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Sommario/riassunto	This casebook was inspired by a commissioned systemwide review of the public-engagement activities of the Transportation Services Department of the City of Edmonton. These cases cover a wide range of public involvement projects. All these projects involve the transportation system--the backbone of a city--common to municipal planning worldwide. The cases are animated by an electorate of digitally connected citizens who eschew surprises, expect inclusion, and demand balanced decision making. This casebook addresses the question: how do city administrators function in this new reality?

