

The Responsive City: Engaging Communities Through Data-Smart Governance

By Stephen Goldsmith, Susan Crawford

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Leveraging Big Data and 21st century technology to renew cities and citizenship in America

The Responsive City is a guide to civic engagement and governance in the digital age that will help leaders link important breakthroughs in technology and data analytics with age-old lessons of small-group community input to create more agile, competitive, and economically resilient cities. Featuring vivid case studies highlighting the work of pioneers in New York, Boston, Chicago and more, the book provides a compelling model for the future of governance. The book will help mayors, chief technology officers, city administrators, agency directors, civic groups and nonprofit leaders break out of current paradigms to collectively address civic problems. *The Responsive City* is the culmination of research originating from the Data-Smart City Solutions initiative, an ongoing project at Harvard Kennedy School working to catalyze adoption of data projects on the city level. The book is co-authored by Professor Stephen Goldsmith, director of Data-Smart City Solutions at Harvard Kennedy School, and Professor Susan Crawford, co-director of Harvard's Berkman Center for Internet and Society. Former New York City Mayor Michael Bloomberg penned the book’s foreword.

Based on the authors’ experiences and extensive research, *The Responsive City* explores topics including:

- Building trust in the public sector and fostering a sustained, collective voice among communities;
- Using data-smart governance to preempt and predict problems while improving quality of life;
- Creating efficiencies and saving taxpayer money with digital tools; and
- Spearheading these new approaches to government with innovative leadership.

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Editorial Review

From the Inside Flap

“Urban government in the United States today is at a critical juncture. Never before over the last century has there been such a need to change the way city hall works. And never has there been such an opportunity to do it.” – *From the Introduction*

Local and state governments are increasingly called on to solve real problems for their constituents and deliver critical services using limited resources. Yet the way in which local governments typically operate has created a wide gap between citizens’ expectations and results. The emergence and widespread adoption of new technologies among citizens and government has created a sea change as these new tools empower municipal leadership to explore new opportunities to help the public sector break out of its hierarchical and rule-driven structures and reinvent itself.

The Responsive City: Engaging Communities Through Data-Smart Governance highlights the promising intersection of government and data through vivid case studies featuring municipal pioneers and big data success stories from Boston, Chicago, New York, and more. This is the ultimate resource for public officials, government staff, and civic leaders to understand how to leverage new technologies and data platforms to fulfill the promise of effective and efficient local government.

From the Back Cover

PRAISE FOR *THE RESPONSIVE CITY*

“In these pages, Goldsmith and Crawford expertly chronicle the now-global movement to improve governance through technology. Chicago embraced that movement early to become the leader in effectively leveraging data to meet the demand for a more responsive city.”
—Rahm Emanuel, Mayor of Chicago

“Steve Goldsmith and Susan Crawford offer a fascinating report from the frontier of innovation in government with the engaging stories of citizens working to replace the bureaucratic systems of the past with effective and accountable government for the twenty-first century.”
—Newt Gingrich, former Speaker of the House of Representatives

“Focusing on outcomes for (and with) the public instead of compliance with rigid procedures is the hard work of local government in the twenty-first century. Goldsmith and Crawford show the way with real-world examples and an infectious optimism. This book matters to everyone who cares not just about city hall but about trust and faith in government in the modern era.”
—Jennifer Pahlka, founder and executive director, Code for America; former U.S. Deputy Chief Technology Officer

“As citizens demand more responsive services and revenues continue to shrink, cities have no choice but to innovate. In his brilliant career as mayor of Indianapolis, Steve Goldsmith did just that. Today he is known as one of the leading experts in governance. *The Responsive City* breaks new ground and sets new standards for excellence in government.”

—Ed Rendell, former Governor of Pennsylvania

“Government has a responsibility to be as effective as possible with each and every dollar it spends. The new technologies that this book so expertly brings to life are helping Indiana every day find breakthrough solutions to important public issues.”
—Mike Pence, Governor of Indiana

“*The Responsive City* is a slam-dunk guide for mayors, policymakers, and anyone with a stake in the future of America’s cities. Goldsmith and Crawford demonstrate that data may well be the single greatest catalyst for change in urban governance since the dawn of the Progressive Era.”
—Kevin Johnson, Mayor of Sacramento; President, United States Conference of Mayors

About the Author

Stephen Goldsmith is the Daniel Paul Professor of the Practice of Government and director of the Innovations in Government Program at Harvard Kennedy School of Government. He is a nationally recognized expert on government management, reform, and innovation. Goldsmith currently directs Data-Smart City Solutions, a project working to catalyze the use of data at the local government level by serving as a central resource for cities interested in this emerging field.

Susan Crawford is the John A. Reilly Visiting Professor in Intellectual Property at Harvard Law School and co-director of Harvard’s Berkman Center. She is the author of *Captive Audience: The Telecom Industry and Monopoly Power in the New Gilded Age* and a contributor to *Bloomberg View*. She served as Special Assistant to the President for Science, Technology, and Innovation Policy and co-led the FCC transition team between the Bush and Obama administrations.

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want to try this extraordinary shelling out spare time activity?

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