

Neighborhood Development in the Digital Age:

Using Technology to Improve Policy and Planning

November 18, 2004
Conference Center, Federal Reserve Bank of New York

This conference explores the ways in which public agencies, community development organizations, and research and policy organizations are using new technology to improve planning and policymaking.

8:00-8:30 A.M.

Registration and Breakfast

8:30-9:00 A.M.

Conference Welcome

Christine Cumming, First Vice President
Federal Reserve Bank of New York

Shaun Donovan, Commissioner
New York City Department of Housing Preservation and Development

Vicki Been, Director
Furman Center for Real Estate and Urban Policy at New York University

9:00-9:45 A.M.

SESSION 1: *New York City's 311 System*

Go inside the city's new 311 system and learn how it has transformed government's ability to respond to citizen complaints. Speakers will discuss the life of a 311 call and demonstrate how the system enables city agencies to identify problems and improve policy.

Dean Schloyer, Director
Performance Management and Analytics, NYC 311, New York City
Department of Information Technology and Telecommunications
Luiz Aragon, Deputy Commissioner for Preservation Services
New York City Department of Housing Preservation and Development

9:45-10:45 A.M.

SESSION 2: *Improving Constituent Services with Technology*

Panelists will discuss how cities across the country are using new tools, such as 311, to enhance service delivery, increase public accountability and responsiveness, and improve policy and planning. Panelists will also discuss new trends in data collection and information dissemination.

Panel Moderator
Gino Menchini, Commissioner
New York City Department of Technology and Telecommunications

David Dizon, Director of 3-1-1
Los Angeles Information Technology Agency

Andrew Lauland, Deputy Director of Operations
Baltimore CitiStat Office (invited)

Ted O'Keefe, Director
Chicago 311 City Services

10:45-11:00 A.M.

Coffee Break

11:00-11:30 A.M.

SESSION 3: *NYC Housing and Neighborhood Information System Website Demonstration*

New York University's NYCHANIS website provides users with a wealth of data about New York City neighborhoods and allows them to create customized tables, graphs, and maps.

Caroline Bhalla, NYCHANIS Project Director
Furman Center for Real Estate and Urban Policy at New York University
Ingrid Gould Ellen, Associate Professor
Wagner Graduate School of Public Service at New York University

11:30 A.M.-12:30 P.M.

SESSION 4: *How Planning Technology Can Empower Users, Part 1*

Panelists will discuss the neighborhood data that are available to community-based organizations, policymakers, and planners and consider how this information can be used to understand neighborhood trends and make decisions about future needs.

Panel Moderator

Peter Tatian, Senior Research Associate
Urban Institute

Eva Hanhardt, Senior Advisor
Planning Center, Municipal Arts Society

Michael Barndt, Data Center Coordinator
Nonprofit Center of Milwaukee

Neal Richman, Associate Director
UCLA Advanced Policy Institute, Neighborhood Knowledge Los Angeles

12:30-1:45 P.M.

Lunch

Introduction of the Keynote Speaker

Daniel Doctoroff, Deputy Mayor of Economic Development and Rebuilding
Office of the Mayor of New York City

Keynote Speech

Rey Ramsey, Chief Executive Officer
One Economy Corporation

1:45-2:45 P.M.

SESSION 5: *How Planning Technology Can Empower Users, Part 2*

Panel Moderator

Darren Walker, Director
Working Communities, Rockefeller Foundation

Scott Bernstein, President
Center for Neighborhood Technology

Barbara Cohn Berman, Vice President
Fund for the City of New York

Steve Romalewski, Director
Community Mapping Assistance Project, New York Public Interest
Research Group

2:45-3:00 P.M.

Coffee Break

3:00-5:00 P.M.

SESSION 6: *Interactive Community Planning Demonstration*

Audience members will participate in a demonstration that illustrates how technology can help planners and community leaders understand the implications of land use choices. A hypothetical development site will be explored through digital simulation and visualization.

Michael Kwartler, President
Environmental Simulation Center

Gianni Longo, Principal
ACP Visioning and Planning

Paul Patnode, Principal Research Associate
Environmental Simulation Center

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A conference sponsored by the Federal Reserve Bank of New York, the New York City Department of Housing Preservation and Development, and the Furman Center for Real Estate and Urban Policy at New York University.

Additional support for the conference is provided by the New York City Housing Development Corporation; Bank of America; Citibank Community Development; The Enterprise Foundation and Enterprise Social Investment Corporation; Greenberg Traurig, LLP; JPMorgan Chase; the Local Initiatives Support Corporation; and Washington Mutual.

Registration deadline: November 12, 2004. You may register online at <<http://www.newyorkfed.org>>, or by fax at 212-720-6628.

The registration fee is \$40. Please make checks payable to the Federal Reserve Bank of New York and send to the attention of Krista Dente, Federal Reserve Bank of New York, 33 Liberty Street, New York, New York 10045.

Seating capacity for lunch is limited. Those who cannot be accommodated will be provided with box lunches.

For further information, contact Krista Dente, Federal Reserve Bank of New York, at <krista.dente@ny.frb.org or 212-720-6149>.



New York University

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