



# ComNET<sup>sm</sup>

## Community Information Session



## Why ComNET<sup>sm</sup>?

- Focus group research shows that people judge cities and government performance by an array of observable street level conditions.
- They conclude that government performance needs improvement when they see things such as: litter, graffiti, potholes, broken street lights, dead trees, trip hazards, etc.





## Why ComNET? (cont.)

- There are few existing measures or reports that cut across department or agency lines
- Most people do not know which department/division is responsible for specific neighborhood conditions
- The paper and pencil approach to community surveys is often imprecise
- Government agencies do not always know about specific community priorities



## What is ComNET?

- Developed by the Center on Government Performance at the Fund for the City of New York
- Enables communities to serve as “extra eyes” for government
  - By introducing easily operated handheld computers to community organizations
  - Troublesome street level conditions can be recorded, tabulated and prioritized quickly, easily and accurately
- Reports and pictures are produced electronically
- Community representatives track how conditions change over time



# Connecting with Citizens

- Addresses important missing link by adding the voices of the public to government performance reporting
- Helps citizens navigate an often bureaucratic and at times confusing system
- People judge government performance in ways that differ from the standard measures that governments use to evaluate themselves



# ComNET Across the Country

- New York City
- Seattle, Washington
- Philadelphia, Pennsylvania
- Irving, Texas
- Des Moines, Iowa
- Yonkers, New York
- Worcester, Massachusetts
- **Durham, North Carolina**
  
- **Many other cities are currently coming on board**



## ComNET Pilot

- Pilot in NECD/Operation Bulls Eye area – October 2007
- Community priorities were as follows:
  - Vacant buildings in disrepair
  - Clean storm drains
  - Broken/missing storm grates
  - Debris on lot
  - Cars parked in yard
- Departments address and track progress of all priority issues
- All non-priority issues will be tracked by Durham One Call



# ComNET Community Surveys

- All survey teams have between 3-4 members
- Each team has a recorder and verifier
- All team members serve as observers
- Roles may be swapped and/or rotated during the course of the survey



# The Recorder

- Operates handheld and ComNET program
- Scans area for problems
- Enters data into handheld
- Confers with verifier before saving each record



## The Verifier

- Carries route map and directs team along route
- Watches out for safety of team members
- Scans area for problems
- Confirms accuracy of all data before it is saved
- Assists recorder with taking pictures
- Carries emergency phone numbers



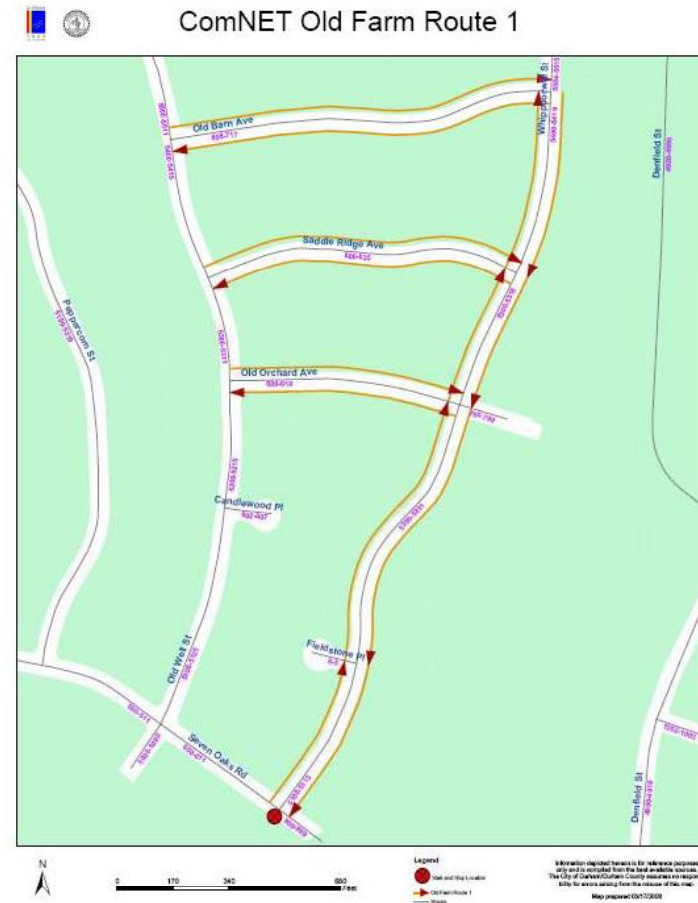
## Observers (everyone)

- Have basic knowledge of problem types
- Watch out for safety of team members
- Make note of changes that may be needed



# Following a Route

- The routes to be followed are marked on the route map with arrows indicating direction





## Features/Problems

Feature	Problem
Fire Hydrant	Graffiti
	Paint
Lot-In Use	Broken Fencing
	Debris at Curb
	Debris on Lot
	Dumping Large Items
	High Grass/Weedy



## Features/Problems

Feature	Problem
<b>Lot –In Use (cont.)</b>	
	Other
	Overgrown bushes/trees
	Ponding
	Weeds
	Yard Waste at Curb
<b>Lot-Vacant</b>	
	Broken Fencing
	Debris at Curb



## Features/Problems

Feature	Problem
<b>Lot-Vacant (cont.)</b>	
	Debris on Lot
	Dumping Large Items
	High Grass/Weedy
	Other
	Overgrown Bushes/Trees
	Ponding
	Yard Waste at Curb
<b>No Conditions Found</b>	



**Graffiti  
Fencing**

**Sidewalk  
Weeds in  
Cracks**

**Litter  
Sidewalk**

**Roadway  
Pothole**



Good Things are Happening in Durham

[www.durhamnc.gov](http://www.durhamnc.gov)



# The Handheld





# Questions?