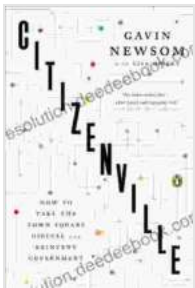


# How to Take the Town Square Digital and Reinvent Government

The town square has always been a place where people gather to exchange ideas, share news, and make decisions. In the digital age, the town square is moving online, and governments are starting to take notice. By embracing digital tools, governments can reinvent the way they engage with citizens, deliver services, and make decisions.



## Citizenville: How to Take the Town Square Digital and Reinvent Government by Gavin Newsom

★★★★☆ 4.3 out of 5

Language : English  
File size : 938 KB  
Text-to-Speech : Enabled  
Enhanced typesetting : Enabled  
X-Ray : Enabled  
Word Wise : Enabled  
Print length : 273 pages  
Screen Reader : Supported



## Citizen Engagement

One of the most important ways that governments can use digital tools is to engage with citizens. In the past, citizens were limited to interacting with government through traditional channels such as phone calls, emails, and in-person visits. Today, governments can use social media, online forums, and other digital tools to connect with citizens in real time. This allows

citizens to share their thoughts and ideas, ask questions, and get feedback from government officials.

For example, the city of San Francisco uses the platform SF311 to allow citizens to report problems, request services, and give feedback to the city government. SF311 has been a success, with over 1 million interactions between citizens and the city government in 2017.

## **Service Delivery**

Governments can also use digital tools to deliver services to citizens. In the past, citizens had to go to a government office to apply for a permit, pay a bill, or get a copy of a birth certificate. Today, many of these services can be completed online. This saves citizens time and money, and it makes it easier for them to access government services.

For example, the state of California offers a variety of online services through its CalService website. CalService allows citizens to apply for driver's licenses, register to vote, and pay taxes online.

## **Decision Making**

In addition to citizen engagement and service delivery, governments can also use digital tools to make decisions. In the past, citizens had little input into government decision-making. Today, governments can use online polls, surveys, and other digital tools to gather feedback from citizens on important issues. This feedback can help governments make more informed decisions that reflect the needs of the community.

For example, the city of Boston uses the platform Participate Boston to allow citizens to vote on proposed city ordinances and give feedback on

other city issues. Participate Boston has been a success, with over 100,000 citizens participating in city decision-making in 2017.

## Challenges

While digital tools offer many opportunities to reinvent government, there are also some challenges that governments need to be aware of. One challenge is the digital divide. Not everyone has access to the internet or the skills to use digital tools. This can make it difficult for governments to engage with all citizens and deliver services to everyone.

Another challenge is security. Governments need to ensure that their digital tools are secure and that citizen data is protected. This is especially important in the age of cyberattacks.

The digital age is transforming the way that governments operate. By embracing digital tools, governments can reinvent the way they engage with citizens, deliver services, and make decisions. However, there are also some challenges that governments need to be aware of, such as the digital divide and security. By addressing these challenges, governments can use digital tools to create a more open, transparent, and responsive government.



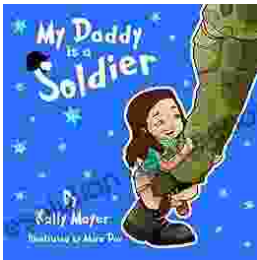
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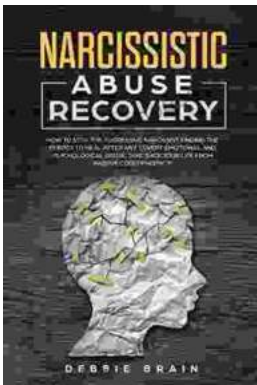
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