City of San Antonio

Open Data Policy
Version [1.0] • [July 19, 2018]

Approved by:

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Craig Hopkins        Date
Chief Information Officer

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Kevin Godwin        Date
Chief Technology Officer
PURPOSE

The purpose of this Open Data Policy (alternatively, the “Policy”) is to affirm the City’s commitment to open, honest, and effective government. The City strives to consistently meet the community’s expectations for excellent services in a positive and timely manner, and in full view of the public. With the advance of information technologies and the increasing ability to more easily share data across multiple platforms and online, the City recognizes that appropriate leveraging of these tools to make information accessible and usable by the public can help improve public service delivery and fuel entrepreneurship and innovation.

Open Data will provide a new platform to increase the sharing of information with citizens and among City departments, improving the City’s ability to deliver services to the community efficiently and effectively. To help achieve these outcomes, this Open Data Policy incorporates best practices regarding open data from other governmental entities around the country.

POLICY

Definitions:

City Council Appointee: The City officials appointed by the City Council to their respective offices, including, the City Manager, the City Attorney, the City Auditor, the City Clerk and the Independent Police Auditor.

Common Data Standards: Any set of data collection standards designed to promote interoperability across agencies and organizations and facilitate the efficient exchange and use of information collected in different systems.

Data: Structured information.

Dataset: A collection of data presented in tabular or non-tabular form.
Data Source: A system, database, or other information source that contains and reports raw data.

Information Lifecycle: The stages through which information passes, typically characterized as creation or collection, processing, dissemination, use, storage, and disposition.

Interoperability: The ability of different information technology systems, software and data applications to communicate and exchange data, and use the information that has been exchanged.

Metadata: Data that describes a dataset. Metadata summarizes basic information about a dataset, such as the date range covered by a dataset, a description of the dataset, the manager or steward of the dataset, etc.

Open Data: Data made open and freely available to the public to be republished, manipulated, or used in any other way without restriction.

Open Data Portal: A single web portal maintained by or on behalf of the City that will be the repository and public access point for the City’s Open Data and will include features that facilitate comments and questions from the public. The internet site is currently located at https://data.sanantonio.gov/.

Dataset Owner: Each dataset must have an owner organization or Department charged with ensuring that published data meets the requirement of the Open Data Standards set forth below. To the extent that the offices under the supervision of the City Council generate or collect data that is subject to this Policy, the applicable Council Appointee will establish procedures implementing this Policy.

Data Coordinator: Person within the department that owns the dataset who is assigned to ensure that published data meets the requirement of the Open Data Standards set forth below and to collaborate with IT as needed.

Data Steward: Data governance is required to ensure overall data integrity and reliability of the system. The Information Technology Department, the enterprise data management team will establish the appropriate procedures for transmitting and posting data to the Open Data Portal.

Policy Objectives Summary

It is the policy of the City that the data it collects and generates will be open by default except where the posting of such data would be in violation of the Open Data Standards set forth below. Over time and to the extent practicable, the City will publish all appropriate datasets and associated metadata on the City’s Open Data Portal. Every reasonable effort
will be made to frequently update datasets on the Open Data Portal to the extent that the City regularly maintains or updates such data.

New information systems should, to the extent practicable, have the ability to report data in a manner consistent with the open data standards outlined in this policy. When updating existing legacy information technology systems, the City will make a reasonable effort to ensure that such systems have the ability to report data in a way that meets the Open Data Standards of this Policy.

Open Data Standards

To promote government efficiency and the social good that can be gained from opening government data to the public, the default state of new and updated information resources should, to the extent practicable, be open and machine readable.

This Policy excludes the posting of data to the Open Data Portal where the public release of such data would be in violation of the law, including laws governing privacy or privileged information, or would violate contractual or proprietary rights or would jeopardize the security of individuals or property.

City information should be managed as an asset throughout its lifecycle to promote interoperability and openness, and, wherever possible, subject to the limitations of this Policy, to ensure that data is released to the public in ways that make the data easy to find, accessible, and usable.

This includes promoting the graphic visualization of such data through the Open Data Portal and through other data visualization tools used by the City.

When designing new information collection and creation efforts, Departments should support downstream interoperability between information systems and dissemination of information to the public, as appropriate, without the need for retrofitting.

This includes consideration and consultation of key target audiences for the information when determining format and frequency of update, consistent formatting of geospatial data, and other information management decisions.

Specifically, to the extent practicable, Departments will strive to incorporate the following requirements into future information collection and creation efforts:

**Use machine-readable and open formats**: Departments should use machine-readable and open formats for information as it is collected or created. While information should be collected electronically by default, machine-readable and open formats must also be used in conjunction with electronic and telephone or paper-based information collection efforts to promote public accessibility. Departments should prioritize the use of open
formats that are non-proprietary, publicly available, and that place no restrictions upon their use.

**Use data standards:** Where common data standards are defined within and by the City, Departments should use such common data standards in the collection and creation of information to promote data interoperability and openness, regardless of format or purpose. This applies to all data formats used by the City, including geospatial data.

**Ensure information stewardship through the use of open licenses:** Departments should apply open licenses to information as it is collected or created to ensure that as data is made public, there are no restrictions on copying, publishing, distributing, transmitting, adapting, or otherwise using the information for non-commercial or commercial purposes. When information is acquired or accessed by a Department through performance of an agreement, the agreement’s provisions should reflect these objectives while recognizing that contractors may have proprietary interests in such information, and that protection of such information may be necessary to encourage qualified contractors to participate in and apply innovative concepts to the City’s programs.

**Ensure frequent updates:** Departments should work with the Information Technology Department to provide updates to data hosted on the Open Data Portal, to the extent the Department regularly maintains or updates such data. Data hosted on the Open Data Portal should be updated with similar frequency as the source dataset from which it originates.

**Metadata requirements:** Departments should provide the following metadata for all datasets hosted on the Open Data Portal:

- **Title of Dataset:** a name that is unique and easy to identify
- **Description:** what is the data content
- **Tags:** words for the user to search the data
- **Organization:** Name of primary department responsible for maintaining the dataset to whom the data belong, organizations are available in the Portal
- **Contact Name:** Name of the dataset owner in the Department where the dataset originates
- **Contact Email:** Email address of contact person
- **Frequency:** Frequency of data refresh
- **Last Updated:** Date and time of last refresh
- **Data Dictionary:** Clear data labels and explanations for each data field
Prioritization for Posting to the Open Data Portal

Given that the City collects and manages a wide array of data, and that it will take time and resources for the publishing of datasets on the Open Data Portal, each Department will establish an internal process to prioritize the posting of data within each its purview.

Amongst other criteria, the prioritization process should take into account interest in particular data sets expressed by the City Council and the community, each Council’s perspective as to what degree the posting of data would improve transparency and public service delivery, the relative accuracy of datasets, and any technical challenges in the transmittal of data to the Open Data Portal. A final ranking list will be developed based on the evaluation of each dataset against the criteria, subject to modification by the department’s director at his or her discretion as conditions change.

Technology Standards

New information systems shall, to the extent practicable, have the ability to report data in a manner consistent with the open data standards outlined in the Open Data Standards section above.
When updating existing legacy systems, Departments shall ensure that such systems have the ability to report data in a way that meets the open data standards as outlined in the Open Data Standards section of this Policy, unless to do so would be impracticable, would result in extraordinary cost, loss of operational efficiency, or would otherwise significantly impede normal business operations.

Roles and Responsibilities

The Chief Information Officer may revise these roles and responsibilities or assign additional roles and responsibilities related to the implementation of this Policy as needed.

Open Data Architect
The Open Data Architect (ODA), located in the IT Department, will act as the frontline manager for the Open Data Portal. This position will work with Departments to identify data sources that impact the San Antonio community and connect those sources of information with the City’s Open Data Portal. The ODA will oversee system integration between Departmental data sources and the Open Data Portal to facilitate availability of current and accurate published data.

Data Analytics Team
The Data Analytics Team (DAT) will provide general support for data-related initiatives in the City. DAT will oversee the Data Inventory Initiative and assist in identifying datasets for publication. DAT will take on other duties related to Open Data as assigned by the IT Management
System Administrators

System Administrators administer databases and information systems throughout the City. System Administrators shall be responsible for working with the Open Data Architect to develop and facilitate connections between the Open Data Portal and the systems or databases used by the various City of San Antonio departments. System Administrators will work with Data Coordinators and the Open Data Architect to ensure data made available on the Open Data Portal is refreshed in a timely fashion based on the frequency of updates to the data in the system or database.

Data Coordinators

Each Department Director shall designate one staff member to serve as Data Coordinator. Data Coordinators are responsible for liaising with the Data Analytics Team, IT and the Open Data Architect on all matters related to Open Data and data analytics, in general.

PROCUREMENT INCENTIVES FOR THE ACQUISITION OF NEW SYSTEMS

On a case by case basis, to facilitate the acquisition of information systems that meet the Open Data Standards of this Policy, the evaluation criteria developed for procuring such system will incorporate additional consideration for meeting these standards.

LEGAL TERMS FOR PUBLIC USE OF OPEN DATA

Data made available on the Open Data Portal is provided only to promote the general welfare. The City is not assuming, nor is it imposing on its officers or employees an obligation for breach of which it is liable in money damages to any person who claims that such breach caused injury. Data on the Open Data Portal is provided on an “as is” basis, and for informational purposes only. The City reserves the right to discontinue availability of content on the Open Data Portal at any time and for any reason.

The City makes no warranty, representation or guaranty of any type as to the content, accuracy, timeliness, completeness or fitness for any particular purpose or use of any data provided on such portal; nor shall any such warranty be implied, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose.

The City assumes no liability for (i) any errors, omissions or inaccuracies in the data provided on the Open Data Portal regardless of how caused; or (ii) any decision made or action taken or not taken by anyone using or relying upon such data; or (iii) any virus or other damage to any computer that might occur during or as a result of accessing the Open Data Portal or the Data provided on the Open Data Portal.
LEGAL REVIEW of DATA

Data Owners will work collaboratively with the City Attorney’s Office prior to posting data on the Open Data Portal in order to determine whether there are legal limitations with the posting of such data.

IMPLEMENTATION

To facilitate the strategic implementation of this policy, Departments shall participate in all associated processes including, but not limited to, the processes identified below. The Chief Information Officer, Open Data Architect, and Data Analytics Team may identify additional processes as necessary to facilitate full implementation of this Policy.

Assessment of Data: Participating departments (i.e. data owners) must assess their data with help from the Information Technology department to ensure it meets the Open Data Standards.

Assessment of Data Source: Participating departments (i.e. data owners) must identify the data source from which they intend to publish Open Data to best determine availability and extraction methods.

Quality Assurance: Departments must provide written or verbal agreement about the quality of the data they are publicizing. Data completeness and accuracy are the responsibility of the data owners.

Metadata: Departments must provide the content of the Metadata fields for each dataset they are publicizing, as follows:

<table>
<thead>
<tr>
<th>Title</th>
<th>Human-readable name of the asset. Should be in plain English and include sufficient detail to facilitate search and discovery.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Human-readable description (e.g., an abstract) with sufficient detail to enable a user to quickly understand whether the asset is of interest.</td>
</tr>
<tr>
<td>Tags</td>
<td>Tags (or keywords) help users discover your dataset; please include terms that would be used by technical and non-technical users.</td>
</tr>
<tr>
<td>Last Update</td>
<td>Most recent date on which the dataset was changed, updated or modified.</td>
</tr>
<tr>
<td>Publisher</td>
<td>The publishing entity and optionally their parent organization(s).</td>
</tr>
<tr>
<td>Contact Name and Email</td>
<td>Contact person’s name and email for the asset.</td>
</tr>
<tr>
<td>Unique Identifier</td>
<td>A unique identifier for the dataset or API as maintained within an Agency catalog or database.</td>
</tr>
<tr>
<td>Public Access Level</td>
<td>The degree to which this dataset <strong>could</strong> be made publicly-available, <em>regardless of whether it has been made available</em>. Choices: public (Data asset is or could be made publicly available to all without restrictions), restricted public (Data asset is available under certain use restrictions), or non-public (Data asset is not available to members of the public).</td>
</tr>
</tbody>
</table>

**DATA INTEGRATION**

The Information Technology Department shall work with Data Coordinators to determine the best process for transferring data to the open data portal. Depending on system specifications and limitations, this may include:

- Flat file extracts
- Development of a web service
- Updates from a webpage
- Other manual data uploads

**DATA RELEASE AND VALIDATION**

Each Department, through its Data Coordinator and other staff as necessary, shall be responsible for:

1. The timely release of its data on the Open Data Portal in accordance with the prioritization process as defined above.
2. The validation and accuracy of its data hosted on the Open Data Portal.
3. That its data hosted on the Open Data Portal complies with all provisions of this Policy.