December 20, 2016

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

> Approve the City's Open Data Policy and related standards to implement modern Citywide practices for sharing data with the public, staff and policy makers. (Citywide.)

DISCUSSION

National, state and local governments are making data more easily available to their communities and stakeholders to enhance transparency and improve cross-departmental efficiency. This effort is commonly termed "Open Data." Data is varied and can include wide ranges of information, from City revenues to health statistics to public safety response times. This openness has enabled citizens to gain greater understanding about the workings of government agencies. The data is freely accessible and can be viewed online and downloaded in a variety of formats.

At the request of Mayor Robert Garcia, the Technology and Innovation Department (TI) set out to develop an Open Data Policy (Policy) and related standards, with guidance from the City's Technology and Innovation Commission (Commission), to implement modern Citywide practices for sharing data with the public, staff, and policy makers.

The purpose of this Policy is to set guidelines for incorporating an open data framework into existing and future systems and procedures, and to aid in determining which datasets should be made public, how to make datasets public, and how to maintain the existing published datasets.

The City's Open Data information will be made accessible on the DataLB Hub Portal and shall meet open data standards as outlined in the Policy.

All City departments shall participate in a Citywide data inventory process to determine what datasets are appropriate for inclusion and how they can be made public. Each department will be asked to assign a Data Coordinator as the primary point of contact for the Open Data program. The Data Coordinators will work with TI to realize the vision of the Open Data program across the City. The Data Coordinator will depend on subject matter expertise within their respective departments to brainstorm and identify these datasets. This effort will help build a Citywide baseline of data resources, which will in turn help prioritize and identify resources to help departments publish data to the DataLB Hub Portal.

The City's DataLB Hub and all public data contained on such a portal shall be subject to the Terms of Use developed by the City. Such Terms of Use shall be posted by the City on the DataLB Hub.

The Policy was based on best practices as outlined by the Sunlight Foundation, a national, non-partisan, nonprofit organization that uses tools of civic technology and open data to make government and politics more accountable and transparent. The Policy is also based on a review of five cities known for having innovative and successful implementations of open data portals. These cities included Boston, Chicago, New York City, Philadelphia and Seattle.

As TI developed the Policy, staff worked closely with Commission members with expertise in Open Data practices. Initially, the Commission hosted three Open Data Forums in late 2015, to understand the demand for various City datasets and to educate the public about the potential for Open Data.

The Commission reviewed several drafts of the Policy and made recommendations to staff. Many of these recommendations are included in the attached Policy. The Policy also incorporates feedback from City departments.

This matter was reviewed by Deputy City Attorney Amy R. Webber on November 28, 2016 and by Budget Analysis Officer Julissa Jose-Murray on December 2, 2016.

TIMING CONSIDERATIONS

City Council action on this matter is requested on December 20, 2016, for immediate implementation.

FISCAL IMPACT

The fiscal impact of the Policy is unknown at this time and will be reevaluated as the Policy is rolled out Citywide. At this time there is no funding dedicated for Policy projects. Departments will be asked to comply with the Policy using existing staff resources and appropriation; balancing existing workload with Open Data requests. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:
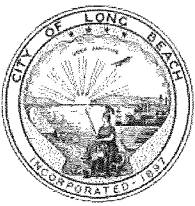
Approve recommendation.

Respectfully submitted,   APPROVED:

BRYAN M. SASTOKAS   PATRICK H. WEST
DIRECTOR OF TECHNOLOGY AND INNOVATION   CITY MANAGER

Attachment

Administrative Regulations

Number AR X-XX
Issue X

Subject: Open Data Policy

I.   Purpose

The purpose of this policy is to affirm the City of Long Beach's (City) commitment to open, honest, and effective government. The City strives to consistently meet the community's expectations for excellent services in a positive and timely manner, and in full view of the public.

Open Data is an important component of this commitment. Through making its data publicly available and easily accessible, the City will empower the community to engage with government on a new level and stimulate new ideas, new services, and new economic opportunities.

This initiative will provide a new platform to increase the sharing of information among City departments; therefore, improving the City's ability to deliver services to the public efficiently and effectively.

II.   Definitions

- **Common Data Standards:** Any set of data collection standards agreed upon by multiple stakeholders designed to promote interoperability and facilitate the efficient exchange and use of information collected in different systems.
- **Data or Structured Data:** Statistical or factual information.
- **Dataset:** A collection of data organized or formatted in a specific or prescribed way, often in tabular form.
- **Data Source**: A system, database, or other information source that contains and reports raw data.
- **Data Owner:** This is typically the head of a department, a bureau manager, or person situated similarly within the department and likely to have been directly involved with the collection of the data.
- **Information Lifecycle:** The stages through which information passes, typically characterized as creation or collection, processing, dissemination, use, storage, and disposition.

- **Interoperability:** The ability of different information technology systems, software, and data applications to communicate and exchange data, and use the information that has been exchanged.
- **Metadata:** Data that describes a dataset. Metadata summarizes basic information about a dataset, such as the date range covered by a dataset, a description of the dataset, the manager or steward of the dataset, etc.
- **Open Data:** Data or datasets which is open as defined in the Open Definition website — that is, machine-readable, it can be freely used, reused and redistributed by anyone, and built on without restrictions
- **DataLB Hub:** The internet site established and maintained on behalf of the City, located at http://www.longbeach.gov/openlb/.

III. Policy

It is the policy of the City that the data it collects and generates will, to the extent practicable, be open by default. City departments, with support from the Technology and Innovation Department (TI) and approval from City Manager, will publish appropriate datasets and associated metadata controlled by the Data Owner on the City's DataLB Hub, except where the posting of such data would violate privacy or security concerns. Every reasonable effort shall be made to frequently update datasets on the DataLB Hub to the extent practicable. The City Manager, in conjunction with TI, shall reserve the right to remove or discontinue the availability of data on the open data catalog when: (a) there is a technical need to remove or discontinue the data; (b) the data is corrupt, degraded, misleading, or inaccurate; (c) the data is protected data; or (d) where removal or discontinuation is determined to be in the public interest. When removing or discontinuing the availability of data, the City shall provide a clear, discoverable justification for doing so and, when feasible, a period and mechanism for public feedback before removal or discontinuation. Advance notice of the removal or discontinuation shall also be sent to the Data Coordinator of the dataset.

Technology platforms shall, to the extent practicable, have the ability to report data in a manner consistent with the open data standards outlined in the *Open Data Standards* section.

Reasonable and appropriate efforts must be made to facilitate the acquisition of systems that meet open data standards. Additional consideration for meeting the *Open Data Standards* section will be incorporated into a Request for Proposals (RFP) evaluation criteria for scoring responses. The Director of Technology and Innovation shall have the authority to determine whether the systems included in RFPs meet such standards. The City Manager will confer with appropriate stakeholders and TI, as appropriate, before approving datasets for delivery through the City's DataLB Hub.

IV. Scope

This Policy applies to all City departments falling under the authority of the City Manager and is applicable to any data created or used by such departments.

Governance and Oversight

Roles and Responsibilities
To facilitate the administration of this Policy, the City Manager may assign additional roles and responsibilities related to the implementation of this Policy as needed, and directs the following roles to take on the responsibilities identified below:

- **Technology and Innovation Department** – the City's DataLB Hub will be administered by TI. TI will work with City departments to facilitate upgrades to legacy systems and onboarding of new systems meeting open data standards as defined in the *Open Data Standards* section. TI will provide general support for data-related initiatives in the City and will oversee the Data Inventory Initiative and assist in identifying datasets for publication. TI will take on other duties related to Open Data as assigned by the Director of TI. TI, in partnership with the roles identified below, will produce a report on the state of the Policy enhancements no less than annually.
- **Open Data Analyst** – the Open Data Analyst (ODA), located in TI, will act as the primary contact for the DataLB Hub. This position will work with departments to identify data sources that impact the Long Beach community and connect those sources of information with the City's DataLB Hub. The ODA will oversee system integration between departmental data sources and the DataLB Hub to facilitate availability of current and accurate published data.
- **Data Coordinators** – each department will identify a Data Coordinator(s) to serve as the liaison to the Open Data Analyst on all matters related to Open Data and data analytics, in general. In addition, the Data Coordinators will have the responsibility for ensuring the timely release and refresh of data. Data Coordinators will work closely with TI to review, assess, and determine whether a valid restriction exists for not releasing or making the datasets open or public. The level of involvement will vary and is dependent upon the type of data, the amount of data, and the complexity of the data that is being released.

DataLB Hub
The DataLB Hub shall be maintained by, or on behalf of, the City and administered by TI. Data made accessible on the DataLB Hub shall meet open data standards as defined in the *Open Data Standards* section.

Open Data Standards

To promote government efficiency and the social good that can be gained from opening government data to the public, the default state of new and modernized City information resources shall be open and machine readable. City information shall be managed as an asset throughout its lifecycle to promote interoperability and openness, and, wherever possible and legally permissible, to ensure that data is released to the public in ways that make the data easy to find, accessible, and usable by the public. The City remains committed to safeguarding individual privacy, confidentiality, and security and will not post information that is legally protected or poses a threat to security, safety or the general well-being of the community. Nor will it publish any data subject to copyright, patent, trademark, confidentiality agreements, or trade secret protection.

Departments shall incorporate the following requirements into future information collection and creation efforts:

- **Use machine-readable and open formats:** When creating, collecting or publishing data, to the extent practical, the City shall use any widely-accepted, nonproprietary, platform-independent, machine-readable method for formatting data (such as CSV, JSON, XML) which permits automated processing of such data and facilitates search capabilities. Departments should prioritize the use of open formats that are non-proprietary, publicly available, and that place no restrictions upon their use.
- **Use data standards:** The use of data standards will be applied to the extent practicable, where common data standards are available for facilitating creation of information in order to promote data interoperability and openness.
- **Ensure frequent updates:** Each department, in collaboration with TI, shall determine the frequency for updates to each dataset hosted on the DataLB Hub, and the mechanism to be utilized to update the dataset. Departments shall endeavor to update each dataset at the highest relevant and feasible update frequency given the available resources. To the extent possible, datasets shall be updated through an automated process to limit the additional burden on resources.

Implementation Process

To facilitate the strategic implementation of this policy, departments shall participate in all associated processes including, but not limited to, the processes identified below. The City Manager and TI may identify additional processes, as necessary, to facilitate full implementation of this Policy and the Open Data Initiative, in general.

Data Inventory Process
All City departments shall participate in the Citywide data inventory process. Departmental Data Coordinators shall facilitate the inventory process within their respective departments at the direction of TI. Each department will have a designated Data Coordinator that is responsible for taking inventory and being the primary point of contact for the Open Data Program. The Data Coordinators will work with TI to realize the vision of the Open Data Program across the City. The Data Coordinator will depend

on subject matter expertise throughout the department to identify these datasets. This effort will help build a Citywide baseline of data resources, which will in turn help prioritize and identify resources to help departments publish data to the open data portal.

The City will follow a data publication process to determine the access level of a data asset. This process will ensure that only the appropriate datasets are made available to the public. Each dataset in the City's data catalog will need to be reviewed and assigned to one of the following access levels or categories in accordance with the guidance on the Open Data website:

- Public: Data that is or could be made publicly available to all without restrictions.

- Restricted: Data is available under certain use restrictions. For example, the data asset is only available to select departments or certain data is scrubbed and made available to the public.

- Non-Public: Data is not available to the public due to privacy, confidentiality, security, and other valid restrictions pertinent to law and policy.

Prioritization Process
TI will work with the City Manager and Data Coordinators to prioritize datasets for publishing on the DataLB Hub. Prioritizing initial and ongoing datasets will entail balancing high value data with data quality, data availability, data demand, and data readiness. The relative priority of datasets shall be the primary factor in determining the order by which datasets are published on the DataLB Hub. The prioritized list of datasets to be released will be made visible on the DataLB Hub.

Legal Review Process
The City shall comply with all federal, state, and local privacy laws and regulations The City Manager's Office, TI, and Departmental Data Coordinators shall work with the City Attorney's Office, as necessary, to maintain privacy and ensure personally identifiable information is protected. While the City will make every attempt to ensure that the accuracy and integrity of the data provided on the DataLB Hub is of high quality, the City does not guarantee the accuracy of any data posted on the DataLB Hub and shall not be held accountable for the accuracy of any information contained within it.

Data Integration Process
TI shall work with Data Coordinators to determine the best process for transferring data to the DataLB Hub. These processes will be dependent on system specifications and limitations. TI shall work with departments to select the most appropriate method for transferring data to the DataLB Hub.

Data Release and Validation Process
Data Coordinators shall be responsible for the timely release of their data in accordance

with the prioritization process as defined above and as resources allow. The validation and accuracy of the data hosted on the DataLB Hub shall be the responsibility of the Data Coordinator in the department from which the data originates. Data Coordinators shall ensure that data hosted on the DataLB Hub originating from their respective departments complies with all provisions of the Policy. The City does not guarantee the accuracy of any data posted on the DataLB Hub and shall not be held accountable for the accuracy of any information contained within it.

Funding
It is important to note that this initiative does not have dedicated funding set aside for the exclusive purpose of funding open data projects. Thus, each department will comply with the Open Data Policy using existing resources and, as such, the departments will balance requests for Open Data sets with their existing workload.

Legal Terms for Public Use of Open Data

Public data made available on the City's DataLB Hub shall be provided as a public service, on an "as is" basis, and for informational purposes only. Although the City will strive to ensure that such public data is accurate, the City shall make no warranty, representation or guaranty of any type as to the content, accuracy, timeliness, completeness or fitness for any particular purpose or use of any public data provided on the DataLB Hub; nor shall any such warranty be implied, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose.

The City shall assume no liability for (i) any errors, omissions or inaccuracies in the public data provided on the City's DataLB Hub regardless of how caused; or (ii) any decision made or action taken or not taken by anyone using or relying upon such public data; or (iii) any virus or other damage to any computer that might occur during or as a result of accessing such Hub or the public data provided therein; or (iv) any other act identified in any disclaimer of liability or indemnification provision or any other provision set forth in the Terms of Use.

The City's DataLB Hub and all public data contained on such Hub shall be subject to Terms of Use developed by the City. Such Terms of Use shall be posted by the City in a conspicuous place on the DataLB Hub.