

Digital Citizen Participation:

Success factors and challenges

SIMON STROHMENGER, CONSUL DEMOCRACY
FOUNDATION



“The fusion of technology with governance processes is redefining how societies engage with their governments”



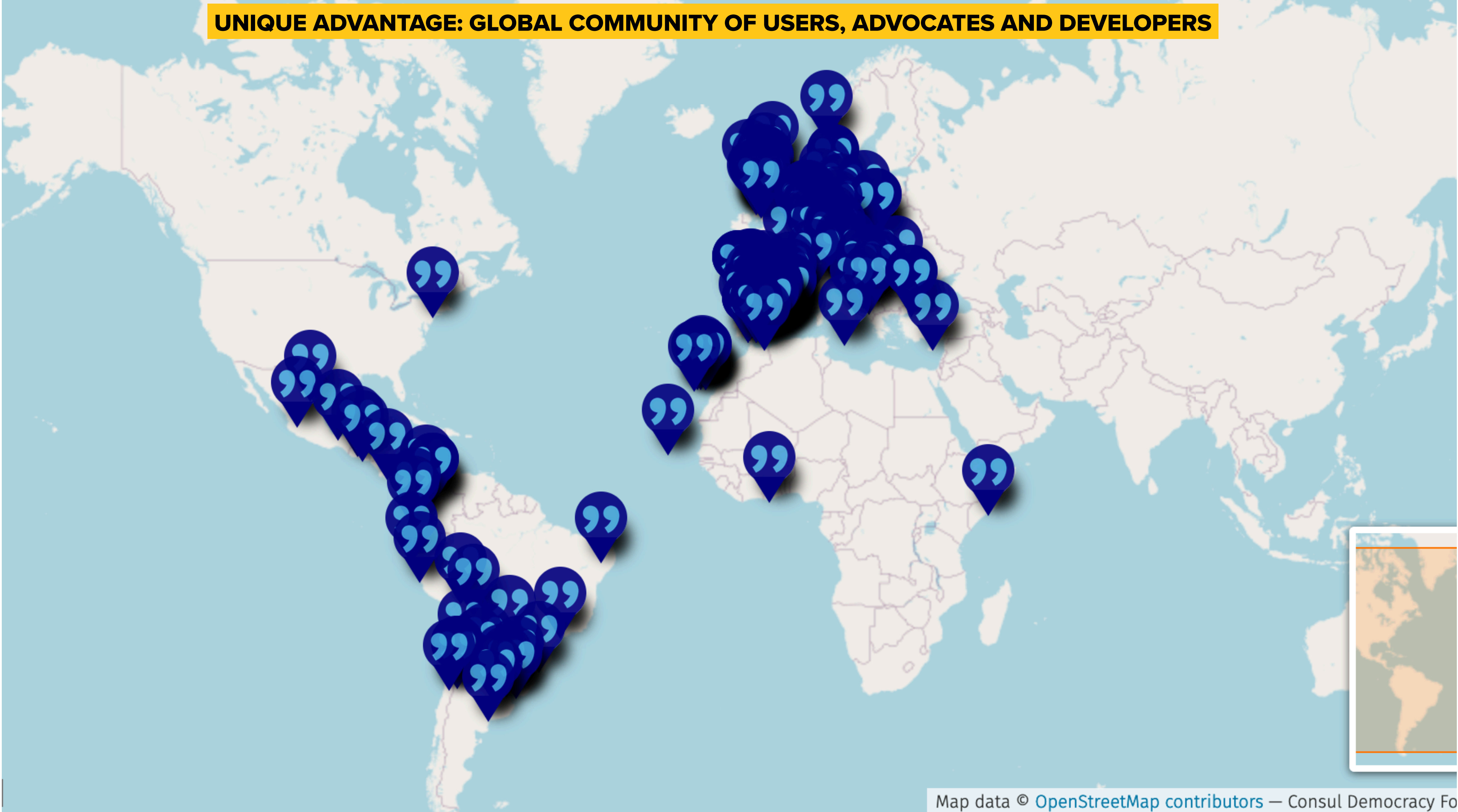
CONSUL DEMOCRACY - WHAT'S THAT?

- Versatility
- Customizability & Secure data
- Open source
- Highly scalable
- With large community world-wide

The screenshot shows the Consul Democracy website. At the top, there is a language selector set to 'English' and the Consul logo. Navigation links include 'Debates', 'Proposals', 'Voting', 'Legislation processes', 'Participatory budgeting', and 'Help'. A 'Sign in' link and a 'Register' button are also present. The main content area features a large banner for 'Vote the participatory budgeting!' with the text 'You have 100 million euros to imagine a new city' and a 'Vote' button. To the right of the banner is a graphic with '100 MILLION IDEAS' and various icons. Below the banner, there are three featured sections: 'Featured' with a 'DECIDE WHICH SHOULD BE THE NEW SQUARE' card, 'COMMENT THE ANIMAL PROTECTION ORDINANCE' card, and 'Open processes' with an 'OPEN PLENARY' card. Each card includes a brief description and a link to participate.

<https://consuldemocracy.org/en/>

UNIQUE ADVANTAGE: GLOBAL COMMUNITY OF USERS, ADVOCATES AND DEVELOPERS



Our User Community

The **CONSUL DEMOCRACY** software is and has been used by more than 250 cities and organizations all over the world.



Landeshauptstadt
München

München, Germany

Decide_Madrid

Madrid, Spain



**Stem van
Groningen**

Groningen, Netherlands



#PARTICIPALEÓN

León, Mexico



Glasgow, Scotland



AARHUS
KOMMUNE

Aarhus, Denmark



São Paulo, Brasil



OBČINA
MEDVODE

Medvode, Slovenia

MADASHA
Talo-Wadaag

Garowe, Somalia

CABILDO  TENERIFE

Tenerife, Spain

[Check out Use Case Stories](#)



Our partners

Not only users make up the **CONSUL DEMOCRACY** community. We actively work with:

Tech partners



Our trusted Certified Companies know the software's code inside out, actively contribute to the repository on GitHub, and assist users with implementation, installation and customization.

Currently they are:

- ✓ [Enreda Coop](#)
- ✓ [Rock&Ror](#)

[What it means to be a Certified Company \(pdf, \[ENG\]\(#\) / \[ES\]\(#\)\)](#)

Regional Partners



Regional Partners are well-connected in their local context, assist public institutions with technical implementation and/or participatory processes, and spread the **CONSUL DEMOCRACY** project further. Currently they are:

- ✓ [Framer Framed](#) (Netherlands)
- ✓ [Mehr Demokratie](#) (Germany)
- ✓ [COSLA](#) (Scotland)
- ✓ [Danes Je Nov Dan](#) (Slovenia)
- ✓ [Code4Romania](#) (Romania)

[Why become a Regional Partner \(pdf, \[ENG\]\(#\) / \[ES\]\(#\)\)](#)

 **PROPOSALS**

[Help about proposals](#)



Create a proposal

most active highest rated newest archived

[Advanced search](#)



Strategic plan for a 100% green city

4 comments • 2018-11-30 • admin

We want a city that does not dawn with a cloud of grey pollution, that bets on sustainability, promotes renewables and ensures that no family is cut off the light this winter.

environment sustainable green

0.7% / 100%

7 supports

1,000 supports needed

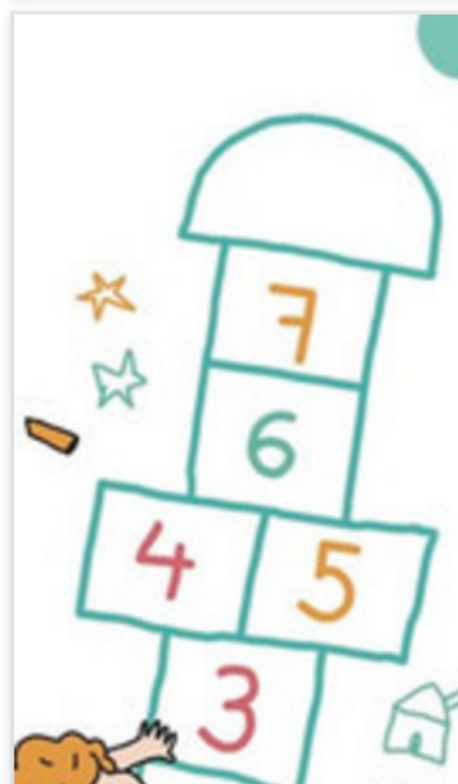
Support

CATEGORIES

- Culture
- Districts
- Economy
- Environment
- Equity
- Health
- Media
- Mobility
- Participation
- Safety and Emergencies
- Social Rights
- Sports
- Sustainability
- Transparency
- Urbanism

TRENDING

- human rights
- bus
- cars
- children
- cycling
- food
- green
- pollution
- sustainable
- transport



The right to play: for a more child-friendly city

3 comments • 2018-11-30 • admin

We want to improve public spaces for children to play. We propose clean, creative parks, play again in squares and streets (as before) and create a network of public toy libraries.

human rights children Social Rights

0.6% / 100%

6 supports

1,000 supports needed

Support

[Back to voting](#)

Refurbishment of the North Square

Decided now what the Town Hall is going to do with this square. This is one of the 10 squares that have been selected for a possible remodeling to improve its use for the population. There has been a participatory process that ends now in this final phase of voting. It decides with respect to the squares if they should be remodeled or not, and for those that mostly decide to remodel which will be the projects to carry out.

You must [Sign in](#) or [Sign up](#) to participate.

Do you consider it necessary to remodel the square?

Yes

No

Which of the two finalist projects do you prefer to be carried out?

Light of the City

Square with History

More information

More Information
 The North Square aims to become a hub of attraction for the district and for the population that may come from other parts of the city, as it has optimal regional accessibility in public transport. It comes from an order of the Plan of 1985, with the aim of consolidating a built residential front to the new park and accommodate uses to serve as a connection between the old and the new. The plot is intended for sports use and green area, but currently has a large vacant area that requires rethinking under a new perspective to take advantage of position and generate a pole of attraction towards the district, is intended to create a new square as a venue for cultural events and social meetings that is one of the most obvious deficiencies in the districts of the periphery.

Light of the City



Square 1

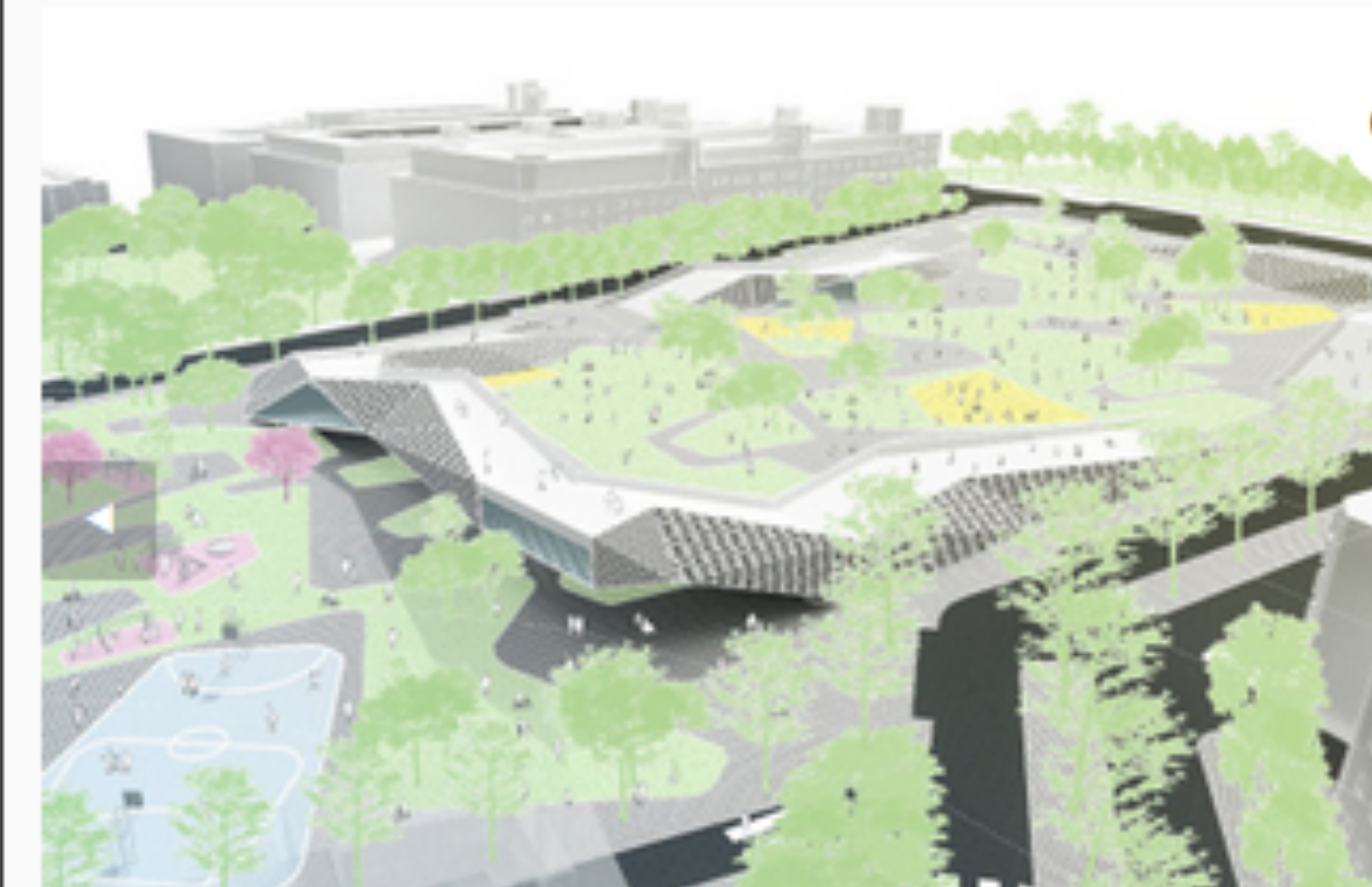
'Light of the City' responds to the will of the citizens to create a centrality in the district, through a new public space: the civic square. The proposal must respond to very different situations from the most technical point of view: topography, roads, accessibility...even the most social. For this reason, 'Light of the City' is understood as an integrator, an element in which to converge. Urban integrator: the new square is the point of connection of the great green extension of the park with the most consolidated and dense part of the district. In addition to the opportunity to continue an important point of public transport connection. Social integrator: the identity of a neighborhood is nourished by the neighborhood association and the sense of belonging to a place. The social diversity present in the district needs a place like the new civic

[Read more about Light of the City](#)

Documents

[Light of the city](#)

Square with History



Square 1

The identification of an urban image in an area must be worked on, reading existences and placing new elements that endow it with character. Citizens identify these urban elements as their own in the civic square. The project to bring together the needs of a population and its relationship with the city social reference of appropriation of public space. An attempt is made to see meeting place and enjoy the district's own activities, increasing urban quality especially the network of bordering spaces. The bases are raised to achieve time a new area of centrality through the realization of a 'square equipped one of the most important milestones of use of the district. This is where the importance of degenerating activity in the square lies, taking advantage of efficient value of the itineraries that run through it and activating it through

[Read more about Square with History](#)

Documents

[Project report](#)



RESULTS

Resultados con el 100% de los votos escrutados

[Más información sobre las votaciones](#)Technical report of the proposal **Madrid 100% sostenible**.Technical report on the competition, legality, feasibility and cost of the proposal **Billete único para el transporte público**.
[Resultados](#)
[Estadísticas](#)
[Información](#)

TODA LA CIUDAD

Madrid 100% Sostenible, Billete único para el transporte público y Plaza de España

Gran Vía

DISTRITOS

MADRID 100% SOSTENIBLE, BILLETE ÚNICO PARA EL TRANSPORTE PÚBLICO Y PLAZA DE ESPAÑA

¿Estás de acuerdo con la propuesta “Billete único para el transporte público”?

Sí	No	EN BLANCO
198905 (93,94%)	6631 (3,13%)	6189 (2,92%)



[Startseite](#) / [Bürgerbudget 2023](#)

Bürgerbudget 2023

Ergebnis Bürgerbudget Jena 2023

Das gültige Endergebnis wurde vom Beirat für Bürgerbeteiligung in seiner Sitzung am 14.11.2023 festgestellt. Von den 30 Vorschlägen, die zur Auswahl standen, können 14 in den kommenden zwei Jahren umgesetzt werden. Der verbleibende Restbetrag von 470€ wird entsprechend dem Regelwerk in das Bürgerbudget 2024 übertragen. Insgesamt wurden 7.504 gültige Stimmen abgegeben.

BENACHRICHTIGUNGEN

Möchten Sie zu diesem Projekt auf dem Laufenden bleiben?

Nein

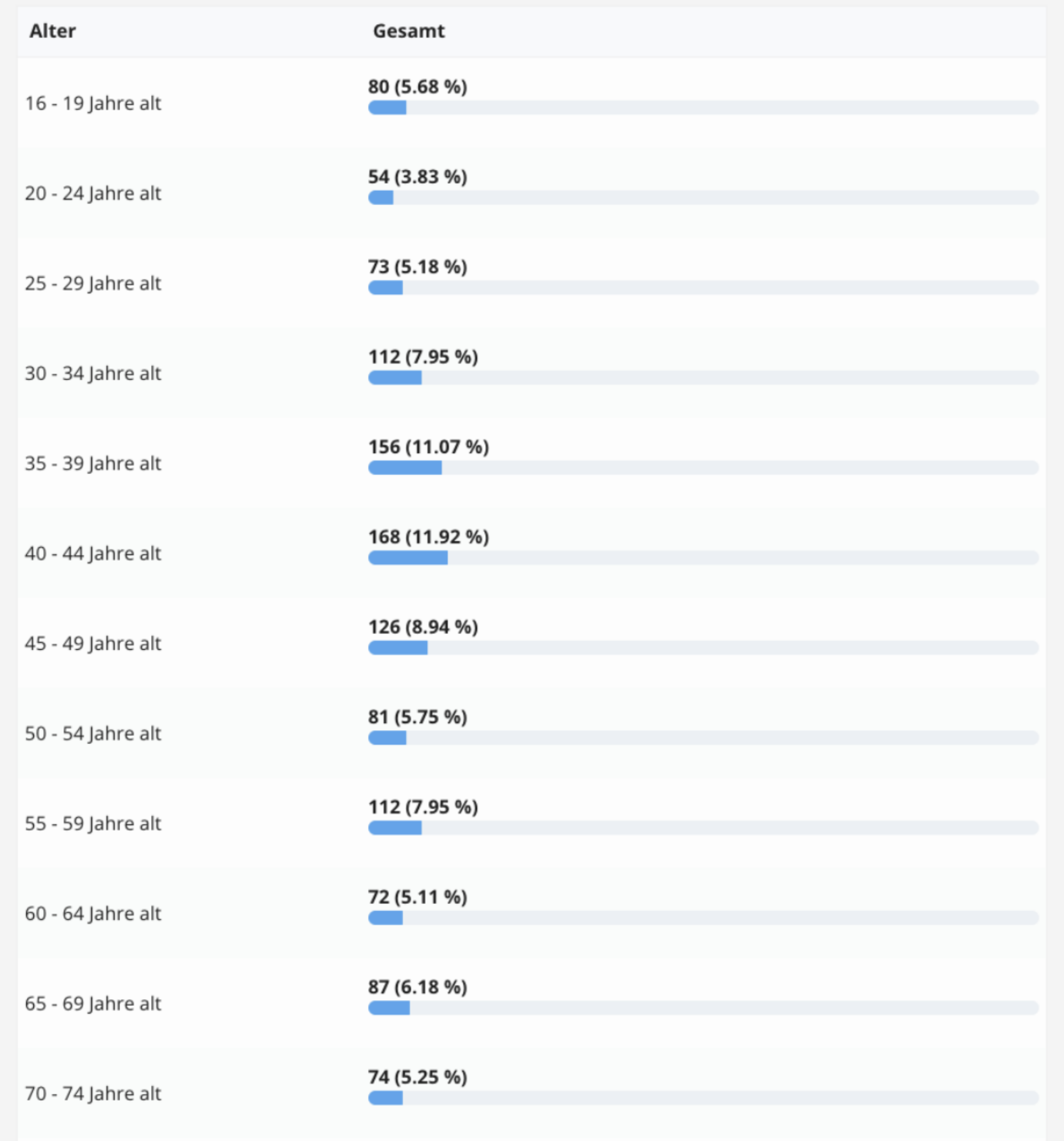
Bürgerbudget

Beteiligung ab 16

Die Ergebnisse der Beteiligung am Bürgerbudget 2022 zeigen, dass sich mehr als 5% der Jugendlichen im Alter von 16 bis 19 Jahren beteiligt haben.

In Jena haben tatsächlich alle Einwohner:innen ab 16 Jahren die Möglichkeit, über die eingereichten Vorschläge auf der Consul Democracy Online-Beteiligungsplattform abzustimmen.

Teilnehmer*innen nach Alter



SUCCESS FACTORS

- Trust between citizens and government
- Resources: financial and human
- Participatory footprint
- Meaningfulness

Good citizens' participation ...

... requires a willingness to engage in dialogue.

... considers the issues, actors and framework conditions.



... requires clear goals and opportunities to contribute.

... starts early and binds all participants.

... requires sufficient resources.



... makes it possible to contribute in multiple ways.

... requires a common understanding of procedural rules.

... requires a careful and competent process design.



... is based on transparency and reliable information sharing.

... learns from experience.



PERSPECTIVE OF THE CITIZENS

WHY? Added Value, Effectiveness

HOW? Bottom-Up / Top-Down, User-Friendliness

WHERE? Familiar Places (Digital / Analog), Outreach, Communication

THEN WHAT? Evaluation, Impact on Outcome



INTERNAL STRUCTURES

- Department for Citizen Participation
- Clear Responsibilities
- Designated Contacts in Each Department
- Easily Accessible Information on Participation and Platform
- Political Support



PUBLIC RELATIONS

- Target Audience Analysis
- Building Social Media Reach
- Utilizing Public Spaces
- Involving Multipliers
- Simple Language / Creative Approaches

The end of participation is not the end of the project!



PARTICIPATION COUNCIL: EVERYONE AT THE TABLE!

Greetings from Munich

Participation Advisory Board (30 members):

- *Unorganized civil society (8 members)*
- *Organized civil society (8 members)*
- *City administration (3 members)*
- *City council and district committees (11 members)*



Thank you for your attention!

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consuldemocracy.org



Untertitel