have to locate these points: 1) Location 2) Type of Museums 3) Motivation 4) Strength 5) Deficiencies Points

132.	133.	Maria Anna Ambrosino 😊	(22-June-2016, 16:17:32)	: ok
134.	135.	Marco Battipaglia	(22-June-2016, 16:21:04)	Giuliano, you made it easy & amp; quot; & amp; quot;
136.	137.	Maria Anna Ambrosino	(22-June-2016, 16:21:24)	: However I saw the details about the Ducal Castle, and does not seem that there is not much inside so maybe you might think to create it (the museum) there. Obviously we need to find a type (of museum) that is suitable to the place. Even a library would be fine, assuming that there are none actually (it could, in fact, simply be missing in the the dataset)
138.	139.	Giuliano Gambino	(22-June-2016, 16:23:09)	: there are a lot of libraries maria anna! : P
140.	141.	Maria Anna Ambrosino	(22-June-2016, 16:22:44)	: ok, found. There are already two libraries.
142.	143.	Marco Battipaglia	(22-June-2016, 16:22:57)	yesterday (the system) did not allow to make a successful search of the libraries ... but if indeed there are not around ....
144.	145.	Maria Anna Ambrosino	(22-June-2016, 16:24:51)	: here I did not see anything. if you check, on the OpenData there are two listed
146.	147.	Giuliano Gambino	(22-June-2016, 16:25:02)	: The list of museums that are already there .... which were the ones that were missing? naturalistic?
148.	149.	Maria Anna Ambrosino	(22-June-2016, 16:26:29)	: summing it up, there is not a great multitude of museums in benevento and since there is only one diocese museum in sant'agata I would say that each type is fine. And, if we choose the Ducal Castle, I'd go for the archaeological or, better yet, historic museum. What do you say?
150.	151.	Marco Battipaglia	(22-June-2016, 16:27:20)	: <b>I read that they used St. Agatha of the Goths as a movie set for several movies / shorts ... and that it is ranked as one of the most beautiful towns in Italy</b>


152.	153.	Maria Anna Ambrosino	(22-June-2016, 16:28:48)	: Yes, but in fact sant'agata is a really cute and attractive village also from the tourist point of view. But, of course, the target is reported in most people of a certain age
154.	155.	Maria Napoli	(22-June-2016, 16:28:02)	: still the place is sant'agata? There is also montesarchio .... that is a bit 'bigger as the population: one is 13000 and the other 11000 ...
156.	157.	Maria Anna Ambrosino	(22-June-2016, 16:30:30)	: this, however, it would mean re-do all the research on montesarchio: / ç / cannot do the right face that expresses all my fatigue: D
158.	159.	Marco Battipaglia	(22-June-2016, 16:29:05)	: <b>What about exploit the legends about witches that hover around Benevento ...</b>
160.	161.	Marco Battipaglia	(22-June-2016, 16:29:33)	: & It; a href=&quot;http://www.iocinemablog.it/janara-film-horror-sulla-leggenda-della-strega-di-benevento-prossimamente-al-cinema/30784
				 <p>The screenshot shows a web browser displaying the 'iocinemablog.it' website. The page features a dark header with navigation links like 'HOME', 'CINEMA', 'SERIE', 'FESTIVAL', 'VIDEO', 'MUSIC', 'DOCUMENTARY', 'TV', 'GAMES', 'COMICS', 'BOOKS', 'MAGAZINE', 'EVENTS', 'CONTACT'. The main content area has a title 'Janara: film horror sulla leggenda della strega di Benevento. Prossimamente al cinema' and a sub-header 'Janara'. Below the title is a small image of a tree in a misty landscape. To the right of the image is a list of links under the heading 'Per saperne di più'. The text on the page describes the film 'Janara' as a horror film based on the legend of the witch of Benevento, directed by Luca Bazzano.</p>
162.	163.	Giuliano Gambino	(22-June-2016, 16:29:48)	: “the Museum of Witches?”
164.	165.	Marco Battipaglia	(22-June-2016, 16:29:56)	: they also filmed there last year, it seems
166.	167.	Marco Battipaglia	(22-June-2016, 16:30:37)	: waaaa I love it! XD


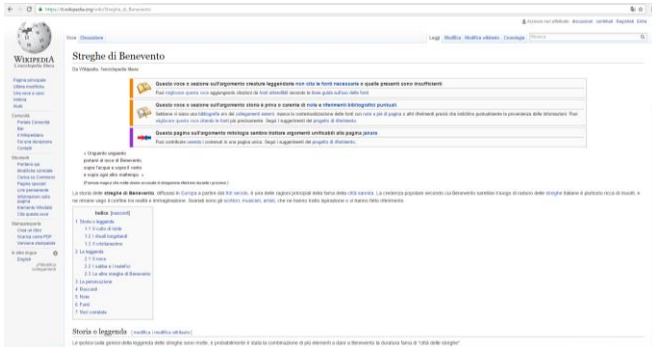
168.	169.	Marco Battipaglia:	(22-June-2016, 16:30:44)	<p>&amp; It; a href = &amp; quot; http: //www.mymovies.it/film/2014/janara</p> 
170.	171.	Giuliano Gambino	(22-June-2016, 16: 31:59)	: You could make ... a kind of historical museum with reconstructions, pictures (surely there will be), movies taken from documentaries and movies, and antique objects that can be attributed to witchcraft
172.	173.	Marco Battipaglia	(22-June-2016, 16:31:59)	: IDEA: to create an annual event with different places both within the town and in the surrounding areas. Emphasize the legend and create a museum with objects and costumes
174.	175.	Maria Anna Ambrosino 😊	(22-June-2016, 16:34:53)	: LIKE !!
176.	177.	Marco Battipaglia	(22-June-2016, 16:32:16)	: Exactly!

178.	179.	Giuliano Gambino	(22-June-2016, 16:34:15)	
180.	181.	Marco Battipaglia	(22-June-2016, 16:34:35)	: There is already a museum specially created from an event and in whom they have specifically organized and stored objects, pictures etc. of a certain type, but I don't remember now what ... my memory is papier-mache
182.	183.	Marco Battipaglia	(22-June-2016, 16:35:34)	: I see that just me and Giuliano were "on the spot"
184.	185.	Maria Anna Ambrosino	(22-June-2016, 16:35:47)	: Eh But I do not think you can do it inside the ducal palace
186.	187.	Giuliano Gambino	(22-June-2016, 16:37:43)	: if you can imagine it, you can do so
188.	189.	Marco Battipaglia	(22-June-2016, 16:38:21)	: The Museum of Sannio in Benevento houses a bas-relief depicting the witches dancing under the walnut tree of Benevento of Pericles Fazzini
190.	191.	Marco Battipaglia	(22-June-2016, 16:39:38)	: In addition to what I see there are no other "landmarks" for the legend in Benevento ...
192.	193.	Maria Anna Ambrosino	(22-June-2016, 16:38:42)	: although here <a href="http://www.santagatadeigoti.net/Percorso%20Turistico.html">http://www.santagatadeigoti.net/Percorso%20Turistico.html</a>  There is a tourist route, and the ducal castle does not appear at all here.. so maybe we should redevelop it

				
194.	195.	Maria Napoli:	(22-June-2016, 16:38:57)	the idea is cute
196.	197.	Maria Anna Ambrosino	(22-June-2016, 16:41:58)	: me cmq like the idea. Certain is that we should see if you can do it inside the castle. That is, it is not clear what is in it, even from what's on the internet
198.	199.	Marco Battipaglia	(22-June-2016, 16:44:23)	: Oh well but I think that in terms of permits, concessions and concrete feasibility we cannot fix it ... not in this position and phase of the work
200.	201.	Marco Battipaglia	(22-June-2016, 16:48:06)	(BRACKETS): Welcome to the South as increased tourism of Santa Maria di Castellabate, giving her notoriety and "film prestige" (Say ...), the last film Siani "We accept miracles" It was shot right here, at least in part. So we can use, even minimally, this occasion ..
202.	203.	Maria Anna Ambrosino	(22-June-2016, 16:50:57)	very good !!
204.	205.	Maria Napoli	(22-June-2016, 16:53:04)	great!
206.	207.	Pasquale Fresegna	(22-June-2016, 16:55:25)	^ _ ^
208.	209.	Pasquale Fresegna 😊	(22-June-2016, 16:50:17)	and I also have the ideal sponsors who could fund the event: "Strega". Maybe you can run a contest to site visitors or invite young writers from Benevento to visit the museum and to compose a text on the subject "Witches" to attend an awards



				ceremony in the Premio Strega that maybe could consist in the opportunity to attend the awards ceremony and to meet the major publishers
210.	211.	Maria Anna Ambrosino	(22-June-2016, 16:51:57)	perfect. But it goes well, however, these are things that come after. We at this time we represent the community that wants a museum, then the rest will stand to the director and company: D
212.	213.	Pasquale Freseigna	(22-June-2016, 16:53:49)	: okei
214.	215.	Pasquale Freseigna 😊	(22-June-2016, 16:51:39)	: ... compose a literary work on witches and could win the chance to attend the final night of the Premio Strega ...
216.	217.	Pasquale Freseigna 😊	(22-June-2016, 16:52:23)	: ... and to be able to interact behind the scenes, at the end of the evening, with the major publishers
218.	219.	Giuliano Gambino	(22-June-2016, 16:25:29)	: So Sant'Agata de Goti, Palazzo Ducale for its historicity and location.
220.	221.	Giuliano Gambino	(22-June-2016, 16:26:03)	: <b>Picture</b> 
222.	223.	Giuliano Gambino	(22-June-2016, 16:27:12)	: sorry wrong image.

					
224.	225.	Maria Napoli	(22-June-2016, 16:29:11)	: ok	
226.	227.	Pasquale Fresegna 😊	(22-June-2016, 16:35:24)	: I approve	
228.	229.	Giuliano Gambino	(22-June-2016, 16:36:37)	Witch Museum? Reconstructions, objects of the thirteenth period, screens with footage from movies and documentaries etc. & Lt; a href = & quot; https: //it.wikipedia.org/wiki/Streghe_di_Benevento	

230.	231.	Giuliano Gambino	(22-June-2016, 16:39:30)	: The datasets only offer statistics regarding the location, so it is impossible to define further details
232.	233.	Maria Anna Ambrosino	(22-June-2016, 16:43:17)	here is the castle <a href="https://www.youtube.com/watch?v=042TO9gSNek">https://www.youtube.com/watch?v=042TO9gSNek</a>
234.	235.	Giuliano Gambino	(22-June-2016, 16:45:50)	: recap: sant'agata, ducal castle, a place of historical interest to be redeveloped and that traces the atmosphere of the museum that will be (whose name will be) "THE WITCHES". There will be a path inside the palace through objects, paintings, sculptures and films. Possibility of events etc.
236.	237.	Maria Anna Ambrosino 😊	(22-June-2016, 16:47:56)	: I like
238.	239.	Marco Battipaglia:	(22-June- 2016, 16:50:43)	Yes. Then you can create an event linked to the legend and location (perhaps driven, and theme) can be concluded or still include the stage in the Ducal Castle in order to redevelop the same and increase visits in the city
240.	241.	Marco Battipaglia	(22-June-2016, 16:52:02)	: And as I wrote before, but maybe you have not read me, we can calcare, even if minimally, the wave of last blockbuster film of Siani to give new life to tourism in the city as it has done unintentionally "Welcome to south" to S. M di Castellabate
242.	243.	Maria Anna Ambrosino	(22-June-2016, 16:53:22)	: are all good ideas. But as I said to Pasquale, we at this stage we just have to decide where, how and why. Then the rest comes later =) But are all good ideas also to endorse our decision: D
244.	245.	Giuliano Gambino	(22-June-2016, 17:00:00)	: come on we are almost there
246.	247.	Pasquale Fresegna	(22-June-2016, 17:01:24)	: Now we need a little SWOT analysis: the pros and cons (as wrote the post above by Giuliano)
248.	249.	Maria Anna Ambrosino	. (22-June-2016, 17:01:28)	: We want to vote? This is what came out from the discussion so far: So Sant'Agata de Goti, Palazzo Ducale for its historicity and location, place of historical interest to be redeveloped and that traces the atmosphere of the museum that will be "THE WITCHES". There will be a

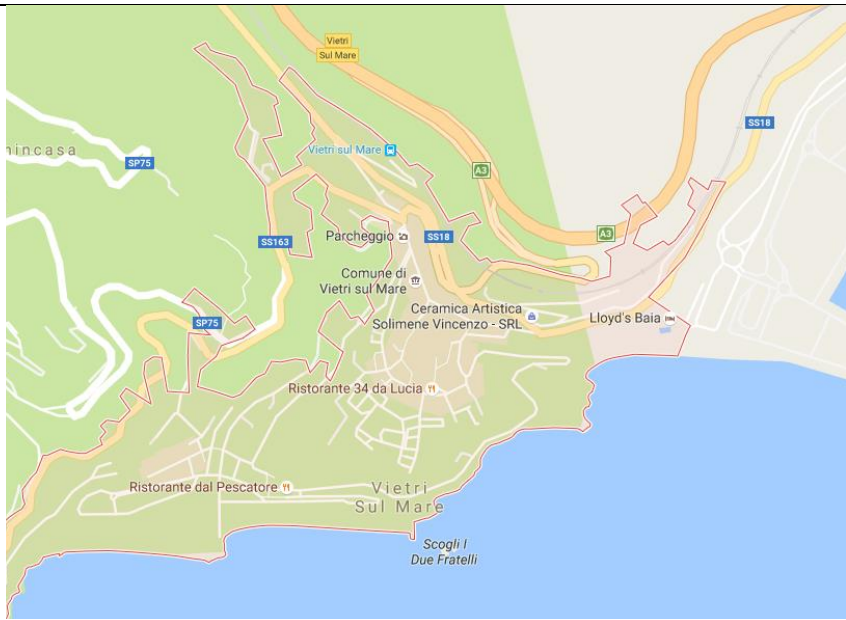
				path inside the palace through objects, paintings, sculptures and films. Possibility of events etc
250.	251.	Giuliano Gambino	(22-June-2016, 17:02:46)	: how would Aragorn say: You have my sword!
252.	253.	Marco Battipaglia	(22-June-2016, 17:03:05)	: I vote YES :)
254.	255.	Maria Anna Ambrosino	(22-June-2016, 17:04:26)	: gvhjnc m
256.	257.	Maria Anna Ambrosino	(22-June-2016, 17:05:40)	: sorry, my daughter demented than 1 year had taken the keyboard.
258.	259.	Pasquale Freseigna	(22-June-2016, 17:06:36)	: Vanya, are you: P?
260.	261.	Pasquale Freseigna	(22-June-2016, 17:06:22)	: I have only a question and it is not stupid: the city of witches is Benevento, would the tourist be interested to a "city of witches 2" that is moreover, placed in the province of the main one?
262.	263.	Maria Anna Ambrosino	(22-June-2016, 17:10:17)	but you must not do the "city of witches", you make a museum dedicated to them. Then.. I do not know
264.	265.	Giuliano Gambino	(22-June-2016, 17:12:49)	so you would say that every pizza party outside napoli does not make sense because it is not in Naples
266.	267.	Maria Anna Ambrosino	(22-June-2016, 17:13:48)	chapeau: D
268.	269.	Pasquale Freseigna	(22-June-2016, 17:15:21)	ah okay :-)
270.	271.	Maria Napoli	(22-June-2016, 17:09:19)	yees

272.	273.	Marco Battipaglia	(22-June-2016, 17:21:37)	Ah, but should we also get a Plan B? What are you saying?
274.	275.	Maria Napoli	(22-June-2016, 17:22:38)	I think this is fine ..

Table 2. Group 2, discussion in SPOD

Yellow boxes means that in the message a datalet was shared in the discussions. Due to updates of SPOD not all datalets could be retrieved.

1	1	16:34:56	TCB: hi!
1.1	2	16:35:51	VT: here I am!
1.2	3	16:36:35	RE: all acknowledge ourselves!
2	4	16:35:54	RE: from today I am positive! ... I get angry ??? xD
3	5	16:36:08	TCB: then I start from a map in which to place all MEUI
3.1	6	16:37:51	RE: well we have identified a leader ... we do we need to do?
3.2	7	16:40:53	VT: a vietri There is only one museum of ceramics ...

			
4	8	16:36:15	CC: ciao
5	9	16:36:19	TCB: museums *
6	10	16:36:49	VT: Okay ... who does it?
7	11	16:37:16	TCB: I, if I remember
8	12	16:37:29	TCB: then how do we continue?
8.1	13	16:39:32	RE: and I do not know ... the goal is to analyze the museums of the province in every way imaginable thanks to their open data
9	14	16:37:48	TCB: the next step?
10	15	16:40:52	TCB: here
10.1	16	16:41:47	TCB: some areas do not have anything = (
10.2	17	16:42:42	VT: if I click on the points does not tell me what museum it is ...
10.3	18	16:45:45	TCB: I do not know why cannot I see the type

10.4	19	16:46:06	TCB: do another chart with the types so we decide what the museums do?
10.5	20	16:46:55	RE: ok I'll do it;)
10.6	21	16:47:47	CC: the areas that do have nothing, they are sparse in the mountains ...
11	22	16:48:16	CC: I am not convinced we should create our museum there
11.1	23	16:49:01)	TCB: there where?
11.2	24	16:50:56	CC: in areas where there are no museums
11.2.1	25	16:56:08	RE: in a csi film we got across some data with datasets of public and private means that concerned the area on the map ... maybe just seem lost in the mountains
11.2.2	26	17:04:00	TCB: brav eh (21-June-2016,)
11.3	27	16:52:48	TCB: why?
12	28	16:48:47 😊	TCB: do we want to have a map with museums located, or do we make a chart with the types, then ????
12.1	29	16:52:59	VT: types for the province of Salerno
12.1.1	30	16:55:34	TCB: what does composite means?
12.1.2	31	16:56:07	VT: a museum of contemporary art does not exist ...
12.2	32	16:53:15	RE: very slowly but I did it... most of them are "Art"
12.3	33	16:55:03	TCB: ok now would be interesting to see the number of visitors based on population
13	34	16:49:39	VA: ciaooooooooooooo: D
13.1	35	16:50:25	TCB: but are you part of the group?
13.2	36	16:54:31	RE: vanja the infiltrataaaaaaaaaa spiaaaaaaa
13.3	37	17:04:21	VA: auhauhauhauhaauauhauhauaa
14	38	16:56:45	VT: There are no museums of contemporary art .... what do you think of this type of museum?
14.1	39	16:59:13	RE: ok I follow you! But how to support this view?
14.2	40	16:59:23	TCB For me that's great! now we have to figure out where to place the museum and why
14.3	41	17:01: 29	VT: ... then you reckon that in Salerno city we have many summer tourists ... and the more you go away from civilization fewer transports are there ....
14.4	42	17:01:51	VT: so I'd say between Salerno city and maximally Vietri

14.5	43	17:02:48	TCB: all this we have to prove it with data ... type tourist information ???
14.6	44	17:03:22	VT: I do not find the datasets ... I try to look better
15	45	17:00:17	CC: I'm having a look on google and indeed some museums of contemporary art there are
15.1	46	17:01:20	RE: but on google ??? ahahahah
15.2	47	17:02:53	VT: gives you the FRAC Baronissi ... but it is little known and not very accessible for the major tourist flows
15.3	48	17:03:31	CC: it seemed strange that there were no contemporary art museums in the province of Salerno ...
15.4	49	17:04:09	CC: It is not much ... with our sfondiamoooo
15.5	50	17:05:15	VT: In Salerno seems to me that there is only a contemporary art gallery ...
16	51	17:00:38	CC: cmq I like the idea
17	52	17:07:01	VT: Another possibility is to make a museum of rural life ....
17.1	53	17:07:58	TCB: there are so many I believe ....
17.2	54	17:08:53	VT: this type? In Salerno?
17.3	55	17:11:43	TCB: not in Salerno, I think, but in the province
17.4	56	17:13:39	CC: but the museum on rural life, doesn't that fall in the category demoetnoantropologica?
17.4.1	57	17:14:24	TCB: I think so
17.4.2	58	17:15:38	VT: Now I do a search
17.4.3	59	17:16:35	VT: <a href="http://www.museincampania.it/spip.php?">http://www.museincampania.it/spip.php?</a>
17.4.4	60	17:17:26	VT: yes it is there ....
18	61	17:07:30	TCB: if we kept account of businesses? <a href="http://www.registroimprese.it">http://www.registroimprese.it</a>
18.1	62	17:15:19	GG: remember the taxes and the personal income tax
19	63	17:20:51	TCB: I cannot find the data of the population of the province of Salerno for each community
19.1	64	17:22:23 ☺	RE: I see that I can do!
19.2	65	17:30:33	VT: I find nothing on the population
19.3	66	17:35:01 ☹	TCB: something does not suit me!



19.4	67	18:02:03	VT: angri ???
20	68	18:05:54	TCB: cmq would be useful to have the data on transport and on businesses
20.1	69	18:07:59	VT: yes, we need some economic and social data in addition ...
20.2	70	18:10:08	TCB: so?
20.3	71	18:11:56	VT: we are always focused on contemporary art museum?
20.4	72	18:12:40	VT: Raffa and Clare?
20.4.1	73	18:16:08	RE: yes yes fine contemporary art but according to what criteria we choose where?
20.4.2	74	18:17:57	VT: as tamara (TCB) said, depends on where the younger people are...
20.5	75	18:16:18	TCB: yes ... maybe we will see tomorrow on the basis of ISTAT data how many young people there are
20.6	76	18:17:25	RE: so in places with a younger population who are more interested in contemporary art we will position the museum?
20.7	77	18:18:08	TCB: it could be an interesting criterion, right?
20.8	78	18:18:54	VT: yes in fact
20.9	79	18:19:28	RE: at least makes sense;)
20.10	80	18:19:29	VT: possibly also with respect to the schools
20.11	81	18:20:58	TCB: with schools we can already do that ... the data is there
20.12	82	18:23:51	VT: schools of Salerno
20.13	83	18:25:09	TCB: here something is wrong
20.14	84	18:25:19	VT: schools in the province ... there are some errors
21	85	18:27:33	VT: now you see?
21.1	86	18:28:39	TCB: schools that you indicated?
21.2	87	18:34:10	VT: all
22	88	18:29:39	VT: province of Salerno
22.1	89	18:29:53	VT: there are some unpacked coordinates
22.2	90	18:31:26	RE: but you have filtered by type of school? type only artistic institutions ... I do not know can serve? T_T
22.3	91	18:31:37	TCB: we're good
22.4	92	18:33:39	VT: no, I showed all schools ... also because the art is just one ... maybe you too controlled

22.5	93	18:34:32	VT: I am referring to Salerno town
22.6	94	18:35:38	VT: in general are concentrated between Salerno and Battipaglia ... something in Cilento
22.7	95	18:36:30	CC: they have different types of schools. from comprehensive schools to high schools
22.8	96	18:37:10	TCB here is the art schools in the province
22.9	97	18:38:44	VT: 3
22.10	98	18:44:17	TCB: oh yes ... nn know how useful
23	99	18:18:06	CC: OK
			Next day: 22-june 2016
	100	16:14:30	RE: from girls! we've got the power !!! xD
	101	16:16:45	TCB: ooooooooooooooooook then?
	102	16:21:30	VT: I'm waiting for that load this data to make the graphic: & It; a href=&quot;http://open.databenc.it/dataset/istat-popolazione-e-titolo-di-studio-regione-campania/resource/4980ece6-df4b-46c4-819f-e5f06769bbec&quot; class = & quot; ow_autolink & quot; target = & quot; _blank & quot; rel = & quot; nofollow & quot; & gt; http: //open.databenc.it/...c4-819f-e5f06769bbec&lt; / a & gt;
	103	16:25:45	RE: eh I was interested in this & It; a href = & quot; http: //open.databenc.it/dataset/istat-popolazione-per-eta-regione-campania&quot; class = & quot; ow_autolink & quot; target = & quot; _blank & quot; rel = & quot; nofollow & quot; & gt; http: //open.databenc.it/...eta-regione-campania&lt; / a & gt;
	104	16:28:00	VT: Do you still see no data in the field
	105	16:24:09	TCB: something goes jnn
	106	16:29:43	RE: and while we wait for loading what? The steps of our strategy, what are they?
	107	16:32:00	VT: I have doubts about the feasibility of the museum of contemporary art ..
	108	16:35:12	RE: you are thinking of an alternative
	109	16:44:48	VT: no data I cannot think of anything ☹
	110	16:30:28	TCB: I make the graphics of the population by level of education (just upload the data)
	111	16:31:05	RE: I understand that by age for the area with the youngest. We crossed the data and end?

	112	16:31:50	TCB: I think so ... what else it could serve?
	113	16:35:42	VT: I also want to figure out how many foreigners are and where they come ... we are still confident about contemporary art?
	114	16:35:56	CC: population movements?
	115	16:36:29	CC: families or components?
	116	16:39:33	TCB: What else ???
	117	17:08:29	Pasquale Fresegna: Beneventana, but in your province only BN is considered the city of the witches?
	118	17:04:39	Pasquale Fresegna: wait and hope ... are datasets that are likely to see only the actual launch of SPOD
	119	17: 15:59	VT: conjugate chart Salerno and its province ... suppose could be considered as a family (with children at least in part) ... can serve as a given? Obviously Salerno is the highest value
	120	16:30:48	VT: ok i that of the foreign population
	121	16:30:59	TCB: ok
	122	16:41:00	RE: tama you do not know where to end !!! ahahahah xD the mo solution are foreign children?
	123	16:42:10	TCB: I'm open to everything!
	124	16:42:30	VT: auhauhahauh aiutoooo
	125	16:31:45	CC: I can make the chart to age? what are you saying?
	126	16:35:32	Manuela D'Angelo: meddling in mode, what kind of contemporary art ??? living artists ?? Locals?? So just to get me on your fastti ...
	127	16:37:25	RE: brutt eh the Neapolitan sculpture of '700 ??? ahahahah xD
	128	16:37:39	TCB: maybe something for the children in relation to families ... we have to see what the data tell us
	129	16:39:25	VT here is perhaps more feasible ... but for now we cannot even see anything
	130	17:13:01	RE: and the winner is ....
	131	17:18:27	TCB: then ??? summing up?
	132	17:23:30	TCB: time slot is an interesting place to have a museum of contemporary art for the kids ... and we can make system with Mars, what do you think?
	133	17:24:13	CC: OK !!
	134	17:25:10	VT: receive income in Salerno and its province
	135	17:25:19	RE: yep
	136	17:50:51	VT: to Mars already do activities for children ... Battipaglia?

	137	17:21:01	Manuela D'Angelo: No Castiglione del Genovesi is sad, isolated and perched with descents and ascents that only Fiona May can walk them.
	138	17:25:06	RE: Manuela makes me happy xD

## End product Group 1

### Practice exercise on the social Open data platform SPOD (ROUTE-TO-PA)

(21-22/06/2016)

*“Open Data and Linked Open Data”  
frontal lessons and laboratory under the CHIS project  
for the post-graduate course in “ICT FOR CULTURAL HERITAGE”*

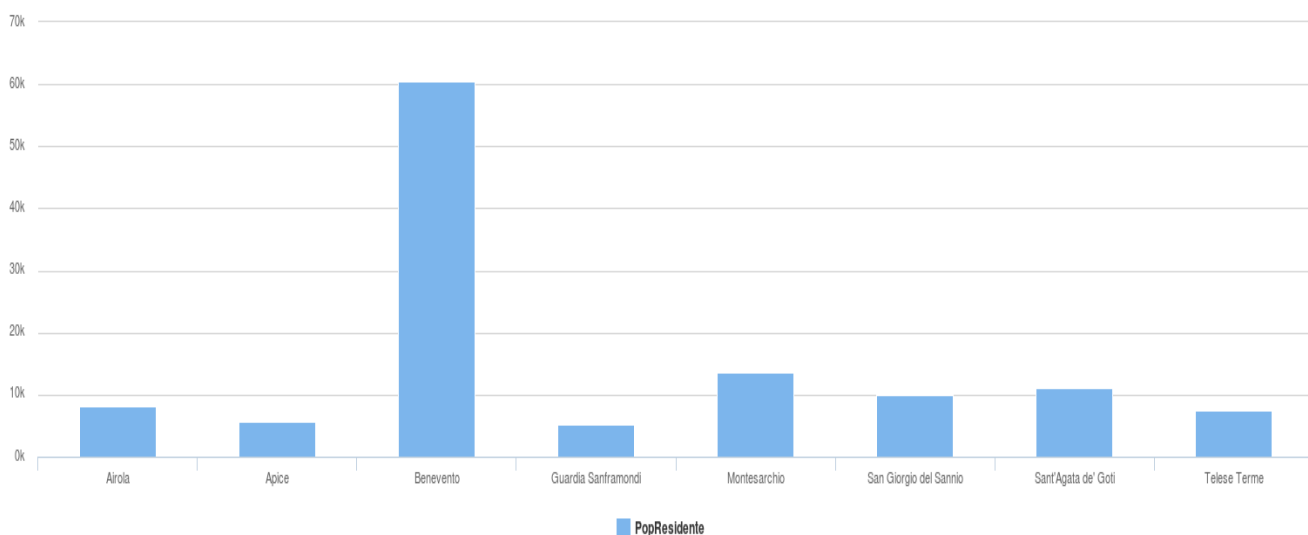
#### Gruppo Provincia Benevento – Museo delle Streghe

1. MA
2. MB
3. PF
4. GG
5. MN

#### Analysis of the territory and of the peculiar characteristics for the positioning of the Museum

The criteria used for the positioning of the Museum in the city of St. Agatha of the Goths are: demographic, geographic, direct and indirect competition in the territory, tourist value

#### Demographic criterion



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Highcharts.com

Figura 1 - Mappa dei comuni più popolosi della provincia beneventana

The choice fell on the town of St. Agatha of the Goths as a result of demographic analysis of the most populous municipalities of the province. From this analysis, which started from a minimum of 8,000 inhabitants, two municipalities have emerged, apart from the capital: Montesarchio and Sant'Agata dei Goti.

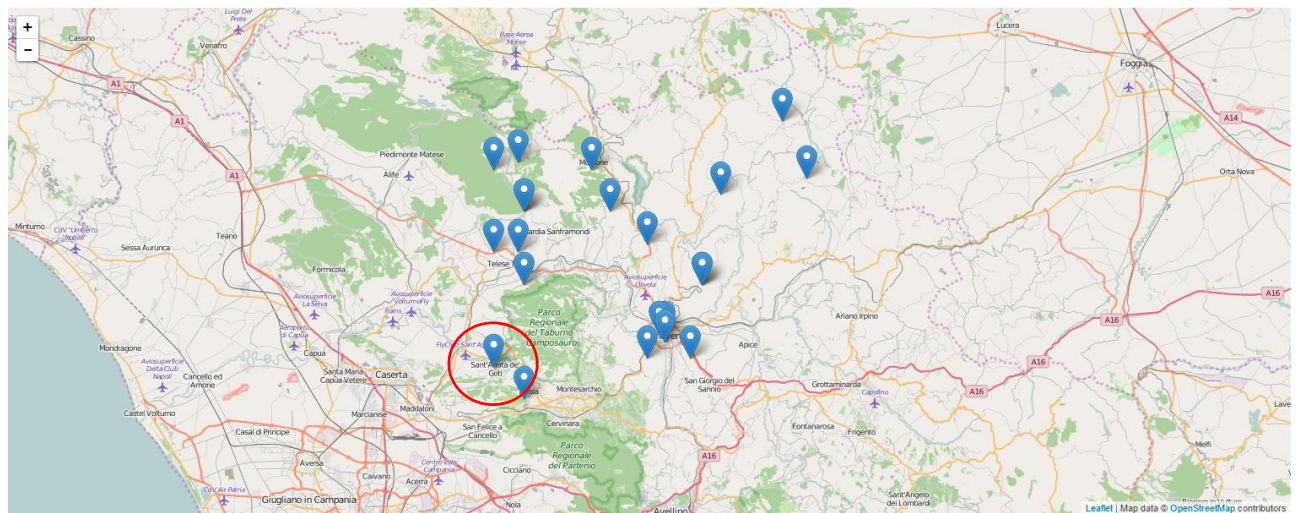
## Geographical criterion



Figura 2 - Posizione del comune di Sant'Agata dei Goti

The choice of this area also depends on the proximity to the metropolitan area of Naples, which has a catchment area of nearly four million people, and with the Caserta area.

## indirect competition



Source: <http://open.databenc.it/dataset>

Powered by ROUTE-TO-PA

Figura 3- Mappa dei musei della provincia di Benevento

Following an analysis of the museums present in the province of Benevento, it showed a concentration of museums in the capital, and a near absence in the area adjacent to the area of interest.

## Direct competition

In the area of interest there is only one museum, the Museum of Sacred Art of the Diocese of Cerreto Sannita-Teleso-Sant'Agata de 'Goti.

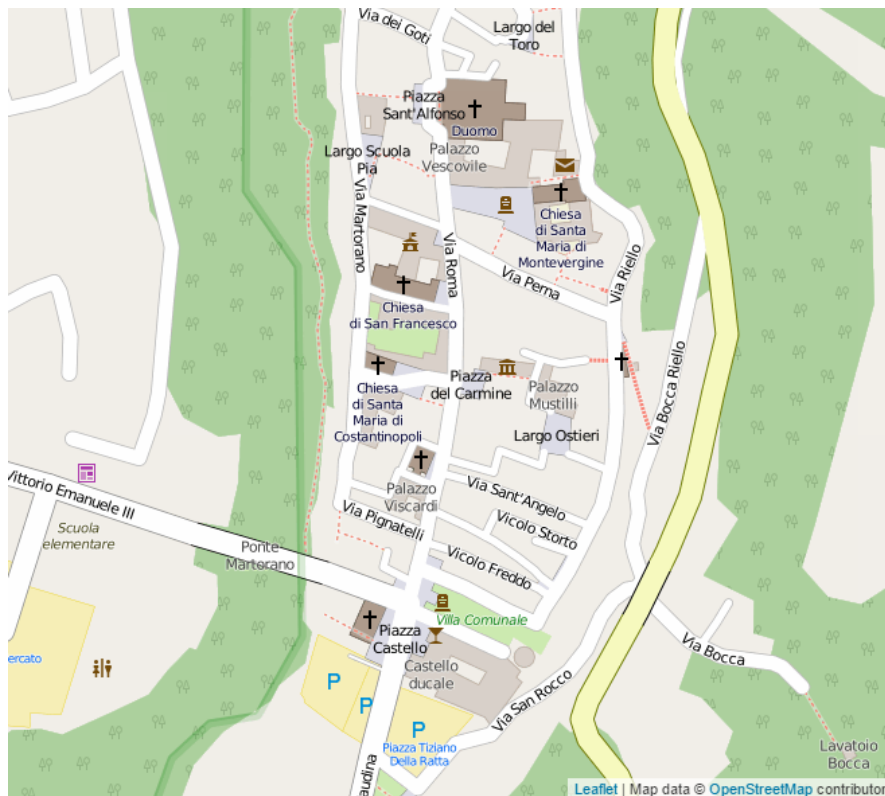


Figura 4 - Mappa del comune di Sant'Agata dei Goti

### Valencia Tourism

Sant'Agata dei Goti is a small reality in the hinterland of Benevento, embedded within the circuit of the most beautiful villages of Italy and orange flag of the Italian Touring Club.

This assignment was made based on several criteria including: the promotion of cultural heritage, protection of the environment, the culture of hospitality, access and availability of resources, the quality of accommodation, catering and products typical.

In addition, the municipality has been the backdrop for several films, the film My generation, until the last success of Alessandro Siani accepted Miracles of 2014 (following the wake of the success of Welcome to the South shot in Santa Maria di Castellabate).

### Justification for the choice (or choices)

The choice of the type of the museum of local beliefs and superstitions still strongly inherent in the folk tradition of the province. The project proposal involves the construction of a museum in which you can not only visit the exhibitions dedicated to the theme of witches and, in particular, the Janara Benevento, but also participate in events and thematic tours made specifically to immerse visitor to another era. All this happens within a territory and, in particular redevelopment policy, the Doge's Palace in St. Agatha of the Goths, who until a few decades ago was used as a prison.

### Analysis of the data available

The dataset dedicated to the area of Benevento have been useful for some research categories: demographic, geographic. On the contrary, useful data would be on the tourist flow, competition, on public transport.

### Other data used

We used several websites to find historical information - cultural on the town and on the already organized events.

### Suggestions, observations

One of the aspects that can be boosted regards the possibility to cross data from different datasets.

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## End product Group 2

### Practice exercise on the social Opendata platform SPOD (ROUTE-TO-PA)

(06/21-22/2016)

“Open Data and Linked Open Data”

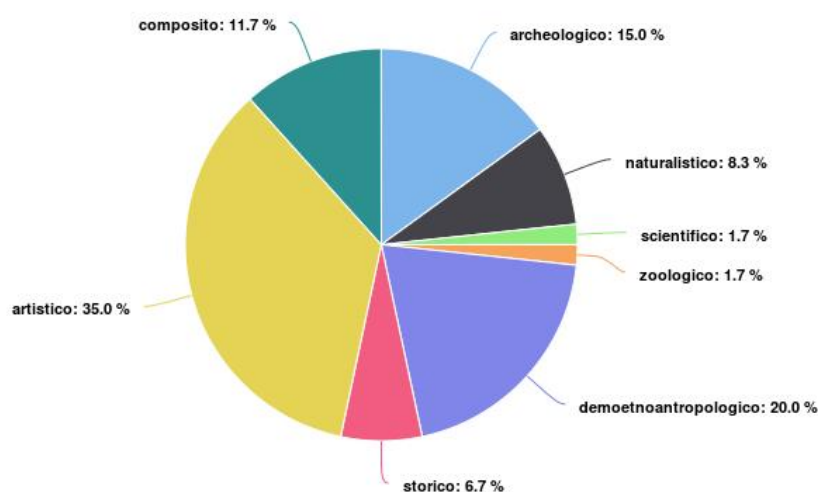
Frontal lecture and laboratory in the frame of the CHIS project  
for the continuing education course “ICT for Cultural Heritage”

### SALERNO Province Group

1. TCB
2. CC
3. RE
4. VT

### Territorial characteristics and peculiar features analysis for the Museum location

Analysing the variety of the Museums located in Salerno Province, we found out the highest percentage of museum typology refers to **artistic museums**.



Powered by ROUTE-TO-PA 

Graph 1- Museum typology in Salerno Province

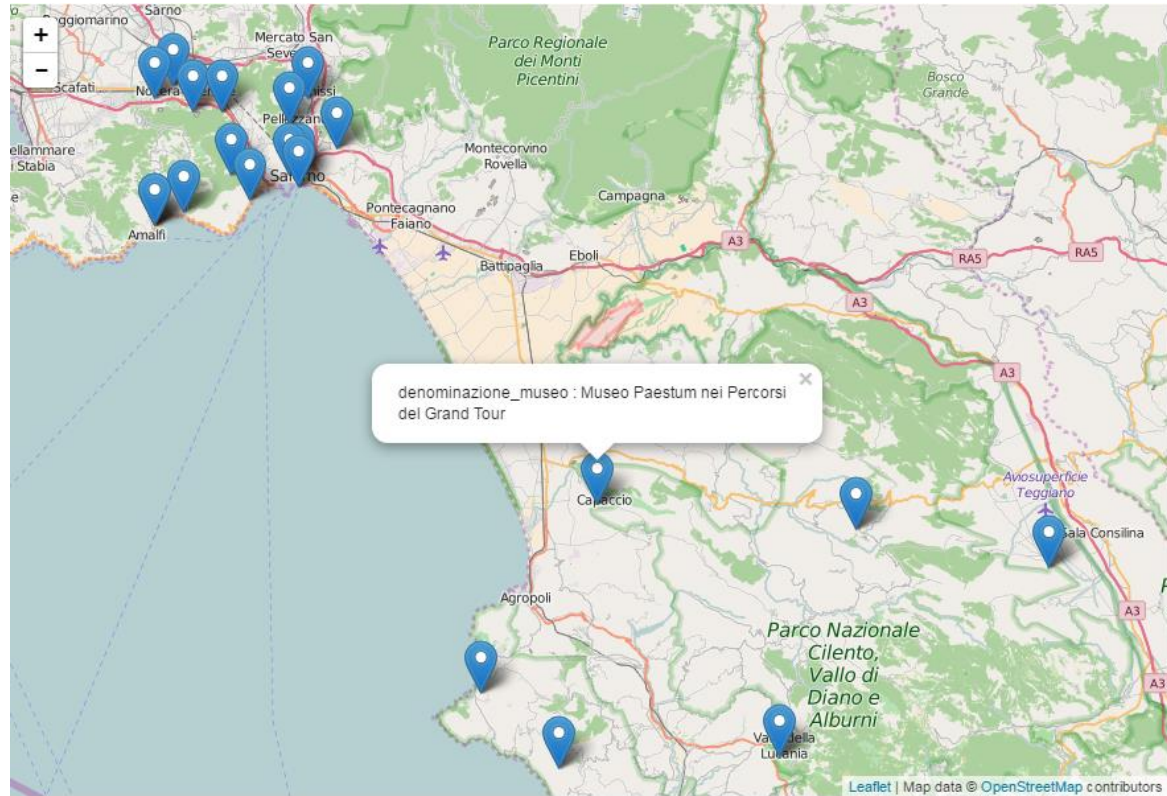


Artistic: 35.0%; Mixed: 11.7%; Archeological: 15.0%; Naturalistic: 8.3%; Scientific: 1.7%; Zoological: 1.7%;  
 Demoethnoanthropological: 20.0%; Historical: 6.7%.

We positioned these museums on a map, as it follows:

Map 1: Salerno Province's artistic museums

Balloon content: `museum_denomination`: Museo Paestum nei Percorsi del Grand Tour

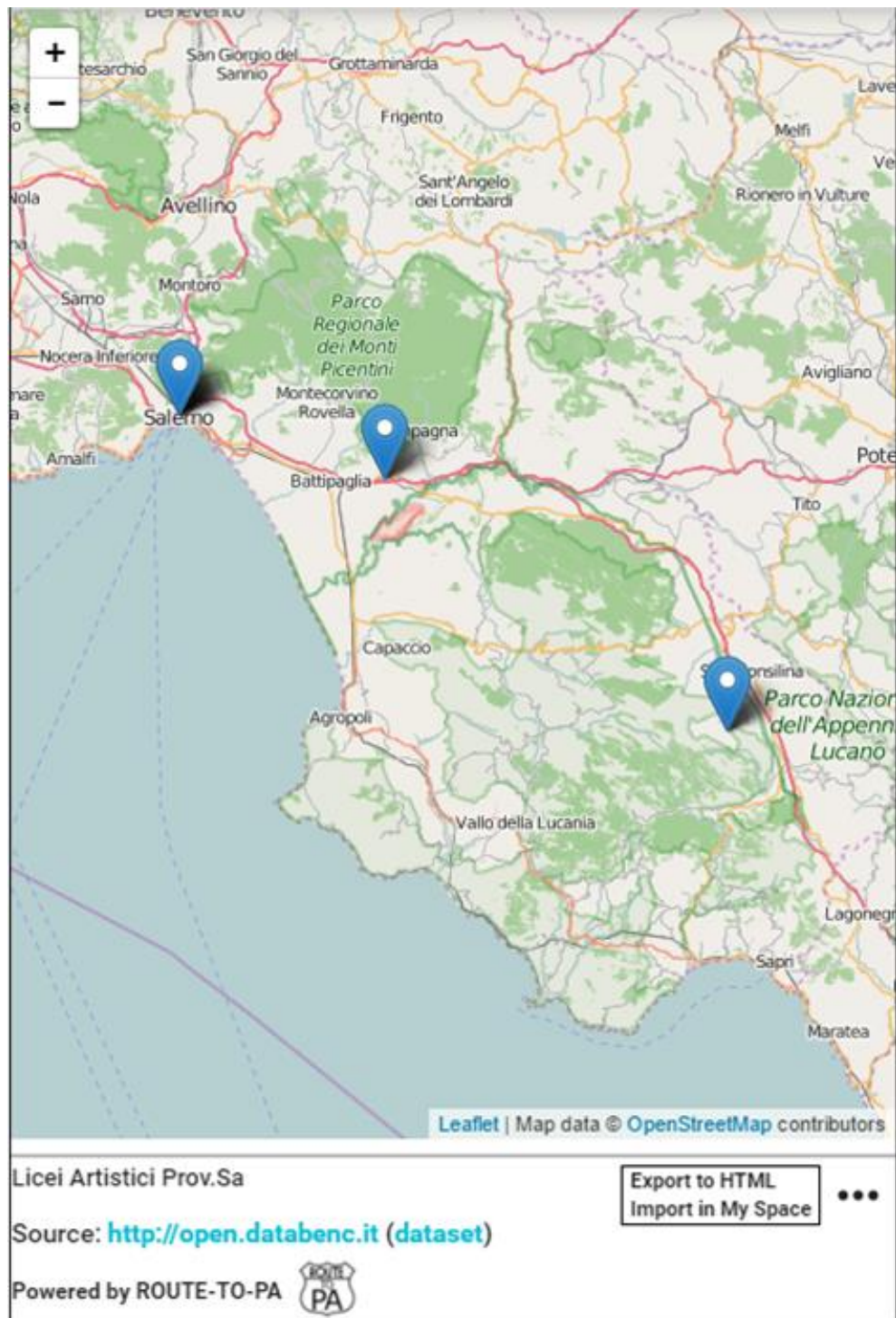


musei artistici (SA)

Source: <http://open.databenc.it/dataset>

Powered by ROUTE-TO-PA 

With the only generic “artistic” label, the available dataset does not give back the specific characteristics for each museum. For instance, it groups together in the same macro-category diocesan museums, didactic museums and art galleries. For this reason we had to look for museums on Google with the purpose to get more information. We concluded that contemporary art museums are not present on the territory. Before confirming this choice, we selected, among potential stakeholders, art high schools, that have been located on the territory.

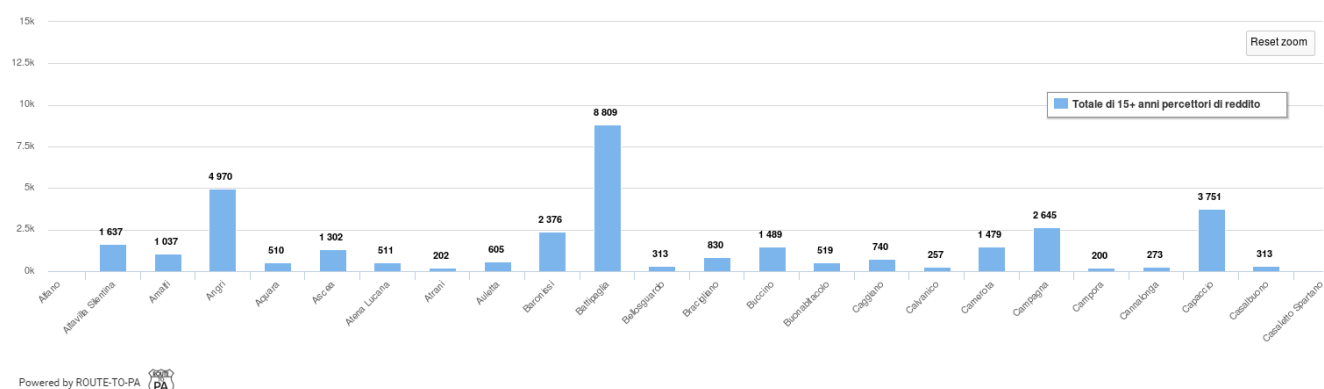


Map 2 –Art high schools in Salerno Province

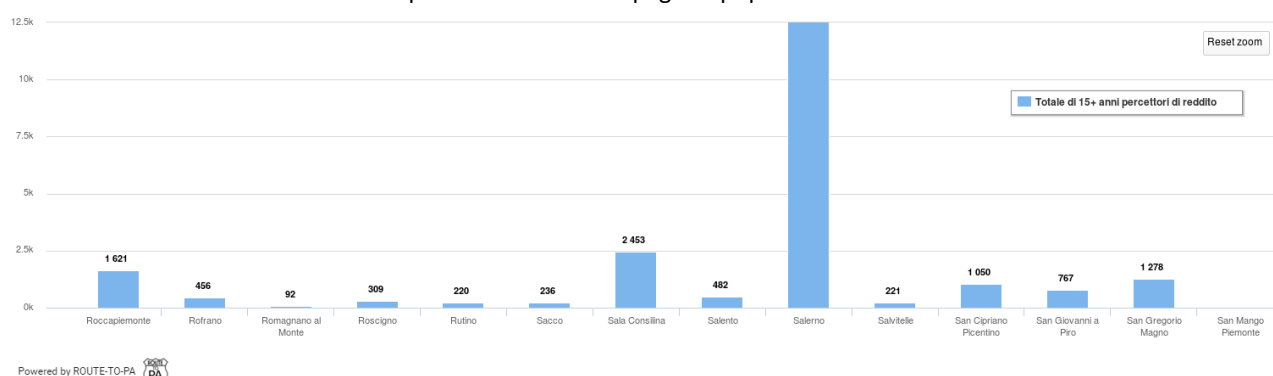
With the aim to select a location for the Contemporary Art Museum, we limited the possible position to the areas shown in map 2. Assuming that Salerno is a big city with a rich cultural offer, we focused our attention in between Battipaglia area and Sala Consilina area.

### Choice Motivation

Our choice has been conditioned by evaluating the average income for Battipaglia and Sala Consilina areas, which turned out to be higher in Battipaglia. Furthermore, this city is better served by trains and busses (information revealed through a Google research because not available on the provided dataset).

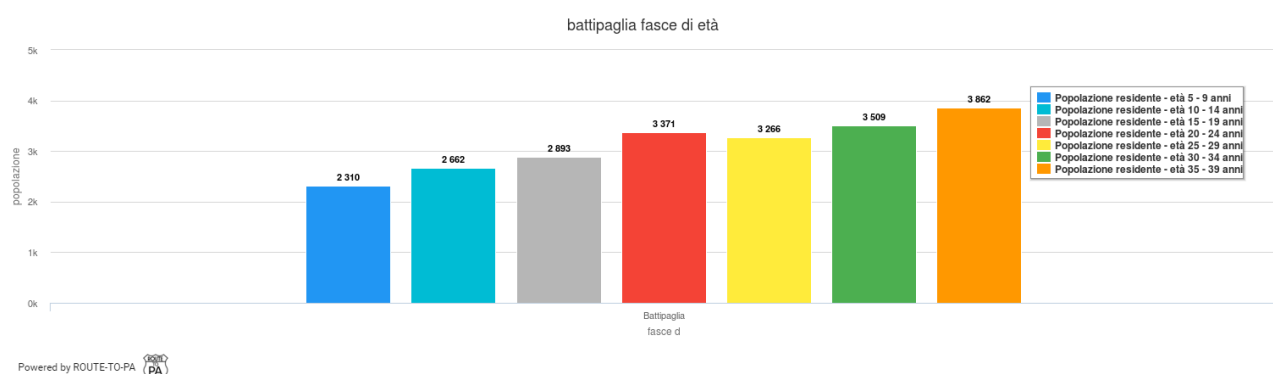


Graph 2: Income in Battipaglia's population

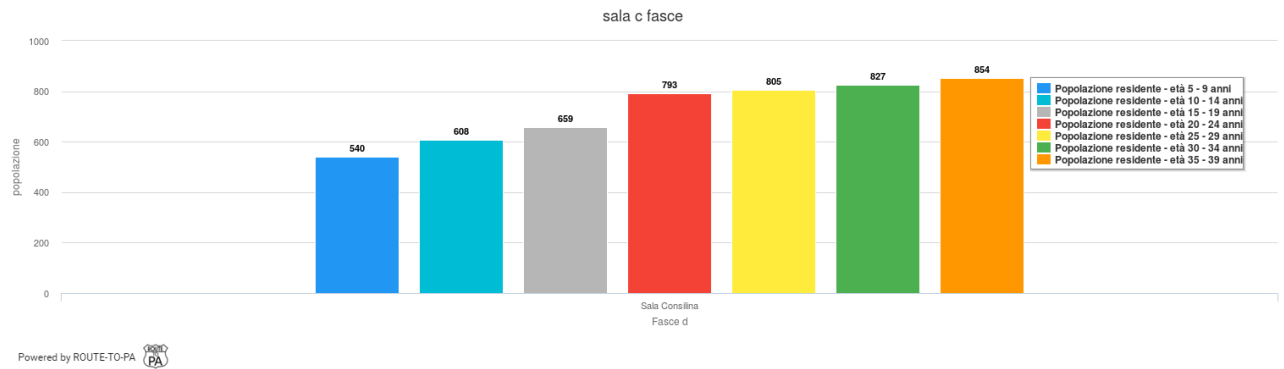


Graph 3: Income in Sala Consilina's population

At a later time we analysed the population grouping it in age categories, particularly focusing on the 20-29 years category, which can be considered our target for the museum.



Graph 4: Battipaglia's population in age categories



Graph 5: Sala Consilina's population in age categories

To conclude, since young people are very attracted by contemporary art tendencies, we oriented our choice towards the institution of a **Contemporary Art Museum in Battipaglia**.

#### Available Data Analysis

1. Public transportation services;
2. Detailed museums typology and annexed cultural sites in the Province;
3. The presence of companies on the territory;
4. The average education level of the population.

#### Other data used

The lack of data in the dataset has been obviated by consulting Google.

#### Suggestions, observations...

At the moment it is not possible to simultaneously display on a map data deriving from different datasets.