Has watched every episode of *Parks and Recreation* 3 times.

**Behaviors**
- Uses many local, regional, state and federal open data sources.
- Keeps up with issues and skills by attending local conferences and user groups.
- Uses intermediate GIS skills regularly.
- Creates maps and charts to communicate with internal staff, stakeholders and the public.

**Needs & Challenges**
- When she finds an interesting online map or other resource, wants to have easy access to the underlying data to use in her own work.
- A ‘generalist’, she needs data with different subjects.
- A local planner, she needs geographic detail.
- Even though she tries to stay tuned-in, frequently discovers data sets that have been available, but that she wasn’t aware of before.
Behaviors

- Focused on key functions of the township, such as permit applications, street maintenance and asset management.
- Works in a small team in a building with all other township government staff.
- Works closely with the adjacent city, and the county to deliver services to residents.
- Stays busy just keeping up with the workload.

Needs & Challenges

- Comfortable with his ‘go-to’ sources of data needed to keep up with work.
- Would like to see some updates in software and workflow, but it’s hard to imagine how a small team like his would implement changes.
- Points people to entities with more staff resources when they ask for data or analysis.
- Needs assistance and support in pursuing funding for operations and infrastructure projects.

Administrator for a township. Uses data to share information and understand practical issues.
Behaviors
- Follows local news to keep up with happenings in the community.
- Uses apps to navigate when getting around town.
- Engaged in neighborhood civic group.
- Frequently attends public meetings.
- Uses social media to discuss local and national politics.

Needs & Challenges
- Looking for new ways to use technology to simplify daily life.
- Would like to see data about her community—things like property sales and development plans—in an accessible format.
- Likes to share data from the news and reports, but wants to feel confident in her sources.
Behaviors

- Reaches out to regional data providers to find information that addresses a particular issue in her village.
- Talks regularly to constituents and stakeholders with an interest in development in her community.
- Reads news about the region regularly.
- Attends presentations about regional planning and development issues and reads reports.

Needs & Challenges

- Analysis to aid in choosing and communicating the impact of public projects.
- Would like an easy way to find stats, charts and graphs specific to her village.
- Understanding projects, initiatives and trends in the region and how they impact her community.
Behaviors
- Passionate about her work, advocates for affordable housing on and off the clock.
- Writes grants to secure funding.
- Attends regional events to network and stay current.
- Uses government and nonprofit-produced reports and resources in her work.

Needs & Challenges
- Needs data about neighborhood housing.
- Always seeking better ways to identify and justify areas with funding needs.
- Looks for data to help tell stories about health and safety outcomes related to housing.
- Wishes she had time and resources to do her own neighborhood surveys, instead of always relying on small-sample Federal demographic data.
Behaviors

- Attends industry conferences to keep up with best practices in his field.
- Travels for work often, sometimes internationally.
- Enjoys solving one type of problem really well.
- Sometimes works long hours, and just wants to relax whenever he gets a chance.
- Creates specific kinds of data, when the project requires.

Needs & Challenges

- Knows what he’s looking for, but sometimes needs help from local experts to know where to find it.
- When working in a new place, uses reports, graphs and charts to get familiar.
- When it’s time to get the work done, needs clean, high-quality, detailed, machine-readable data for the people on his team.
Civic tech enthusiast. Wants to make cool solutions to real community problems with any and all data they can get their hands on.

Behaviors
- Sometimes stays up all night programming...just for fun.
- Engaged in local arts, politics and social-service organizations.
- Believes in the power of technology to do good.
- Attends tech user groups, meetups and hackathons, whenever possible.
- Publishes data visualizations on their blog.

Needs & Challenges
- Indiscriminately consumes data.
- Frustrated when the data are out there, but aren’t open.
- In spite of their ravenous data appetite, they ‘get it’ that data can be misleading, and do their best to use it responsibly.