



Co Production and Privacy Concerns

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Vending machine model ?



The days of 'vending machine government' where citizens pay their taxes and governments solve their problems are gone. We need a new paradigm. Government is a platform and open government is about enlisting large numbers of people to address public service challenges. (Tim O'Reilly)



This model does not give effective answers for complex problems

PAÍS EM PROTESTO

Da Copa abrimos mão, queremos dinheiro para saúde e educação

Acabou o amor, isso aqui vai virar a Turquia

Brasil, vamos acordar, o professor vale mais do que o Neymar

GRITOS DE GUERRA

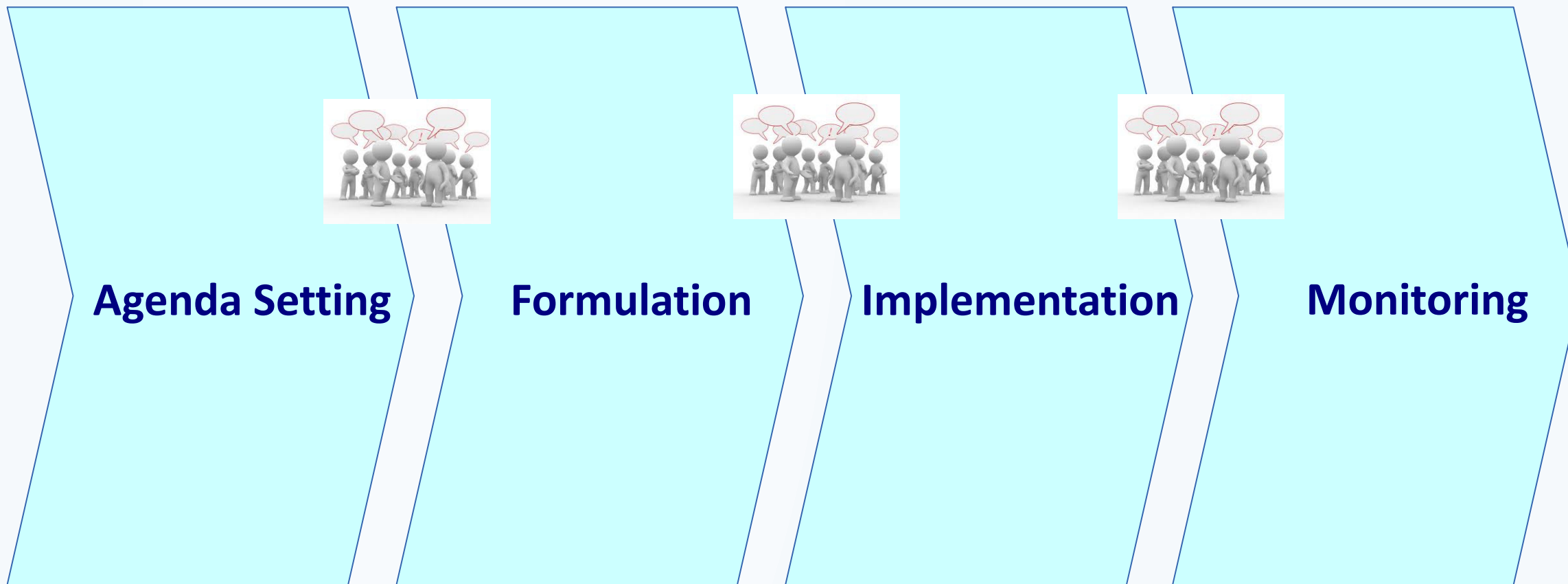
Ativistas ocupam ponte Octavio Frias de Oliveira

ANÁLISE PAÍS EM PROTESTO

Atônitos, governos não conseguem entender atos

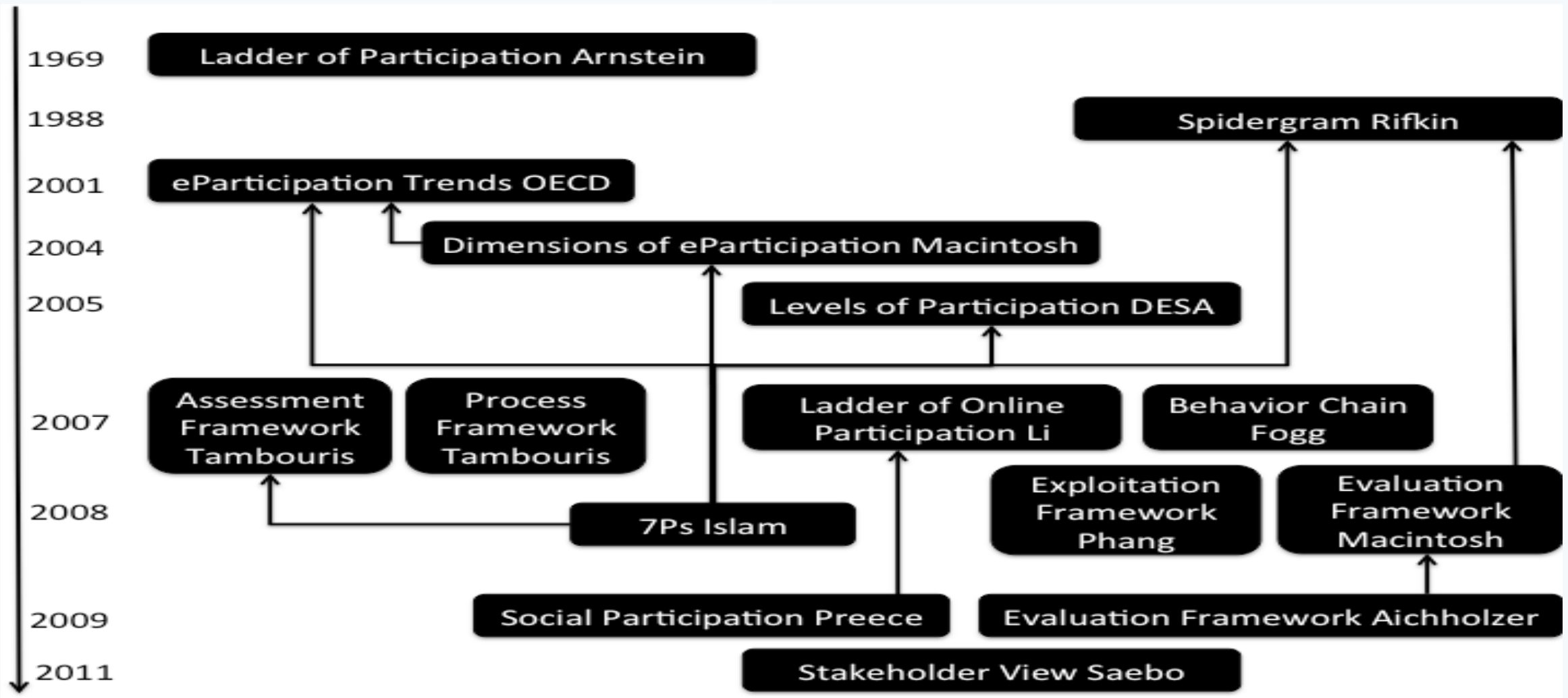


Social Participation in Public Policies





Social Participation models





Roles in Co-Production

		Responsibility for design of public services		
		Public servant	Public servant and clients citizens	Clients/Citizens
Responsibility for delivery of public services	Public servant	1. Traditional service provision	2. Mixed (co-production on design side)	3. Public servant as a sole deliverers
	Public servant and clients citizens	4. Mixed (co-production on the delivery side)	5. <i>Full co-production</i>	6. Mixed (co-production on the delivery side)
	Clients/Citizens	7. Clients/citizens delivery of a professionally designed service	8. Mixed (co-production on design side)	9. Self-organized client/citizens provision

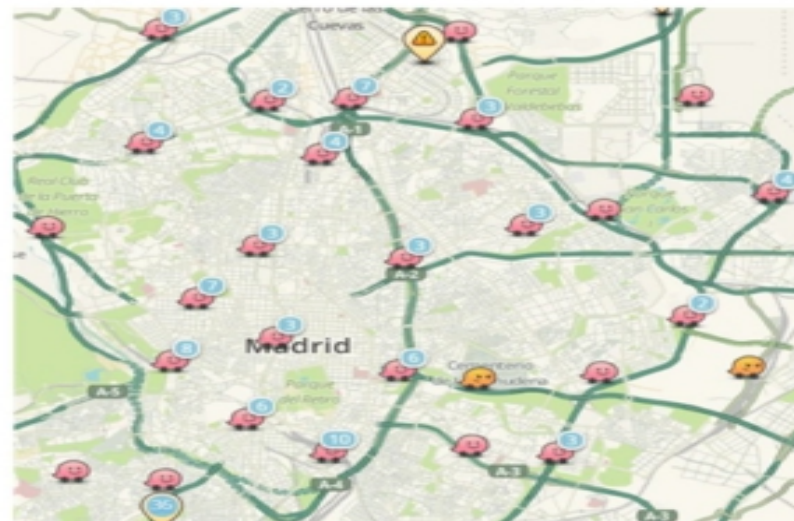
Adapted from Bovaird(2007)



Citizens as a Sensor



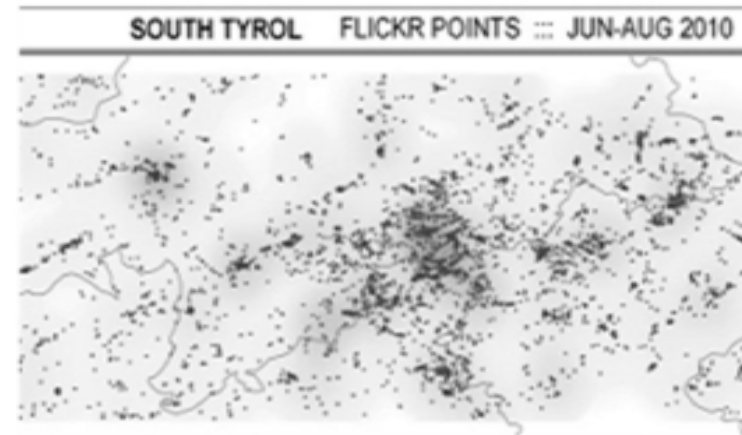
Citizens' reports through FixMyStreet in the city Aberdeen from May 24 to June 20, 2015



Citizens' traffic reports through Waze in Madrid at 10PM in June 20, 2015



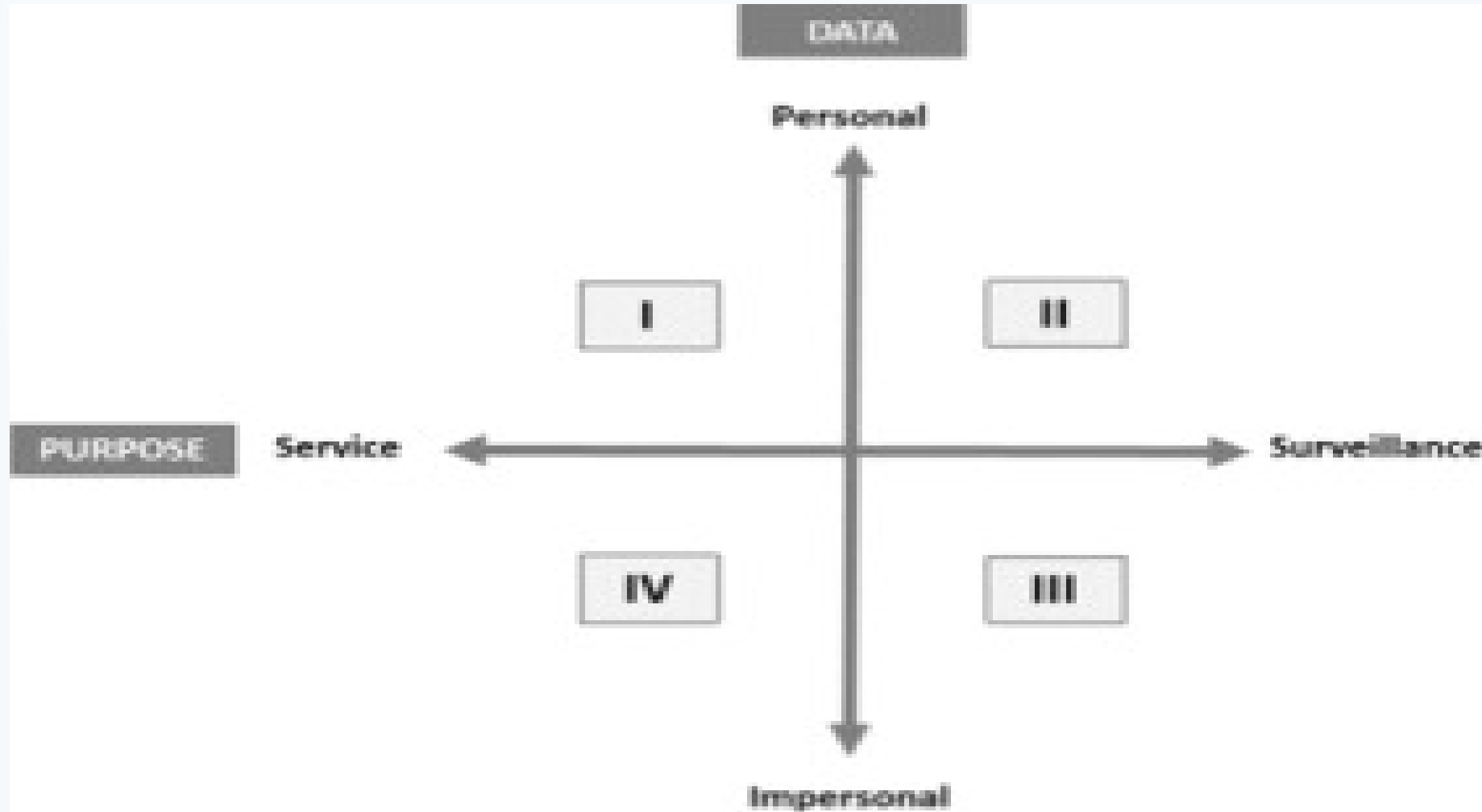
Presence of people in different areas of Barcelona detected through Twitter geo-localized messages (Villatoro et al., 2012)



Touristic density in the area of South Tyrol through pictures uploaded on Flickr (Sagl et al., 2012)



Challenges for Urban Governance



Von Zoonen(2016)



Gracias ! Thanks!

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