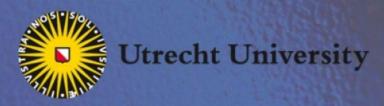# EXPLORING THE RABBIT HOLE OF
DIGITAL RIGHTS

A QUALITATIVE ANALYSIS OF DEFINITIONS AND APPROACHES WITHIN THE CITIES COALITION FOR DIGITAL RIGHTS

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Abstract

Digital rights, the digital implementation of human rights in our modernising world, are on the eve of global application. To ensure proper embedding within international municipalities, the Cities Coalition for Digital Rights wishes to define and analyse the vision and structures that surround this technological topic. After analysing a series of interviews and documents, a tool is created to allow cities to evaluate their positioning on implementing these digital rights. Additionally, advice and other points of interest are shared to complement the overview of data as discovered through qualitive research.

Acknowledgements

Utrecht University

Index

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Introduction

In the course of the last century, our daily lives have become increasingly focused on the foundations on which we can build our human well-being. These days, the private sector, citizens and governments are all expected to safeguard the human rights that were defined in order to ensure protection as well as quality of life. In the year 2021, we find ourselves in the middle of rapid change. The arrival of the internet and ever smarter software provides both opportunities and challenges, as people strive to give direction to the world.

In 2018, cities from across the globe joined forces in order to advocate for human rights in the digital space: digital rights. The shared network between these cities is the Cities Coalition for Digital Rights (CC4DR or CCDR). While the Coalition is in an early stage of development, its members are motivated to make progress when it comes to ensuring the protection of these digital rights. Its members aim to achieve both an international as well as a local approach to taking into account five principles that aim to protect the digital interests of civilians.

While the need for this Coalition in today's society is easily understood, the novelty of this area means digital rights lack a clear definition, currently being a concept that is used and understood differently by different people and cities. Digital rights are currently a rabbit hole of different ideas, concepts and perspectives that has yet to be explored. This research aims to explore and chart this, paving the way for a clear definition of digital rights which takes into account all these perspectives and the context in which they are maintained.

In this research report, we attempt to create unity and common understanding by shaping a potential (set of) definition(s) that can be utilised by the CC4DR as a whole. A definition of digital rights is assumed to have implications on how they are implemented in organisations such as local governments. To help the Coalition improve upon both the internal and external support for their cause to define digital rights and explore their implications on organisational embedding, research is needed. This research allows us to find out how the CC4DR envisions digital rights from within the context of their members. To put it concretely:

"How do members of the CC4DR define digital rights based on their respective context?"

The societal relevance of this research is translated into the ability of the CC4DR to make use of its results; a shared definition and its implications for the organisation of digital rights could help solidify and chart their goals. Given the early stage of development in which the Coalition finds itself, the outcome of this research could also be used to draw attention to their cause of embedding digital rights within society. More members may be inclined to become involved in CC4DR, which in turn will help the development of digital rights as being part of the policy-making process. When the outcome of this research is taken into account by the CC4DR, the network can continue their work on a triad of levels. On an internal level, it will foster the debate concerning digital rights, as a newly solidified concept is expected to open new doors for dialogue. Nationally, the term 'digital right(s)' will take on more gravity as it becomes uniformly used by the Coalition. On a more local scale, citizens will be given a sense of awareness, as digital environments become less ambiguous due to clearly defining how users can be taken out of harm's way. The CC4DR believes that whenever technology is being developed, other aspects of society - such as the creation of policy - should develop as well.

Concerning the scientific relevance of this research, the outcome will aid in charting the early concept of 'digital rights'. Newly-existing technological achievements such as those surrounding digital environments, are often yet to be properly analysed. Especially the protection of those that make use of said environments is a topic that nurtures much discussion, but furthers little concrete interpretations. Therefore, we aim to lift the veil and open new gateways for future researchers.

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Literature study

The literature study explores and critically analyses previous academic and non-academic work done in fields relating to the subject matter of the research. Since this research revolves around the matter of digital rights and how to define them, definitions of digital rights will be the subject of this literature study.

Human rights

To ensure quality of life and prevent society from dehumanising, a declaration of human rights was drafted long before people even thought of the upcoming digitalisation (United Nations, 2020). In 1948, the first declaration had been accepted, leading to a manifestation of focus and newly written criteria for world leaders. This, however, does not take into account the rapid modernisation leading to new technologies such as the internet. To ensure the enforceability of these rights, even on the internet, there can be attempts to translate human rights into a more digital context. For some rights, this can be done fairly easily; the right to privacy (article 12, United Nations, 2020). For others, such as the right to be recognised as a human being, it becomes fairly harder to enforce digitally (article 6, United Nations, 2020). Many different laws tend to handle these digital human rights differently, causing a lack of uniformity. The 2003 World Summit on the Information Society (WSIS) was the first to acknowledge the need for a shared understanding of how human rights could be properly translated into a modern society (Mathiesen, 2014). This, in turn, inspired advocacy parties to not only translate, but to create. The Cities Coalition for Digital Rights was created in 2018 with the common goal of shaping a set of defined human rights that applied to the digital world directly: digital rights (CC4DR, n.d.).

Digital rights

The field of digital rights is a relatively new and rapidly changing one. Each and every day, more and more people all around the globe become more involved on the internet and government actors use more and more technologies and algorithms as they enact their various policies (Goggin et al, 2017). The way in which academics and non-academics define digital rights has therefore also changed and is changing: as time goes on, the digital rights space seems to become ever bigger and more complex.

Reventlow (2017) attempts to form a definition for digital rights and by stating that digital rights are the lawful human rights for citizens, that should allow them to make public, use, and obtain access to digital information through various digital devices and platforms. The idea is echoed by Hutt (2015), as she also argues that digital rights are the equivalent of human rights, only applied to a digital context. Reventlow adds that if there ever was a divide between digital rights and human rights, it has disappeared. However, she does not mention, at least explicitly, data collection by various governmental and non-governmental actors, privacy, and internet security, which, as we will see, the Coalition does consider an integral part of the concept of digital rights.

Daskal (2018) analysed various documents, primarily the 2014 Internet Rights and Principles Charter (IRPC), and states that these documents 'have revealed a loose tripartite division of [digital] rights: the right to access [the internet], the right of freedom of speech, and the right to privacy'. The right to access the internet includes the right of freedom from censorship. The right to freedom of speech can only be restricted if this is needed to respect rights of others, such as national security and public health. The same goes for the right to privacy, which includes the right to digital security, the right of freedom from surveillance and the right to transparency with regard to the handling of one's data.

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The Coalition casts an even wider net. In its declaration (CC4DR, n.d.) the Coalition mentions 'five evolving principles' that it is committed to following, those being:

1. Universal and equal access to the internet, and digital literacy
2. Privacy, data protection and security
3. Transparency, accountability, and non-discrimination of data, content and algorithms
4. Participatory Democracy, diversity and inclusion
5. Open and ethical digital service standards

When compared to Daskal (2018), the Coalition's first principle matches Daskal's 'access to the internet', although the Coalition mentions not just one's access to information when on the internet, but also the financial ability to get on the internet in the first place: the internet and digital services should not just be accessible, but affordable as well (CC4DR, n.d.). The last point is about digital literacy. To be able to keep up in the digitally connected world, one needs some technological knowhow. However, digital inequity is a reality (Van Deursen, Van Dijk & Peter, 2015, p. 259; Ono & Zavodny, 2007, p. 1136; Hargittai & Hinnant, 2008, p. 602). Digital literacy is very closely linked to the topic of accessibility, as digital literacy refers to the ability to manage digital tools (Pangrazio & Sefton-Green, 2021, pp. 20-21). The combination of the importance of accessibility and digital literacy is thus more comprehensive and is a response to a larger issue in the digital context. The CC4DR therefore demonstrates in its first principle that it recognises this problem and wants to reduce it.

The Coalition's second principle matches Daskal's third, but the third, fourth, and fifth principles don't match one on one. The Coalition's third principle handles citizens' ability to gain an insight into the systems that impact their lives, as well as the protection from "*unfair, biased or discriminatory systems*" (CC4DR, n.d.). Daskal (2018) mentions freedom from surveillance and from censoring systems in her "*access to the internet*" and mentions "*the right to control over personal data collection, retention, processing, disposal, or disclosure*", so both the Coalition and Daskal see these concepts as belonging to digital rights. But where Daskal does not talk about transparency and accountability, other authors do. Cooper and Owen (2017), for example, argue that accountability is an important way of measuring actions by comparing the hopes and demands with the actual actions of the actor so that the actor can be held responsible. An important condition for this accountability is transparency. After all, transparency is about providing insight into actions (Rawlins, 2008, p. 79) and this transparency enables stakeholders to hold the actor accountable (Fenster, 2005, p. 934). Where Daskal does not or barely addresses these aspects, the CC4DR recognises in the third principle the importance and the way in which both elements interact with each other in addition to the other elements in the principle. Following the accounts mentioned above, this principle showcases - more than the other principles - the relationship between both the government and the people. This urge for transparency has not only changed in time, but can also vary based on culture (Halachmi & Greiling, 2013). Halachmi and Greiling (2013) claim that while the call for transparency is justified through the growth of technology, there has yet to be maintained some form of secrecy. Based on organisational culture, a government may or may not be willing to run an administration based on owned theories and models. There may even be a point where a government ceases to function properly when openness and transparency have gone too far (Halachmi & Greiling, 2013). Of course, this appears to be a balancing act in which governmental trust seems key to discern the amount of transparency needed by the public.

When it comes to the Coalition's fourth principle, on participatory democracy, diversity and inclusion, Daskal (2018) states that the right to freedom of speech is essential for a functioning modern democracy, and discusses, as has been mentioned before, the right to access to the internet. She does not, however, address diversity and inclusion on the internet, or the inequality and the digital divide. Other authors, however, do discuss the importance of digital diversity and inclusion. Mihelj et al. (2019, pp. 1465-1469), for one, describe digital diversity in

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the light of the digital divide. This divide is said to be a consequence of unequal opportunities for people to participate in a digital context, which translates into poor digital inclusion (Helsper, 2008, pp. 12-14). Thus, the Coalition has a broader, more comprehensive definition of this aspect of digital rights.

Lastly, the fifth principle is where the CC4DR and Daskal really differ in their understanding of digital rights. The principle handles 'open and ethical digital service standards' (CC4DR, n.d.). This principle includes citizens' possibility to choose which technologies they want to use and the right for citizens to be treated in a transparent and ethical way when interacting with these services. Daskal does not mention any of this, possibly because this principle is very focused on the (municipal) government-citizen interaction, while Daskal speaks about digital rights in a wider context.

As we have seen, different perspectives on digital rights exist within the academic and non-academic world. Reventlow (2017) offered a very narrow definition that only handled citizens' access to information and their ability to share it. Daskal's (2018) was broader and included aspects about citizens' data that is collected and handled. The Coalition's definition of digital rights was the most comprehensive and has a distinct focus on digital rights in the context of the relationship between citizens and their (municipal) governments.

Methodology

Philosophical positioning/Scientific Approach
Given the nature of qualitative research and the diversity of the CC4DR, a postmodernist approach is the most feasible for answering our research question. This research is built predominantly around the perspectives given by the members of the Coalition and their respective context, as it aims to uncover the effect of said context and consequent definitions (Duberly & Cassell, 2012). Contrary to that, postmodernism rejects dogmatic theory and other staunch fundamentals as being quintessential for understanding CC4DR perspectives. Furthermore, postmodernist research allows us to chart the context of our respondents and focus on how their environments influence the results of their respective interviews (Duberly & Cassell, 2012).

We will attempt to mitigate the analysis to properly take into account the diversity of the respondents and their contexts in order to preserve poignance in answering our research question. This will leave us with a flexible approach that predominantly allows for understanding how respondents look at digital rights whilst keeping an eye out for potential parallels among them. Knowing this, we will opt for a method of research that is in line with extracting as much information as possible, without holding assumptions on the mechanics of the respondents and their visions.

Method
Qualitative research distinguishes itself mainly by being concerned with words as opposed to numbers (Bryman, 2016, p. 374). This affects methodology significantly. One noteworthy research method which is also used primarily in this research is interviewing. Given that this research mostly consists of charting the effect of how digital rights are defined and understood, it is crucial to discover how members of the Coalition are currently defining digital rights, and how this reflects on the implementation of measures to uphold these rights. Through the academic process of triangulation, the method of data analysis through use of different instruments, quality of data will be ensured. A threesome of data-collecting instruments will be pivotal to conducting our research; a series of 15 interviews, a document-analysis and a relevant observation will help focus the research. Interviewing member-cities of the CC4DR will be instrumental in providing insights on the definition and implementation of digital rights within a city's respective context. Other than that, shared documents containing information on

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the enforce- and assessment of digital rights within CC4DR municipalities will greatly increase credibility.

The majority of the interviews will follow the same template, given that they are primarily aimed at acquiring the same information: the way members of the Coalition define and uphold digital rights in regards to their respective contexts. For this reason, the majority of these interviews will be *semi-structured interviews*. This means these interviews will all be similar in context of questioning but offer latitude for further questions in response to replies given by interviewees (Bryman, 2016, p. 201). This enables acquiring information while also taking into account the wildly varying context and culture of respondents.

These interviews will chart the context of the different Coalition members and how this affects their definition of digital rights. Given that the Coalition has built its organisation around 5 principles, it is expected that this definition is based on these 5 principles. These principles are the following (CC4DR, n.d., *Declaration*):

1. Universal and equal access to the internet, and digital literacy
2. Privacy, data protection and security
3. Transparency, accountability, and non-discrimination of data, content, and algorithms
4. Participatory democracy, diversity and inclusion
5. Open and ethical digital service standards

In this research we assume that Coalition members have at least some level of affinity with the CC4DR's five principles, although it is possible that they prioritise them differently. Given that the five principles were given structure by the CC4DR, it is highly likely that their members would at least uphold one of five, and probably more. Depending on the governmental context of a member of the CC4DR, they might favour one type of principle over the other. The interviews are expected to provide insights on which of the five principles are dominant, and to what extent. The outcomes of the different interviews will be sorted into a textual overview of (dis)similarities between respondents in relation to their respective contexts.

Respondents

For this research project we've interviewed around 20 respondents from 14 cities around the world. We were brought in contact with these respondents by the City of Amsterdam. All respondents worked in their countries' local government (e.g. the mayor's office, a department of the municipality) and were involved to some degree with the Coalition. Respondents had jobs in areas like the IT, digital services or innovation departments. The amount of time respondents spent per week working on Coalition matters varied, with some spending time primarily or solely on the Coalition and others doing a lot of things not directly related to the Coalition.

It is important to note that the Coalition has 48 member cities, and we have interviewed fourteen. It is therefore possible that there are things we have missed because we haven't interviewed all cities. We would also like to note that we have only interviewed one, two, or three respondents per city. The question could be asked therefore whether these employees are entirely representative of their city. Particularly because some of these respondents didn't have a managing or coördinating role, it is possible that respondents were focused on their expertise and line of work and thus didn't paint the full picture for their city.

Another point of note is the type of respondents that we have interviewed. We have interviewed those respondents who have responded to our invitation via email. As such, a risk exists that the more active members of the CC4DR have responded and have been interviewed. This might lead to results from our sample that might have some bias towards the

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more active members, if such a bias exists. Interviewing all respondents would be the easiest way to combat this risk.

Analysis of the interviews
After cross-examining the relevance Coalition members attribute to the different principles, the way they envision digital rights and the method of municipal embedding, there should be adequate information to explore (dis)similarities between different Coalition members and the definitions they use. Additionally, the interviews will have uncovered contextual explanations for differences and similarities regarding the definitions and the principles that are dominant in these definitions. Any information that stands out or bears importance in relation to the context or the CC4DR itself, will be evaluated accordingly.

As such, these interviews will enable us to not only chart the definitions given to digital rights by different Coalition members, but also provide insight into why these definitions differ. This will help us and the Coalition understand how digital rights are defined in their respective context and how common ground can be found.

Given the importance of comprehending the data, the anonymised profiles can be categorised in a number of distinguishable vignettes that characterise the different approaches to digital rights within the Coalition itself. Through coding the gathered data, information can be clustered based on internal relevance and/or resemblance. These clusters are formed through axial coding.

We have chosen to form vignettes because they allow for an overview on any different perspectives and solutions that go with the implementation of digital rights by members of the CC4DR. Also, we were tasked with finding common ground between the respective members. The use of vignettes will even make for an organised approach to compare member cities to each other. This method of data-analysis is aimed at understanding the dynamics of CC4DR members within their respective context in a way that is also meaningful in comparison to others.

Analysis of documents and observations
In addition to the interviews, we will also be analysing documents and making observations. Given the coronavirus pandemic and the fact that the Coalition is an international one, we have not been able to attend any in-person meetings of the Coalition or its member cities. As such, we have analysed five pieces of video material instead. These pieces are all related to the broader digital rights space or the Coalition itself, but we have not used these observations in any meaningful way going forward with this research.

As for the document analysis, we've treated the documents as if they were interviews: we've coded them and as such they are included in the code overview. This makes the code overview more comprehensive and as such more precise. The documents used are included in the literature list.

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Quality criteria

Two qualities that all quantitative research in the social sciences should possess are validity and reliability. Reliability means that a study should be designed in such a way that it yields repeatable results (Bryman, 2016, p. 41). A certain measure should be stable and consistent over time: a questionnaire that gives inconsistent results makes for an unreliable measure, and thus an unreliable study. Validity concerns the integrity of the conclusions that are reached in research (Bryman, 2016, p. 41). For instance, *measurement validity* means that if the aforementioned questionnaire is supposed to measure aggression, but instead measures anger, it might well be reliable but it's not valid.

There are differences between quantitative and qualitative research, however. As has been argued earlier, qualitative research - such as this work - revolves around verbal data collection, contrary to the use of statistics and numerals. Numeral measuring is simply not something that is common in qualitative research, meaning that measurement validity might not be a very relevant concept in the qualitative context, given the diverse nature of the data collected.

How, then, do we make sure this research is of high quality, if the aforementioned concepts can't be used? According to Bryman (2016, p. 383-386), two alternative criteria were developed by Lincoln & Guba (1985) and Guba & Lincoln (1994): trustworthiness and authenticity. We will use these criteria to assess our research, because these criteria have a better fit, since they have been developed with qualitative research in mind.

Trustworthiness

The criterion *trustworthiness* is, in turn, made up of four criteria: credibility, transferability, dependability, and confirmability. They correspond to (in order) the following criteria of validity in quantitative research: internal validity, external validity, reliability, and objectivity (Bryman, 2016, p. 384). We will discuss them below.

Credibility, which parallels internal validity, concerns how acceptable the researchers' findings are to the respondents. Credibility can be achieved by carrying out the research (in this case the interviews) according to the principles of good practice and by making sure that the conclusions reached about the respondents' social world(view) are correct (Bryman, 2016, p. 385).

Transferability, which parallels external validity, means that qualitative researchers should produce very rich accounts of the social world that they are studying (Bryman, 2016, p. 384). Because qualitative conclusions often only work within the context of the social world that is being studied, a very rich or thick conclusion should be produced, to maximise the chance of conclusions being useful for other researchers. This is particularly visible in this research, as extra attention is given to providing so-called "*thick descriptions*'' (Bryman, 2016, p. 384). These thick descriptions are pursued by deliberately preparing interview questions concerning context. This allows the social world to be mapped as well as is possible in this particular research.

With the concept dependability, which parallels reliability, Lincoln and Guba (1985, in: Bryman, 2016, p. 385), propose that qualitative researchers should keep as complete a record of their work as possible, and to ask other researchers to 'audit' their work to make sure it is of sufficient quality. Here, Bryman (2016) argues that this is very demanding work for both the auditors and the researchers. We agree and so we will not be following such a path: instead, we have our lecturer, dr. Sander Kramer, who will provide feedback.

Lastly, confirmability, which parallels objectivity, calls for the researchers to act in good faith, and not to let personal values impact, at least not substantially, the research project (Bryman, 2016, p. 386). We agree, and as such will make sure to stay as objective as possible during the research project. We do, however, acknowledge that the expected difference concerning context between respondents could provide a minor threat to objectivity. It can be expected that we as researchers identify with certain cultures and corresponding contexts

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more than others. We do believe, however, that by acknowledging this risk and being aware of it we can prevent this from threatening the objectivity and confirmability of this research.

Authenticity

After trustworthiness, Guba & Lincoln and Lincoln & Guba (in: Bryman, 2016) propose a second criterion: authenticity. Bryman (2016) argues that this criterion has not been very influential and is controversial. However, to ensure that stakeholder input is thoroughly and extensively considered in the data, Symon and Cassell (2012) advocate for authenticity as being a vital part of qualitative inquiry. As such, we will use this concept to ensure both the quality of our research project and the fairness with which our respondents' views are being translated into our results. In order to ensure ethical consideration of our respondents, Symon and Cassell put forward eight standards of authentic inquiry that we will implement in our method of data collection (Symon and Cassell, 2012, pp. 208-209):

1. The standards set by the relevant inquiry community (e.g. publication guidelines).
2. The standard of positionality, wherein the stance of the researcher is explicitly acknowledged.
3. The standard of community, wherein the research addresses and serves the community in which it was carried out.
4. The standard of voice, wherein the research gives voice to the participants, including multiple and conflicting views.
5. The standard of critical subjectivity, wherein the researcher engages in reflexivity and seeks self transformation through the research.
6. The standard of reciprocity, wherein there is mutuality between the researcher and the research participants.
7. The standard of relationship, wherein the research respects the collaborativeness of the research.
8. The standard of sharing, wherein the researcher shares the rewards of the research within the participants.

These are the eight standards that the theory provides, but a more direct approach to authenticity can be taken concerning our research. As explained in detail above, authenticity is mainly about the impact the research has in practice and on those involved (Kramer, 2021). The intended impact of this research is to provide the Coalition with a tool to measure and compare cities and their approaches to digital rights. This is achieved by not only creating this tool but also presenting it and its advantages to the Coalition. This presentation will be done in a webinar, hosted by the Coalition. This webinar will be attended by representatives of the different city members. The webinar gives us the opportunity to promote our research and providing the Coalition with the insights to use our research, thus achieving impact and authenticity.

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Results
Axial coding

In order to categorize the data found through the process of triangulation (document-analysis, conducting interviews and observation), we strive to understand and give meaning to discovered information. Relevant data has been translated into open codes, which have been sorted in a multitude of axial codes. By creating eleven axial codes, we can clearly differentiate information while defining its analytical worth. This allows for an overview based on relevance and theme in order for us to strive towards an inclusive and comprehensive conclusion.

The axial codes that were used for labeling all open codes refer to questions and themes that were assessed during the different interviews. These were in turn based upon relevant and actual dynamics as forwarded by the CC4DR and any additional information from documents they chose to share.

1. **Agendasetting**
   The overarching themes of hierarchy and priority in relation to the implementation of digital rights and the five principles. Coalition members refer to the topic of agenda setting as being crucial to the broader implementation of digital rights. Given the early stage of international attention on the subject, digital rights can benefit from uniformity in their method of implementation and organisational embedding. The five principles are often treated differently among Coalition members, ranging from a specific view to a more hierarchy-based approach. Logically, the five principles are prioritised differently within different Coalition cities, albeit through nuance. The general approach to the principles as a whole, however, is regarded with large similarities by many of the Coalition members. When taking into account the necessity of shaping a definition and relevant organisational embedding, the variant philosophies on ordering the principles will prove quintessential for understanding ulterior motives. The city of Amsterdam, for instance, regards implementing the principles as through a hierarchy of needs in which their 'base necessities' such as accessibility and literacy gain priority over other principles.

   "*Once a level playing field is created, we can go to freedom and inclusion by being accountable and transparent.*"

   A different approach to creating a city's agenda is to specialise on certain principles, rather than focussing on the entirety of the list. These cities focus on the prime needs of their communities and adjust their municipal policies accordingly. A good 'fit' is most important to cities like Bordeaux, who only acknowledge one or two themes to be especially relevant to their municipal context.

   A third way of setting a digital rights agenda is through the means of generalising the Coalition principles. By perceiving all five principles as being of similar importance, a more level development is nurtured in which all themes are regarded equally. The cities of Portland and Toronto showcase such an approach by accentuating the need for all themes to be implemented simultaneously.

Utrecht University

2.   Civil communication

The collective of efforts of contact between the municipalities and their respective residents with regard to citizen demands for digital rights. Coalition members regard contact with their residents as being of high importance, albeit through different means. While all celebrate the public as their prime motivator, there are two clear approaches to civil communication based on different Coalition views. The city of Austin brings to mind the first method of civil communication that can be considered to be 'top-down'. They believe that citizens should be protected from themselves and that the (local) government is able to offer said protection. Newly implemented policies will require support from residents rather than direct coöperation and are ideally developed by a small group of technical experts. This way, digital rights are believed to be brought into life through overview and expertise. Although this top-down approach does listen to public feedback, the technical staff will have the deciding vote when it comes to what is best for the city.

A second clear approach to civil communication is the 'bottom-up' that cities like Tirana and San Antonio suggested. In this approach, the public is not only a prime motivator, but also a think tank that is constantly being used for development purposes. Communication is aimed at the careful extraction of information such as wishes and needs in order to shape digital policy in the image of public demand. The primate of power is removed from the technical staff in order to prevent an 'elitist' view. This would allow for the populace to be more engaged with the themes surrounding digital rights as they too hold the power to understand and even change the internet.

Document analysis brought to light the necessity for shaping digital communities and building towards a durable public participation (IWLS, 2012). This call for empowerment ties in directly with the fourth and fifth principles of the Coalition, paving the road for sustainable feedback that is able to shape future digital policy.

"*Because actually the broader public doesn't necessarily have the same views on many of these topics. And that can be the case where academic experts are actually not completely aligned with what community folks may think about particular topics. And political advocacy organizations may not actually sort of represent the entire city or the entire public and so on and so forth.*"

3.   Contextual influences

The entirety of relevant context influencing the process of shaping, enforcing and evaluating the manifestation of digital rights within a specific municipality. Contextual influences can make for different fields of policy within municipalities that share a similar organisational system. More often than not, a city's needs are fueled by the external influences that it has to deal with. A city such as Austin experiences societal questions brought forward through the effects of policies from the 1930's. The city of San Antonio has to deal with a large population growth, causing its priorities to shift from one topic to another. For instance, rather than focusing on digital democracy, San Antonio first has to provide their rapidly growing population with the means to access and understand the internet. Not only does this reflect their context, but also their hierarchist stance on the theme of 'agenda setting'. Usually, factors such as money and organisational support make for completely different contexts, for they enable cities to develop themselves. The city of New York is capable of feats far more extensive than a city with less (financial) resources would be. These contextual factors help shape the position in which Coalition members are in; some may be more developed than others,

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while some are just at the foot of their advancement. This diversity based on advancement is important to the interaction between members, given the Coalition's function as a platform for discussion.

"The city has around a dozen official languages that are beyond just English and Spanish, which are the big two. And they're quite complicated languages, non Roman alphabet and other things like that. The city also offers things like telephonic interpretation. In one hundred languages. You can call the city in a hundred different languages. So between this, the lack of Internet, the sort of very diverse ethnic backgrounds that people have, the broad range of income and class levels and so on and so forth, this is a very complicated thing to manage."

4. **Definition of digital rights**

The envisioned philosophy as to what digital rights were, are and should be. All respondent cities offered a different definition of how they choose to look at the digital rights, albeit with the necessary nuance. Again, as with all themes, context plays a role in how a city picks a definition to suit their needs. In a city such as Austin, where ethnic segregation has been an issue for the last century, the definition of digital rights appears less clinical and far more subjective, as if declaring a search for equality. Helsinki brings forward an approach that is more tied-into the existence of human rights; they simply define digital rights as being digital human rights. All cities, no matter the context, seem to want the definition to fit their current situation. This collective call for adaptability is leading for our approach in researching said definition; flexibility is chosen over a staunch and rigid understanding of how digital rights should be created and enforced.

"If there was to be a universal definition it should be composed of the five principles, provided this definition remains adaptable to deal with the volatility of the situation."

5. **Dynamics within CC4DR**

The aggregated feedback aimed at interaction between cities within the Coalition and their interaction with regard to the CC4DR itself. In an attempt to measure contentment with joining the Coalition, we asked cities about how they experience the internal dynamics. Many cities claim to have had their work on digital rights elevated after becoming part of the Cities Coalition for Digital Rights. While some cities such as Austin and Montreal only acknowledged the Coalition as being a catalyst for existing development, other cities such as Leipzig were beginning from scratch, but eager to follow Coalition examples. Bordeaux, among others, accentuates the benefits of regular physical meetings, now hindered by the covid-19 pandemic. This opportunity to engage in a live dialogue is acknowledged to have been invaluable to the Coalition members in the past. The city of New York adds to this remark by stating that they helped set up a series of very effective training sessions aimed at creating protocols out of concepts of the five principles. The city of San Antonio believes that the Coalition can achieve uniformity and quality of organisation only through concrete and thought-out action, achieved through the above mentioned meetings. It seems that cities get their drive from actual interaction rather than through digital meetings, rulesets or other placeholders. To add to this, the city of Bordeaux also stresses the importance of working together on international laws and policies, for there has been too little tangible work that celebrates the Coalition's effectiveness.

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A second point of criticism stems from the direct development of digital norms and rights; some cities are reluctant to have digital rights become elitist and out of touch with the average citizen. The city of Portland shared the fear of digital rights becoming overly technocratic, while eating away at envisioned democratic values. While the Coalition operates in three layers being: multinational, national and local, cities like Montreal, Portland and Tirana wish for a more people-based approach as well.

While such feedback is valuable in its own right, there seems to be no direct connection to the research question. However, to shed a light on these dynamics is to better understand the Coalition and that may prove crucial in building towards a durable platform. Therefore, we will address these dynamics again later in the report in the form of an advisory addition to the main research.

"*Though digital rights were discussed beforehand, the Coalition provided a platform for exchanging ideas and providing structure and frameworks.*"

6. Embedding within municipal organisation

The information concerning municipal implementation of frameworks for digital rights and their specific locations within local government. Given the different organisational contexts of the Coalition cities, there seems to be no best practice solution to the municipal embedding of digital rights implementation. There is, however, a best practice to be found based on the contingency that cities make use of to fit their policies into their political structures. New York City, for instance, is a very segregated municipality that is largely shattered into different departments. The city of Amsterdam is much more coherent with the local government. While we would not go as far as to say that municipal organisation can be traced back to the cultural differences between Europe and the United States, there seem to be clusters of cities who seem to have some similar approaches to one another. For instance, given that San Antonio, Austin, Portland and NYC all have to deal with the same national government, there are likely similarities to be found in their methods of organising.

Something else that stands out is the diffusion of technological savvy within a municipality. A city such as Barcelona comments on how their IT-department is largely in charge of shaping digital policies, while a city such as San Antonio attempts to bring this knowledge into other departments through training and education. The latter is done through cooperation with local universities and IT-specialists to make sure that other officials have some degree of experience when it comes to either creating or adopting digital rights. There seem to be no concrete drawbacks to either approach as of yet, but there is a lurking threat of digital rights becoming elitist - and even incomprehensible to officials and the public alike - when the primate of power lies solely within the hands of a single party or entity. We found that documentation of the inner workings of the Coalition were initially aimed at making digital power public, rather than having it fade away into exclusivity (Wynne & Cooper, 2007).

"*Building capacity within the local government is just as important as building it externally with the public. So resistance, I would say there really isn't resistance. There's lack of knowledge, lack of awareness. And that can be changed by having real conversations with leadership about these issues. And it can be supported by internal training and opportunities to educate city staff and help them improve their skills, if you will, in terms of their own skills and digital literacy.*"

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7. **Principle 1: Universal and equal access to the internet, and digital literacy.**
   All information concerning the first principle as mentioned earlier in this research. The first CC4DR principle, providing equal and universal access to the internet and improving digital literacy of citizens has been mentioned by all respondents. In many cases, the priority given to this principle was dependent on the socio-economic context of the CC4DR member. Many cities had the opinion that their city is granting all citizens this access to the internet, although several cities stated that they had not realised this yet. The cities that have already provided universal and equal access to their citizens often had relatively wealthy citizens and a relatively low inequality. Universally, respondents noted that providing universal and equal access to the internet is an important goal, or as one respondent summarised: "*People need access to the Internet. End of story.*"

Digital literacy is considered an important aspect of digital rights by cities, yet difficult to realise. A respondent called digital literacy "*(a) framework for security and privacy*". Especially the cities that have progressed further in realising equal access appear to have shifted the focus in their cities to making those citizens digitally literate. Training for adults and education for the youth are the usual means cities use to lecture citizens on this topic. Many cities have expressed some difficulty in educating their citizens. Reaching citizens and approaching them for such training has been made more difficult because of COVID, and initiatives to provide alternative lecture methods are often in a very early stage. Cities that are struggling with providing equal access often also lag behind on the subject of digital literacy, although the wish to educate citizens echoes all through the respondents.

More often than not, cities noted that the other CC4DR principles on digital rights could only be realised when all people have access to the internet in the first place. They consider this principle as a foundation necessary in order to be able to realise all other goals. "*If some citizens can not even access the internet, how can they participate in digital democracy*" was a rhetorical question posed by respondents for example. Cities still struggling with providing equal access often have set this principle as a priority. Meanwhile, cities that have already realised this goal have often moved beyond this principle, or have focussed on improving the digital literacy of their citizens.

Considering the different approaches on the importance of principles, especially on this topic, we have chosen to highlight the prioritisation of principles by cities in our vignettes. These vignettes are based on this position regarding and prioritisation of principles by the CC4DR members.

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8. **Principle 2: Privacy, data protection and security.**
   All information concerning the second principle as mentioned earlier in this research. The second principle concerns the cities' policies on the data of their citizens. There was some variation in importance given to this principle by CC4DR cities. Some cities have ongoing policies, actively trying to protect the information of citizens or even to "*protect citizens from themselves*".

   The more engaged cities on this topic often had policies to ensure a conservative approach when collecting data from citizens, in order to respect their privacy. Many European respondents mentioned the new GDPR law, which has set clear limits for the (local) governments in order to help protect the privacy of the citizens. These cities have welcomed this law and sometimes move beyond GDPR prescriptions: "*we do more than the GDPR prescribes*".

   Cyber security was mentioned less often. Cities mentioning this aspect of this principle pointed at their cyber security programmes, aiming to protect data of citizens from external breaches. Policing technology was often mentioned, as cities said that constant innovation and initiative is necessary to keep the digital security of citizens on a satisfactory level.

9. **Principle 3: Transparency, accountability, and non-discrimination of data, content and algorithms.**
   Open data is the topic that has been brought up many times by respondents when talking about transparency. The cities often invest large amounts of energy in making government data available for the public. Some respondents even have distinguished departments in their municipality, tasked solely with making data public. One respondent said the following about open data: "*So open data. One of the very first questions that we needed to answer was, what is really open and what is not? And that's why we started working on privacy. And that was, I think, one of the key factors, I guess, that really made our program a particularly open data program.*" Cities use transparency to also improve privacy of citizens, by being transparent and giving out data on their functioning. Via this route, accountability can also be achieved. A respondent explained how this works: "*The citizens of *City* want to know what we do so we must be transparent and accountable.*"

Non-discrimination of data, content and algorithms was another topic that is of great interest to many respondents. Algorithm discrimination is recognised as a possible danger by many respondents. A possible solution is the acknowledgement of possible algorithmic biases, and the attempted tackling of those biases. Next to improving algorithms, limiting usage of them was also frequently mentioned. The "*harm potential*" of data could be minimised by the aforementioned transparency and accountability by governments, also on algorithms. Via openness and transparency, not only can discrimination be avoided, some respondents even mentioned another higher goal: "*And that's really the empowerment piece, which is where individuals are able to manage their own data, manage what kinds of organizations can have access, can't have access voting more like community dialogue in virtual spaces through platforms mediated by local government.*" Empowerment of citizens can be achieved, according to some respondents, by a smart, open and transparent usage of data and algorithms.

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10. **Principle 4: Participatory Democracy, diversity and inclusion.**
All information concerning the fourth principle as mentioned earlier in this research. Participatory democracy was often approached as an end goal. Many cities have the opinion that using digital rights in the participatory democracy gives "*Power and responsibility to the user*" and therefore enhances the digital rights of citizens. Just as often mentioned is the difficulty to implement a digital participatory democracy. Setting up regular dialogue between government and citizens has proven to be a challenge. One respondent poignantly summarised these common difficulties: "*Participation is last in line because it is a complex topic, even though you would start with the dialogue before addressing digital issues in an ideal scenario so we strive to improve the consultation between government and citizens in the upcoming years*".

Diversity is both a goal and a contextual factor. Enhancing the presence of all groups in the digital scene is often set as a goal by respondents. Regularly, this diversity is attempted to realise by working on equal access as well as digital inclusion. Especially in cities with more inequality, respondents noted that some groups simply had less access to the digital world. This results in a lack of diversity. Cities believe that by tackling these problems, the desired diversity can be achieved. Diversity has also proven to be a contextual factor for digital rights. Some cities have a more diverse population than others on a wide variety of factors, while others are naturally less diverse. This natural diversity influences the digital diversity without any doubt, as mentioned by our respondents, although the precise effects are not entirely clear.

11. **Principle 5: Open and ethical digital service standards.**
All information concerning the fifth principle as mentioned earlier in this research. Cities concerned with open and ethical digital service standards have often named this principle in combination with one or more other principles. For example: "*And perhaps when we explain the principles to citizens, we tend to give more value to the first four and less value to the fifth one, because it's more one internal thing that says about organizations ethical service standards, but they are tackling different things of importance.*"

It must be noted that this principle was not mentioned a lot by our respondents. The few respondents talking about this topic talked about the usage of open code and free software. By providing this type of government service to citizens digitally, citizens can be approached in a manner that is as open as possible. More broadly, these respondents emphasised the importance of using digital services to citizens that are open and accessible.

On the ethics of service standards, not many respondents have elaborated far. However, cities do think about an ethical way of providing services to their inhabitants. Reaching inclusion by improving the community fit, via the digital government services towards citizens, was for example mentioned by a respondent. The openness of digital service seems to be a more prominent topic for respondents. One respondent noted this as a problem by stating: "*The ethical questions come last at the moment so that is an obstacle and should be changed*".

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The matrix's axles
Through the assessment of the axial coding and respective themes, there are several variables that stand out; how the principles are prioritised, method of civil communication, rate of development on digital rights. Themes surrounding the five principles and the municipal embedding can be captured within the rate of development in order to analyse to what degree a city has developed on the topic of digital rights. When dividing these variables into vision and embedding, the one being based on perspective and the other on the measures taken to bring that perspective into reality, civil communication is hard to type. Therefore, the civil communication is to be divided in both vision and embedding, for civil communication is - in itself - a shared endeavour. That leaves us two separate measures, consisting of all discussed themes, being:

1. The cities' visions on implementing digital rights;
2. The cities' stances on embedding digital rights.

In the next two paragraphs, the two major themes within the Coalition will be discussed, one being the cities' vision and the other the cities' embedding. Both paragraphs consist of three sub-paragraphs. Together, these aspects form a matrix with two axles: the cities' vision and the cities' embedding. For each axis, there are three categories that are discussed and explained in the form of a sub-paragraph. This matrix therefore provides an overview of nine different types of cities within the CC4DR. As a result, the matrix provides an overview of which approach is used per city and with which other cities they have much in common when it comes to addressing digital rights. In the paragraphs below, first the meaning of the axes will be explained, after which each category will be outlined.

The cities' vision
In the interviews, it became clear that not every city approaches digital rights in the same way. Three different visions emerged, which will be discussed in the subparagraphs. Before exploring these three views in more detail, it is important to gain an insight into the overarching theme of the cities' vision. By this we mean that the member cities of the CC4DR either believe that one or a few aspects within the digital rights space should be prioritised ('specialist'), or that all aspects within digital rights should be addressed at the same time and that all aspects are equally important to deal with ('generalist'), or that a member city has an incremental vision on the different aspects within digital rights ('hierarchist'). Here, it will not be argued that one vision is better than the other. What will be explained, however, is per category which characteristics are given to the different visions and which characteristics of the cities result in the placement within a certain category.

Selecting specific aspects of digital rights (Specialist)
This category is characterised by the prioritisation of one or a few elements within the broad term of digital rights. This priority may arise from the great importance that can be given to a principle of the CC4DR, but it may also be the case that a city puts more emphasis on a specific element due to certain contextual influences. The priority can therefore also be seen as a speciality. Thus, when a city is characterised by this specialised vision within digital rights without this priority being the result of an incremental approach, the city fits within this category: specialist.

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Address all digital rights simultaneously (Generalist)
This category is characterised by the idea that every aspect of digital rights is equally important or very intertwined and thus that all aspects deserve attention and time. Within this vision, there is therefore no priority for any element of digital rights or for any of the CC4DR principles. Nor is there an incremental approach. This vision does not mean that a city addresses every aspect of digital rights at the same time, but it does mean that a city believes this is the best approach and that it expresses this view. When a city matches the description of this vision, the city will be included in this category: generalist.

Digital rights as a hierarchy of needs (Hierarchist)
This category is characterised by an incremental view on digital rights. In this view, certain elements within digital rights apply as preconditions for other elements. This may involve the principles of the CC4DR, whereby principles one to four, for example, serve as a pre-condition for principle five, but this does not necessarily have to be the case. The essence of this category is that a city recognises a step-by-step plan within its approach to digital rights that is comparable to Maslow's hierarchy of needs. Each layer of the pyramid forms the condition for the next layer of the pyramid until the top is reached (Pichère & Cadiat, 2015). Here, the pyramid may not consist of food as a basic need, but it is possible that a city sees some principle of the CC4DR as a condition for the next layer of the pyramid. If a similar hierarchy of needs is applicable to the member city, then the city will be included in this category: hierarchist.

The cities' embedding
Besides the differences in vision, the interviews also revealed that not every city is equally advanced in the process of embedding digital rights. From the findings, a three-way split emerges. This three-way split consists of cities that, compared to the other members, are still in the early stages (emerging), cities that have been paying attention to digital rights for some time and are more advanced in transforming vision into policy (progressing), and cities that, compared to the other members, are the most developed in the field of digital rights (advancing). When analysing the large differences in capacity and resources, it is easy to understand why one city already has a much stronger policy within the digital context while another is just starting out. In addition, contextual influences are of course extremely important for the way in which a city can advance in the digital world. Not every city has developed its digital world to the same extent, whether this is due to the government's aloof role in the past, lesser economic prosperity or other priorities within the organisation, any form of action on digital rights is encouraged by the Coalition. It is therefore certainly not desirable to place a value judgement on the three phases within the embedding. However, the classification can be of added value in gaining an overview of what phase each city finds itself in the digital world.

Digital rights as a new phenomenon (Emerging)
This first phase is characterised by the emerging status of digital rights. When a city expresses that it is still at the beginning of the process of digital rights, it can be concluded that digital rights are still a new phenomenon. This also applies when a city has not been a member of CC4DR for very long, or has not yet been able to act on digital issues. It is important to distinguish between the first category and the second. Once a city is clearly implementing digital rights in its policies, it can be seen as a phase two city. If there is no clear implementation and digital rights are a relatively new concept, the city in question will belong to this category: emerging.

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Sustained attention for digital rights (Progressing)
This second phase is characterised by the now established status of digital rights. When this phase has started, it means that a city is no longer entirely new in the digital context, but that there is still plenty of progress to be made. In this phase, digital rights are a well-known concept which also results in policy. The important distinction between this second phase and the next phase is that there are still relatively many areas in which progress can be achieved. When the abovementioned character traits are present, the city in question can be seen as a part of the second category and also of the second phase: progressing.

Digital rights at an advanced stage (Advancing)
This third and final phase is characterised by the great amount of progress that has already been made regarding digital rights. Not only is digital rights a well understood concept, but also a great part of the vision has been translated into concrete policy and almost all elements are represented in it. This does not mean that a city in this final phase is perfect. There is always room for improvement, even in the final phase. However, it is true that the cities which are in the last phase have reached a much more advanced level. In addition to the aforementioned characteristics, an important feature of a phase three city is that it provides help to other cities. This can be in the form of leadership within the Coalition or serving as an example to cities from phase one or two. When these characteristics are present, a city can be seen as a third and final phase city: advancing.

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The Matrix of Digital Rights

Cities Coalition for Digital Rights
Types of city members as defined by vision and implementation of digital rights

		Vision		
		Specialist	**Generalist**	**Hierarchist**
Implementation	**Emerging**	- The city is still in the beginning stages of implementing digital rights - The city is new to the coalition - The city is eager to start implementing digital right policies - The city is looking to put effort into building an organisational embedding for digital rights - One or a few elements concerning digital rights are prioritized - Particular emphasis is put on maintaining certain principles, potentially due to contextual influences	- The city is still in the beginning stages of implementing digital rights - The city is new to the coalition - The city is eager to start implementing digital right policies - The city is looking to put effort into building an organisational embedding for digital rights - All principles and rights are considered equally important - The principles are considered intertwined, making individual pursuit impossible - It might be that not all aspects of digital rights are addressed simultaneously, but none are prioritized	- The city is still in the beginning stages of implementing digital rights - The city is new to the coalition - The city is eager to start implementing digital right policies - The city is looking to put effort into building an organisational embedding for digital rights - Digital rights are regarded incrementally, likened to Maslow's hierarchy of needs - The city considers a step-by-step approach to implementing and maintaining digital rights
	Progressing	- The city has taken several steps in implementing digital rights - Certain policies are in place concerning digital rights - Digital rights have been embedded into the organization - One or a few elements concerning digital rights are prioritized - Particular emphasis is put on maintaining certain principles, potentially due to contextual influences	- The city has taken several steps in implementing digital rights - Certain policies are in place concerning digital rights - Digital rights have been embedded into the organization - All principles and rights are considered equally important - The principles are considered intertwined, making individual pursuit impossible - It might be that not all aspects of digital rights are addressed simultaneously, but none are prioritized	- The city has taken several steps in implementing digital rights - Certain policies are in place concerning digital rights - Digital rights have been embedded into the organization - Digital rights are regarded incrementally, likened to Maslow's hierarchy of needs - The city considers a step-by-step approach to implementing and maintaining digital rights
	Advancing	- The city has taken considerable steps in implementing digital rights - A significant part of the city's vision concerning digital rights has been translated into policy - Digital rights have been embedded into the organization - The city provides help to other cities by taking a leading and exemplary role - One or a few elements concerning digital rights are prioritized - Particular emphasis is put on maintaining certain principles, potentially due to contextual influences	- The city has taken considerable steps in implementing digital rights - A significant part of the city's vision concerning digital rights has been translated into policy - Digital rights have been embedded into the organization - The city provides help to other cities by taking a leading and exemplary role - All principles and rights are considered equally important - The principles are considered intertwined, making individual pursuit impossible - It might be that not all aspects of digital rights are addressed simultaneously, but none are prioritized	- The city has taken considerable steps in implementing digital rights - A significant part of the city's vision concerning digital rights has been translated into policy - The city provides help to other cities by taking a leading and exemplary role - Digital rights are regarded incrementally, likened to Maslow's hierarchy of needs - The city considers a step-by-step approach to implementing and maintaining digital rights

Classification of the cities

To further clarify the way in which the matrix is supposed to be used, several examples will be given. These examples are based on interviews held with representatives of certain city members of the coalition. A wide variety of types was chosen to ensure the examples are sufficient to understand the matrix. Of course, context needs to be taken into account whilst positioning the different cities, for there might be nuance between two cities sharing the same type.

Emerging Specialist

Based on the interview with <u>Milan</u>, we believe this city can be classified as an emerging specialist. It should be noted, however, that the recording of this interview was lost due to the file corrupting before it could be transcribed. As such, this classification is based on notes taken during the interview, which might mean details were lost and this is less accurate.

Milan demonstrates its emerging status in its lack of municipal organisation embedding concerning digital rights. While policies have been created and the city is clearly eager to provide these rights, no formal independent department or something along these lines exists yet to do so. This is mostly due to a lack of funding, at the municipal level, preventing the city from embedding digital rights entirely.

Milan also clearly shows a preference for specialising in certain areas of digital rights. This is not only visible in clear emphasis the city puts on two of these areas: inclusion and education. It is also evident in the advice the representative of Milan would give to other city members of the Coalition. This advice is centered on looking at whether certain principles can be prioritised, showing a specialist approach.

Emerging Generalist

The city of <u>Leipzig</u> provides a good example of the emerging generalist type. The city of Leipzig is still new to the concept of digital rights, having only joined the Coalition very recently. For this reason, the city does not have a lot of policies yet, nor are digital rights properly embedded in the municipality yet: "*Ah, well, quite a new member. We just joined actually a couple of weeks ago. So I think for us, we we we sort of discussed at these topics on mind anyways.*" This makes Leipzig an emerging city.

As became clear in the interview, the city of Leipzig does not currently have any priorities, nor does it specialise in certain principles. However, this is mostly because the city is still too new to the scene to have developed any strategies concerning specialisation: "*I think actually we are not there at the point yet to have like sort of a prioritized digital right list.*" As such, the city is currently a generalist. However, it should be mentioned that the (historical) context in Leipzig might push the city into a different direction eventually: "...*well, this sort of like inclusive approach and the participatory democracy developing projects together with the citizens sort of has a history in Leipzig.*" The historical context in the city created an emphasis on an inclusive and participatory democracy, something that might eventually also push the city into a more specialist direction, emphasising these aspects in the digital dimension as well.

Emerging Hierarchist

The city of <u>Tirana</u> can be seen as an Emerging Hierarchist. The classification of Tirana as an 'emerging' city stems from the fact that digital rights is still a fairly new concept: "*It was measured that only 17 percent of the people know [….] that they're directly protected and they could know what to share on the Internet and how they could share it.*" In addition, little policy has actually been developed and implemented in the digital context: *"We are in the process of beginning to write our innovation strategy like the local agenda."* Tirana can be seen as a hierarchist, as Tirana takes an incremental view on addressing digital rights*: "So my first pillar that I would be the most interested in shaping is transparency, accountability [….] And if we want to have a participatory democracy, we should have transparency first."*

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Tirana considers this approach to be best suited to the city, even though other cities within the CC4DR take a different approach to digital rights: "*Each city has its own development stage and its own understanding of the process. And for me, it's more decent to us to understand our place in the ecosystem as a city and to work upon that. And that's why we don't like to compete with I don't know, like Tokyo or like New York, about which they're working on with artificial intelligence mostly. And we're not at that level like they are. It's not that it's not our priority and it's not our strength.*" The approach taken by Tirana, which may be best suited to its contextual influences, will enable the city to take progressive action in the digital world.

Progressing Specialist
The city of <u>Austin</u> can be seen as a 'Progressing Specialist'. The classification of Austin as a 'progressing' city is the consequence of the reality that Austin still has a lot of room to progress in the digital context: "A*s I said at the beginning of this conversation, that we're not paying as much attention to as we should, that we're very focused on the right to privacy, and sometimes... it's like the individual right." "We need to have that conversation. I'm not saying I know the answer to that, but the transparency piece that we talk about in digital rights is very important to figuring that out."* Both quotes show that positioning as an advancing city is not possible. However, positioning Austin as an emerging city is not feasible either. Austin has actually already created quite a few policies for implementing digital rights in collaboration with the UT of Texas: "*I think the way we ended up distinguishing ourselves, it's related to policy matters." "Austin has recently had a research agreement with UT Austin. So in some ways you could say ahead, we were leading on working with the universities in this case."* In addition, Austin can be seen as a 'specialist', as Austin puts their primary focus on three elements of digital rights; digital access, transparency and privacy: "*We're doing a lot of work around access, digital access." "I guess one of the important parts we do talk about is transparency." "So I think sometimes the focus on our privacy rights is very important."*
The background to this specialised approach may be contextual, such as Austin's relationship with the state of Texas and the federal government: "*The majority, I would say, occur at the federal level. And then there's sort of a state interpretation about how those need to be followed. But again, they're very patchwork and they only exist in certain spaces."* Because of this relationship with the state and federal government, it is quite possible that the specialised approach stems from the gaps in state or federal policy.
The city of Bordeaux is also an example of the progressing specialist, for the data confirms their drive to improve upon an already existing framework for digital rights by setting their sights on specific principles that match their city's needs. As they stated themselves: *"Actually, I'm not sure we were talking about cities and digital rights as formalized reality, but we were already implementing policies in terms of data protection and of data inclusion of people who had difficulties to access the Internet or muster the the skills for having a fulfilling a digital life."* Another quote that reflects on the chosen position for Bordeaux goes into their role as specialist: *"So I will start by that, and when it comes to implementing a project, if the field is too wide, maybe better have one or two big successes in specific fields that will take tons of energy anyway."* This led to Bordeaux being classified as a progressing specialist.

Another example of a progressing specialist can be found when looking at the city of <u>Helsinki</u>. Helsinki has already given considerable thought to the practicalities of implementing policies that are aimed at safeguarding digital rights, especially when it comes to giving certain people the responsibility to do so: "...*we have official politicians, people whose responsibility is that they care about GDPR and the privacy is respected and stuff like that. So for some things we have official positions, we have for the whole city people and every individual has their own people who are responsible for their privacy. And then we have people who are responsible for the accessibility based on law.*" The city also has departments and units specifically created for the digital dimension of policymaking. In this way, Helsinki has made considerable progress in building a municipal system that embeds

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digital rights. However, the city does not have the exemplary role of an advancing city, nor does it have a system that can be considered entirely streamlined, as is visible by the lacking degree of participation: "*We have had this discussion about citizens, about the aspects of those, but not the whole the whole in one piece. We haven't and I don't know if we have that kind of plan.*" However, this lack can be explained primarily by the pandemic bringing attention to other public dimensions, such as healthcare. As such, Helsinki expects to correct this soon enough, already having plans in place.

Helsinki has also made some very clear choices favouring certain areas and principles of digital rights, resulting in them being placed as specialists: "*If there's no trust this, there's no society, I think, in a sense we have a society here. So I think privacy is part of that. And another thing, we need transparency to have some checks on privacy. If we don't have transparency, then we can't know whether we have privacy. So I think those two are the keys.*"

Progressing Generalist
Portland is given the position of progressing generalist, given that they share a similar rate of progress to Bordeaux; they are improving upon existing structures on digital rights. We have decided to type them as generalists due to their desire to treat all principles evenly, rather than focus on specific aspects: *"I was mentioning, oh, come on, it's like a father saying, what is my favorite child? You know, I think all those principles complement each other. I would say, and also because they are a little bit mixed."* Based on comments similar to the statement above, the city of Portland gives very little priority to some principles over others. This does not mean that all principles share a completely similar progress, but that the city strives towards equal progression and division of resources. *"So once we understand what's happening, they're open and inspired. So now we can start thinking about accountability and the risk. And then we can understand whether the biases, for instance, and what kind of discrimination we have in general, who's participating and who's not participating, which may actually lead to four and one, you know, those sort of things."* The city suggests that every principle is intertwined and can be understood through understanding the others as well. This accentuates on the city's need for generalism; according to Portland, all seperate principles offer partial solutions to greater societal questions such as racial bias.

We have also placed the city of Toronto in the progressing generalist category. Toronto is generalist because our respondent said they didn't think there was any kind of prioritisation or hierarchy within the five principles: *"I don't think there is any one priority."* Because of this we have placed the city in the generalist category.

The city has developed, in close collaboration with the community, a digital infrastructure plan. This plan has five principles which closely resemble the Coalition's five principles, but don't mirror them exactly *"but a lot of the same themes are covered".* On top of this, the city has started a free public Wi-Fi project *"to address the digital divide."* Mostly, though, the city has many plans. Our respondent mentioned certain projects they've seen in other CC4DR member cities that they would like to implement in Toronto as well. However, not enough progress has been made to warrant a placement in the 'advancing' category. For this reason the city of Toronto has been placed in the progressing category.

Progressing Hierarchist
The city of Glasgow can be seen as a Progressing Hierarchist. First, why is Glasgow in the 'progressing' stadium and not in the 'emerging' or 'advancing' stadium? Glasgow has already designed and implemented a strategy which addresses digital rights on an economic level and on a societal level: "*But if you read the strategy, it talks about the need to address digital exclusion. It talked about the need for transparency. It talks about the need for ethics and privacy to be at the forefront of our work on digital, et cetera. And so the strategy then sets out, it's got two parts as a part, which is about the economy and society. And there's some specific actions around digital inclusion, skills, connectivity, as well as some that about*

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growing our economy and protecting our economy, for that matter, from digital disruption." The presence of this strategy or policy excludes Glasgow from the 'emerging' stadium, however, Glasgow cannot be seen as an 'advancing' city. An important precondition for the third and most advanced stadium is namely that there is not that much room for improvement in every area of digital rights, but this does not apply to Glasgow. Glasgow has shown that it still wants to make progress in many different domains of digital rights, as demonstrated by the demand for more end-to-end focus: *I think we'd like to see more of a kind of end-to-end focus on digital rights like I've got, but that being recognized more widely across the council and across the city, for that matter.* Now, why is Glasgow a 'hierarchist'? Glasgow can be seen as a hierarchist, as Glasgow sees digital rights as something that requires an incremental approach*: I would probably just put inclusion up as the first one, which it is, actually, in the order." "The second thing we want to achieve is equality and fairness."* Although a fully completed pyramid cannot yet be observed in Glasgow, the presence of an incremental approach is clearly visible, making Glasgow one of the hierarchists. That Glasgow is a progressing hierarchist does not mean, however, that only some aspects of digital rights are dealt with. The importance of an incremental approach is emphasised, but other aspects of digital rights are not neglected: "*But if you read the strategy, it talks about the need to address digital exclusion. It talked about the need for transparency. It talks about the need for ethics and privacy to be at the forefront of our work on digital, et cetera."* Glasgow's approach is also not without reason, contextual influences are the main driving force behind the approach: "*I've highlighted the challenges: although we have a strong, diverse economy, we've got this heritage of our post-industrial background, we've got financial exclusion, health inequalities, etc."* Its position as a progressing hierarchist therefore puts Glasgow in a good position to continue developing as a digital city.

The city of San Antonio can also be classified as a progressing hierarchist. The respondent has said that the process of actively thinking about digital rights has been a recent development: "*So digital rights is fairly new in our organization this past year. I think we've seen most of our developments in digital rights as a consequence of the COVID-19 pandemic and some of the lessons learned for digital governance in that space for the city of San Antonio".* This would imply an emerging status for the city of San Antonio, as the city admits it is still in the early stages of thinking about and applying digital rights. However, the city still qualifies as emerging, because of already present and implemented digital rights policies in the city that show signs that digital rights are relatively established. For example: "*So right now, we have really two main pillars for that. One is our data governance policy, which basically emphasizes privacy, security and exclusivity and access for all the different ways that data flows through our organization."* The implementation of digital rights in the city is, as is common for progressing cities, not perfect and progress is still needed. Especially since many ambitious plans are being worked on and are planned, but are not implemented yet. The digital bill of rights is an example for this: "*And then the other part is the Digital Bill of Rights. So our digital bill of Rights will be a statement to the public that makes our guarantees for almost all of the aspects of the city's Coalition for Digital Rights Declaration (...) So that will be forthcoming in the fall as well."* This is why we list the city of San Antonio as progressing.

The city is also hierarchist. An incremental view on applying digital rights is clearly showing in the vision of San Antonio. Digital inclusion is seen as a foundation right: *"So that's kind of our thinking that the foundation right is digital inclusion and access and then building from there all of those other aspects of the digital rights all the way up to algorithms and all of the stuff."* In addition to that, the city emphasises it's context with significant financial inequality. This inequality has meant that many inhabitants of the city do not have access to the digital world yet. Combatting this via inclusion would then enable the city to fulfill any other digital rights principle: *"I would say we have a very... I mean, our two focus areas really represent the gaps in our community. So as I said earlier, data governance and digital inclusion, these are really our strong focus areas because it's where we see the most need in*

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our community, whereas some other cities are more focused on building digital infrastructure or they're focused on A.I. and procurement. We're just not we're not there yet in San Antonio. So we're kind of starting at sort of those foundations of the pyramid, if you will. And I think that's what distinguishes us right now, is that we're kind of being very strategic about building from the ground floor." Because of this, the city of San Antonio is listed as a hierarchist progressing city in our vignette.

Advancing Specialist
The city of <u>New York</u> is an advancing specialist. First of all, it is very clear to see that the city of New York, as a founding member, has already spent a lot of time and effort into elaborating upon digital rights. The "*relatively new*" offices working on digital rights issues in New York are already multiple years functioning. The embedding of digital rights in the rest of the municipality is already finished and relatively streamlined. Because of this, the city can clearly highlight three separate ways in which digital rights are being reinforced: "*I would say that there are three ways that digital rights come in. One is in sort of explicit policy making around sensitive technologies or whatever. A second is more technical. So, you know, you're doing a project that involves some actual data. And the analysis might be a question around, you know, what are the decisions, human decisions in many cases being made fairly or how should the system be created? And the third way is sort of actual initiatives or programs that directly address digital rights." Another element that clearly shows the advanced status of New York is the leadership role being taken.* First of all in the founding of the CC4DR, where NYC was one of the initiators and finally, the leading role of the city in the CC4DR clearly comes forward when talking about the city's position within the Coalition: *"I mean, we try to just be collaborative with the other cities and what they're doing. I mean, I think just because of the size of the city and it's sort of confounding role in the city's Coalition, it tends to be one of the cities that is looked to to play a kind of leadership role in other cities. In many cases, we have resources that other cities don't have."* Therefore, we list New York City as an advancing city.

We also believe the city to be specialist. We have come to this conclusion because New York does give priority to some elements and principles of digital rights, caused by contextual elements. Especially because of the pandemic, accessibility has become a priority: *"People need access to the Internet. End of story."* Another priority is educating citizens about digital rights: *"It is education about these topics and I think that is for the general public, but also for people in corporations. It is also for people in the civil service and city government and city to city leadership, because this is not a sort of separate topic like transportation or something like that. It is mixed up into everything else. And it really requires people who are running initiatives, again, whether it's in the government or in the private sector, to really have an understanding of where these issues can manifest and the impacts that they can have on people and in many cases, especially for government kind of functions that deal directly with people as opposed to more back office or infrastructural things."* Open data is another priority of the city. The city recognises that some principles might be in tension with each other, which is why the city is aware of potential trade-offs and why the city specifies: *So all of these different digital rights, whether it is sort of cyber security protections, non-discrimination, privacy, et cetera, et cetera, transparency, they they are in tension with each other in many cases. And the real sort of game of digital rights, if you will, was navigating those trade offs in a way that is appropriate for the particular task. And that often is really a kind of policy decision as opposed to a purely technical question."* Because of this, we list the city of New York as a specialist advancing city.

Advancing Generalist
The city of <u>Barcelona</u> is listed as an advancing generalist. Barcelona is one of the initiating cities within the coalition. By actively participating in the writing of a digital rights manifesto, the city has laid legal foundations for it's digital rights policies: *"Since we as Barcelona, we wrote part of the manifesto, we will be using digital rights as the manifesto is written. So*

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these are part of digital rights that are really related with data protection that it's seeing that it's really, really good regulated." So, Barcelona has been thinking about digital rights for a long time, and has transitioned these thoughts into laws and policies. Even in this advancing stage, the issue of specification remains: *"So they are not that specific and when things are not really specific, then it is really complicated to deploy a law that can regulate them. So this is what it's happening with, with ethics."* Yet, the city is currently engaging in many projects and policy plans regarding digital rights that are still advancing in size and content. Because of this, we list the city of Barcelona as advancing.

The city of Barcelona also can be typified as generalist. The respondents stated clearly that *"All of them (the principles) are equally important"*. The city elects not to prioritise principles over others. *"So I cannot say a prioritization when applying digital rights, because they are just they are related between them, but they more or less they are tackling (unintelligible) things that are not that are equally important."* The city believes that any and all aspects of digital rights should be addressed with somewhat equal priority. Many of the principles are intertwined and interdependent, which is why Barcelona opts for a generalist approach. Therefore, Barcelona will be listed as an advancing generalist city.

The city of <u>Montreal</u> is also listed as an advancing generalist. We have listed them as such because of two reasons. Firstly, Montreal has developed a very comprehensive digital rights charter: *"it describes and explains the method for regulating and controlling the data through all this lifecycle. So from the collection of data to the diffusion of data and all the management of this."* Our respondents mentioned the balance that is needed between security and privacy: *"We put this in place to be sure to take all the potential of that data, to build the city of tomorrow, to face the challenge of the city to improve urban living, but also to, as I mentioned, to be sure to not slip into, to not act, to respect the individual and collective freedom and to not develop into a city of surveillance."*

The charter has also been developed in a very inclusive and democratic way: *"making sure that you can get feedback from as many people and as many different stakeholders as you can."* These statements lead us to believe that the city of Montreal is well on its way to ensure digital rights for all its citizens, and has made good progress in the digital rights space. As such, Montreal can be best characterised as an advancing city.

Secondly, we believe Montreal is a generalist city. When asked whether a certain priority or hierarchy exists within the five Coalition principles, our respondents responded *"Honestly, I'm not sure we will be able to rank them. They are so important and they are tied together."* This fits perfectly with our characterisation of the 'generalist' category: *"every aspect of digital rights is equally important."* The mentioning of the principles being *"tied together"* also fits perfectly with the generalist category as we conceptualise it.

Advancing Hierarchist
The City of <u>Amsterdam</u> is an example of the advancing hierarchist, given their status as co-founders of the CC4DR and the great deal of implementation that they have already gone through. Their national open-government policies and increased digitalisation help them develop advancing strategies surrounding the digital questions at hand. Amsterdam has put great amounts of work into securing shared accessibility and further improving upon the level of transparency and openness. Their vision on a hierarchy of needs stems from their comments surrounding the priorities that should be given to specific principles: *"Yeah, so more privacy, security, openness, that's more evolved now and then, OK, we have confusion. It's clear everyone has the same chances. Then also non-discrimination became more important since there were a lot of cases where they didn't work out. And then lastly, participation."* This statement showcases the stratification that goes along with a hierarchy-based view on the implementation of digital rights and the underlying five principles. There is no priority given to specific needs, but rather to the gradual development of digital society as a whole; having started an evolution stemming from digital literacy and ranging towards digital democracy.

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Discussion

This research has yielded many interesting results, some of which require further reflection and discussion. Additionally, we will reflect upon the scientific and societal relevance of this research, and the research methods.

Scientific Relevance
On the subject of scientific relevance, little definitions and previous research have been done on digital rights and the protection of citizens in a digitalising world. Technological achievements, digital developments, and new techniques being used by people and governments are often not yet properly analysed. With this research, not one single definition of digital rights within the CC4DR has been found. Instead, several types of cities defining and embedding digital rights were found. This new and pioneering way of researching definitions of digital rights may open up more opportunities for future researchers. Even outside of the context of the CC4DR, such an outlook on studying digital rights might reveal many more interesting patterns in other organisations. This may be of great use in researching the very broad and ever expanding world of digital rights.

Societal Relevance
The societal relevance of this research is, as mentioned in the introduction, the ability of the CC4DR to make use of its results; a shared definition and its implications for the organisation of digital rights could help solidify and chart their goals. Also, given the early stage of CC4DR development, the outcomes of this research could also help attract more members and to embed digital rights within society.

We believe that by creating a matrix of CC4DR members and their priorities and embedding on the subject of digital rights, a great foundation can be laid down for the CC4DR. The applicability of the matrix on current members and potential new members means that finding shared values on digital rights and embedding of those rights will now be supported by the matrix structure. This will help to find common ground between cities engaged in digital rights issues. Perhaps most importantly, our research helps translate digital rights into laws, bills and measures influencing society by helping the CC4DR find common ground, common definitions and reflection via our results and matrix.

Each city that we have spoken in this study has been classified into a category of the matrix. The category not only defines the city's position on digital rights, but also offers advantages to other cities in the Coalition. It allows cities to see which other members are at a similar stage or share the same vision on digital rights. These similarities can then potentially be exploited by cities finding partners within the same or a related category. Productive cooperation and learning from each other can therefore result from being placed on the matrix. Mobility within the matrix can also be a goal for Coalition members. For example, a city may aim to develop further, making the step from an 'emerging' city to a 'progressing' city.

However, the classification of the cities in the matrix requires the note that we were not able to speak to every member of the CC4DR. Also, the fact that our finding is mainly based on direct quotes may mean that our findings do not fully reflect reality. Therefore, the matrix does not only provide a ready-made layout of the CC4DR, but can also work as a self-assessment. Cities measure themselves against the characteristics of the different classifications within the matrix. By carrying out this assessment, cities may come to different insights and benefit from them.

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Representation

To form an answer to the questions posed in this research, fourteen interviews with employees from CC4DR municipalities have been conducted. In these interviews, those representatives from cities that are members of the CC4DR have provided input in the name of their respective cities. Possible issues with two kinds of representation have been noted and will be discussed further.

For instance, the question arises whether the contexts, opinions and other relevant inputs from all CC4DR members are represented in the results of this research. As previously mentioned, fourteen of the members have been interviewed. However, the CC4DR currently has 48 members, and is still actively expanding (Cities Coalition for Digital Rights, n.d.). Ideally, we would like to get data from all CC4DR members. Then a wide image of the CC4DR with positions of every member is formed. Because interviewing all members is simply not possible for us in the time that we have, we research 14 respondents out of 48 members. We note the risk that information relevant to answer the question will be overlooked. In general, any and all critical opinions, outlying positions or new insights of cities not interviewed might be useful to our goal of painting a broad image of the CC4DR landscape. Particularly for the vignettes that we have created, we note that we have not found any outlying member cities after testing the matrix on the interviewed respondents. This leads us to believe that these do work. However, only if all cities were to be interviewed, these vignettes could be proven to be completely watertight.

In the end however, this research has provided us with an intersection of all opinions and sub-streams within the CC4DR, that enables us to answer the research questions, create the vignettes, find common ground within the Coalition and provide poignant advice. We base this claim on the care that we have invested in finding many and diverse respondents, and our ability to fit all fourteen cities into the new grid of vignettes. For future research, we would like to point to the aforementioned points to improve the representativeness further.

Hindering factors

For one of the interviews, the footage recorded has been lost before coding could be done. For the processing of this interview, we have instead opted for using notes taken during the interview by the notulist of our research team. This way, we believe the correct information has been processed from this interview. Partly due to the presence of the coronavirus, it was not possible for us to carry out a proper and relevant observation. It is unfortunate that these observations are missing from the study, but it is not a disaster. Our findings are based on interviews and document analyses that were able to give us a clear impression of digital rights and the CC4DR.

Adaptability

The adaptability of our research results is also of note. Multiple respondents have pointed out that the field of digital rights is changing and evolving very quickly. The role of cities in this process is relatively new and undefined. This has consequences for a definition of digital rights, for which we hope to provide a basis. In such a volatile digital rights environment, it is entirely possible that a definition set today will not be as applicable in the future. Also, the CC4DR itself is still engaged in a process of self-exploration and definition according to respondents. This is unlikely to change in the near future, with new members still joining and common definitions not yet set in stone. So, any common ground and common definitions found by us might not be fully adaptable in the context of digital rights and in the context of the CC4DR in the future, as they are incredibly changeable. Therefore, adaptation of these

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research results in the future should always be done with the future context taken into account.

Results and literature study

In the literature study, the focus was firstly on digital rights as an extension of human rights. Then, the establishment of the CC4DR was named as a logical consequence. The establishment of the CC4DR as a result of the danger to human rights in a digital context thus formed an important foundation for our research. In the interviews, we therefore asked directly what the motivation was for each city to want to become a part of the CC4DR. In each case, the answer pointed to the digital rights that were or still are at risk.

Subsequently, the five principles of the CC4DR were analysed on the grounds of various scientific sources. These theoretical findings provided us with a clear overview of what kind of dangers are involved in a digital context and what role the CC4DR wants to play in this respect. The used literature equipped us with the necessary know-how to conduct the interviews and the document analyses. Although some digital elements were already known, it was not yet entirely clear what each element stood for and what it meant. The theoretical explanation therefore allowed us to go in depth with the interviews and document analysis. The principles set out in the theory were included in the Coalition's declaration. However, in the interviews we found out that not every member of the CC4DR is equally committed to all principles. Yet the combination of the declaration and the theoretical underpinnings suggested otherwise. The interviews have therefore played a very important role in finding out why certain cities attach more value to certain elements.

The theory used in the literature study has been very helpful, but one very important theme for this research is missing in the literature: the influence of the context per city on the handling of digital rights. As such, part of this research is also devoted to exploring the context in which these cities made the decisions that allowed us to place them into the matrix. In some cases this context might have been decisive for the eventual archetype attributed to it. By making this context part of the interview these cases can be identified to a certain extent, which yields valuable insights for when it comes to finding common ground. When giving cities a place in the matrix, these questions and the answers they yield can be used to understand the placement, as is shown in some cases with the cities we have interviewed and placed in this research.

The matrix is the crux of the research. We have included two axes, but the theory used for the five principles is not directly reflected in the matrix. The reason for this is that the overarching vision and current state per city is much more relevant to the CC4DR. However, this does not mean that the matrix is not underpinned by the scientific literature. Because the literature used in the literature study allowed us to map the demand per city, there is an intermediate step in the foundation of the matrix. The literature did not offer any insights into the context per city and therefore it was not possible to make an estimate about the different approaches per city. However, the interviews have had a direct influence on the placement in the matrix. The explanation of the vision and the progress made per city was translated into a classification in the matrix. The matrix is thus a product of the theoretical exploration. The theoretical explanation of the digital context and the principles constitute the two axes on the matrix. The progress per city (emerging, progressing and advancing) shows the extent to which the city is already addressing digital rights, but the other axis is particularly relevant from a theoretical point of view. The vision per city is closely connected to the theoretical explanation of the principles and digital rights as an overarching theme. A specialist vision, for instance, refers to some elements of digital rights that are considered very important due to contextual influences. A generalist view points to the importance of all digital elements for a city, thanks to or in spite of the context of the cities concerned. The hierarchical view, on the other hand, indicates a certain incremental vision that a city has, which requires the completion of a clear

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checklist of digital rights elements. As a consequence, all these different categories are a result of the theoretical aspects, linked to the contextual influences per city.

Discussing the advice

Further on in this study, four interesting recommendations to the CC4DR will be discussed. These recommendations are the result of some observations that came up during the interviews. Either the respondents raised a particular problem or we ourselves observed a situation that could be improved. However, we should make an important remark about our recommendations. Although we have spent a lot of time and effort on the CC4DR recently, we undoubtedly do not know all the ins and outs. It is therefore possible that the Coalition itself has already embraced our recommendations, but that it will take time before there is any impact. In addition, our recommendations depend on our view of the Coalition. It may well be that some members or the Coalition as a whole view the situation differently than we do. Nevertheless, this does not mean that our recommendations can be dismissed. The attention and time we have devoted to our analysis of the Coalition and its members has resulted in these recommendations. Also, the fact that we as researchers are outsiders, as it were, does not weaken the position of the advice. If we recognise certain problematic situations at the Coalition as outsiders, then other outsiders may recognise the same problem. This could ultimately be damaging to the entire Coalition and its image. With our recommendations, we believe that the Coalition can make great progress in the future, and continue to guarantee and defend digital rights in the most correct way possible.

Conclusion

In the introduction of this research report, we asked the following question: *"How do members of the CC4DR define digital rights based on their respective context?"*

We've found an answer to this question that can be divided into two parts. First, we've found that, indeed, different members of the Coalition have different ideas about the five principles and digital rights in their city context. We, and the Coalition, already assumed this from the outset of this research project. It is, however, still worth stating that the data that we have collected over the last two months confirm that CC4DR member cities are dealing with very different contexts and as such have different experiences with, and thoughts about, digital rights.

Second, we've found that the differences between member cities can be most accurately described by highlighting the cities' position on two axes. The first axis shows how the cities view the five principles among each other. Is there a certain principle that the city thinks is most important, for instance? The second axis shows how far the city is when it comes to digital rights. Has the city just started to think about digital matters or does it already have a lot of experience in this space?

Utrecht University

Advice to the Coalition

On top of our results, conclusions, and our matrix, there are some problems that we heard from respondents or that we noticed ourselves. The first of these is *democracy, not technocracy.* We noticed that there are many people working in and collaborating with the Coalition, such as employees of the various city municipalities and academics. These people are mostly highly skilled and well educated. What is lacking is civic communication and participation. Partly because of the covid pandemic and the relative young age of the Coalition, citizens have not yet been informed by and involved in the Coalition. The Digital Voices for Digital Rights project (Democratic Society, 2021) was a step in the good direction, but the Coalition and the member cities should look to expand citizen involvement in the Coalition.

Our second piece of advice also has to do with the pandemic, which caused problems when it comes to international travel. This meant that the Coalition hasn't held in-person meetings or events. Respondents noted that they believe it is very important these events do come back when possible.

Thirdly, we believe that the Coalition should strive to improve its principles by making protocols about how to implement them and trying to create laws that are similar in many cities and countries. It must therefore become clear to the (future) members which actions can be taken concretely to realise certain digital features. This is followed by the phase of active lobbying in order to translate the principles and advocacy of digital rights into laws at the local, national and supranational levels.

Lastly, we feel that the Coalition should have a logo. The website has a recognizable look but lacks a square logo that can be placed, for instance, in PowerPoint presentations, on stickers, or in the top corner of documents. The addition of a logo also allows for better recognisability and awareness, which can have a considerable impact on the growth of the Coalition and awareness of its existence and importance.

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Appendix 1: Topiclist interviews

1. Greeting of respondents
2. Introducing ourselves
3. Request permission to film in accordance with Dutch privacy laws.
4. What is the background of the respondent? What is his/her function in the municipality?
5. How would you define digital rights in general?
   a. How would the principles CC4DR maintains be represented in your definition?
   b. How did you arrive at this definition?
6. How are digital rights embedded in your municipal organisation?
   a. How would the principles CC4DR maintains be represented in the implementation of digital rights in the municipality?
   b. Have you encountered obstacles in this implementation?
7. Contextual questions
   a. How did you handle and regard digital rights before joining the CC4DR?
   b. Why does your city fit the CC4DR?/ Why did you join the CC4DR?
   c. What do your citizens expect from you regarding digital rights?
   d. What do you hope to achieve concerning digital rights?
   e. To what extent does your city distinguish itself from the general CC4DR and its members?
   f. Does the respondent have advice for new CC4DR members? Are there any contingency or best practices in digital rights implementation?
8. Principles
   a. If you were given the choice, which principles would you prioritize and why?
9. Does the respondent have any remarks or general notes? Or does the respondent want to add something not yet mentioned?
10. Does the respondent have or know any documents possibly of use in our document analysis?

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Appendix 2: Codebook

Name	Description	Files	References
Agenda setting		0	0
Although it is hard to pick one principle, openness is considered crucial to function. When there is an understanding and openness other principles, such as four and one, can be maintained as well		1	1
City is working on a bill of rights for digital rights		1	1
Capacity an important condition and that's why smaller or deprived cities struggle		1	1
Coalition leading to conversations		2	2
lobbying by the Coalition		1	2
Once a level playingfield is created, we can go to freedom and inclusion by being accountable and transparant		1	1
City does not struggle with maintaining one principle in particular. The principles are part of a very complex issue which makes it hard to simplify. These issues are also often connected to deeply ingrained discrimination issues. This is also why Port		1	1
City would advise new Coalition members to be aware of the fact that the Coalition might be a network of cities, but it leans on and mostly is about people.		1	1
Setting the digital agenda is very political and is translated into innovation and adaptation in the policy domain		1	1
Since CC4DR, everyone understands digitalisation and it has an empowering effect where we created a narrative and there is more attention for digital rights		1	1
Since the founding of the CC4DR the goal was to set human centric technology on the agenda and to expand		1	1

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The CC4DR principles show what digital issues and human rights are at stake and what should be protected		1	1
The long term goal is to provide the needs the five principles are intended to provide which can be likened somewhat to the Maslow pyramid (deze moet nog ff gecheckt worden). The system that provides this also needs to be flexible enough to deal with sudden		1	1
The respondent points out that something that has to be explored and taken into account is the planetary approach. Cities are increasingly cosmopolitan and multicultural, which affects the way policies are made and what has to be considered		1	1
There were already some initiatives before the CC4DR but the actions were more internally focussed and were primarily aimed at the consequences of the digital divide		1	1
We want to define digital rights more and come up with some sort of a new social contract in the digital context to really be to establish the field. It is time for more defining now we are done exploring, language is important and the exchange of knowledg		1	2
Agendasetting		1	1
All important, no order		1	1
Education is priority		1	2
European cooperation		1	1
Hierarchy of principles		1	2
Importance equal access to internet, digital literacy		1	1
Importance of organisational modernisation		1	1
International set of standards and best practices for each of the five principles		1	1
Key projects are digital inclusion, transparency, data governance		1	1

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Main goal is literacy and equal access to education		1	1
Overview and visualization of connection		1	2
Proper mayoral task force		1	1
Shared definition always inlcude non-discrimination and data protection		1	1
Trade-offs in principles due to tensions		1	1
Mostly unknown, unclear and undefined		1	1
transparency after empowerment		1	1
centralizing data infrastructure		1	1
Challenges in implementation		0	0
Civic communication		0	0
Citizens have the opportunity to contradict the municipality and provide feedback so digital rights in city is both top down and bottom up		1	1
Digital context changes rapidly, therefore we need to engage the citizens		1	1
Engaging citizens is challenging, for every city and also for *city* because our citizens aren't used to the debate about digital rights which makes it harder to engage them		1	1
Government decision making is transparent due to the online accessibility of information and this transparency and sharing information enables citizens to make up their mind about digital rights		1	1
I think citizens just expect we do our job right but I think they don't expect specific things but due to mistrust in government, citizens want our digital protection without much impact on their digital life		1	1
Integrating checks and balances is important and it's important that the citizens play a big role in this process and are informed properly		1	1

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Internal and external expectations do not always align. The announced ambitions can not immediately be implemented internally, whereas the external contexts expects you to do so		1	1
Participation is last in line because it is a complex topic, even though you would start with the dialogue before addressing digital issues in an ideal scenario so we strive to improve the consultation between government and citizens in the upcoming years		1	1
The initiative to join the CC4DR comes from the citizens, as it was proposed by a party in the city council.		1	1
There has not been any attempts to engage with citizens yet, so nothing can be concluded about their expectations or desires.		1	1
Civil communication		1	1
citizen awareness of Coalition		1	1
citizen demands of city government and Coalition		3	8
citizen lobbying		2	2
citizen trust		2	7
civic participation		1	3
committee of information input		1	1
community conversation about digital rights		0	0
Community demands important for implementation digital rights		2	3
Demands for better regulation of digital rights and expectations from citizens continue to grow as rights such as data protection are increasingly relevant		1	1
digital rights are inferior to bigger issues for residents		3	5
engaging with community		2	2

Importance of convening a wide array of stakeholders	1	1
Importance of directly reaching out to the public rather than advocacy groups	2	2
Public agencies are essential to the civil communication	1	1
informing citizens	1	4
Lack of guidance of policy	1	1
Local governments deal directly with local communities to chart needs.	1	1
Necessity of community participation concerning all stakeholders	1	1
Organized workshop to share ideas with youngsters on digital rights	1	1
Prioritize internal needs	1	1
Public participation is essential for collecting localized information	1	1
using Coalition in conversations with residents	1	1
Vision following joint learning process	1	1
When it comes to facial recognition for instance, we work together in an ecosystem and with communities	1	1
why the Coalition	1	1
Community ownership	1	1
Contextual influence	0	0
benefits of Coalition	1	1
CC4DR and the European Union	1	1
covid pandemic	1	2

Eurocities		1	1
gdpr		2	5
in some areas the CC4DR is less needed		1	1
international acclaim		2	3
Larger government context		1	4
Contextual Influences		1	1
America and Europe have a different legislative context, because of the GDPR for instance		1	1
City always wants to be the front runner and the best on defending freedom. Therefore, digital autonomy and freedom are very important in the context of City and our definition		1	1
City has the capacity and resources to take the lead and set the standards, but *city* also has the responsibility to take the lead as a capital city		1	1
Before the CC4DR we focussed more on data ethics but it was more loosely and less political and more focussed on our specific context		1	1
Big tech offers more interesting career development		1	1
Biggest need for data governance and digital inclusion in community		1	1
City as incubator for knowledge through training on digital rights		1	1
City nurtures start-ups and promotes travelling abroad		1	1
Context-dependence due to demand community		1	3
Decentralized government		1	1
Despite it's direct influence in Europe, the GDPR affected us as well		1	1

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Development digital rights due to covid-19	1	1
Expensive to develop and analyse code	1	1
Given the wide variety of citizens in the City , it is impossible to attribute expectations to the group.	1	1
High potential for digital start-ups and digital new age	1	1
History with indigenous communities forms a challenge	1	1
I think citizens just expect we do our job right but I think they don't expect specific things but due to mistrust in government, citizens want our digital protection without much impact on their digital life	1	1
I think citizens want our leadership in the digital society	1	2
Internal and external expectations do not always align. The announced ambitions can not immediately be implemented internally, whereas the external contexts expects you to do so	1	1
City distinguishes itself because of its approach to inclusion and participatory democracy. Historical context has resulted in these concepts being considered particularly important.	1	1
Necessity for adoption in covid-19	1	1
Newly gained focus on broadband due to covid-19	1	1
Once a level playing field is created, we can go to freedom and inclusion by being accountable and transparent	1	1
Once you express your ambitions and start working on them, all eyes are on you and the expectations are high which can be an obstacle	1	1
Once you start with addressing digital rights, you need to go all the way	1	1
Our actions are very dependent on the political level	1	1

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Poor and fast-growing city gives need to more internet access		1	1
city consists of a close community of residents who, from a progressive liberal point of view, want to act more progressive than the 'traditional' government		1	1
City distinguishes itself from other Coalition members by considering digital rights from a sustainability and discrimination perspective.		1	1
City is also part of a Coalition of West Coast cities. These cities are closer culturally, making it easier to cooperate.		1	1
Poverty and digital divide are connected issues and are a consequence of the local context		1	1
Struggles to keep up with technological advancement		1	1
The legislation is partially on a provincial level and partially federal. Therefore, every province has its own legal framework		1	1
The legislative obligations are very strict and we need to stay within that legal frame, which is a good core		1	1
The principles in the digital infrastructure plan of city are a bit different than the CC4DR principles due to the demand of the citizens and higher authorities		1	1
There are limited resources in the organisation which is challenging in addition to the challenge of shifting organisation priorities		1	1
understand ecosystem and adapt strategy accordingly		1	1
very diverse city based on language, income and background		1	1
Contribution by private sector		1	1
data collected by organisation		1	1
Definition of digital rights		0	0

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All definitions share non-discrimination and data-protection		1	1
Basics of digital rights are human rights in digital era		1	1
Definition of digital rights in line with CC4DR		1	1
Digital Rights are discussed in local governments more than national governments		1	1
Digital rights are the right to protect yourself, have freedom and opportunities in a digital world. These rights are an addition to basic human rights in a dynamic digital context		1	1
Digital rights are virtual human rights and governmental commitments		1	1
If there was to be a universal definition it should be composed of the five principles, provided this definition remains adaptable to deal with the volatility of the situation.		1	1
Inclusion guides the other principles		1	1
Open data and privacy are crucial to digital rights		1	1
Philosophical issues best practice		1	1
City considered speaking of digital rights rather than principles but abandoned this idea because there is still a long way to go		1	1
City primarily speaks of digital justice or lack thereof, as certain demographics are disadvantaged currently. As such, this is the current focus.		1	1
Right to own identity		1	1
rigidity is only one of the risks of a universal definition.		1	1

The core elements when it comes to digital rights in city concern respecting privacy and data rights, and promoting inclusiveness and access concerning digital commodities		1	1
There needs to be an integrated and shared perspective on digital rights instead of different siloes		1	1
There's no set definition of digital rights in city. Digital rights are considered a European concept that can only be partially translated to American context.		1	1
To ensure rights of citizens, even in digital space		1	1
We want to define digital rights more and come up with some sort of a new social contract in the digital context to really establish the field. It is time for more defining now we are done exploring, language is important and the exchange of knowledge		1	2
Wooly topic that has to be tangible		1	1
Definition of Digital Rights (top-level)		0	0
CC4DR principles and declaration		1	1
Definition of Digital Rights		3	4
Digital rights are defined by their lack of legitimacy currently. The digital age brings a new and radical dimension in which nothing is set in stone and clear definitions and rules are still in the making		1	1
five principles		1	2
internal use of definition		1	1
manifesto		1	1
most important principle		3	4
The principles are not ordered but they do cover the full scope of digital rights		1	1
digital rights charter		1	2

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documents		1	1
Dynamics within CC4DR		0	0
A membership in the CC4DR enables you to always explain why certain choices are being made		1	1
Advantages of joining the CC4DR		0	0
Beforehand there were digital rights policies, but not in the same way as done by the Coalition. City believes that defining digital rights such as done by the CC4DR cannot be done locally but has to be undertaken collectively		1	1
Labels and knowlegde, apt for sharing ideas		1	1
Newly gained strategic approach		1	1
advice to new city		2	5
After an employee put some digital issues on the agenda, we founded the CC4DR to start the global competition and shared interest to contribute to a firm political standpoint		1	1
Always the same people working, need for more diversity and support		1	1
City distinguishes itself with the ability to come up with innovations from the rest of the CC4DR. Digital rights is an ambiguous topic and city can make it more concrete and inspire others		1	1
City has the capacity and resources to take the lead and set the standards, but city also has the responsibility to take the lead as a capital city		1	1
Being a member of the CC4DR means that you are in a learning curve where you learn from other members, share insights with each other and thus help each other		1	1
best practices		2	4

City is not looking to distinguish itself but rather to cooperate with others. It considers the need to distinguish detrimental to this cooperation.		1	1
CC4DR members approach digitalisation from an endangerment perspective but also see it as a tool for effectiveness		1	1
cultural differences		1	1
differences between US and Europe		0	0
distinguish		3	5
executive committee of the Coalition		1	2
founding cities		1	1
If I were to convince a new member, I would frame the current digital issues as dangers where we need to act upon in a democratic way and that by becoming a member, they take their responsibility		1	1
Importance of shared best practices		1	1
It is important as a city member to participate as much as you can in CC4DR meetings and to connect with other members		1	1
Joining CC4DR brought new information on the topic of digital rights		1	1
City is a very new member of the Coalition, but already certain it could gain a lot and contribute a lot, having its own unique 'flavour'.		1	1
Looks to play leadership role in CC4DR		1	1
Members are always welcome to join the Coalition, but before joining we have an assessment with the prospective member city		1	1
My advice to new members is to engage with the members and take the lead with a topic relevant to your city		1	1

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new developments		1	1
city joined the coalition because it recognized the good work done by the Coalition.		1	1
Sometimes the cities hear about the Coalition because we show up at an event for instance. When a city contacts us, we decide in a democratic way. We're actively trying to expand the Coalition around the globe		1	1
The CC4DR declaration enables us to set up networks and work with each other		1	1
The CC4DR helped in framing and defining digital rights. City was already thinking similarly but lacked the framework that was provided by the Coalition		1	1
The principles are very democratic and are for one member more applicable than for the other but that's on purpose		1	1
The respondent finds the current declaration of the CC4DR is just a useless piece of paper. It should be ratified and implemented into law so that it is given legitimacy while there's still interest on the topic.		1	1
There is great inequality between cities worldwide and if the less fortunate cities are not given the opportunity to act on digital rights, then the digital context will only be properly regulated for a small percentage of citizens		1	1
Though digital rights were discussed beforehand, the Coalition provided a platform for exchanging ideas and providing structure and frameworks.		1	1
Value of the CC4DR is to work together and grant insight		1	1
We form a contactpoint for members and set a vision each year		1	1
We have not one definition, but a combination of different aspects which lead to the digital right approach called the digital infrastructure plan with input from the citizens and other bottom up initiatives		1	1

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While it is agreed that the five principles are applicable in the city as well, some critique is given as they are primarily created in European context.		1	1
Within the CC4DR we inspire each other		1	1
Workshop in order to grant cities ideas on clear application		1	1
Embedding in municipal organisation		0	0
Besides the expected challenges, such as lack of funding and lack of clarity in definitions, an additional danger lies in the fast paced and innovative nature of the digital age. These rights will have to be adaptable and updateable.		1	1
Buying power to subdue suppliers		1	1
Coalition within organisation		1	1
Collaborations with the library is very useful but there are always constraints, even when you work together		1	1
Compulsion is needed in the form of laws or binding regulations from the government		1	1
conversations within the whole city government		1	1
Council resolutions		0	0
CTO office is relatively new, but intersects with digital rights		1	1
Data governance policy as general guideline for implementation of municipal digital rights		1	1
Classification of data as condition for data governance		1	1
Declaration aimed at communicating to both employees and residents		1	1
Digital rights are currently not embedded in any specific department. According to the respondent this is an opportunity, as it allows the city to design it in a way that fits the city's needs		1	1

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Digital rights are embedded in a separate unit. Because the respondent is not part of this unit he cannot say any more of how this works.		1	1
digital rights policies and strategy		1	5
Digital services provide tech support for implmenting digital rights		1	1
Dispersed digital rights throughout entire city		0	0
Form of city government		1	1
Holistic look on digital rights and shared technical cooperation in between agencies and departments		1	1
Importance of experiments and pilot testing		1	1
Importance of having understanding leadership		1	1
Interdisciplinary importance of implementation throughout organisation		1	1
internal barrier		1	1
Job description		3	6
lack of tech knowledge within city government		2	3
Local governments are in need of national guidance, but this is not happening right now		1	1
Localized information is important for implementing digital rights		1	1
Location in municipality		0	0
Three involved departments		1	1
Many departments are being involved in a diverse approach		1	1
Municipal embedding is very much in line with the CC4DR principles		1	1

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Necessity for trained employees		1	2
We will be working with department directors to go through the program and bring back information to their departments		1	1
Need for innovative strategy and new departments		1	1
One of the reasons for the digital rights not being embedded yet, as well as one of the major obstacles of maintaining these rights in city, is lack of funding. The city is understaffed and lacks the funding for major action.		1	1
Organisational embedding		2	4
Partnership with university		2	6
Partnerships are important to create support		0	0
Innovation academy as instrument for training		1	1
Multi-stakeholder approach is hard, but critical to success		1	1
Procurement of technology and relationship to private sector		1	1
political dimension		2	5
Political embedding		2	2
political reason for joining		1	2
Protocols for data protection, privacy		1	1
Public-private partnership		2	2
Same people that are working on digital rights, need for more diversity and support		1	1
Success starts with mayoral or internal force		1	1
The city of *city* operates locally, but is still in many ways limited by the policies made on a national or even		1	1

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European level. As such, there is in some cases a limited margin of action.		
The core of the message is that the higher levels need to create laws to safeguard digital rights, rather than there simply being a universal CC4DR declaration.	1	1
The embedding is on a more local level than the CC4DR principles	1	1
The ethical questions come last at the moment so that is an obstacle and should be changed	1	1
The importance of continuous administration	1	1
The team in *city* has 10 employees	1	1
There are a lot of innovative projects addressing all values and translating them in the city's strategy	1	1
Three ways in which digital rights are handled by municipality	1	1
very decentralized government with little oversight. Decentralized responsibilities	1	1
We collaborate with IT department	1	1
We have 6 values within the municipal organisation that are similar to the 5 principles of the CC4DR. These values are an ambition with the focus on data control, transparency and openness so we can held accountable	1	2
We started addressing privacy in 2013 with a not-digital-oriented office	1	1
While most cities have digital rights embedded in departments concerning technology or information, *city* connected it to planning and sustainability.	1	1
Widespread embedded digital charter	1	1
exacerbating	1	1
Handling of digital rights before joining the Coalition	2	2

Individual and community rights		1	3
loose Coalition		2	3
New Code		0	0
open and smart cities		2	2
open government		1	1
Permission to record		3	4
Principle 1		0	0
Accessibility as foundation for other principles		2	2
City advises other cities to make sure the citizens and the city itself are aware of the need to safeguard digital rights and create a safe digital environment.		1	1
Digital literacy as framework for security and privacy		1	1
Digital literacy is hard to promote due to facebook		1	1
Digital possibilities are not only for IT, non-elitist		1	1
New Code		0	0
Digital Rights are not an elitist thing		1	1
Education and accessibility for those who lack the means		1	1
Education priority for proper implementation digital rights		2	4
Everyone should have access to a digital device of a certain level but first we have to understand the context before we can tackle this important issue of digital equity		1	1
Inclusion has become visible due to working online in the pandemic		1	1
Informative workshops for communities		1	1
Mobile broadband to ensure accessibility		1	1

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Only 17 percent of the people knows about data protection laws		1	1
Open connection for students due covid		1	1
The goal of *City* is to have a good framework that allows people to use technology safely. This means assessing technology from a risk perspective, and being aware of the dangers it brings as well as the advantages. There is a deep social imbalance that		1	1
We are currently trying to make internet more available for low income citizens but we dont know what the impact of that will be		1	1
With help from partners, Libraries to allow for access and education		1	1
Principle 1 (access, literacy)		0	0
Affordability as an aspect of accesibility		1	1
digital access		1	2
digital training		1	1
Education as prime focus for principle 1		3	3
handing out devices		1	2
Reliable accesibility is the raw material for innovation		2	3
Shared understanding as foundation for improvement literacy		1	1
Principle 2		0	0
Although there is a large variety in residents and their expectations, the residents of *city* desire openness and a participatory democracy in policymaking. *City* has attempted to do this by including residents intensively in policymaking surrounding		1	1
Conservative in collecting data		1	1

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Digital literacy as framework for privacy and data security		1	1
Feeling not under surveillance citizens		1	1
Open data is what led to the discussion of privacy, also being one of the key questions in *city* concerning digital rights.		1	1
Open data program to nurture transparency		1	1
Privacy has been in the spotlights due to the GDPR		1	1
Protect citizens from themselves		1	1
Right to privacy should be consented by giving data		1	1
We are currently working on a sixth principle concerning digital autonomy and digital sovereignty		1	1
When it comes to privacy, we do more than the GDPR prescribes		1	1
Principle 2 (privacy)		0	0
control over data collection		1	1
cyber security		1	1
data collection and surveillance		1	2
Policing technology		2	4
privacy		1	2
right to privacy		2	2
Principle 3		0	0
Classification of data in order to nurture transparency		1	1
people should have access to all information on topics that affect their lives		1	1
The citizens of *City* want to know what we do so we must be transparant and accountable		1	1

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Transparancy is a condition for the rest of the digital rights aspects		1	1
Principle 3 (transparency)		0	0
algorithm bias		1	3
Algorithms and transparency		2	3
harm potential of data		2	4
Lack of transparency of data collection		1	1
minimization of technology		1	2
Principle 4		0	0
Civic engagement through dialogue and involvement		1	1
Digital inclusion and participation is the biggest point *City should and can improve		1	1
Empowerment as being an ultimate goal using communication technology		1	1
Empowerment through community dialogue, virtual spaces .		1	1
Importance of public empowerment		1	1
Inclusion has become visible due to working online in the pandemic		1	1
Participation is last in line because it is a complex topic, even though you would start with the dialogue before addressing digital issues in an ideal scenario so we strive to improve the consultation between government and citizens in the upcoming years		1	1
Power and responsibility to the user		1	1
We want to address digital participation and inclusion by first looking back at the last years. We are working on a bill of rights also for digital inclusion and participation and also		1	2

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because it is important that we are accountable for our expenses towards this		
Principle 4 (democracy, inclusion)	0	0
Defining a digital community	1	1
Digital divide	1	3
digital inclusion and exclusion	1	5
Equity and equality	1	2
Exclusion will lead to community failure	1	1
inequality	2	5
Inequality due to disconnection	1	1
Little insight as to the effects of disconnection	1	1
Necessity for adoption	1	1
Online criterium	1	1
participatory democracy	1	1
Principle 5	0	0
Inclusion by creating community fit	1	1
The ethical questions come last at the moment so that is an obstacle and should be changed	1	1
Through civil participation, digital democracy can be nurtured and needs can be met	1	1
Principle 5 (open, ethical service standards)	0	0
fifth principle	1	1
open code and free software	1	1
Unknown consequences of socio-digital structures	1	1

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reason for joining the Coalition		2	3
reason to join the Coalition		0	0
Regulating private sector		1	2
right of knowing		1	1
safety in numbers		1	1
smart cities		1	2
strength in numbers		1	1
TBD		0	0
Acting on digital rights need to improve the city image		1	1
As *City is new to the scene, no notable obstacles concerning implementation have been found yet.		1	1
Currently all principles are represented at least to some extent. The third principle, however, is not that present currently.		1	1
Documents		1	1
Job description		1	1
City is too new to the digital rights stage to have any priorities set yet concerning the principles.		1	1
The citizens of *City* have high expectations from us and push us to take this direction. They are therefore a very important factor in starting the conversation about digital rights		1	1
The core elements of the definition are primarily based on the fact that it's what the city is currently paying attention to with several projects concerning these issues being undertaken.		1	1
The policies and decisions form city council form a trickle down effect		1	1

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Trying to tackle digital literacy in collaboration with library		1	1
We are taking things further than the CC4DR and have our own approach that fits our local context. In addition to data control, digital autonomy is at heart in this local context		1	1
We needed the kickstart and after the start we came up with a digital infrastructure plan with 5 similar principles to the CC4DR that capture everything but are not 100% the same		1	1
While it is clear that the city is working on a strategy, the content or focus of that strategy is not yet fully developed, partially because public participation will also take place beforehand. However, the five principles are sure to play a part in the s		1	1
technology as a tool		1	3
validation of policy		1	2
what the Coalition does		1	2
wishlist		1	1

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