#localgovchat

wthashtag.com/localgovchat

Transcript from March 3, 2010 to March 4, 2010

All times are Pacific Time

March 3, 2010

1:55 am	**rupertmike:**	RT @localgovchat 1st #localgovchat tmrw at 9pm! Connect w/ cities, towns, villages http://bit.ly/9NC6Mp
2:12 am	**localgovchat:**	Less than 24 hours until the first #localgovchat Can't wait meet everyone tomorrow night. Will post 'tips' tomorrow.
3:14 pm	**dominiccampbell:**	RT @GovFresh: Gov 2.0 Hero: Mike Rupert http://bit.ly/dzyfZp #gov20 #opengov #localgovchat
4:21 pm	**localgovchat:**	So what is this #localgovchat thingy? : http://wp.me/pOFuY-G
4:24 pm	**rupertmike:**	RT @localgovchat So what is this #localgovchat thingy anyway? http://wp.me/pOFuY-G
4:35 pm	**rupertmike:**	@PRsarahevans Why recreate the wheel? Thanks for streamlining for #localgovchat http://bit.ly/cGoQJm
5:08 pm	**govloop:**	On GovLoop: So what is this #localgovchat thingy anyway? http://bit.ly/9xlYqE
5:22 pm	**lauraclick:**	Hey #ccpio folks, check this out this resource. RT @localgovchat: So what is this #localgovchat thingy? : http://wp.me/pOFuY-G
6:27 pm	**localgovchat:**	RT @Govloop On GovLoop: So what is this #localgovchat thingy anyway? http://bit.ly/9xlYqE #gov20
6:27 pm	**rupertmike:**	RT @Govloop On GovLoop: So what is this #localgovchat thingy anyway? http://bit.ly/9xlYqE #gov20
6:43 pm	**GovZine:**	So what is this #localgovchat thingy anyway? http://bit.ly/9VsX2V
8:30 pm	**localgovchat:**	@allencountyinfo You're very welcome. Would to have you participate in our new chat #localgovchat Starts tonight!
10:01 pm	**localgovchat:**	@kmcurry Thanks for helping spread the word about #localgovchat. Appreciate it.
10:20 pm	**localgovchat:**	RT @govloop On GovLoop: So what is this #localgovchat thingy anyway? http://bit.ly/9xlYqE
10:23 pm	**krazykriz:**	RT @localgovchat: RT @govloop On GovLoop: So what is this #localgovchat thingy anyway? http://bit.ly/9xlYqE
11:26 pm	**purserj:**	hrmm #localgovchat appears to be aimed specifically at "communicators and pr people" rather than a broader #lgov20 audience

March 4, 2010

12:01 am	**pbroviak:**	RT @krazykriz: RT @localgovchat: RT @govloop On GovLoop: So what is this #localgovchat thingy anyway? http://bit.ly/9xlYqE
12:22 am	**localgovchat:**	@purserj Saying that, we'll see where this takes us. It's the first night for #localgovchat. We're wide open for ideas.
12:25	**localgovchat:**	@doublej42 We have. We're starting w/ the idea of being more focused on

am		comm i.e. public relations, community outreach, etc. #localgovchat
12:33 am	localgovchat:	90 Minutes until first #localgovchat. Woo hoo. Getting lots of great questions. Thanks to everyone for support. This will be fun.
12:38 am	NoMeatballs:	Calling all gov peeps... 90 minutes until the premiere of #localgovchat . Follow @localgovchat and join the discussion at 9EST
12:42 am	rupertmike:	RT @localgovchat 90 Minutes until first #localgovchat. Woohoo! Getting great questions. Thanks to everyone for support. This will be fun.
12:43 am	transpr:	RT @localgovchat: 90 Minutes until first #localgovchat. Woo hoo. Getting lots of great questions.
12:51 am	purserj:	okay Australian local gov peeps, you might be interested in #localgovchat a twitter based conversation event. Starts in about 90 minutes
12:51 am	Reemski:	RT @purserj: okay Australian local gov peeps, you might be interested in #localgovchat a twitter based conversation event. Starts in about 90 minutes
12:51 am	municibid:	RT @rupertmike: RT @localgovchat 90 Minutes until first #localgovchat. Woohoo! Getting great questions. Thanks to everyone for support. This will be fun.
12:53 am	JohnFMoore:	RT @transpr: RT @localgovchat: 90 Minutes until first #localgovchat. Woo hoo. Getting lots of great questions. lGonna be good #localgovchat
12:54 am	municibid:	@rupertmike Might not be able to make tonight's #localgovchat but hope to next week. Hope to add value from a local gov official standpoint
1:00 am	pbroviak:	http://twitpic.com/16gtsy - Twitter screen in the MuniGov area of Second Life showing the #localgovchat stream: http://bit.ly/95gVMr
1:03 am	JohnFMoore:	@pbroviak How active are the gov discussions in SecondLife? #localgovchat
1:03 am	Sar6e:	RT @purserj: okay Australian local gov peeps, you might be interested in #localgovchat a twitter based conversation event. Starts in about 90 minutes
1:06 am	pbroviak:	/ @JohnFMoore we have been meeting every other week - sometimes there are only 2 of us & sometimes up to 18 #localgovchat
1:08 am	JohnFMoore:	@pbroviak Thanks, was trying to decide if I should check out SecondLife again, worth it? #localgovchat
1:09 am	JohnFMoore:	@sanaahmed Thank you for the kind words #localgovchat
1:10 am	pbroviak:	@JohnFMoore virtual worlds have been incredibly worth it for me but seems like everyone has diff view #localgovchat
1:10 am	adrielhampton:	RT @NoMeatballs: Calling all gov peeps... 50 minutes until premiere of #localgovchat. Follow @localgovchat and join the discussion at 9EST
1:12 am	JohnFMoore:	Thanks, @pbroviak , I appreciate the viewpoint #localgovchat
1:15 am	marydavie:	RT @adrielhampton Calling all gov peeps... 45 minutes until premiere of #localgovchat. Follow @localgovchat and join the discussion at 9EST
1:17 am	sairy:	RT @adrielhampton Calling all gov peeps... 45 minutes until premiere of #localgovchat. Follow @localgovchat at 9EST (via @marydavie)
1:17 am	JohnFMoore:	RT @marydavie: RT @adrielhampton Calling all gov peeps... 45 minutes until premiere of #localgovchat. join tisc at 9EST
1:32 am	localgovchat:	#localgovchat format will follow what @PRsarahevans streamlined with #journchat. Tips coming in 2 mins. Chat starts at 9EST. Thanks Sarah.
1:32 am	sarahebourne:	RT @NoMeatballs: Calling all gov peeps... 90 minutes until the premiere of #localgovchat . Follow @localgovchat and join the discussion at 9EST
1:33 am	localgovchat:	@pbroviak @JohnFMoore All localgovies - virtual or othwerwise - are

welcome here. :) #localgovchat

1:33 am	**localgovchat:**	@doublej42 Great. We'll be posting a transcript day after every chat at http://localgovchat #localgovchat
1:41 am	**localgovchat:**	Tips: 1. Begin w/quick intro at 9 2. Submit ?s to @rupertmike w/o hashtag 3. Be nice 4. Label responses (Q1, Q2 etc) #localgovchat
1:44 am	**localgovchat:**	We're going to be chatting #open311, web analytics, digital divide and more on #localgovchat at 9EST Come join us!
1:44 am	**rupertmike:**	RT @localgovchat We're going to be chatting #open311, web analytics, digital divide and more on #localgovchat at 9EST Come join us!
1:49 am	**rupertmike:**	@seeclickfix Blog is here: http://localgovchat.com #localgovchat streams live. Info here to get started: http://bit.ly/cGoQJm
1:50 am	**adrielhampton:**	RT @localgovchat: We're going to be chatting #open311, web analytics, digital divide and more on #localgovchat at 9EST Come join us!
1:50 am	**localgovchat:**	RT @rupertmike @seeclickfix Blog here: http://localgovchat.com #localgovchat streams live. Info here to get started: http://bit.ly/cGoQJm
1:51 am	**JohnFMoore:**	RT @localgovchat: RT @rupertmike @seeclickfix Blog here: http://localgovchat.com #localgovchat streams http://bit.ly/cGoQJm
1:52 am	**seeclickfix:**	RT @JohnFMoore: RT @localgovchat: RT @rupertmike @seeclickfix Blog here: http://localgovchat.com #localgovchat streams http://bit.ly/cGoQJm
1:55 am	**pbroviak:**	RT @adrielhampton: RT @localgovchat: We're going to be chatting #open311, web analytics, digital divide and more on #localgovchat at 9EST Come join us!
1:59 am	**Gov20Radio:**	Now! RT @localgovchat: We're going to be chatting #open311, web analytics, digital divide and more on #localgovchat at 9EST Come join us!
2:01 am	**localgovchat:**	It's 9, Let's go! 1st like to say thanks to everyone for kind words. I hope this is rewarding and fun. Start with intros. #localgovchat
2:02 am	**samallgood:**	I'm getting real-time search results at TweetGrid http://tweetgrid.com/ #localgovchat
2:03 am	**JohnFMoore:**	Intro: John Moore, CTO Swimfish, Common Sense Biz/Govt Blogger #localgovchat
2:03 am	**samallgood:**	Intro: Sam Allgood, Sr Web Dev, City of Newport News, VA #localgovchat
2:04 am	**localgovchat:**	I'm a DC Communications guy who handles pr, web, social media customer service and tweet from@dcra #localgovchat
2:04 am	**g_r_e_g:**	Intro: Greg, online communications director, fairfax county, va #localgovchat
2:05 am	**sarahebourne:**	Intro: Sarah Bourne, Commonwealth of Mass. Info Tech Div, Assistive Tech Director, Mass.Gov Tech Strategist #localgovchat
2:06 am	**samallgood:**	I'm one of the very few in my city gov engaged in SM; city not supportive at top levels #localgovchat
2:06 am	**MunicipalAtl:**	RT @localgovchat: We're going to be chatting #open311, web analytics, digital divide and more on #localgovchat at 9EST Come join us!
2:06 am	**BenBerkowitz:**	Intro: Ben Berkowitz	SeeCLickFix.com CEO and Co-Founder #localgovchat
2:06 am	**pbroviak:**	City Engineer - also involved in Web site & on media committee, city of Geneva, IL #localgovchat
2:06 am	**localgovchat:**	Q1 in 2 minutes. #localgovchat
2:06 am	**LondonComms:**	Elaine Gamble, Dir. Corp. Communications for City of London, Canada #localgovchat

2:07 am	**localgovchat**:	Thanks @BenBerkowitz for joining us on inaugural chat. Big news today! #localgovchat
2:08 am	**transpr**:	Intro: PR w/clients all gov DOTs, former state DOT PR Dir., former journo covering local gov in 4 states. #localgovchat
2:08 am	**lauraclick**:	I'm signing on to #localgovchat. If you want to participate, here's the scoop: http://bit.ly/cGoQJm
2:09 am	**jessweiss**:	Intro: Jess Weiss, Proj & Social Meida Coordinator, Mass.gov #localgovchat
2:09 am	**BenBerkowitz**:	#localgovchat Thanks for doing this. Very Cool! Here to listen and contribute where needed
2:10 am	**lauraclick**:	Hello all! I'm the public information officer (fancy title for PR guru) for the TN Supreme Court & statewide court system. #Localgovchat
2:11 am	**localgovchat**:	We'll start easy. Q1 from @JohnFMoore - What social media tools does your city/town/state use 'officially'? #localgovchat
2:12 am	**CanadianPolice**:	I am here too @ #localgovchat :)
2:13 am	**aptuscollab**:	Taking my seat late at #localgovchat. Allan Tear, rabble-rouser at HackableCity and Uncaucus.org.
2:13 am	**MunicipalAtl**:	Comm for provincial health council - columnist on muni affairs - use Twitter to track muni issues pertinent to Atlantic Canada #localgovchat
2:13 am	**samallgood**:	TV & Library on FB #localgovchat
2:13 am	**lauraclick**:	Q1: We only use Twitter in Tennessee. Though, I would love to see us eventually move to YouTube & Facebook as well. #localgovchat
2:14 am	**g_r_e_g**:	facebook, twitter, youtube, flickr, slideshare and, as of today, ideascale #localgovchat
2:14 am	**barrycondrey**:	Intro: Barry Condrey. CIO Chesterfield County, VA. Happy to be listening in. #localgovchat
2:14 am	**NoMeatballs**:	Q1: Our muni uses facebook, twitter and flickr #localgovchat
2:14 am	**JohnFMoore**:	@lauraclick What are reasons for using #twitter only? Not yet rady for others? #localgovchat
2:14 am	**aptuscollab**:	Q1: City of Providence uses Facebook and Twitter, officially. #localgovchat
2:15 am	**pbroviak**:	Q1: Twitter, Flickr, YouTube, Slideshare #localgovchat
2:15 am	**samallgood**:	We are also moving toward using SeeClickFix ... unofficially monitoring now. #localgovchat
2:15 am	**aptuscollab**:	Oh, and YouTube, increasingly, in Providence. #localgovchat #PVD
2:15 am	**JohnFMoore**:	RT @aptuscollab: Q1: City of Providence uses Facebook and Twitter, officially. #localgovchat I Anything unofficially?
2:16 am	**jessweiss**:	Happy to say that MA gov't using lots of different tools to meet diverse needs http://bit.ly/aiIFca #localgovchat
2:16 am	**CanadianPolice**:	#localgovchat many levels of govt use SM in major urban centers. Twitter but not nearly enough. One way "info" feeds mostly..
2:16 am	**LondonComms**:	RT @NoMeatballs: Q1: Our muni uses facebook, twitter and flickr #localgovchat Ditto for us. Drive back to our website or quik updates
2:16 am	**aptuscollab**:	@g_r_e_g Any reason for Ideascale over Uservoice, Spigit? #localgovchat
2:16 am	**JeffSelf**:	@samallgood Sam what is SM? #localgovchat
2:16 am	**seeclickfix**:	RT @samallgood: We are also moving toward using SeeClickFix ... unofficially

monitoring now. #localgovchat

2:17 am	**lauraclick:**	@JohnFMoore I'm totally ready for the other tools, but the powers that be are not. Also, Facebook is behind our firewall. #localgovchat
2:17 am	**localgovchat:**	We've got Virginia, London, Mass, Canada, Tenn., Australia in the house. Wow. Welcome all. #localgovchat
2:17 am	**JohnFMoore:**	Q1 Have you found any #social tools that have not worked for you? #localgovchat
2:17 am	**BenBerkowitz:**	@samallgood Have you created a watch area on SeeClickFix yet? #localgovchat
2:17 am	**jessweiss:**	Question for folks using Facebook: How did you develop strategy? How did you deal with ads? #localgovchat
2:18 am	**aptuscollab:**	@JohnFMoore We've got SeeClickFix in a very early implementation. Encouraging that #PVD Graffiti trackers are responding. #localgovchat
2:18 am	**JohnFMoore:**	@lauraclick Interesting. Is there a strategy in place to get there or is it wait and see? #localgovchat
2:18 am	**samallgood:**	@JeffSelf SM = Social Media ... participating in twitter chat re: local use of SM #localgovchat
2:18 am	**BenBerkowitz:**	@dustinhaisler @andrew_greenhill - you guys should join into #localgovchat right now
2:18 am	**transpr:**	Q1 best for transportation industry, typically Twitter, Facebook, interactive Web features. More real time needs. #localgovchat
2:18 am	**barrycondrey:**	@pbroviak Pammie, need to get these #localgovchat folks into SL. I may pop in there to watch the twitter stream.
2:20 am	**samallgood:**	@BenBerkowitz Someone grabbed the email address of our Public Works and created a watch list using that #localgovchat
2:20 am	**lauraclick:**	@JohnFMoore I created a full marketing strategy integrating FB & YouTube, but it was moved to the bottom of the priority list. #localgovchat
2:20 am	**aptuscollab:**	@localgovchat Don't miss out on Little Rhody. Providence in the house. #localgovchat
2:20 am	**pbroviak:**	@barrycondrey hey, I am already there sitting at the table of wit & wonder. A seat is already rezzed for you! #localgovchat
2:20 am	**localgovchat:**	Q2 is folo to 1: How much time was put into strategy for the tools? Or did boss 'want shiny object now'? #localgovchat
2:21 am	**JohnFMoore:**	Q1. Are the tools working? Do you have metrics for success? #localgovchat
2:21 am	**samallgood:**	@BenBerkowitz and my supe, eGov tm ldr, created one personally to watch his neighborhood ... that's how we found out about PW #localgovchat
2:21 am	**JohnFMoore:**	@lauraclick Thanks. for info. Too bad, good strategy will leverage more #tools to execute fully #localgovchat
2:22 am	**sarahebourne:**	Q2 We dove right in on small scale, then huddled with security, policy, and legal to work out best practices #localgovchat
2:22 am	**CanadianPolice:**	Introduced idea of City sourced municipal to a few muni ppl up here but not avail "in Canada" so developing similar tools #localgovchat
2:22 am	**MunicipalAtl:**	@bashley @MWEditor #localgovchat worth taking a look at.
2:23 am	**localgovchat:**	Tips: Send follow up questions to @rupertmike w/o hashtag and try to number (Q1, Q2, Q3) answers comment. Helps people follow. #localgovchat
2:23 am	**JohnFMoore:**	Q2 As part of this questio, where did #social come from? Grass roots? From

the top? #localgovchat

2:23 am	**localgovchat:**	Can't forget Little Rhody! RT @aptuscollab @localgovchat Don't miss out on Little Rhody. Providence in the house. #localgovchat
2:24 am	**CanadianPolice:**	@lauraclick Oh, that's too bad Laura! Should be priority.. #localgovchat
2:24 am	**seeclickfix:**	@CanadianPolice SeeCliCkfix is available in canada. Vancouver and Capitol Region BC are clients as of this week #localgovchat
2:24 am	**transpr:**	Q2 that's challenge for gov PR pros. Getting buy in. Constant educating. Key is one leader who believes and advocates. #localgovchat
2:24 am	**LondonComms:**	RT @localgovchat: Q2 answer: lots of time - to listen, learn and participate. How much time put into strategy for SM? #localgovchat
2:25 am	**lauraclick:**	@JohnFMoore It is too bad. I hope to re-open the discussion once our new Web site is done. It's about baby steps w/the courts. #localgovchat
2:25 am	**samallgood:**	Q2: Depts tackled on their own w/o consulting eGov or city legal / policy makers (as far as we know) #localgovchat
2:25 am	**jessweiss:**	Q2: A little of both. Strong encouragement from the top, strong enthusiasm from the rest ;-) #localgovchat
2:25 am	**BenBerkowitz:**	I would be curious to know what CRM'S City's are using for #311 - apropo for #open311 announced today #localgovchat
2:25 am	**lauraclick:**	@CanadianPolice Couldn't agree more! I just wish I could convince the powers that be. ;) #localgovchat
2:26 am	**JohnFMoore:**	@lauraclick Give me 30 minutes with them and I'll convince them you should use all the tools :-) #localgovchat
2:27 am	**JohnFMoore:**	RT @transpr: Q2 gov PR pros. Getting buy in. Constant educating. Key is 1 leader who believes and advocates. #localgovchat
2:27 am	**aptuscollab:**	Just joined #localgovchat, so will be tweeting in that for a bit. Feel free to filter the hashtag if uninterested!
2:27 am	**pbroviak:**	Q2: we have been working on ours for about 5 months now following path similar to @sarahebourne #localgovchat
2:27 am	**localgovchat:**	Q3 in 3 minutes. #localgovchat
2:28 am	**lauraclick:**	Q2: I created our Twitter account shortly after taking the job 9 mos. ago, but put full strategy behind it. #localgovchat
2:29 am	**CanadianPolice:**	@seeclickfix That's good news! I will check you out. #localgovchat
2:29 am	**MunicipalAtl:**	In Moncton, NB (Canada) Twitter used by councillors - that is a trend in the province - politicians leading users. #localgovchat
2:30 am	**JohnFMoore:**	@MunicipalAtl How much 2-way engagement do you see? Who is doing it well? #localgovchat
2:30 am	**lauraclick:**	Q2: However, I've been a little limited in what I'm able to do with it. Right now, it's mostly one-way communications. #localgovchat
2:31 am	**shawncrosbys:**	RT @MunicipalAtl: In Moncton, NB (Canada) Twitter used by councillors - that is a trend in the province - politicians leading users. #localgovchat
2:31 am	**JohnFMoore:**	@lauraclick Unfortunate as #opengov requires 2-way engagement IMO #localgovchat
2:31 am	**CanadianPolice:**	Talking to a few about Augmented Reality apps for municipal info use etc - #localgovchat
2:32 am	**g_r_e_g:**	Q2: strategy/development takes time, daily work not so much; recent webinar about FB I did 4 VA comms: http://bit.ly/b1pOOB #localgovchat

2:32 am	**adrielhampton**:	#localgovchat Q2 @sfcityattorney account was strategy-driven
2:32 am	**localgovchat**:	Q3. Big news in #open311 today http://bit.ly/cric0D Should agency mine own data and report good/bad, or is open data enough? #localgovchat
2:33 am	**TheFireTracker2**:	RT @CanadianPolice: Talking to a few about Augmented Reality apps for municipal info use etc - #localgovchat
2:33 am	**seeclickfix**:	We are getting lots of two way comm. back from SF311 on twitter #localgovchat - can help create a SeeClickFix twitter feed for your city
2:33 am	**JohnFMoore**:	RT @adrielhampton: #localgovchat Q2 @sfcityattorney account was strategy-driven
2:33 am	**LondonComms**:	best argument for social media involvement: the conversation will happen w/ or w/o you. Do you want to be part of it? #localgovchat
2:33 am	**MunicipalAtl**:	@JohnFMoore Politicians better at it than munis. Munis here do not use SM well - City of Saint John uses twitter sporadically #localgovchat
2:34 am	**JohnFMoore**:	RT @localgovchat: Q3. ..Should agency mine own data and repo? #localgovchat I Agency should mine, then open
2:34 am	**seeclickfix**:	RT @LondonComms: best argument for social media involvement: the conversation will happen w/ or w/o you. Do you want to be part of it? #localgovchat
2:34 am	**adrielhampton**:	#localgovchat Q3 Mine, report, fix. #opendata
2:34 am	**jessweiss**:	Agree! RT @LondonComms: best arg for social media: the conversation will happen w/ or w/o you. Do you want to be part of it? #localgovchat
2:34 am	**g_r_e_g**:	Tons of two way-comm, especially on FB; more than 1600 interactions (comments/likes) since oct 08; more as we add more fans #localgovchat
2:35 am	**lauraclick**:	@JohnFMoore I totally agree. Unfortunately, judges/courts tend to be slow adopters to this mentality. #localgovchat
2:35 am	**localgovchat**:	Last five minutes will be reserved for people to pitch projects, news, etc. You can also post to http://localgovchat #localgovchat
2:35 am	**sarahebourne**:	Q3 Absolutely should mine your own when you see distinct value, but also open for not so obvious, not so compelling ROI cases. #localgovchat
2:36 am	**LondonComms**:	SM great for breaking news. And providing a new outlet for those who may not engage muni gov by face to face or telephone. #localgovchat
2:36 am	**TheFireTracker2**:	RT @LondonComms: best argument for somedia invlvmt: the conversation will happen w/ or w/o you. Do you want to be part of it? #localgovchat
2:36 am	**BenBerkowitz**:	Plano Texas has done a good job with twitter for reverse 311. seems like a practical use #localgovchat
2:37 am	**purserj**:	catching up with #localgovchat after stepping away from some scheduled wii time
2:37 am	**localgovchat**:	Reminder: Helps everyone follow if you label responses Q1, Q2, Q3. You guys are rockin! #localgovchat
2:37 am	**g_r_e_g**:	Another best argument for SM: we can't rely on media delivering our messages; reach people directly on platforms they use #localgovchat
2:38 am	**seeclickfix**:	RT @g_r_e_g: Another best argument for SM: we can't rely on media delivering our messages; reach people directly on platforms they use #localgovchat
2:38 am	**JohnFMoore**:	@g_r_e_g Yes, Govt must reach citizens directly, do own #PR #localgovchat
2:39 am	**transpr**:	@lauraclick faces what lot do in her shoes. Constant battle. It takes baby steps to take on the non-believers that run gov. #localgovchat

2:40 am	**localgovchat:**	Q4 in 2 minutes. #localgovchat
2:40 am	**pbroviak:**	Q3: I am concerned about blasting out data/info without supporting it with civic education #localgovchat
2:40 am	**adrielhampton:**	Awesome participation in inaugural #localgovchat. Nice job, @rupertmike & @nomeatballs!
2:41 am	**lauraclick:**	Q3: Tricky question. I think it depends on the agency & the info. I don't see the courts ever mining data to distribute. #localgovchat
2:41 am	**NoMeatballs:**	Government peeps..still time to get in on the first #localgovchat .. Q4 coming up in 2 min!
2:42 am	**transpr:**	RT @JohnFMoore: @g_r_e_g Yes, Govt must reach citizens directly, do own #PR #localgovchat
2:43 am	**jessweiss:**	RT @JohnFMoore @g_r_e_g Yes, Govt must reach citizens directly, do own #PR #localgovchat
2:43 am	**localgovchat:**	Q4 If you do PR, how closely do you work w/IT and vice versa with social media and #opengov? Issues w/relationship? #localgovchat
2:43 am	**lauraclick:**	@transpr Thanks! Yes, I had Twitter set up w/in 2 wks of starting the job, but haven't been able to get the rest...yet. #localgovchat.
2:43 am	**LondonComms:**	If legal dep't San Fran & US Dept. of Defense, can we need to find ways too! But human resources are an issue here #localgovchat
2:44 am	**lynnwms:**	Q2 SM will always be an extension of the administration's political purpose. Until constituents demand it, gov can drag. #localgovchat
2:44 am	**jessweiss:**	Well said! Thx for organizing! RT @adrielhampton: Awesome participation in inaugural #localgovchat. Nice job, @rupertmike & @nomeatballs!
2:45 am	**lauraclick:**	Q4: I don't work w/IT at all re: social media. They are one of the road blocks - I can't get around the firewall for Facebook. #localgovchat
2:46 am	**transpr:**	@lauraclick had covered Delaware judiciary, corporate law for legal pub. Know challenges u face. Hopefully, u have advocate. #localgovchat
2:46 am	**LondonComms:**	Q4" our IT supportive, but strategic plan lacking to support open gov and social media initiatives. Still on old school model. #localgovchat
2:46 am	**sarahebourne:**	Q4 Traditional PR seems slow to come to table. They sure love their press releases! #localgovchat
2:47 am	**jessweiss:**	Q4: Lucky in MA that we started cross-function collaboration at the start: IT, Comm, Legal, Security, PR. Helped immensely. #localgovchat
2:47 am	**g_r_e_g:**	Work closely w/IT but we (PR) lead; all come together under larger e-gov group that meets (PR, IT, library, TV, legal) #localgovchat
2:47 am	**JohnFMoore:**	RT @lauraclick: Q4: I don't work w/IT at all re: social. They R 1of the road blocks - I can't get arnd firewall #localgovchat
2:48 am	**aptuscollab:**	@lynnwms Even better than constituents demanding it, constituents can lead it. #localgovchat
2:48 am	**pbroviak:**	Q4: We interact a lot with our IT guy - he is on our media committee too! #localgovchat
2:48 am	**danr:**	@localgovchat Q4 Our relationship w/ IT has gone from contentious to less contentious. I sense they are responding to demand. #localgovchat
2:48 am	**lauraclick:**	Q4: However, I AM working w/IT on a new Web site that will have a more info & be more user-friendly for the general public. #localgovchat
2:48 am	**brooklandavenue:**	be sure to follow @localgovchat and #localgovchat hashtag

2:49 am	localgovchat:	Q5 in 5. And Q6 in 10, then pitches! #localgovchat Six questions isn't so bad. :) #localgovchat
2:49 am	samallgood:	Q3: Shold mine, but we're not even making any attempts at opendata yet! #localgovchat
2:49 am	dustinhaisler:	@benberkowitz I'm here! #localgovchat
2:51 am	samallgood:	Reviewing localgovchat responses ... lost internet connection temporarily #localgovchat
2:51 am	danr:	@g_r_e_g I've read a lot about IT-governance. It's a culture shift, but a necessary one. 1st time every one is at the table. #localgovchat
2:51 am	lynnwms:	Hey @keithdurbin. I bet you'd enjoy #localgovchat. I tuned in to see what local govs are working on and offering. Keep Metro on the move :)
2:51 am	jasonbirch:	Q4 fortunately, our parks comms person came to IT with FB plans & worked patiently to develop corporate strategy #localgovchat
2:52 am	localgovchat:	@samallgood Sorry. Thanks for coming back. #localgovchat
2:52 am	pbroviak:	http://twitpic.com/16hero - In Second Life watching #localgovchat stream & chatting about the chat
2:52 am	JohnFMoore:	Q4 When IT is a roadblock, any strategies you have used to work around the block? #localgovchat
2:52 am	BenBerkowitz:	@dustinhaisler welcome discussing IT as potential partner/ barrier to SM #localgovchat
2:53 am	JohnFMoore:	Note that I run engineering, IT, etc in my CTO role, seen good and bad along the way :-) #localgovchat
2:53 am	g_r_e_g:	@danr definite culture shift and patience is required! #localgovchat
2:53 am	danr:	@JohnFMoore Statistics, examples from other orgs (especially Federal), and point out that it will make THEM look good too! #localgovchat
2:54 am	localgovchat:	Q5 Do #opendata and social media tools only widen 'digital divide' for residents w/out broadband/computer skills? Thoughts? #localgovchat
2:54 am	JohnFMoore:	RT @danr: @JohnFMoore Statistics, examples from other orgs, and point out that it will make THEM look good too! #localgovchat
2:54 am	aptuscollab:	@dustinhaisler Hey Dustin, I used Manor as an example for Southern New England CIO Roundtable today, they were impressed. #localgovchat
2:54 am	jasonbirch:	Q4 and relationship carried over well to twitter. #opendata is IT initiative #localgovchat
2:55 am	g_r_e_g:	@JohnFMoore Talk about the changing landscape of communications/media; critical to business requirements of modern-day PR shop #localgovchat
2:55 am	localgovchat:	We've gone virtual! RT @pbroviak http://twitpic.com/16hero - In Second Life watching #localgovchat stream & chatting about the chat
2:55 am	dustinhaisler:	@aptuscollab Awesome! Would love to chat in more detail sometime. #localgovchat
2:56 am	samallgood:	Q4: I am in IT; good rels w/PR, but they're not interested or open to using SM #localgovchat
2:56 am	JohnFMoore:	@g_r_e_g Yes, agree. World is evolving. If your customers (e.g. citizens) are there, must meet them #localgovchat
2:56 am	seeclickfix:	Q5 maybe for a short time but long term implications are more important in bridging participatory divide #localgovchat
2:57 am	aptuscollab:	Q5 I think they can widen digital divide if you don't use lowest common den.

		tech. But not paper and meetings; mobile! #localgovchat
2:57 am	pbroviak:	Q5: Eventually lack of computer skills won't be an issue & gov could ensure broadband is everywhere if a commitment was made #localgovchat
2:58 am	jessweiss:	Q4: IT covers a lot of ground. Lots of diverse concerns. Balance of bus & IT needs req via @hubspot http://bit.ly/biA6ft #localgovchat
2:58 am	samallgood:	Q5: Somewhat ... that's why we need to not forget about other outlets when using SM #localgovchat
2:58 am	dustinhaisler:	I agree completely! RT @pbroviak Q3: I am concerned about blasting out data/info without supporting it with civic education #localgovchat
2:58 am	dustinhaisler:	@pbroviak I guess that's why we made @gov101radio :-) #localgovchat
2:58 am	sarahebourne:	Q5 Widen, no, but SM and open data have to be additional ways of communicating; still need phones and evening hours and mail #localgovchat
2:59 am	JohnFMoore:	@pbroviak Will be a long time for broadband to be everywhere. Global solution is #mobile #localgovchat
2:59 am	barrycondrey:	Using the new SL viewer to watch #localgovchat
2:59 am	g_r_e_g:	Q5: yes, widens DigDiv; try to provide trad ways of input; we use phone often for big things like H1N1, blizzards and budget #localgovchat
2:59 am	aptuscollab:	Q5 For ex. our citizen engagement site http://uncaucus.org uses mobile converter 4 all small screens, GoogleVoice for input. #localgovchat
2:59 am	lauraclick:	Q5: Certainly, SM/online should not be the only way gov. communicates w/the public. It's just another channel to reach people. #localgovchat
3:00 am	localgovchat:	Q6 Is anyone using mobile tech in an effective way? Would mature/easy mobile apps help bridge digital divide? #localgovchat
3:00 am	JohnFMoore:	@aptuscollab Very cool, what devices supported? #localgovchat
3:00 am	pbroviak:	@JohnFMoore A committed govt could make it happen faster though but I do agree mobile is great solution #localgovchat
3:00 am	danr:	@localgovchat Q5 Easy to get caught up in new media and forget traditional, but postage was the first to go w/ budget cuts. #localgovchat
3:01 am	jasonbirch:	Q5 SM does not take away any traditional channels and, via FB, engages many who normally don't pay attention/interact #localgovchat
3:01 am	sarahebourne:	Q6 Mobile! So much promise! But no strategy ... yet #localgovchat
3:01 am	dustinhaisler:	Q6 Here is what we're doing with mobile tech in the @cityofmanor. http://tinyurl.com/yfwmcya #localgovchat
3:01 am	pbroviak:	RT @dustinhaisler: @pbroviak I guess that's why we made @gov101radio :-) #localgovchat
3:01 am	LondonComms:	Q5: does nE1 have good ex's of useful outcomes? I've yet to see a real benefit to citizens other then claims of transparency. #localgovchat
3:02 am	localgovchat:	Thanks again to @BenBerkowitz for joining us. Would love to have you back as featured guest and blast you with questions. #localgovchat
3:02 am	dustinhaisler:	Q5 It depends on whether the tools are used to engage citizens or as a "virtual" bulletin board. #localgovchat
3:03 am	aptuscollab:	@JohnFMoore We use @MoFuse, it senses and optimizes for 200+ devices with embedded browsers. Super easy and cheap. #localgovchat
3:03 am	barrycondrey:	Q4 I am in IT, and I am not a roadblock! I am pushing public affairs along #localgovchat

3:03 am	**g_r_e_g:**	Q6: i don't think mobile apps will bridge digdiv b/c not everyone has smartphones yet; maybe in a few years, yes #localgovchat
3:03 am	**doublej42:**	@localgovchat Q6 We talk a lot about 311 but in Canada you can't get a smart phone for under $90 a month. #localgovchat
3:03 am	**g_r_e_g:**	Q6: people also need CPUs to download mobile apps (today); doesn't work if there's digital divide #localgovchat
3:04 am	**JohnFMoore:**	@aptuscollab Thanks, will review #localgovchat
3:04 am	**JungchanHsieh:**	Intro: John Moore, CTO Swimfish, Common Sense Biz/Govt Blogger #localgovchat via @JohnFMoore
3:04 am	**JohnFMoore:**	A point on #mobile, does not mean smart phone. #SMS can be powerful #mobile solution #localgovchat
3:04 am	**gwynnek:**	Check out #localgovchat for a great discussion! Great twitter-use, too!
3:04 am	**pbroviak:**	Q6: Mobile apps could be awesome for govt - haven't seen too many yet other than @SeeClickFix #localgovchat
3:05 am	**urbandata:**	Q5 Finland declared broadband a fundamental human right. US far behind, equity of tech access will continue to be a huge issue #localgovchat
3:05 am	**g_r_e_g:**	@JohnFMoore good point on #mobile; my bad! #localgovchat
3:05 am	**gwynnek:**	RT @JohnFMoore A point on #mobile, does not mean smart phone. #SMS can be powerful #mobile solution #localgovchat [and mobile Web, too!]
3:05 am	**aptuscollab:**	Q6 The killer mobile app is SMS. Can do so much with it.Check out places where @ushaidi and @FrontlineSMS are on the ground. #localgovchat
3:06 am	**dustinhaisler:**	@SeeclickFix is awesome! RT @pbroviak Mobile apps could be awesome for govt -haven't seen too many yet other than @SeeClickFix #localgovchat
3:06 am	**lauraclick:**	Need to sign off, but I enjoyed the #localgovchat discussion! Thanks for organizing, @rupertmike!
3:06 am	**seeclickfix:**	@pbroviak do there need to be others :) #localgovchat?
3:06 am	**sarahebourne:**	Q6 Like @JohnFMoore said! SMS best for emergency communications for instance. Low bandwidth. #localgovchat
3:06 am	**jasonbirch:**	Q6 need distributed (pubsubhubbub) 311 standards, mobile access to city data (property, services), more. Tech not there yet. #localgovchat
3:07 am	**danr:**	@localgovchat Q6 I think decision to look at mobile depends on the demo of your jurisdiction. Some higher tech than others. #localgovchat
3:08 am	**localgovchat:**	Thanks everyone for joining us. 240 tweets via 53 contributors. Great 1st night. #Pitch away if you have something good. :) #localgovchat
3:08 am	**pbroviak:**	@seeclickfix well not other 311 apps but @dustinhaisler & I want @foursquare for govt! #localgovchat
3:09 am	**sarahebourne:**	Gov 2.0 Camp New England this Sat. will be livestreamed! http://bit.ly/gov20ne Lots of local govt folks coming. #localgovchat
3:09 am	**aptuscollab:**	@pbroviak Check out the catalog of Apps for Democracy, Big Apps. Much re-usable code/ideas for mobile #Gov2.0. #localgovchat
3:09 am	**dustinhaisler:**	RT @pbroviak: @seeclickfix well not other 311 apps but @dustinhaisler & I want @foursquare for govt! #localgovchat
3:09 am	**JohnFMoore:**	Q6, Yes, 4 example, the State Dept learned this in Africa: http://bit.ly/bMBTsv (sorry for self-link) #localgovchat
3:09 am	**samallgood:**	Thanks for organizing the discussion. Neat application of twitter. #localgovchat

3:10 am	**seeclickfix:**	Pitch: http://www.seeclickfix.com/apps #localgovchat 100/month gets your constituents Blackberry, Android, Iphone and Web reporting
3:10 am	**seeclickfix:**	RT @sarahebourne: Gov 2.0 Camp New England this Sat. will be livestreamed! http://bit.ly/gov20ne Lots of local govt folks coming. #localgovchat
3:10 am	**JohnFMoore:**	Great coversation tonight. I learned a lot, thank you #localgovchat
3:10 am	**doublej42:**	@pbroviak how so? #localgovchat
3:11 am	**sarahebourne:**	Nice job, @rupertmike - Thanks for getting this started! #localgovchat
3:11 am	**pbroviak:**	Thanks @aptuscollab for the resource idea! #localgovchat
3:11 am	**jessweiss:**	Ditto. Night all. RT @JohnFMoore: Great coversation tonight. I learned a lot, thank you #localgovchat
3:11 am	**urbandata:**	Q5 Access must be defined using social determinants framework. Right to free T1 lines / mobile very impt, but rifts run deeper #localgovchat
3:12 am	**aptuscollab:**	@localgovchat nice job. I look forward to the next one. #localgovchat
3:12 am	**BenBerkowitz:**	RT @sarahebourne: Nice job, @rupertmike - Thanks for getting this started! #localgovchat
3:12 am	**chrisgolden:**	RT @sarahebourne: Gov 2.0 Camp New England this Sat. will be livestreamed! http://bit.ly/gov20ne Lots of local govt folks coming. #localgovchat
3:12 am	**pbroviak:**	@doublej42 we have talked about using incentives and challenges to encourage civic education/engagement #localgovchat
3:12 am	**dustinhaisler:**	#Pitch....@ManorLabs http://www.manorlabs.org; powered by the @Spigit open innovation gaming engine. #localgovchat
3:12 am	**g_r_e_g:**	Good stuff tonight; thanks for organizing; lots to learn at local level -- there are more than 38,000 local govts in the US #localgovchat
3:13 am	**dustinhaisler:**	Yep! Great stuff! RT @JohnFMoore Great coversation tonight. I learned a lot, thank you #localgovchat
3:13 am	**pbroviak:**	Pitch: Helping everyone better understand local gov: @gov101radio http://www.gov101radio.com (looking for guests!) #localgovchat
3:14 am	**doublej42:**	@pbroviak awesome Idea, if @seeclickfix had contest that might get citizens to use it more.#localgovchat
3:14 am	**localgovchat:**	I'll post a transcript tomorrow at http://localgovchat.com Thanks again to everyone! Awesome mix of people. #localgovchat #maybeadd30minutes
3:15 am	**pbroviak:**	Thanks for the chat - it was awesome! Looking forward to next one #localgovchat
3:15 am	**dustinhaisler:**	@pbroviak @doublej42 Like this... http://tinyurl.com/y8zhe7s (via @govfresh) #localgovchat
3:16 am	**dustinhaisler:**	RT @pbroviak: Pitch: Helping everyone better understand local gov: @gov101radio http://www.gov101radio.com (looking for guests!) #localgovchat
3:16 am	**aptuscollab:**	#pitch Check out http://Uncaucus.org, standing Providence mayoral election on its head by opening convo to citizens 1st. #localgovchat
3:17 am	**civichack:**	RT @seeclickfix Pitch http://www.seeclickfix.com/apps #localgovchat 100/mo gets your constituents Blackberry, Android, Iphone, Web reporting
3:18 am	**backtothecity:**	RT @urbandata: Q5 Finland declared broadband a fundamental human right. US far behind, equity of tech access will continue to be a huge issue #localgovchat

3:19 am	**CanadianPolice:**	RT @urbandata: Q5 Finland declared broadband a fundamental human right. US far behind, equity of tech access will continue to be a huge issue #localgovchat
3:19 am	**danr:**	@localgovchat Excellent job! You could probably cut to three topics in more detail to fill 60 min. #localgovchat
3:21 am	**doublej42:**	@danr @localgovchat #localgovchat 6 felt fine to me but I missed half of it.
3:22 am	**jasonbirch:**	Cool :) RT @dustinhaisler: Q6 Here is what we're doing with mobile tech in the @cityofmanor. http://tinyurl.com/yfwmcya #localgovchat
3:22 am	**centrifugalcity:**	RT @urbandata: Q5 Finland declared broadband a fundamental human right. US far behind, equity of tech access will continue to be a huge issue #localgovchat
3:22 am	**localgovchat:**	@danr Thanks for feedback. Wasn't sure how the conversation would go, but we'll tinker with it. Thanks! #localgovchat
3:24 am	**jhnoakes:**	@CanadianPolice Broadband access can dramatically increase effectiveness and frequency of social services via Telepresence. #localgovchat
3:27 am	**turkeymonkey:**	RT @seeclickfix: Pitch: http://www.seeclickfix.com/apps #localgovchat 100/month gets your constituents Blackberry, Android, Iphone and Web reporting
3:28 am	**NoMeatballs:**	Congrats to @rupertmike on a very successful launch of #localgovchat. Awesome participation. Looking forward to many more to come!
3:28 am	**danr:**	@localgovchat It went by fast. I will tell some of my colleagues about #localgovchat

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