ANALYSIS OF WEB SITE PORTALS IN SOME LOCAL AUTHORITIES

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Contents

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• III - Organizing metaphors
• IV - About services to provide
• V - Conclusions
I - SCOPES

• Main goals
  – what is the user looking for?
  – what is the level of expertise of the users?
  – what kind of services to provide?
  – what image to confer?

• Secondary goals
  – easy maintenance (contents and presentation)
  – permanent links with users
What is the User?

• clerks
• citizens
• residents
• tourists
• politicians
• home seekers,

• investors,
• LA suppliers
• etc.
Type of relationships

• C2LA, that is to say the relationships between citizens and the Local Authority

• LA2LA, the relationships between several Local Authorities.

• Sometimes G2C, G2B, G2G
Designing questions

- is a database need? if so, what could be its size?
- will be an active or a passive web site (information exchange)?
- what language to use?
- is user analysis need (profile, access counter, ..)?
- mission of the webmaster?
Structure

- **Website** accessible through Internet

- **Intranet**: subwebsite dedicated to inner staff

- **Extranet**: subwebsite dedicated to outer persons (clients, providers, etc.)
An example: London

http://www.cityoflondon.gov.uk
II - About contents

• Key users
  – Citizens and City-dwellers
  – Staff
  – Tourists
  – Providers and customers
  – Investors
  – Home seekers

• Uncommon information
Citizens and City-dwellers

- General information
  - about local events
  - about administrative matters
- Online permitting
- One / several languages
- Message of the Mayor
- Urban risks
http://www.ci.seattle.wa.us

City of Seattle

City Highlights

Budget 2003-2004
- 2003-2004 Proposed Budget
- City Council Budget Information
- Council Budget Committee Agendas
- Mayor Nickels’ Budget Page

Celebrate All Things Italian
at the 15th Annual Italian Festival at
Seattle Center, Saturday & Sunday,
September 28 & 29

2001 City of Seattle CAFR
The City’s 2001 Comprehensive
Annual Financial Report is now
available online.

Big Savings on Compost
through the end of September. Get
the scoop on building healthy soil
from the Saving Water Partnership.

Seattle Wins Sustainability Award.
The City of Seattle has been
awarded one of the Governor’s
Awards for Pollution Prevention and

AWARDS
Urban planning

• Torino: http://sit.comune.torino.it/JSSIT/Sit.html

• Salerno http://www.comune.salerno.it/
Political matters

• Message and Photo of the Mayor

• Minutes of Council meetings
PREPARING FOR DISASTERS

Disasters take many forms. They're caused by gale force winds, sudden floods, releases of deadly chemicals, fire, ice, even upheaval of the earth itself. When disaster strikes, the best protection is knowing what to do.

To find out more about disasters and steps you can take to prepare, select from the topics below. In addition, the Federal Emergency Management Agency (FEMA), has more information on other types of disasters and publications available to you. If you have specific questions not addressed here, please contact the City of Williamsburg Office of Emergency Management.

Natural Disasters

- Extreme Heat
- Floods and Flash Floods
- Hurricanes
- Tornadoes
- Winter Driving
- Thunderstorms and Lightning
Staff

• Generally Intranet
  – difficult to access and analyze

• Vacant jobs
Vacant jobs: Ex: Charlotte
http://www.ci.charlotte.nc.us/
Tourists

- Depending about the city
- Linguistic problems
- Monuments, landmarks, museum
- Hotels, restaurants, etc.
Http://ww.prague.cz

Prague - the capital of the Czech Republic

Prague flood is over!
There is no reason to postpone your trip to Prague.

Copyright © Martin Muller - PRAGUE, 2000-2002
Local business

• Providers / Customers
  – Call for tenders

• Investors
  – Links with Chambers of Commerce
  – Terrains
  – Banking facilities
  – New developments
Home seekers

- Connection with real estates agencies
- Not only property description but also neighbouring services and amenities

- nearby schools
- churches
- shopping centers
- hospital
- sports
- welfare
- cultural activities
- restaurants
- etc.
• Baltimore exhibits an access to crime mapping;
• Bergamo proposes an access to Italian constitution and laws directory;
• Bergamo, Cambridge (UK), Birmingham, Pisa, etc. include a research engine;
• Besançon offers information regarding tobacco and teenagers;
• Chambéry gives a list of local celebrities;
• Freiburg (CH) gives access to an online translation software (AltaVista);
• Glasgow, Oviedo, Rouen have a web camera over the city;
Uncommon information (2/2)

- Manchester welcomes complaints or compliments on its services;
- Neaples allows the access to professional orders (architects, engineers, etc.);
- Padua proposes to access to the portals of its twin cities,
- Poitiers has a subsite for its local expatriates;
- Vercelli gives the list of pharmacy and gas stations open during the night;
- several Spanish cities give demographic statistics (Cordoba, Melilla, etc.)
- some cities give their local temperature (Leicester, Novara, Newcastle, Southampton, Vicenza, etc.); Leeds presents 4-day forecasts;
III - ORGANIZING METAPHORS

• Portals
  – a service directory
  – a city-hall gate (perspective wall)
  – a virtual city
  – a traveler guide
  – an hypermap structure
  – argumaps
  – etc.
Portal for municipal services

City

- Schools
- Medical centres
- Social centres
- Libraries
- Sport clubs
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<td>120</td>
<td>CRIMINAL PROVISIONS</td>
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Welcome to South Milwaukee

- City Departments
- City Government
- Elected Officials
- Churches
- Your Vote
- Parks
- Hometown Publications
- Boards & Committees - Agenda & Meeting Minutes
- EPA-Barrier Site (Marina Cliffs/Northwest Barrier)
- Comprehensive Plan Development
- Fourth of July Celebration
- Heritage Days Parade
- Heritage Days Activities
- Emergency Information
- Community Websites
- Economic Development

The City of South Milwaukee is located ten miles south of the City of Milwaukee.

This page is updated on a regular basis.
Lyon portal
Edinburgh Portal
http://www.edinburgh.gov.uk
Benvenuti a Bologna e dintorni...
Welcome to Bologna and its neighbourhood...

Mappa virtuale della città - Virtual map of the city

http://www.nettuno.it/bologna/MappaWelcome.html
Strasbourg portal
http://www.mairie-strasbourg.fr/
Façades

http://www.snv.fr

Voici des images et des informations sur les façades de bâtiments dans la rue Crebillon. Pour plus d'informations, visitez le site web http://www.snv.fr.
City-Hall gate
MUVA Portal

http://www3.diarioelpais.com/muva2/
Hypermaps

- Links from maps
- Other names
  - Clickable maps
- Point, line, areas
By clicking on a zone, we get the description of all the risks
Portal based on aerial photos (Venice)

http://www.comune.venezia.it/urbanistica/fotopiano/VenCS.htm
Visual Accessing to Information

• Ben Shneidermann’s approach:

  Overview, zoom and filter, details on demand

• STARFIELD approach for accessing to a collection of objects

• SPACE FILLING TREEMAPS for accessing various collections
Space-filling treemap

http://www.cs.umd.edu/hcil/treemaps/
Starfield Access to a Building Permit Database

Floor space

0 1000 2000 3000 4000 5000

1925 1950 1975

Floor space

0 1000 2000 3000 4000 5000

1925 1950 1975

Floor space

0 1000 2000 3000 4000 5000

1925 1950 1975
Starfield for floods
IV - SERVICES TO PROVIDE

• 4.1 General information about LA

• 4.2 Online permitting

• 4.3 Community management
4.1 General information

• Functioning of the local government
  – opening hours
  – administrative structure

• Various information
  – cultural
  – sportive
  – religious
  - associative
  - festive

• etc.
4.2 Online permitting

• For various kinds of permits
  – building permits
On-line permitting

City of Elasty-City

Online building permitting

- Online submission
- Online comments
- Permit Status
- Get information
- Quit
Online permitting
http://www.ci.indianapolis.in.us/dmd/permits

Welcome to the IndyGov Online Permits website
The Electronic Guide for Researching and Submitting Permits

DIVISION OF PERMITS

Suite 2101, City-County Building
200 E. Washington Street
Indianapolis, Indiana 46204-3372
Telephone: 327-8700 Fax: 327-5174

Special Event Permits can now be submitted via the Internet.
Click here for more information on this free service.

NUMBERS TO REMEMBER

PERMITS
Welcome to OnlinePermits! Houston

**Permit Applications**
To apply for a new permit, select from the following online applications:
- Commercial Buildings
- Residential Building
- Plumbing & Fire Sprinkling System
- Sidewalk/Driveway/Curb & Gutter/Culvert/Parking Lot
- Electrical
- HVAC

Please direct any comments or problems to OnlinePermits!
Advantages of online permitting

• Significantly greater efficiency for permitting agencies
• Fewer costly mistakes on construction projects by ensuring that critical-path construction phases are not impeded by missed or forgotten inspections or miscommunication
Advantages of online permitting

• Faster access to up-to-date core and supporting documentation
• More efficient time management through online scheduling
• On a macro-economic level, greater velocity to construction projects and their collective economic impact
Internet Permits can be obtained

• for certain:
  – Residential uses
  – Commercial uses
  – Industrial uses

• Permits for What?
4.3 Community management

- City council meeting
- Hearings
- Public participation
Public participation

• Organizing PP
  – Forums
  – Virtual reality
  – Argumaps
• Synthesizing
• Negotiating
Argumaps with pins

FNP 9. Navigation

- Position selected
- Update the map while moving the slider

- Link to Zeno browser
- Show message titles

Symbol shows: | Argument type

Mouse click:
- Retrieves list of existing messages
- Adds new message

Search messages
Argumaps with flags
Argumaps with smileys by L. Zanini and C. Zanatti
• Web sites are more and more important for LA
• Targeting to citizens, politicians, etc.
• Designing / Re-engineering
• Importance of metaphors
• Difficulties of maintenance
• New kinds of relationships between LA and people
• Toward cybercitizens?
V - CONCLUSION (2/2)

• What to put into a website?
• What is important (for eternity, to-day, to-morrow?)
• Who decides the contents?
  – Is there still a pilot in the plane?
• In several cities, the website culture is not yet integrated into the administration
Thanks for your Attention!