Stories of people and technology in the city

future says... digital justice lab
INTRODUCTION
In the making of this zine, we thought about the many ways technology has become ingrained in our lives and how it has shaped our behaviour both consciously and subconsciously. As the Covid-19 pandemic drastically altered the day-to-day lives of people everywhere, we decided to write our short story about three friends living in the city during the lockdown. While writing, we reflected on times we felt overwhelmed and anxious as well as moments of relief, such as when we were able to see loved ones or visit public spaces to meet others.

The pandemic and subsequent lockdowns have exacerbated existing problems and income disparities in cities (and elsewhere), namely shifting work priorities, precarious housing, and our increasing visibility in the systems that track us. These systems range from surveillance embedded in civic spaces, to social media, and even from our own neighbors. We’re often directly and indirectly affected by these technologies and there are major privacy implications as a result. We want to highlight these themes through our story and we provided some guiding questions at the end to further the conversation. We hope you enjoy reading.
Amanda Jones  
@msmandyjones

(she/her) Always fighting for the little guys. Weekly @heymandysandy podcast with @sandyadelman

369 Followers  16.3K Following

Amanda Jones  @msmandyjones

Recording our new episode, don’t forget to send your questions to @heymandysandy before Tuesday noon.

87  20  50

Amanda Jones  @msmandyjones

I’m updating my #resume, do you folks have any tips for improving it? I’m trying to get past the #bots

95  123  76
Does their applicant tracking algorithm care about graphic design? If I make my resume and cover letter 36 point size font and fire truck red, will that catch its attention like it does with a human? How many keywords from the job listing can I include before I’m more desperate than qualified?
Hey friends, there was a package delivered outside my door (613) yesterday, but I haven’t seen it. It’s a large box from Amazon. Did anyone on my floor see it?

That’s my floor. Looks like someone got their package stolen again.

Is this your package? A delivery person with an Amazon package passed by my door yesterday at 4PM. If anyone took it, they didn’t pass by my door...

Oh Walter posted a video... he had a camera on his door?
REMINDER IN 15 MIN:
Coffee with Yas and Sandy

Gotta go!
Sandy Adelman

289  500  76
Posts  Followers  Followed

@crafftingsandy
Aspiring #entrepreneur, current owner of a small business. If you like high-quality, handmade products, check out @sandyscrafts
so let's try to get the other tenants in the building on board for now.

It isn't okay that we have to deal with increasing rent plus our landlords airbnb'ing some of the homes.

Right... Can someone draft the letter to building management?

Yeah, you're right. We need visibility. I can take care of social...
I just got these ads for a couple of rental sites that I think used to be the offices down the street from us. I guess their building got sold.

They look like they’re basically Airbnbs now.

Someone please remind these clowns we’re still in lockdown.
It’s crazy that they’re being turned into Airbnbs while some of us are struggling to keep our own homes.

Yea, these rent prices are just so out of control. Let’s see how many tenants we can get by this weekend? I’m juggling a couple of things right now so I’m not as present.

Oh! Sorry y’all, I gotta go. Let’s chat later.
Yasmin Nahdi
Marketing Professional
500+ connections
Marketing professional with extensive experience in e-commerce, digital marketing, business research, and research analysis.
Unafraid to explore unfamiliar territories.

Highlights
2 Mutual connections
You and Yasmin Both know Amanda Jones and Sandy Adelman

Experience
Marketing Lead
Techsolutions
2018 - present

Marketing Lead
General Industries
2015 - 2018
TechNews Today @techntoday

BREAKING NEWS Mass Data Leak at Advertising Company

MASS DATA LEAK AT @TECHSOLUTIONS, WAS YOUR EMAIL LEAKED?

Linda Kan @lindakan

can I just say I am not shocked by this?

8 24 32

Tre Mendez @treor1

this just shows us how important it is for us to know where our data goes, what is collected and what assumptions are made

108 40 52

George G. @g1g

The story is going to impact the entire industry, I wonder if people are going to fight for no collection or just more privacy?

2 3 11
...the press release will go live later today. Yasmin, make sure to tell your team in anticipation of the...

...dropping low-priority projects to hold a co-creation session with marketing and product on how we might...

Are you kidding me?

Unfortunately not

...biggest data leak of our client list to date

...for Yasmin to touch base with Lee and Mark from product and design...

Not to mention putting the CX team in a difficult position without any clear guidance on redress for users...
okay I’m going to say something

Sid
Wait

Daniela
No don’t, not yet

Alex
Hang on, let’s regroup after

Natalya
Yeah let’s wait

Jackie
Woah hang on
I want to piggyback on John’s point--

Hey sorry, I’m right here. My connection was lagging just now.

Yasmin? Your video was cut off.

Shoot, I’m going to be late...
Hey, How's everyone days going?

It’s been tough lately but trying to survive and just take it easy when I can. Been feeling very overwhelmed by constant communication.
Aunty Jenny
Hey kids have you seen this video about Corna, you can heal yourself with garlic, honey and prayer

THE TRUTH ABOUT CORonas

Aunty Martha
Thank you for the prayers, tell Jo she needs to do. Give a hug to nana

Cousin Sam
Hi Aunty
@Sa...
I feel like I’m the fact checker of my family, these group chats never end. How are y’all managing?

To be honest, I’ve just been ignoring it since it’s been so overwhelming and annoying.

I feel that, but also, where in the world are these aunties getting these videos? I am CONFUSED.
I just don’t even have the energy to deal with it right now. I’ve been getting bombarded with calls and messages from work on basically every platform every minute.

Yea, I’ve been getting stressed out by work lately too. All these office buildings keep getting bought and converted by bigger companies so I’m worried that ours is gonna be next, especially since rent is getting so difficult to afford.

Yikes, I’m so sorry to hear that guys! Lately I’ve mostly been getting freaked out by my building. Management put in new security measures and I found out one of my neighbours put a camera right on his door.

Oh no! At least we can all just relax here for now.
I guess we should get going. Does everyone have a way home?
It is important for us to highlight that this story is occurring in an urban setting with individuals coming from different backgrounds, whether that be racially, socioeconomically, or in some other fashion.

This story may feel familiar to you; we share it as a reflection on all the ways technology intersects with our everyday lived experiences. For example, at the end, Sandy considers if they can afford to take an Uber to get home.

Here are some guiding questions you can explore yourself or with friends and family.

- What are the main technology tools you use? How do they support your work or personal life? Where do they get in the way?

- How has technology impacted the way that you work and engage with people?
We know that it can be difficult to navigate our relationship with technology, especially since each of our individual experiences are so different and our interactions with technology are becoming less and less noticeable.

We share this zine as an ode to these complexities and the everyday experiences that are shaped by the tools around us.

- What would your world look like without these tools? Can you imagine a day without the tools you currently use? What would a work day look like?

- Who owns the technology and apps you most often use? What do you know about their practices?

- We have seen an increased residential usage of surveillance cameras such as Ring, how would you feel if a neighbour set one up? What conversation would you have with them?

- What are the two-three practices you use when trying to navigate misinformation in your group chats?
Day 67: Stories of people and technology in the city

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