ATLAS.ti Report

Contestable Camera Cars v5

Codes

Report created by Kars Alfrink on 19 Jan 2023

○ capacity for responsibility

Quotations:

1:1 ¶1–3, contestability assumes an empowered, articulate citizen who is willing and able to contact and enter… in p1.txt 1:12 ¶20, commercial partnerships use contracts to take care of liability, commons-based approaches do not in p1.txt 2:1 ¶1, models need to be validated so that they do what they are said to be doing in p2.txt 2:7 ¶10–11, monitoring: how to ensure a system operates within the defined boundaries: technical, ethical, end-u… in p2.txt 2:11 ¶15–17, they call it ``responsible collection of data'' e.g. how to collect data for multiple purposes at on… in p2.txt 3:3 ¶4–6, ensuring citizens that do a report are actually talking to a human KA: compare to the policy knot (J… in p3.txt 3:5 ¶8–11, algorithm register aims to create transparency project leads struggle to make time to enter informat… in p3.txt 3:7 ¶13–16, parking enforcement camera cars operated by commercial company not clear what indicators are used to… in p3.txt 3:8 ¶17, purchasing managers perceive what they are doing as buying a service, not buying ICT, and are theref… in p3.txt 3:9 ¶18–22, three lines: being accountable as administrator and director culture change leading to multidiscipli… in p3.txt 4:2 ¶2–3, ``target binding'' (``doelbinding'') prevents reuse of data collected by vehicle for one purpose cur… in p4.txt 4:4 ¶5, connecting people who call 14020 to AI specialists who really understand the system in p4.txt 4:5 ¶6, having a face-to-face dialogue in all instances will be too labor intensive in p4.txt 4:6 ¶7, ``it must also be workable for people who do the execution'' -- can't algorithmically generate a new… in p4.txt 4:7 ¶8, need to get understanding of frequency of questions and complaints to properly organize human respon… in p4.txt 4:12 ¶14, challenge remains how to prioritize response given limited capacity to do so in p4.txt 4:15 ¶17–18, do conduct project evaluations evaluations are time and labor intensive in p4.txt 4:20 ¶23–25, feedback from policy back to technical development: depends on if development happens in-house or no… in p4.txt 4:21 ¶26, feedback loop can also be seen as an updating of purchasing conditions in p4.txt 4:22 ¶27, collaboration with external developers also has degrees of closeness in p4.txt 4:23 ¶28, agile methods require some force-fitting into a bureaucratic organization in p4.txt 4:24 ¶29, product owners are the ones who translate policy into technology in p4.txt 5:5 ¶8–10, project leads are focused on getting the project done, do not focus on review review should show the… in p5.txt 5:10 ¶18, the problem is not necessarily that signals are not received by the city, but that they are not acte… in p5.txt 6:5 ¶7, challenge for contestability is sufficient understanding of IT systems (technological complexity) (a… in p6.txt 7:1 ¶1–3, fundamental rights consideration also applies to what government does anyway when carrying out a wor… in p7.txt 7:7 ¶15, department heads or managers are ``first line of defense'' for when things go wrong so they need to… in p7.txt 7:8 ¶16, developers need to manage models for some time in p7.txt 7:9 ¶17, proper documentation to enable handover in p7.txt 7:12 ¶20, service software is integrated with development environment in p7.txt 7:15 ¶23, organization lacks roles that concern a translation of legislation and regulations into IT systems in p7.txt 7:17 ¶25, make it traceable who the requirements setter is and whether requirements have actually been complie… in p7.txt 7:19 ¶27–29, we need mechanisms that make it inevitable that certain requirements are affected (they have enough… in p7.txt 11:4 ¶8–10, complaints from citizens are likely to be lodged with a ``stadsdeel'' they need to pass it on to enf… in p11.txt 11:5 ¶11–12, given how fragmented service operation is, maybe different information is required to optimize in th… in p11.txt 11:6 ¶13, city does not know the details of the planning tool that Egis uses to determine car routes in p11.txt 12:3 ¶5–6, contestability loop in video is labor intensive comparison to civil servants who respond to freedom… in p12.txt 12:5 ¶8, tenders are three years and limit what can be done in p12.txt 12:6 ¶9, less thought is given to monitoring and maintenance and long term consequences in p12.txt 13:4 ¶4, in theory, functional management, (or product ownership in a devops environment) is about periodical… in p13.txt 13:6 ¶6, systems should be reviewed in light of changing context (political, legal) in p13.txt 13:9 ¶9–13, distinction between ``purchasing'' and granting orders (subsidies) to third parties (e.g. foundation… in p13.txt 15:6 ¶6, use of methods needs to happen reflexively in p15.txt 15:14 ¶14–15, challenge is to have enough legal people who understand algorithms are developing guideline to aid i… in p15.txt 33:23 ¶43–45, Evaluations and participation at scale are costly. 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○ capacity for responsibility: accountability infrastructure

Quotations:

2:1 ¶1, models need to be validated so that they do what they are said to be doing in p2.txt 2:7 ¶10–11, monitoring: how to ensure a system operates within the defined boundaries: technical, ethical, end-u… in p2.txt 2:11 ¶15–17, they call it ``responsible collection of data'' e.g. how to collect data for multiple purposes at on… in p2.txt 4:2 ¶2–3, ``target binding'' (``doelbinding'') prevents reuse of data collected by vehicle for one purpose cur… in p4.txt 5:5 ¶8–10, project leads are focused on getting the project done, do not focus on review review should show the… in p5.txt 7:8 ¶16, developers need to manage models for some time in p7.txt 7:9 ¶17, proper documentation to enable handover in p7.txt 7:12 ¶20, service software is integrated with development environment in p7.txt 7:17 ¶25, make it traceable who the requirements setter is and whether requirements have actually been complie… in p7.txt 7:19 ¶27–29, we need mechanisms that make it inevitable that certain requirements are affected (they have enough… in p7.txt 12:6 ¶9, less thought is given to monitoring and maintenance and long term consequences in p12.txt 13:4 ¶4, in theory, functional management, (or product ownership in a devops environment) is about periodical… in p13.txt 13:6 ¶6, systems should be reviewed in light of changing context (political, legal) in p13.txt

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○ capacity for responsibility: civil servants capacities

Quotations:

1:1 ¶1–3, contestability assumes an empowered, articulate citizen who is willing and able to contact and enter… in p1.txt 3:9 ¶18–22, three lines: being accountable as administrator and director culture change leading to multidiscipli… in p3.txt 4:4 ¶5, connecting people who call 14020 to AI specialists who really understand the system in p4.txt 4:6 ¶7, ``it must also be workable for people who do the execution'' -- can't algorithmically generate a new… in p4.txt 4:12 ¶14, challenge remains how to prioritize response given limited capacity to do so in p4.txt 4:24 ¶29, product owners are the ones who translate policy into technology in p4.txt 6:5 ¶7, challenge for contestability is sufficient understanding of IT systems (technological complexity) (a… in p6.txt 7:7 ¶15, department heads or managers are ``first line of defense'' for when things go wrong so they need to… in p7.txt 7:15 ¶23, organization lacks roles that concern a translation of legislation and regulations into IT systems in p7.txt 15:14 ¶14–15, challenge is to have enough legal people who understand algorithms are developing guideline to aid i… in p15.txt

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○ capacity for responsibility: commissioning structures

Quotations:

1:12 ¶20, commercial partnerships use contracts to take care of liability, commons-based approaches do not in p1.txt 3:7 ¶13–16, parking enforcement camera cars operated by commercial company not clear what indicators are used to… in p3.txt 3:8 ¶17, purchasing managers perceive what they are doing as buying a service, not buying ICT, and are theref… in p3.txt 4:20 ¶23–25, feedback from policy back to technical development: depends on if development happens in-house or no… in p4.txt 4:21 ¶26, feedback loop can also be seen as an updating of purchasing conditions in p4.txt 4:22 ¶27, collaboration with external developers also has degrees of closeness in p4.txt 11:6 ¶13, city does not know the details of the planning tool that Egis uses to determine car routes in p11.txt 12:5 ¶8, tenders are three years and limit what can be done in p12.txt 13:9 ¶9–13, distinction between ``purchasing'' and granting orders (subsidies) to third parties (e.g. foundation… in p13.txt 33:24 ¶47, When systems are purchased those doing the negotiation need to understand things in order to enforce… in p16.txt 33:25 ¶49, Purchased systems sometimes lack transparency. The city often lacks control over external developmen… in p16.txt 34:10 ¶19, They will outsource data collection to an external party. But data processing they will keep interna… in p17.txt

○ capacity for responsibility: organizational limits

Quotations:

4:23 ¶28, agile methods require some force-fitting into a bureaucratic organization in p4.txt 5:10 ¶18, the problem is not necessarily that signals are not received by the city, but that they are not acte… in p5.txt 7:1 ¶1–3, fundamental rights consideration also applies to what government does anyway when carrying out a wor… in p7.txt 11:4 ¶8–10, complaints from citizens are likely to be lodged with a ``stadsdeel'' they need to pass it on to enf… in p11.txt 11:5 ¶11–12, given how fragmented service operation is, maybe different information is required to optimize in th… in p11.txt 15:6 ¶6, use of methods needs to happen reflexively in p15.txt

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○ capacity for responsibility: resource constraints

Quotations:

3:3 ¶4–6, ensuring citizens that do a report are actually talking to a human KA: compare to the policy knot (J… in p3.txt 3:5 ¶8–11, algorithm register aims to create transparency project leads struggle to make time to enter informat… in p3.txt 4:5 ¶6, having a face-to-face dialogue in all instances will be too labor intensive in p4.txt 4:7 ¶8, need to get understanding of frequency of questions and complaints to properly organize human respon… in p4.txt 4:12 ¶14, challenge remains how to prioritize response given limited capacity to do so in p4.txt 4:15 ¶17–18, do conduct project evaluations evaluations are time and labor intensive in p4.txt 12:3 ¶5–6, contestability loop in video is labor intensive comparison to civil servants who respond to freedom… in p12.txt 33:23 ¶43–45, Evaluations and participation at scale are costly. Is subject to a cost-benefit calculation as well.… in p16.txt 34:7 ¶13, Despite having a strong team there are of course always limits to what they can achieve. Compared to… in p17.txt 34:9 ¶17, Because of all the compliance requirements imposed on government -- security, privacy -- they can sp… in p17.txt

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○ civic participation

Quotations:

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more notifications and are… in p6.txt 6:5 ¶7, challenge for contestability is sufficient understanding of IT systems (technological complexity) (a… in p6.txt 6:6 ¶8, those with know-how and legal clout can shape debate around tech systems in p6.txt 6:10 ¶3, contestability might counteract unequal distribution of vehicles, but it might also reintroduce prev… in p6.txt 7:2 ¶4–5, eliminate blind spots might translate to requirements in p7.txt 7:13 ¶21, what is not present yet is a similar integration for complaints from citizens in p7.txt 7:14 ¶22, development team is not line management that carries out this work process, so citizen questions sho… in p7.txt 8:2 ¶2, ensure participants are mixed in p8.txt 8:3 ¶3–5, a counter for digital matters citizens do not always know when a concern is related to digital matte… in p8.txt 8:4 ¶6–14, if you want to involve broad groups you have to go to where people are e.g. by means of traveling ex… in p8.txt 9:5 ¶8, citizens lack awareness of algorithms, if they are more aware they will be more careful about their… in p9.txt 10:1 ¶1, real-time sharing of information isn't possible yet in p10.txt 10:2 ¶2, supervised learning is also not done yet in p10.txt 10:3 ¶3, information position of citizens could be improved by sharing more information pro-actively in p10.txt 10:4 ¶4, citizens are not necessarily aware that an adverse decision was made in part by an algorithm in p10.txt 10:5 ¶5, should align with existing mechanisms -- complaints procedure and if that does not work ombudsman in p10.txt 10:10 ¶14, everything depends on information position of citizens in p10.txt 10:11 ¶15, informal arenas could help educate citizens in p10.txt 10:13 ¶17–18, citizen participation is hard because it is a struggle to find people and companies who are willing… in p10.txt 10:16 ¶21–22, individual complaints should lead to system changes if necessary in addition to individual redress o… in p10.txt 10:18 ¶27–28, still, would be hard to get citizens to participate on equal footing and representatively this is wh… in p10.txt 10:19 ¶29–30, decisions to develop AI or take into use AI should also be political, debated in city council this t… in p10.txt 11:1 ¶1, citizens and civic groups misunderstand what a camera car actually ``sees'' in p11.txt 11:8 ¶18–19, parking direction does talk to people but it's actually the role of enforcement people often don't f… in p11.txt 11:9 ¶20–21, if the aim is to have 1:1 dialogues that's not feasible given about 1 million residents still it is… in p11.txt 12:1 ¶1–3, affluent area of the city places most notifications and is cleanest as result they use an app for it… in p12.txt 12:2 ¶4, contestability privileging most resourceful citizens isn't necessarily an issue if system changes be… in p12.txt 12:8 ¶11, even for employees city is a complicated organization internally in p12.txt 12:9 ¶12, it should be very clear for citizens where they can go with a question or a comment in p12.txt 12:11 ¶19, comfort with smart technology might be generational, young people are more suspicious in p12.txt 12:12 ¶20, suspicion might also vary from area to area and context to context depending on the stakes in p12.txt 13:7 ¶7, when more than a few citizens complain one should ask if there is an underlying cause in p13.txt 13:8 ¶8, citizens who do complain and have a decision revised don't know if the underlying cause has been fix… in p13.txt 14:3 ¶3, existing systems currently include a feedback form in p14.txt 14:6 ¶6, challenge is to find right participants for test sessions in p14.txt 14:8 ¶8, no measures in place yet for citizens to have a conversation with a civil servant, to request one in p14.txt 14:9 ¶9, conducting the conversation and having it feed back into development shouldn't be an issue in p14.txt 14:10 ¶10, no measures for representation of groups in p14.txt 15:1 ¶1, participation and debate and testing with citizens is desirable in p15.txt 15:2 ¶2, but getting a representative and sufficiently equipped group of people to participate is hard in p15.txt 15:3 ¶3, tests are sometimes done by paying people to participate in p15.txt 15:8 ¶8, challenge is to engage all relevant stakeholders and ensure they are sufficiently informed in p15.txt 15:13 ¶13, they also try to close loop between complaints and making system changes in response in p15.txt 33:14 ¶53–55, Citizens can be concerned about potential future harms. Responses from the city can be about the lik… in p16.txt 33:16 ¶29, They would want to pay more attention to ensuring a representative sample. in p16.txt 33:21 ¶39, Contact mechanisms should be present for people who want to know more. in p16.txt 33:29 ¶61, For other questions they receive emails and simply answer them. in p16.txt 33:31 ¶67, Can be necessary to build custom ways for citizens to appeal decisions. in p16.txt 34:5 ¶9, They are blurring people in camera footage. They want feedback from citizens about of that is good e… in p17.txt 34:15 ¶31, Blurring algorithm has intersection over union (IOU) score of 0.8. But the number was talked about i… in p17.txt

○ civic participation: citizen capacities

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○ civic participation: communication channels

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○ civic participation: feedback to development

Quotations:

1:3 ¶4, individual grievances should not lead directly to system changes -- that is undemocratic in p1.txt 2:3 ¶3, iterative development with constant feedback from ``end-users'' (citizens) in p2.txt 2:4 ¶4–5, typically assignments to dev teams come from management of a work process, who indirectly represent… in p2.txt 2:5 ¶6, also once a system has been taken into production continuous feedback should be gathered in p2.txt 3:2 ¶3, feedback on AI system from citizens might actually be about business rules and policies as implement… in p3.txt 3:3 ¶4–6, ensuring citizens that do a report are actually talking to a human KA: compare to the policy knot (J… in p3.txt 4:9 ¶10, government should build in feedback loops to keep track of who they are impacting in p4.txt 4:13 ¶15, feedback loop from society through AI systems back to policy-makers isn't well-developed yet in p4.txt 4:16 ¶20, public opinion is an important factor for executive; public responses come back to city council and… in p4.txt 5:11 ¶19–21, feedback loop should not only go to executive organization but also be made public to society and ac… in p5.txt 7:2 ¶4–5, eliminate blind spots might translate to requirements in p7.txt 7:13 ¶21, what is not present yet is a similar integration for complaints from citizens in p7.txt 10:1 ¶1, real-time sharing of information isn't possible yet in p10.txt 10:2 ¶2, supervised learning is also not done yet in p10.txt 10:5 ¶5, should align with existing mechanisms -- complaints procedure and if that does not work ombudsman in p10.txt 10:16 ¶21–22, individual complaints should lead to system changes if necessary in addition to individual redress o… in p10.txt 13:7 ¶7, when more than a few citizens complain one should ask if there is an underlying cause in p13.txt 13:8 ¶8, citizens who do complain and have a decision revised don't know if the underlying cause has been fix… in p13.txt 14:9 ¶9, conducting the conversation and having it feed back into development shouldn't be an issue in p14.txt 15:1 ¶1, participation and debate and testing with citizens is desirable in p15.txt 15:13 ¶13, they also try to close loop between complaints and making system changes in response in p15.txt 34:5 ¶9, They are blurring people in camera footage. They want feedback from citizens about of that is good e… in p17.txt

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○ civic participation: participation limitations

Quotations:

1:4 ¶5, contestability runs the risk of giving resourceful citizens an outsize influence in p1.txt 1:5 ¶6–7, direct participation and self-management have the problem that citizens are not constitutionally acc… in p1.txt 1:7 ¶12, plan for bi-annual citizen panel: same issue of lack of representation in p1.txt 2:4 ¶4–5, typically assignments to dev teams come from management of a work process, who indirectly represent… in p2.txt 3:11 ¶24, collaboration between research and government that is constructive in p3.txt 4:10 ¶11–12, trash detection was conceived in response to what they call ``reporting inequality'' (``meldingsonge… in p4.txt 4:10 ¶11–12, trash detection was conceived in response to what they call ``reporting inequality'' (``meldingsonge… in p4.txt 5:7 ¶12–14, participatory approaches attract ``the usual suspects'' only people who can afford to participate, d… in p5.txt 5:7 ¶12–14, participatory approaches attract ``the usual suspects'' only people who can afford to participate, d… in p5.txt 6:5 ¶7, challenge for contestability is sufficient understanding of IT systems (technological complexity) (a… in p6.txt 6:6 ¶8, those with know-how and legal clout can shape debate around tech systems in p6.txt 6:10 ¶3, contestability might counteract unequal distribution of vehicles, but it might also reintroduce prev… in p6.txt 8:2 ¶2, ensure participants are mixed in p8.txt 8:4 ¶6–14, if you want to involve broad groups you have to go to where people are e.g. by means of traveling ex… in p8.txt 10:13 ¶17–18, citizen participation is hard because it is a struggle to find people and companies who are willing… in p10.txt 10:18 ¶27–28, still, would be hard to get citizens to participate on equal footing and representatively this is wh… in p10.txt 10:18 ¶27–28, still, would be hard to get citizens to participate on equal footing and representatively this is wh… in p10.txt 10:19 ¶29–30, decisions to develop AI or take into use AI should also be political, debated in city council this t… in p10.txt 12:2 ¶4, contestability privileging most resourceful citizens isn't necessarily an issue if system changes be… in p12.txt 14:6 ¶6, challenge is to find right participants for test sessions in p14.txt 14:10 ¶10, no measures for representation of groups in p14.txt 15:2 ¶2, but getting a representative and sufficiently equipped group of people to participate is hard in p15.txt 15:3 ¶3, tests are sometimes done by paying people to participate in p15.txt 15:8 ¶8, challenge is to engage all relevant stakeholders and ensure they are sufficiently informed in p15.txt 33:16 ¶29, They would want to pay more attention to ensuring a representative sample. in p16.txt

○ civic participation: reporting inequality

Quotations:

1:3 ¶4, individual grievances should not lead directly to system changes -- that is undemocratic in p1.txt 4:3 ¶4, other challenge is prioritizing signals received by VUS and other means, which to act on first, capa… in p4.txt 4:10 ¶11–12, trash detection was conceived in response to what they call ``reporting inequality'' (``meldingsonge… in p4.txt 4:14 ¶16, question is: how do you learn as an organization in p4.txt 6:1 ¶1–2, motivation for VUS is to reduce inequality -- affluent neighborhoods make more notifications and are… in p6.txt 6:10 ¶3, contestability might counteract unequal distribution of vehicles, but it might also reintroduce prev… in p6.txt 12:1 ¶1–3, affluent area of the city places most notifications and is cleanest as result they use an app for it… in p12.txt 14:10 ¶10, no measures for representation of groups in p14.txt 15:2 ¶2, but getting a representative and sufficiently equipped group of people to participate is hard in p15.txt

○ democratic embedding

Quotations:

1:6 ¶8–11, the people who make decisions (aldermen) are not the same as those who build the systems, so with wh… in p1.txt 2:4 ¶4–5, typically assignments to dev teams come from management of a work process, who indirectly represent… in p2.txt 2:6 ¶7–9, review by CPA: proportionality mitigating risks in p2.txt 3:6 ¶12, current appeals procedure is stressful because you are made to feel like a criminal in p3.txt 3:11 ¶24, collaboration between research and government that is constructive in p3.txt 5:4 ¶7, there is external oversight from audit offices, but internal review is limited in p5.txt 6:8 ¶10, external review requires expertise as well, hiring people is hard in p6.txt 6:9 ¶11, focus of external auditors tends to be legal in p6.txt 7:3 ¶6–9, multiple levels 1. determine national legal space 2. update local ordinance -- adds accountability a… in p7.txt 7:4 ¶10–12, example: participation council (Participatieraad) consultation on use of AI by Work Participation an… in p7.txt 7:18 ¶26, setting up an internal auditing team in p7.txt 7:20 ¶30–32, record variables that significantly impact a model prediction in client file if it receives a ruling… in p7.txt 9:1 ¶1–4, local initiatives won't be enough to solve the problems with urban sensing requires national and int… in p9.txt 10:5 ¶5, should align with existing mechanisms -- complaints procedure and if that does not work ombudsman in p10.txt 10:6 ¶6–7, reporting point for chain errors (``meldpunt voor keten fouten'') incident driven in p10.txt 10:7 ¶8–9, other mechanism is object to decisions this is the formal legal procedure ``bezwaar/beroep'' in p10.txt 10:8 ¶10, objection committee needs to have knowledge and information to evaluate role of algorithms in object… in p10.txt 10:9 ¶11–13, case file should include all relevant information about algorithm that was used: ``But what you see… in p10.txt 10:14 ¶19, also make use of external commission CPA -- when personal data is processed or a system is high risk… in p10.txt 10:16 ¶21–22, individual complaints should lead to system changes if necessary in addition to individual redress o… in p10.txt 10:18 ¶27–28, still, would be hard to get citizens to participate on equal footing and representatively this is wh… in p10.txt 10:19 ¶29–30, decisions to develop AI or take into use AI should also be political, debated in city council this t… in p10.txt 11:2 ¶2, were able to show to a court what they actually capture in p11.txt 11:13 ¶25, have built an easy way for people to appeal fine in p11.txt 13:1 ¶1, contestations do not only originate with citizens, but also with city council in p13.txt 13:2 ¶2, political preferences are encoded in business rules in p13.txt 13:3 ¶3, IT systems are not revised once a new government is installed in p13.txt 13:5 ¶5, ombudsman can be a mechanism for identifying flaws in p13.txt 13:6 ¶6, systems should be reviewed in light of changing context (political, legal) in p13.txt 14:4 ¶4, substantive complaints are handled with appeals procedure in p14.txt 14:5 ¶5, other feedback loop is from changes to regulations, review how system should be updated accordingly in p14.txt 14:11 ¶11, existing complaints procedure is limiting and not user-friendly in p14.txt 14:12 ¶12, alternative procedures could add something in p14.txt 14:13 ¶13, alternative dispute resolution mechanisms are recognized as desirable but still merely an innovation… in p14.txt 14:14 ¶14–17, they do call people who have started a appeals procedure make them feel heard find an alternative so… in p14.txt 14:15 ¶18, bike tool (``fietstool'') is aimed at keeping people out of formal appeals procedure in p14.txt 14:16 ¶19, city also performs a mediation-like role in a digital space when citizens have a conflict about e.g.… in p14.txt 14:17 ¶20, limited attention in non-legal parts of org to integrate conflict resolution into service operations… in p14.txt 14:18 ¶21–22, would require closer collab between execution and legal ``if we think about this together as a team,… in p14.txt 15:7 ¶7, council and executive board are monitoring digital development in p15.txt 15:9 ¶9, policy frameworks is how legislature shapes system development by executive in p15.txt 15:12 ¶12, for individual grievances existing complaint, object and appeal procedures should also work for algo… in p15.txt 33:11 ¶21, Their own experience of a client council is that despite making an effort to explain things to them… in p16.txt 33:18 ¶33, National and local policy frameworks can conflict with each other. The local executive commissions a… in p16.txt 34:1 ¶33, In any case respondent wants to have an independent audit of blurring service because trust in gover… in p17.txt 34:11 ¶21, Innovation projects mostly happen upon request from "internal clients". Those execute policy set by… in p17.txt

○ democratic embedding: democratic control

Quotations:

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○ democratic embedding: dispute resolution

Quotations:

3:6 ¶12, current appeals procedure is stressful because you are made to feel like a criminal in p3.txt 10:5 ¶5, should align with existing mechanisms -- complaints procedure and if that does not work ombudsman in p10.txt 10:7 ¶8–9, other mechanism is object to decisions this is the formal legal procedure ``bezwaar/beroep'' in p10.txt 10:8 ¶10, objection committee needs to have knowledge and information to evaluate role of algorithms in object… in p10.txt 10:9 ¶11–13, case file should include all relevant information about algorithm that was used: ``But what you see… in p10.txt 10:16 ¶21–22, individual complaints should lead to system changes if necessary in addition to individual redress o… in p10.txt 11:13 ¶25, have built an easy way for people to appeal fine in p11.txt 14:4 ¶4, substantive complaints are handled with appeals procedure in p14.txt 14:11 ¶11, existing complaints procedure is limiting and not user-friendly in p14.txt 14:12 ¶12, alternative procedures could add something in p14.txt 14:13 ¶13, alternative dispute resolution mechanisms are recognized as desirable but still merely an innovation… in p14.txt 14:14 ¶14–17, they do call people who have started a appeals procedure make them feel heard find an alternative so… in p14.txt 14:15 ¶18, bike tool (``fietstool'') is aimed at keeping people out of formal appeals procedure in p14.txt 14:16 ¶19, city also performs a mediation-like role in a digital space when citizens have a conflict about e.g.… in p14.txt 14:17 ¶20, limited attention in non-legal parts of org to integrate conflict resolution into service operations… in p14.txt 14:18 ¶21–22, would require closer collab between execution and legal ``if we think about this together as a team,… in p14.txt 15:12 ¶12, for individual grievances existing complaint, object and appeal procedures should also work for algo… in p15.txt

○ democratic embedding: external oversight

Quotations:

2:6 ¶7–9, review by CPA: proportionality mitigating risks in p2.txt 3:11 ¶24, collaboration between research and government that is constructive in p3.txt 5:4 ¶7, there is external oversight from audit offices, but internal review is limited in p5.txt 6:8 ¶10, external review requires expertise as well, hiring people is hard in p6.txt 6:9 ¶11, focus of external auditors tends to be legal in p6.txt 7:4 ¶10–12, example: participation council (Participatieraad) consultation on use of AI by Work Participation an… in p7.txt 7:18 ¶26, setting up an internal auditing team in p7.txt 7:20 ¶30–32, record variables that significantly impact a model prediction in client file if it receives a ruling… in p7.txt 10:5 ¶5, should align with existing mechanisms -- complaints procedure and if that does not work ombudsman in p10.txt 10:6 ¶6–7, reporting point for chain errors (``meldpunt voor keten fouten") incident driven in p10.txt 10:14 ¶19, also make use of external commission CPA -- when personal data is processed or a system is high risk… in p10.txt 10:18 ¶27–28, still, would be hard to get citizens to participate on equal footing and representatively this is wh… in p10.txt 11:2 ¶2, were able to show to a court what they actually capture in p11.txt 13:5 ¶5, ombudsman can be a mechanism for identifying flaws in p13.txt 33:11 ¶21, Their own experience of a client council is that despite making an effort to explain things to them… in p16.txt 34:1 ¶33, In any case respondent wants to have an independent audit of blurring service because trust in gover… in p17.txt