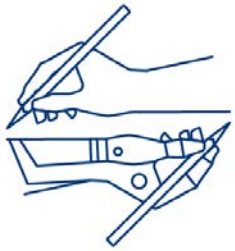
Project: 101094364 — ITHACA — HORIZON-CL2-2022-DEMOCRACY-01

EUROPEAN RESEARCH EXECUTIVE AGENCY (REA)

REA.C – Future Society

C.1 – Inclusive Society



ITHACA

AI To Enhance Civic Participation

ITHACA

artificial Intelligence To enHAnce Civic pArticipation

D1.1 Study on good practices of citizen engagement and democracy in AI applications

Work Package: WP1 – State of the art and conceptualization

Authors:	CERTH
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Status:	Final
Due Date:	31/7/2023
Version:	1.00
Submission Date:	30/9/2024
Dissemination Level:	PU - Public

ITHACA Project Profile

Grant Agreement No.: 101094364

Acronym:	ITHACA
Title:	artificial Intelligence To enHAnce Civic pArticipation
URL:	TBA
Start Date:	01/01/2023
Duration:	36 months

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Document History

Version	Date	Author (Partner)	Remarks/Changes
0.1	7/6/2023	Maria Panou (CERTH)	ToC
0.2	14/6/2023	Maria Panou (CERTH)	Content Creation
0.3	30/6/2023	Maria Zangl (UniGraz)	Content Contriburion
0.4	30/6/2023	Iliana Loi (UPAT)	Content Contriburion
0.5	19/7/2023	Maria Panou (CERTH)	Minor additions/edits. Submission for quality review
0.6	25/7/2023	Manos Dinosgerontakis (SnP)	Legal and ethical related comments
0.7	26/7/2023	Eva de Lera (RTF)	Minor edits and corrections.
0.8	26/7/2023	Iliana Loi (UPAT)	Minor Corrections/QC
0.9	26/7/2023	Maria Zangl (UniGraz)	Minor Corrections/QC
1.0	28/7/2023	Maria Panou (CERTH)	FINAL VERSION TO BE SUBMITTED
1.1	10/9/2024	Aristotelis Spiliotis (CERTH)	Modifications/ additions based on reviewer's feedback
1.2	24/9/2024	Michael Bedek (UniGraz), Maria Zangl (UniGraz), Iliana Loi (UPAT), Manos Dinosgerontakis (SnP), Eva de Lera (RTF)	Review of the document, provided feedback for improvements
2.0	30/9/2024	Aristotelis Spiliotis (CERTH), Maria Panou (CERTH)	Final version for resubmission

Executive Summary

The ITHACA Deliverable D1.1 - Study on good practices of citizen engagement and democracy in AI applications aims to present the results of the activity T1.3 with the aim to identify approaches and existing AI applications that facilitate and enhance citizen engagement in democratic processes. This deliverable defines the need, the methodological approach followed throughout the allocated period, the collected sources and their evaluation, in order to extract the best practices. From these, the specific AI technologies used are identified along with the implementation context to draw conclusions on the particular conditions that make them effective for this use. The presented activities correspond to the Conceptualization of ITHACA methodological approach with the aim to form a groundwork evaluation for the basis of compliance of AI systems with inclusive and ethical values and also be part of the Requirements Collection for the design of a uniform model for the definition of user-requirements.

The results of this deliverable will be further exploited in T1.4, especially in regards to the data collected, validate the need of WP2 human-centred design activities and finally feed the design requirements for the development of the ITHACA overall architecture in WP3.

Updates for September 2024 re-submission

1. References in the document have been examined and updated to represent the latest developments. Only few but valid references to key methodologies or concepts of earlier years may have been remained. Text has been reviewed and refined where applicable.
2. Chapter 2: The methodology is better described to depict the work done, not only in research level, but also in the preparation and execution of the evaluation framework of the Best Practices, with the participation of expert partners in each field to provide a holistic and accurate review of the identified practices.
3. Chapter 4: A section has been added to present the open-source platforms and their integrated functions, which could be used by ITHACA project. The main features which could also be used independently for various tasks and bring an added value to the project are also described.
4. Chapter 5: The evaluation methodology is added to the outcomes of this task, as it could be proven very valuable asset for the assessment of ITHACA platform and its components. Research was performed to examine the application of Generative AI models in civic participation and results are included. In addition to the models proposed already, further research was carried out to include a list of available open-source AI models and tools (including GAI) and by investigating their capabilities are found to be in relevance with democratic functions and civic participation. A brief description of their useful functionalities is provided and potential improvements which can apply in ITHACA (if any). Last, research of the legal framework concerning the latest developments in the field of GAI is included and the ongoing activities which should receive the attention of the project partners.

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List of Abbreviations

Abbreviation /acronym	Description
AI	Artificial Intelligence
EC	European Commission
GA	General Assembly
GAI	Generative Artificial Intelligence
GPT	Generative Pre-trained Transformer
HE	Horizon Europe
ICT	Information and Communication Technology
NLP	Natural Language Processing
PPGIS	Public Participation Geographic Information System
ToC	Table of Contents
UI	User Interface
WP	Work Package
XAI	Explainable Artificial Intelligence

1 Introduction

1.1 Purpose and Scope

ITHACA has a strong commitment to promote the European values of inclusiveness and trustworthiness in Artificial Intelligence (AI) applications, especially when it comes to citizen engagement tools within democratic processes and towards that goal the consortium of the project attempts to establish a broader understanding of AI technology, taking into account the needs and requirements of all stakeholders.

The purpose of the present deliverable entitled "Study on good practices of citizen engagement and democracy in AI applications" is to present the outcomes of T1.3 activities part of WP1, the results of which will feed WP3 for the design and development of ITHACA platform. In T1.3, the involved partners carried out a mapping of the existing AI applications that enable and facilitate citizen engagement which aim to enhance the democratic processes, a process that resulted in a list of relevant sources for review. In this context, this document aims to present and analyse a set of best practices of AI supported participatory democracy platforms and applications, the methodology based on which a review on that list was carried out to extract the best practices, specifically, those that met certain criteria set by mutual consent between the partners. In addition, recommendations are proposed that aim to provide improvements to the existing tools aiming to strengthen such applications for representative democratic decisions.

1.2 Intended audience

The main target group for this Deliverable is the consortium partners as this document identifies key established AI technologies that enable citizen engagement in democratic processes and may be exploited particularly by WP3 activities during which the design implementation of ITHACA platform will take place and the technology components are to be decided. In addition, this document can be very useful to commercial entities developing such tools as well as organisations for which such platforms operate (government agencies, municipalities, etc.) to be aware of the latest technological achievements that constitute the citizen engagement efficient, democratic, legal, ethical, inclusive and fair.

1.3 Structure of the Document

The structure of this document is as follows:

- Section 2 provides the methodology followed to critically review the good practices and extract a list of best practices.
- Section 3 lists all the available sources considered as good practices across the world from which the best practices were extracted and serve as the reference point for the utilization of AI technologies in democratic processes.
- Section 4 describes the requirements, the conventions and relevant mechanisms for document control management.
- Section 5 presents the conclusions drawn.

2 Methodology

2.1 Background

Understanding the way that citizen participation and engagement influences a more transparent, responsive, improved and targeted governance has been a key question for the last decades. Citizen engagement can be described as individual or collective actions aiming to address issues of public concern and governance [1], in which Information and Communication Technologies (ICT) efficacy can assist in the reconceptualization of the cities through the negotiation of human-computer interactions [2]. Towards this goal, multiple tools have been suggested that incorporate AI characteristics, including the use of geographic information systems [3], gamification elements in crowdsourced cadastral surveys [4], the use of social media for self-organisation in the participatory process [5], e-participation and e-governance [6]. The use of such tools however, may be proven challenging due to the lack of human-centred AI characteristics concerning ethics, law, transparency, culture, inclusiveness and governance [7] or even harmful by the premature adoption of Artificial Intelligence (AI) [8] and the "promoted" rationality [9]. Therefore, applications to be considered as best practices must both implement the latest technological developments and tools in the field of AI, as well as to be responsible and address the imposed challenges which may jeopardize the full utilization for the benefit of societies.

2.2 Methodology approach

The purpose of the methodology is to follow a unified examination and evaluation framework of the available applications for civic participation (up to 2023 as the year of submission of this deliverable). Through joint consultation with the partners involved, a sequence of actions was established to collect the most up-to-date applications and evaluate them against various criteria by expert partners in each field.

To extract the applications that meet the conditions of Section 2.1 (implementing latest technological developments and address challenges for the wide participation of users) and to be considered as best practices, a 4-step methodology approach (Figure 1) was established to ensure that each task activity is related to specific goals and criteria. The initial objective of T1.3 and step 1 of this methodology was the collection of representative tools which have a clear objective to **support the citizen participation** in democratic processes, **make use of AI technologies** to enhance this process, but which also show **resonance** and their usefulness would have been validated through their **application to real examples** of democratic processes. To that end, the involved partners searched for tools that would meet these characteristics, looking for evident sources throughout their network, the current literature, the world wide web and based on their experience and expertise, compiling a list of all possible means that can be considered as **good practices** of citizen engagement in this field. All of the considered sources are presented in Chapter 3 along with an initial review done by expert partners on whether these sources are valid and meet the very basic conditions (functional, incorporate the use of AI, promote citizen engagement in democratic processes, etc.) in order to be examined as potential best practice.

Next step (step 2) of this approach was the collection of detailed information about the particular characteristics of these sources so that they can be evaluated and further examined. For the collection of this information a dedicated template was created (see Annex I: Collection of AI applications characteristics template) which was completed for all sources that meet the basic objectives. Through this template, information was collected in a common and structured way about the operation of each application, the targeted users, the AI technologies it makes use of, strengths and weaknesses according to the opinion of the users and the available sources, as well as the expected or intended impact on the market and the improvements on the democratic processes. This list of

sources would serve as the acknowledged current good practices that have potential impact and attract the interest of the citizens/ users (wider participation).

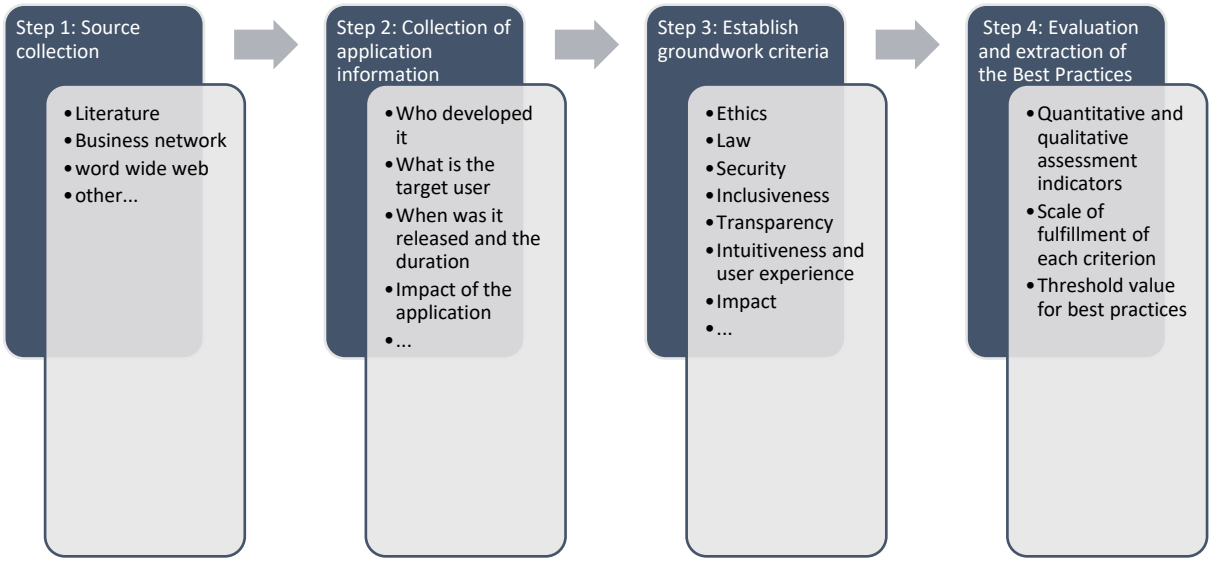

Figure 1: The 4-step methodology approach for the collection, study and evaluation of good AI practices

Having compiled the list of good practices, step 3 of the approach incorporated the establishment of the groundwork criteria that would serve as means of evaluating further each application in the most challenging areas as identified by the literature. Following consultation between the involved partners in relevant meetings, it was mutually decided to use 2 qualitative and 7 quantitative criteria, which will clearly demonstrate the consistency of the applications in terms of the critical issues:

1. Inclusive processes
2. Transparent process
3. Ethical and Legal Compliance
4. Intuitiveness
5. Citizen feedback mechanisms
6. Privacy and Security
7. Fairness and Accountability
8. Number of users and period of operation
9. Impact

Each of the above quantitative criteria were linked to a 4-point descriptive scale (Figure 2) for compliance and another template (Annex II: Template for the evaluation of the criteria set for the good practices) was created to assist in the collection and evaluation of each application.

☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree

Figure 2: 4-point descriptive evaluation scale per each criterion

The two qualitative criteria were taken into account after mutual consent for the final decision on whether an application should or should not be adopted as a best practice, but also assisted in the comparative assessment of the individual characteristics between the good practices. The results of step 2, 3 and 4 regarding the collection of the characteristics for each good practice and the assessment carried out based on the above, are presented in Chapter 4.

Last, in step 4 of the approach the descriptive evaluations of the criteria were converted into numbers from 1 (strongly disagree) to 4 (strongly agree) and a mean evaluation score for each AI application was calculated, as it was mutually accepted that the criteria should have an equal weight. This assisted in defining a threshold value above which an AI application would be considered as a best practice; relevant results are presented in Chapter 4.2.

2.3 Implementation of the approach

The above methodology was applied as follows.

The project partners prepared the template for evaluation presented in Annex II: Template for the evaluation of the criteria set for the good practices, according to the defined criteria used to evaluate the practices in the 4-step methodology. These criteria are divided into individual scientific topics such as the **legal** framework and the status of compliance, the **technological** practices which are used and whether these are part of the latest achievements in the field of ICT with particular emphasis on Artificial Intelligence (AI) and the user interaction as well as the **socio-cultural** framework emphasising to the extent this is able to address inclusiveness, special needs and produce a more impactful engagement of digital products.

Then research was made for all such available practices according to what is described in the methodology and for each one (total of 22 evaluated practices) an analytical evaluation table was drawn up (all evaluation tables are attached in Chapter 4).

Each participating partner in T1.3, according to their expertise applied assessment horizontally to all the collected practices in the relevant review fields, assigning an assessment value to each variable/ criterion. This resulted in the establishment of clear objectives, metrics and indicators to ensure that evaluations are sound, focused on the right areas, made by experts and are equally assessed between equally weighted criteria. This process is thoroughly presented in Chapter 4, in which the final scoring of all practices is presented and the extracted best practices.

In addition to the identification of the best practices, a record was made of the results that are going to be useful for the course of the project and specific points of attention which should be taken into account for the development of the ITHACA platform.

3 AI sources considered

The following table lists the 31 sources or AI applications that have been reviewed in the scope of T1.3. As it can be seen, not all applications were relevant to be considered in our analysis, as some may lack important characteristics such as AI technologies or access to the application was not possible. Thus, in total, 22 (out of the 31) practices are included in the analysis of Chapter 4.

Table 1: AI sources collected for examination in alphabetical order

Application or initiative	Country	Comments/ Justification for not included in the analysis
1. **Adhocracy+** https://adhocracy.plus/	Berlin, Germany	
2. **AI Transparency Institute:** https://www.aitransparencyinstitute.org/	Europe	Not included in the analysis. Reason: Not accessible
3. **Better Reykjavik:** https://betrireykjavik.is/domain/1	Iceland	
4. **CITBot** https://citbot.it/	South Carolina, USA	
5. **Citizen Lab:** https://citizenlab.ca/	Canada	Not included in the analysis. Reason: No digital tools available and no use of AI technology. It performs human research and reports about threats to civil society.
6. **citizenlab** https://www.citizenlab.co/platform-online-engagement-toolbox	Multinational	
7. **Citizens Foundation** https://www.citizens.is/	Reykjavik, Iceland	

8. Civic Participation Forum: http://www.fgu.bg/en/	Bulgaria	
9. Civocracy: https://www.civocracy.com/	International	Not included in the analysis. Reason: No AI application is evident.
10.Consul democracy **https://consulproject.org/en/index.html** **https://decide.madrid.es/accesibilidad**	Madrid, Spain	
11.Decidim.barcelona **https://decidim.org/**	Barcelona, Spain	
12.DEEP-linking Youth: **https://ecas.org/projects/deep-linking-youth/,** **https://participedia.net/case/8591**	Iceland	Not included in the analysis. Reason: This is an EU funded project, cannot be considered a good practice.
13.DemocracyOS: https://democracyos.org/	Argentina	
14.Egora **International Logic Party** **https://egora-ilp.org/**	Worldwide (Berlin, Germany based)	
15.EngagementHQ **https://go.engagementhq.com/**	Australia	
16.Fluicity **https://get.flui.city/en**	Paris, France	
17.Forum, Wichita **https://forum.wichita.gov/en/**	Kansas, USA	
18.GovInsider: https://govinsider.asia/	Asia	Not included in the analysis. Reason: Problem accessing the website

19.Grade.DC.Gov: https://grade.dc.gov/	USA	
20.https://rahvaalgatus.ee/	Estonia	
21. Litterati **https://www.litterati.org/**	International	A platform to engage citizens with litter collection and crowd-sourcing litter data in cities. Not included in the analysis. Reason: No AI application is evident.
22.ManaBalss (My Voice) **https://manabalss.lv/lv**	Latvia	
23.Maptionnaire **https://maptionnaire.com/**	Finland	
24.My neighbourhood: **https://participedia.net/case/4225**	Iceland	Not included in the analysis. Reason: This is actually part of the above platform.
25.MyGov India: https://www.mygov.in/	India	
26. MySurrey **https://www.surrey.ca/services-payments/online-services/mobile-apps/mysurrey-app**	Surrey, Canada	An app to report local issues, access city services, news and more. Not included in the analysis. Reason: No AI application is evident.
27. NYC 311 **https://portal.311.nyc.gov/article/?kanumber=KA-01025**	New York City, USA	A platform including all government information and non-emergency services. Not included in the analysis.

		Reason: No AI application is evident.
28.OECD AI Policy Observatory: https://www.oecd.ai/	International	
29.Open Government Partnership: https://www.opengovpartnership.org/	International	Not included in the analysis. Reason: No AI application is evident.
30.Participatory Budgeting Project: https://www.participatorybudgeting.org/	USA (applied also in Canada, Australia, Sweden)	Not included in the analysis. Reason: No AI application is evident.
31.Pol.is: https://pol.is/home	USA	
32.POPVOX: https://popvox.com/	USA	
33. SeeClickFix https://seeclickfix.com/	USA	An APP for reporting issues to local governments. Not included in the analysis. Reason: No AI application is evident.
34.Singapore's OneService App https://www.oneservice.gov.sg/	Singapore	
35.Zen City: https://zencity.io/	Israel (can be applied to all countries)	

4 Evaluation of good practices

This chapter presents the results for each of the evaluation steps carried out by the consortium partners (step 2 to 4 of the methodology approach) to arrive at the best practices in AI application for the citizen engagement in democratic processes. The evaluation is based on the assessment template that is presented in Annexes I and II. Section §4.1 presents the collected characteristics for each AI application, the evaluation carried out per each criterion and a first assessment by the review partner as to whether the particular application can potentially be considered a best practice. The evaluation also includes a justification and general guidelines on the evaluable characteristics that should be taken into account.

4.1 Collection of necessary characteristics and evaluation

The tables below present for each good practice identified in Chapter 3, the collected information about their individual characteristics in Part A and in Part B the evaluation carried out per each criterion.

4.1.1 MyGov.in (India)

Part A – AI application presentation

Name of AI application/ approach	MyGov.in
City, country	India
Organisation/ Company/ Municipality	Central Government
Brief description (aim)	Citizenship engagement for governance models
Target users/ users groups (e.g. old, students, etc.)	All citizens
Areas focused on	Governance ideas, vote and review of government projects and plans
Description	This app is developed by the National Informatics Centre of the Government, Ministry of Electronics & Information Technology, Government of India as a tool to promote citizen engagement and crowdsource governance ideas. It has an associated mobile app.
Available languages	English and Indian (9 Hindi dialects)
Actual AI-features offered to the user	A virtual agent that provided information on COVID-19 pandemic

Name of AI application/ approach	MyGov.in
Date of initiation and duration	26 July 2014 – still active
Strengths	Has a big pool of registered users
Weaknesses (room for improvement)	Very slow to operate,
Description of potential impact (e.g. on health, economy, etc.)	All domains of governance and a country's development
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://www.mygov.in/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Incorporates a screen reader function and other accessibility options.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree

	☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The collected feedback comes from the users but there is not a strong mechanism to validate and ensure the transparency of this. The Open Forum section adds up to transparency.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] ***Hint: Look for visible information/disclaimer*** ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The app has listed all king of policies but does not too extensively describe the compliance.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The overall design is very clean, comprehensive with direct links to the main functions of the application.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

	The whole app is a citizen feedback mechanism with many kind of functionalities to collect input (either free text or throughout polls). In addition, the users can contact the operator to report directly issues concerning the app.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Security measures are not clearly defined. The users can see content anonymously but it is required to register for their active participation.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The application has no special treatment of individual groups.
8. Number of users and period of operation	More than 290.000 the 8 years period of being active.
9. Impact	There is limited documentation on the governmental decisions that made use of the results, apart from the format of the Prime Minister's online Independence Day message which was extracted from suggestions submitted to the application.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.2 DemocracyOS

Part A – AI application presentation

Name of AI application/ approach	**DemocracyOS**
City, country	Argentina
Organisation/ Company/ Municipality	Democracia en red
Brief description (aim)	Digital tool designed for citizen participation for governments and institutions
Target users/ users groups (e.g. old, students, etc.)	All citizens and social groups, NGOs interested to follow upon legislative and corruption, governmental institutions.
Areas focused on	Participatory Budget, public consultation, crowd law making, goals tracking
Description	This is a free, open-source platform which can be used by governments and institutions to allow citizens to vote on, track and debate on current legislation. It is designed to maximize interaction and enable collective intelligence for the benefit of the political system. The platform consists of the following tools with the aim to engage them in the respective domains: a) Participatory budget, b) Public consultation, c) Crowd law making d) Goals tracking

Name of AI application/ approach	DemocracyOS
Available languages	English and Spanish
Actual AI-features offered to the user	Automated decision-making functions
Date of initiation and duration	unknown – still active
Strengths	Open-source, free.
Weaknesses (room for improvement)	It is used mainly in the Latin America & Caribbean region. Lack of bill-tracking and law mark-up language for legislative data.
Description of potential impact (e.g. on health, economy, etc.)	All domains of governance and a country's development
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://democraciaos.org/en/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:*

	There are no information on mechanisms that address these groups.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The tools are open-source and the full processing is transparent.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☒ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:* There are no information regarding the ethical and legal compliance.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* By the presented images the application seem to have a clear structure, be easy to navigate and provide clear and fast results on current polls/votes.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

	There is a contact email provided to support the reporting of issues related to the application but this is rather a limited option.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Security measures are not clearly defined, but on the other hand as an open-source application there are no shady parts that could hinder such issues.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The application has no special treatment of individual groups.
8. Number of users and period of operation	unknown
9. Impact	Does have an impact on the absence of corruption factor and particular is expected that government officials will not use public office for private gain. Promotes accountability and civic watchdog capabilities through the extended information and visualization of the passed bills.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:*

Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.3 OECD AI Policy Observatory

Part A – AI application presentation

Name of AI application/ approach	**OECD AI Policy Observatory**
City, country	France (central offices)
Organisation/ Company/ Municipality	Organisation for Economic Co-operation and Development
Brief description (aim)	Measuring and analysing the economic and social impacts of AI technologies and applications
Target users/ users groups (e.g. old, students, etc.)	All stakeholders involved in policy initiatives
Areas focused on	Multidisciplinary, evident-based policy analysis on AI technologies
Description	OECD AI observatory combines resources across the OECD, partners and stakeholder groups to facilitate a dialogue between them while providing detailed analysis on where AI has the most impact. OECD.AI is an online tool that lets policy makers, businesses, workers, technologists, academics, and citizens share and shape artificial intelligence policy. It's main purpose is to ensure that AI is trustworthy and beneficial for everyone.
Available languages	English and French
Actual AI-features offered to the user	Indirect. The observatory has a knowledge repository of more than 650 AI policies and strategies. Real-time data insights into current AI developments.

Name of AI application/ approach	OECD AI Policy Observatory
Date of initiation and duration	2016 – still active
Strengths	It works with policy communities across all disciplines and considers aspects in a holistic manner.
Weaknesses (room for improvement)	Usage of the tool is not straight forward
Description of potential impact (e.g. on health, economy, etc.)	AI aspects on bias and discrimination, polarisation of opinions, privacy infringement and widespread surveillance.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://oecd.ai/en/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The established OECD AI Principles promote a high level of ethical and legal compliance. In addition, insights of AI penetration based on gender and other social groups are provided.

2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It follows an evident-based analysis.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The established OECD AI Principles promote a high level of ethical and legal compliance. The content quality could be improved.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The application seem to have a clear structure, be easy to navigate with excellent graphical representation of the results, but the big amount of data and content make it a peculiar in operation.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

	The user can contact the organization either through an online form or the provided social media.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The established OECD AI Principles promote a high level of security and privacy compliance.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The application has no special treatment of individual groups.
8. Number of users and period of operation	unknown
9. Impact	Benefits arise from the presentation of real risks like bias and discrimination, privacy infringement, etc.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:*

Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.4 Better Reykjavik

Part A – AI application presentation

Name of AI application/ approach	**Better Reykjavik**
City, country	Iceland
Organisation/ Company/ Municipality	Citizens Foundation and Reykjavik City
Brief description (aim)	Online platform for crowdsourcing of solutions to urban challenges
Target users/ users groups (e.g. old, students, etc.)	Citizens, Government
Areas focused on	Agenda setting, participatory budgeting and policy
Description	This online platform includes multiple democratic functions spitted among the areas of focus for crowdsourcing solutions. The residents of Reykjavik can submit original ideas and solutions to municipal-level issues, debate and prioritize policy proposals/ ideas.
Available languages	Icelandic
Actual AI-features offered to the user	AI is used to improve user experience and submitted content. Uses machine translation and AI to recommend ideas, do smart notifications and provide a toxicity sensor to alert admins about abusive content. In addition, there is automatic classification of ideas.

Name of AI application/ approach	Better Reykjavik
Date of initiation and duration	25.6.2010 – still active
Strengths	It works with policy communities across all disciplines and considers aspects in a holistic manner.
Weaknesses (room for improvement)	Usage of the tool is not straight forward
Description of potential impact (e.g. on health, economy, etc.)	Mass participation of citizens along with a better use of investment budgets available, which lead to greater transparency, how decisions are made and assist to meet more complex demands while building more trust between government and citizens. Working towards UN dev goal 16.7 and inclusive decision-making.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://betrireykjavik.is/domain/1

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* The platform is open for everyone but there does not seem to have accessibility options for vulnerable or impaired people.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes]

	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Citizens are free to edit and submit content. The site does not use and open-source code for the AI functions.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The related information is limited.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The application seem to have a clear structure, be easy to navigate with clear distinction between the available contents.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Full contact details are provided both for the City of Reykjavik and the organization Citizens Foundation.

6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* There is clear reference for privacy and security and provision to alter these options is provided to the user when registered.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The application has no special treatment of individual groups and mechanisms promote an appropriate and supervised environment.
8. Number of users and period of operation	Over 70.000 people have participated out of a population of 120.000 since site opened. 30.000 registered users have submitted 10.000 ideas.
9. Impact	Bridge disconnection between authorities and citizens, the will of which is more involved in policy-making in mass participation to enhance the solution of more complex city operation calls.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.5 Grade.DC.Gov

Part A – AI application presentation

Name of AI application/ approach	**Grade.DC.Gov**
City, country	Washington, USA
Organisation/ Company/ Municipality	Citizens Foundation and Reykjavik City
Brief description (aim)	Feedback mechanism to evaluate residents experience at local agencies
Target users/ users groups (e.g. old, students, etc.)	Citizens, Government
Areas focused on	Feedback collection
Description	Grade D.C. operates a website which presents the evaluation score of local agencies based on citizen feedback.
Available languages	English
Actual AI-features offered to the user	AI is used throughout a sentiment analysis engine which rates reactions along with human evaluation scores (0-10 scale) to determine each agency's monthly grade on a A-F scale (in the USA this scale is very familiar). In addition, a social-intelligence mechanism provided by nBA company feeds the evaluation algorithms with information that is pulled from review made on Foursquare, posts on an agency's Facebook or twitter.

Name of AI application/ approach	Grade.DC.Gov
Date of initiation and duration	July 2012 – still active
Strengths	Automatically collects citizen feedback
Weaknesses (room for improvement)	This functionality takes time to identify trends and provide feedback for improvements to the agencies.
Description of potential impact (e.g. on health, economy, etc.)	Online published results spur staff to work harder toward better ratings and make changes that residents require. Increases the operational efficiency and competitiveness of agencies.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://grade.dc.gov/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The platform is open for everyone but there does not seem to have accessibility options for vulnerable or impaired people. On the other hand, feedback provided throughout other platforms can be automatically be taken into account.

2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The feedback is data driven but there are not many information about the grading system.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does provide extensive information and links related, but the content is not satisfying.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The application is very simple and the results comprehensive.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* Full contact details are provided and for various topics or consumer issues.

6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* It does provide extensive information and links related.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The application has no special treatment of individual groups. Solely responsible for the information provided are the developers of this platform.
8. Number of users and period of operation	N/A
9. Impact	Agencies do seem to increase their ratings over time.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES:

	a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… a) Please summarise results: ……

4.1.6 Pol.is

Part A – AI application presentation

Name of AI application/ approach	Pol.is
City, country	Global (Taiwan through vTaiwan offers a good example where it was used)
Organisation/ Company/ Municipality	Government officials and activists
Brief description (aim)	Surveying platform designed to find clusters of people with similar opinions on a topic. This platform is actually a Wikisurvey.
Target users/ users groups (e.g. old, students, etc.)	Citizens, Government, Organizations/ Entities
Areas focused on	Feedback collection, achieving consensus, identify groups of users.
Description	This platform uses submitted short text statements, which are sent randomly to other participants to vote on by clicking agree, disagree or pass. This way it identifies clusters of people with similar opinions and the topics. The dimensions of the survey are created by the participants themselves and adapts to participation over time to make good use of peoples time by showing comments semi-randomly. Participants do not need to complete an entire survey to contribute. By that, Polis is a platform for enabling collective intelligence within human societies and fostering mutual understanding.
Available languages	English
Actual AI-features offered to the user	The understanding of community intelligence takes place through advanced statistics and machine learning. The outcomes of this are depicted in the consensus driven results of the platform.
Date of initiation and duration	unknown – still active

Name of AI application/ approach	Pol.is
Strengths	Very useful in finding consensus on deadlocked issues within a society.
Weaknesses (room for improvement)	The ability to provide good results is based on the statement. Users should avoid controversial statements.
Description of potential impact (e.g. on health, economy, etc.)	Societal issues problem solving. Can have a huge impact on discussions about laws and assist policymakers to make decisions that gain legitimacy through consultation.
Is the application/ approach free or commercial?	☐ Free (open source) ☒ Commercial Some features or content may require a fee.
URL and/ or relevant documentation	https://pol.is/home

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Does not seem to have such provisions.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☐ Agree

	☒ Strongly Agree *Comments:* The feedback is data driven and in addition the platform is open-source.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* It does provide related info and makes adherence to GDPR and other regulation taken into account.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* The design is straight forward but could have been more intuitive. The user does not understand what is doing and what is achieved by that directly.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Does provide contact details to resolve such issues.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree

	☐ Agree ☒ Strongly Agree *Comments:* It does provide extensive related information.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The application has no special treatment of individual groups. Solely responsible for the information provided are the developers of this platform.
8. Number of users and period of operation	N/A
9. Impact	Societal issues problem solving. Can have a huge impact on discussions about laws and assist policymakers to make decisions that gain legitimacy through consultation. Solved many issues in Taiwan under vTaiwan initiative, as i.e. an angry debate about Uber regulation, changing Taiwan's time zone and geopolitics issues such as if Taiwan should be closer to China where it revealed that citizens would prefer to maintain their autonomy. It created outcomes which the government could act on. Polis was used to bring 2,000 people together at a virtual town hall in Bowling Green, Kentucky. Asked how to improve the local area, residents found consensus around improving traffic flow, adding bike lanes, beautification of the waterfront, even access to broadband internet services.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.7 POPVOX

Part A – AI application presentation

Name of AI application/ approach	**POPVOX**
City, country	California, USA
Organisation/ Company/ Municipality	POPVOX, INC.
Brief description (aim)	Scalable technology for civic engagement and good governing
Target users/ users groups (e.g. old, students, etc.)	Citizens, Government, Organizations/ Entities
Areas focused on	Legislation, government relations, civic engagement, state bills
Description	POPVOX verifies, aggregates, and simplifies communication with Congress on an open, trusted and nonpartisan common ground. It curates and delivers public input to the government in a format tailored to actionable policy decisions. POPVOX does the work of aggregating, verifying, sorting, and counting opinions and delivering input to lawmakers in a transparent, structured format.
Available languages	English

Name of AI application/ approach	POPVOX
Actual AI-features offered to the user	Incorporates advanced statistics and machine learning to figure out which information should be pushed to each user.
Date of initiation and duration	1 July 2010 – still active
Strengths	There are not many similar initiatives of its kind, little competition.
Weaknesses (room for improvement)	It does bring close lawmakers and citizens but does not guarantee the outcome or that effective actions will be taken.
Description of potential impact (e.g. on health, economy, etc.)	Can assist in citizen engagement and promote their interest to the lawmakers.
Is the application/ approach free or commercial?	☐ Free (open source) ☒ Commercial Can't be cross-referenced but appears to be paid service.
URL and/ or relevant documentation	https://popvox.com/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Does not seem to have such provisions.

2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Transparency levels were not evident.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* There are notes with reference to the official standards and distinction between US residents and California residents.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The design is straight forward, responsive and seems to be easy to navigate.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Does provide an online form to resolve such issues but it's the general form for any kind of matter.

6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* There are notes but without reference to the official standards they comply with.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* It is not evident.
8. Number of users and period of operation	N/A
9. Impact	Not evident.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☒ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES:

	a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.8 Zencity

Part A – AI application presentation

Name of AI application/ approach	Zencity
City, country	Tel Aviv, Israel
Organisation/ Company/ Municipality	Zencity (privately held company)
Brief description (aim)	A government-focused platform that gathers data from online public channels where residents are organically sharing feedback about their local government
Target users/ users groups (e.g. old, students, etc.)	Government, authorities, state agencies
Areas focused on	Sentiment analysis, community surveys, collaborative input, experience surveys
Description	This is an all-in-one platform from communications to engagement and advanced data gathering from sources across the web to provide insights & analytics for community surveys.
Available languages	English
Actual AI-features offered to the user	AI and machine learning for media/ communications monitoring and community engagement
Date of initiation and duration	4 January 2015 – still active
Strengths	Strong mechanics which can be applied to a wide range of activities and domains.

Name of AI application/ approach	Zencity
Weaknesses (room for improvement)	Could be used for the wrong reasons.
Description of potential impact (e.g. on health, economy, etc.)	Provide insights about the actual community opinion on various issues.
Is the application/ approach free or commercial?	☐ Free (open source) ☒ Commercial
URL and/ or relevant documentation	https://zencity.io/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Does not seem to have such provisions.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:*

	Transparency levels were not evident.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The tool does address these issues and makes adherence to standards and regulations.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The overall design is very well presented and uses many clear infographics for the presentation of the analytics.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Does provide an online form to resolve such issues but it's the general form for any kind of matter.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree

	☒ Agree ☐ Strongly Agree *Comments:* Privacy and security issues are clearly and analytically addressed, but the platform is not an open-source which limits knowledge on how information is collected and analysed.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* A code of conduct supports this.
8. Number of users and period of operation	Unknown – Website includes 192 customer logos.
9. Impact	In March 2023, following a fatal officer-involved shooting that occurred on February 14, the West Sacramento Police Department shared the footage from the body-worn cameras and the drone footage of the event. Rob Strange, West Sacramento Police Chief, sought to closely monitor the public response to the footage and to address any misinformation or concerns generated by the incident or the police's handling of the tragic situation. Using the Zencity dashboard to monitor how the PD's messaging was being received gave the Police Chief the certainty that he was in the know about any lingering or emerging misconceptions or concerns related to the department's handling of the event – both in its immediate aftermath and, crucially, in the weeks that followed. The confidence that any renewed discourse or a spike in negative sentiment would be captured on the dashboard, gave the Chief peace of mind that he would not be missing critical issues that may arise as a result of the footage or future developments. Source: https://zencity.io/case_studies/how-the-west-sacramento-police-department-used-zencity-to-handle-messaging-following-an-officer-involved-shooting/?utm_campaign=Case%20Studies%20on%20social&utm_content=249637126&utm_medium=social&utm_source=facebook&hss_channel=fbp-334729410054702

Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: ……. b) Please summarise results: …….

4.1.9 Citizenlab

Part A – AI application presentation

Name of AI application/ approach	Citizenlab
City, country	Brussels, Belgium
Organisation/ Company/ Municipality	Citizenlab (privately held company)
Brief description (aim)	Facilitates civic engagement for local governments. Front end features a participatory budgeting, survey/ polling/idea collection/ voting and citizen initiatives functions.
Target users/ users groups (e.g. old, students, etc.)	Primary users are cities, towns, administrations and city officials and civil servants, in short: public and governmental authorities. However, citizens (depending on the project, e.g. its scale at city district, city, municipality level, etc.) are users to provide input, suggestions and ideas, to vote between different options, etc. These inputs are analyzed , structured and visualized via dashboards for city officials and civil servants to tap into "collective intelligence and make better informed decisions" (https://ai-watch.github.io/AI-watch-T6-X/service/90004.html).

Name of AI application/ approach	Citizenlab
Areas focused on	CitizenLab divides their case studies into: - **Strategy & Budgeting** (e.g. participatory budgeting in Peñalolén, Chile, where 24,5k citizens registered for the local platform and generated 169 community-improving ideas. 48 ideas / projects have been found eligible by the city of Peñalolén, and around 15k citizens voted for the best idea. Finally, the city of Peñalolén selected ten community projects to receive the municipal funding. Another project was the multi-annual strategic planning for the years 2020-2025 in Leuven, Belgium, where 3k citizens registered on the online platform and shared a total of 2.3k ideas which were classified into the topics mobility, public space, nature and biodiversity, housing and sustainable development, see also https://www.citizenlab.co/blog/civic-engagement/case-study-3000-citizens-contribute-to-leuven-multi-annual-plan/) and the book chapter: *"Citizens engagement in policy making: Insights from an e-participation platform in Leuven, Belgium."* which is briefly outlined at the very end of Part B. - **Planning & Public Spaces** (e.g. community co-creation of public space in Philadelphia, US, or collective urban planning in the London Borough of Newham, see also the final report accessible via https://newhamco-create.co.uk/en/folders/queen-s-market-good-growth-fund). - **Environment & Sustainability** (e.g. Environmental issues / climate action by Youth4Climate in Belgium who used a CitizenLab platform to collect ideas from citizens (in particular younger ones) with the goal of submitting a concise and actionable report to elected officials. Another example has been applied in Grand Paris Sud to improve citizen participation in the region on the topics climate, culture, and cycling.) - **Mobility & Infrastructure** (for example, in the city of Kortrijk, Belgium, a referendum has been hold on the question "*Do you agree that the centre of Kortrijk should be car-free for a fixed Sunday every month?*" whereas around 10k out of 60k inhabitants with voting rights – e.g. 16+ yrs. of age – made a decision. 57% voted with "no"). - **Neighborhood & Community development** (As an eample, the city of Linz, Austria, launched a CitizenLab-based platform in 2019, to enable citizens to share their ideas with the city at any time, on any given topic. The projects who reach 30 votes from other citizens within 60 days are taken into account by the city. After one year, form 26 citizen proposals, 4 proposals reached the before mentioned threshold, and one of those 4 has been implemented. Another

Name of AI application/ approach	Citizenlab
	example is the collection of citizens ideas on how to spend $5M of the American Rescue Plan Act (ARPA) in Wichita, Kansas, US. According to the website https://forum.wichita.gov/en/projects/affordable-housing/4, 26 people have participated in the idea generation.) (the above outlined examples are accessible via https://www.citizenlab.co/case-studies)
Description	"Digital participation platforms are important tools for increasing citizen engagement and improving government responsiveness. However, analysing the high volumes of citizen input collected on these platforms is extremely time-consuming and daunting for city officials; this technical difficulty can keep them from uncovering valuable learnings. Setting up a digital participation platform therefore isn't enough: it's also necessary to make data analysis more accessible so that civil servants can tap into collective intelligence and make better informed decisions. The challenge of automation that has been faced with, by the civic tech company developing this solution, is shared by the public sector at large. CitizenLab aims to bridge the knowledge gap that currently exists in the public sector. The platform administrators have access to all of this information at a glance in intelligent, real-time dashboards. The topic modelling makes it easy to see what the citizen's priorities are, and to make decisions accordingly. The CitizenLab Platform is in use in many local authorities which are likely to use some of the elements of the AI to analyse volumes of citizen input. The main challenge in citizen participation projects isn't to collect citizens' input: it's to analyse it. Overworked and under-resourced administrations often lack the time and technical skills to process the contributions; as a result, valuable insights get lost in the process. By helping administrations effortlessly process citizen input and extract the key ideas, the NLP technology has been integrated to the CitizenLab platform, therefore giving civil servants a centralised place to gather, moderate and analyse citizens' ideas." (https://ai-watch.github.io/AI-watch-T6-X/service/90004.html)
Available languages	English, French, Dutch, German, Spanish, Danish, Polish, Polish, Portuguese and Serbian.
Actual AI-features offered to the user	• **Natural language processing**

Name of AI application/ approach	Citizenlab
	• **Sentiment Analysis** (e.g. https://www.citizenlab.co/blog/civic-engagement/case-study-community-engagement-in-the-london-borough-of-newham/) Thus, the number of actual AI (or ML) features as rather small, most functionalities are common Web 2.0 features (commenting, rating, evaluating, deciding, personalization, user management, feedback mechanisms, etc.).
Date of initiation and duration	September 2015 – still active
Strengths	The main strength of the CitizenLab platform is its flexibility due to its modular system, not only with regards to the software itself (which can provide a range of different functionalities), but also with regards to the participatory main goal for citizens (such as: voting between different pre-defined alternatives, sharing ideas and making proposals that can be voted on afterwards, either by city authorities or the citizens themselves, exchange among citizens and city authorities, feedback from city authorities to citizens, summarization of inputs from citizens for city authorities and summarization and visualizations via dashboards, etc.). Finally, based on the review of case studies (https://www.citizenlab.co/case-studies), as well as some concrete projects of cities (e.g. https://mitgestalten.wien.gv.at/de-DE/projects/), also the phases, methods (i.e. online and on-site events), rules and feedback mechanisms of the participatory approaches are flexible and can be put together as needed. It potentially reaches also underrepresented groups (internet access and email address required as for all e-participation approaches), and suggests to enhance communication about different topics with citizens, experts in the team. The user interfaces are rather simple (for the citizens, the dashboards for the city authorities might require visual literacy skills). One of the best European social impact start-ups (2019, DT50 awards at the TechCrunch Disrupt conference, Berlin) plus the top 'Digital and Inclusion' start-up, according to VivaTech Paris and Métropole du Grand in 2019 (CitizenLab 2020). Offers the opportunity that city authorities can provide personal feedback to the participants in each e-participatory phase.
Weaknesses (room for improvement)	Based on the brief reports of various case studies available on the CitizenLab website, as well as the accessible and reviewed reports of individual cities and projects, no serious weaknesses can be identified. This conclusion also follows from the following findings: The modular structure allows for a tailored e-participation platform (e.g. for voting, comments and exchange of ideas,

Name of AI application/ approach	Citizenlab
	feedback, etc.) depending on the requirements of the cities. So based on the different needs that are offered, the associated goals should be potentially achievable. Moreover, the number of cities using the platform seems to increase from year to year. Weaknesses could arise, depending on the specific case, from the fact that final decision-making processes of the cities, based on the inputs of the citizens, are not presented transparently (through justifications, transparent decision criteria, etc.), whereby this is a fundamental question of the implementation of e-participation, a transparent decision-making and feedback process on the part of the decision-makers would be possible with the help of the platform in any case.
Description of potential impact (e.g. on health, economy, etc.)	For most of the case studies freely available on the CitzenLab website, some figures are presented, such as the number of participants (registered users), the number of votes, or the number of comments and submitted ideas and proposals, how many of the proposals submitted by the citizens have actually been implemented by the city administration and policy makers, etc. In some cases, further information can be obtained from the websites of the respective cities (e.g. the final report on the collective urban planning in the London Borough of Newham, see https://newhamco-create.co.uk/en/folders/queen-s-market-good-growth-fund). Overall, according to the CitizenLaps own website, since the start in 2015/16, 15k+ projects "across all policy domains: from urban planning and climate action to mobility and participatory budgeting" have been carried out and 1M "community members [have been] activated" (https://www.citizenlab.co/en-gb/about). It is not clear what is actually meant with "activated", at least one would expect that this is the number of citizens who registered across all 15k projects. However, what is unknown are more details or at least rough statistics on how many of these registered users did at least one activity besides registration, the number of users / citizens who carried out several activities (voting, liking, commenting, adding a proposal, etc.), over longer periods of time, etc. An impact report for the year 2022 from CitizenLab can be found at https://www.impact2022.citizenlab.co/.
Is the application/ approach free or commercial?	☐ Free (open source) ☒ Commercial
URL and/ or relevant documentation	https://www.citizenlab.co/platform-online-engagement-toolbox

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* In principle, the only restrictions for participation in concrete projects (which are specified by the cities themselves) seem to be internet access and an email address (for registration and access to the platform). On the basis of the freely accessible information, it could not be determined whether people with visual impairments or blind people are offered text-to-speech directly as platform features or whether separate applications have to be used for this.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It's up to the cities on how transparent they want to be with regards to their decision processes (e.g. in case of participatory idea generation), however, features that would support transparent feedback mechanisms (e.g. voting results, selected proposals, feedback and communication between citizens and city administrators are in principle possible.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

	The GDPR is explicitly addressed at the CitizenLab website (https://www.citizenlab.co/legals): "***Notice to European Users:*** *this privacy statement has been drawn up with due observance of the obligations in art. 10 of the European Directive 95/46 / EC and the provisions of European Directive 2002/58 / EC, as well as the revision in Directive 2009/136 / EC regarding cookies*". It also summarizes and explains the key terms and concepts of data protection, legal aspects and users`s rights (such as personal data, why it is collected and how it is used by whom, it makes aware of the rights of users, such as the right to rectification, erasure and restriction of processing, the right to withdraw consent, etc.). At https://www.citizenlab.co/platform-online-engagement-toolbox it also mentions that "*Our team understands security, safety, and privacy's essential roles in building trust between governments, organizations, and community members. CitizenLab is ISO/IEC 27001:2013 certified and ISAE 3000 Type 1 certified, so you can rest assured that your data is safe with us*."
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* For citizens as a user group, the functions offered by the different configurations of the CitizenLabs platform (i.e. commenting, liking, rating, making suggestions, voting, etc.) are rather intuitive in the sense that they are designed like many other Web 2.0 applications and might therefore be familiar. For city managers who also have a dashboard to summarize and visualize the results (e.g. the results of a sentiment analysis), more advanced visual skills and computer literacy may be required. However, the dashboard visualizations are also rather "traditional" (bar chart, pie chart, etc.) and therefore quite intuitive to understand. This assessment is based on a review of the example screens at https://www.citizenlab.co/platform-online-engagement-toolbox and more detailed information provided at https://support.citizenlab.co/en/collections/2792093-building-your-projects.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

	All concrete examples reviewed for this report provide a contact (in most cases an email address) at the city level for citizens to provide feedback to the city administrations, in some cases, one general email for all e-participation project within the city for privacy and data protection questions (e.g. in Vienna, https://mitgestalten.wien.gv.at/de-DE/pages/privacy-policy). For general questions, concerns and feedback, the email address support@citizenlab.co can be used.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* In case of voting or the selection of pre-defined alternatives, anonymization of citizens is ensured. No information could be found w.r.t. encryption and other privacy-enhancing technologies. At https://www.citizenlab.co/legals, section 5 ("With whom do we share your personal data?") it is stated that "*We will never sell or rent your personal data to other service providers, nor will we share your Personal Data with any service providers who are not compliant with the GDPR*".
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Systematic biases or discrimination do not seem at all preserved by the platform or features thereof. It is not the developers who are accountable for any issues or negative consequences that arise from the use of the AI application, rather than the city administration who apply an e-participation project (voting, idea generation, etc.). There are convincing hints (throughout information at the CitizenLab website, case studies, mission statement, Youtube videos, see https://www.youtube.com/@CitizenlabCo, etc.) that the developers have high ethical standards.

8. Number of users and period of operation	Since the launch in 2015/16, according to the developers website (https://www.citizenlab.co/en-gb/about): 15k+ projects by 400+ governments (cities, towns, municipalities, etc.) and 1M "community members activated" (which seems to be the overall number of registered users).
9. Impact	In 2019, Youth For Climate Belgium used CitizenLab's NLP technology "to turn thousands of citizen contributions into concise and actionable insights." More than 1,700 ideas on how to combat climate change were submitted to an online platform, precipitating more than 2,600 comments and 32,000 votes. Source: https://democracy-technologies.org/getting-started/ai-democratic-possibilities-and-present-realities/
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☒ YES ☐ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: Rodriguez Müller, P. A. (2022). Citizens engagement in policy making: Insights from an e-participation platform in Leuven, Belgium. In *Engaging Citizens in Policy Making* (pp. 180-195). Edward Elgar Publishing. (online available at: https://doi.org/10.4337/9781800374362.00020). See also brief outline in Part A ("Areas focused on" / Strategy & Budgeting"). b) Please summarise results: • "*More than 3000 citizens have registered and actively participated in the online platform (3 per cent of the population), posting more than 2000 ideas during six weeks in 2019. Around 22 per cent of the ideas were collected through postcards and later added to the platform by the working group*" (p. 189, the working group consisted of ten civil servants, including technical staff), • "*Moreover, 96 per cent of the ideas received official feedback from the city.*" (p. 189),

	• "*Citizens could also vote or comment on ideas, promoting peer discussion. In total, the city reported 31,492 votes and 2253 comments. Of the total votes, 91 per cent were in favour of an idea*". (p. 189), • A diverse 'public' with different groups and neighbourhood centres has been contacted and mobilized (p. 190), • Online and offline participation: "*All citizens in Leuven received a postcard that they could send back to the city for free with their ideas* […]" (p. 190), • Involvement and Campaigning: The project has been promoted "*through the city's magazine, newsletters, press releases, social networks (Facebook, Twitter, YouTube), personalized coasters in the city's coffee bars, and the city website, among others*" (p. 190), • Content moderation: "*Only slight moderation was carried out by the platform administration in the case of a racist or offensive comment or idea*" (p. 190), • Feedback to citizens: "*Unlike the majority of the cities that implemented the CitizenLab platform, the City of Leuven provided public and personal feedback to each citizen who posted an idea*" (p. 190), feedback to the citizen was added below the idea and contained extra information based on the evaluation process; feedback via email notification or by a newsletter (if a user subscribed). • Participatory Efficacy: "*As of January 2021, 25 ideas have been implemented, 102 ideas are in progress and 248 ideas have been planned for the period 2021–2025*" (p. 191).

4.1.10 EngagementHQ

Part A – AI application presentation

Name of AI application/ approach	EngagementHQ
City, country	Australia, USA, UK, Canada
Organisation/ Company/ Municipality	GRANICUS
Brief description (aim)	Online digital community engagement platform

Name of AI application/ approach	EngagementHQ
Target users/ users groups (e.g. old, students, etc.)	Government/ local agencies, organisations. citizens
Areas focused on	Collective ideas, polls/ surveys and feedback, submission manages, petitions and forums that can extend on various topics
Description	Connects government agencies with their citizens to share important information, solicit feedback, and provide transparency into decisions and operations. Improves awareness of events and resources within municipalities or cities.
Available languages	English
Actual AI-features offered to the user	Utilize AI and other advanced tools for reporting and informed decision-making
Date of initiation and duration	2007 – still active
Strengths	A lot of customization, easy set up and to reach audience.
Weaknesses (room for improvement)	Would require some additional content editing features (e.g. blurry images).
Description of potential impact (e.g. on health, economy, etc.)	Understand community needs with engagement metrics, fast moderation, collect and connect community feedback
Is the application/ approach free or commercial?	☐ Free (open source) ☒ Commercial
URL and/ or relevant documentation	https://go.engagementhq.com/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* Provides many tools and mechanisms to increase inclusive processes.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does explain the rationale behind decision making but poorly and the code is not open-source.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does address ethical and legal issues to a satisfactory extend.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree

	Comments: The overall design is very well presented and is supposed to be if not the first, one of the most used apps in the world.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* Does provide contact details for various issues such as legal, technical, general, etc.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does address privacy and security issues to a satisfactory extend.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* There is a code of conduction, but still developers are not held accountable for many issues arising by the use of AI.
8. Number of users and period of operation	900+ organisations across the globe
9. Impact	Has been used by many local government to engage their citizens.

Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.11 Forum initiative, Wichita

Part A – AI application presentation

Name of AI application/ approach	Forum, Wichita
City, country	Kansas, USA
Organisation/ Company/ Municipality	Local government
Brief description (aim)	Wichita initiated the Affordable Housing Fund (AHF) with the aim to improve the quality of existing housing stock while expanding quality affordable housing options and promoting neighbourhood stability in the city's core areas.
Target users/ users groups (e.g. old, students, etc.)	citizens
Areas focused on	Collective ideas, polls/ surveys and feedback, submission manages, petitions and forums that can extend on various topics
Description	The Affordable Housing Fund (AHF) turned to their residents to help define where housing is most needed and what type of housing people want. Using

Name of AI application/ approach	Forum, Wichita
	their public participation platform, Forum, Wichita heard directly from residents on affordable housing needs in their community. They then used that feedback to develop the plan and then put the plan back out for additional comments, questions, and feedback.
Available languages	English
Actual AI-features offered to the user	AI and Natural language processing (NLP) to categorise feedback and provide recommendations. Is has been powered by citizenlab.
Date of initiation and duration	2007 – still active
Strengths	Easy registration and participation.
Weaknesses (room for improvement)	Requires active participation by the citizens and maybe time-consuming.
Description of potential impact (e.g. on health, economy, etc.)	Foster ongoing conversation about community by which feedback and collaboration with residents and partners will help to enhance and improve Wichita.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://forum.wichita.gov/en/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree

	☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* Provides many tools and mechanisms to increase inclusive processes.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The rationale is very simple which makes it transparent. In addition, some of the main complex AI functions are open-source.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does address ethical and legal issues to a satisfactory extend.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The overall design is very simple and easy to use.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree

	☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* Does provide contact details for various issues such as legal, technical, general, etc.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does address privacy and security issues to a satisfactory extend.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Does not seem to preserve bias or discrimination whatsoever. Developers include open-source developers so accountability may be an issue.
8. Number of users and period of operation	unknown
9. Impact	The feedback the Wichita team gathered related to the importance and prioritization of home repair programming. As such, home repair programming became an integral part of the AHF, to help existing low- to middle-income homeowners stabilize their homes so they could remain in them and continue to be a part of the Wichita community. Participants are already consistently returning to the platform, with an average of 3 visits per user, to check back for project updates. Housing projects can take many years, and Forum has become Wichita's centralized hub for trusted and up-to-date information.

Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.12 Fluicity

Part A – AI application presentation

Name of AI application/ approach	**Fluicity**
City, country	Paris, France
Organisation/ Company/ Municipality	Fluicity company
Brief description (aim)	Fluicity is a web platform & app that allows personalized information, efficient interaction fascilitatingthe relationship between the citizen and their representatives.
Target users/ users groups (e.g. old, students, etc.)	citizens
Areas focused on	e-democracy, data, civictech, software, empowerment, social, govtech
Description	Fluicity is a platform that enables an easy exchange between citizens and local decision makers. Citizens can propose ideas, vote for other people's ideas,

Name of AI application/ approach	Fluicity
	report a malfunction, or take part in consultations – all within the same application.
Available languages	Multilingual
Actual AI-features offered to the user	Machine learning algorithms to analyse and identify the tone and sentiment of comments and feedback submitted by citizens, as well as key trends and themes in the data collected.
Date of initiation and duration	30 July 2015 – still active
Strengths	User-friendly front-end design.
Weaknesses (room for improvement)	Not enough documentation on compliance with soft or hard rules.
Description of potential impact (e.g. on health, economy, etc.)	To be used as a democracy technology platform on a wide variety of activities involving the community.
Is the application/ approach free or commercial?	☐ Free (open source) ☒ Commercial
URL and/ or relevant documentation	http://www.flui.city

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree

	☒ Agree ☐ Strongly Agree *Comments:* It scores high on accessibility and the whole approach is done through privacy by design.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* The code is not open-source and transparency cannot be justified, without Implying that this is absent as the whole rationale is simple.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does address ethical and legal issues to a satisfactory extend.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The overall design is very simple and easy to use.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree

	☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* It provides a general contact email and one more for legal issues regarding the treatment of personal data.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does address privacy and security issues but the statements are somewhat generic.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* This is not evident at all.
8. Number of users and period of operation	Unknown but it is stated that more than 1000 online consultations launched on the platform since its initiation.
9. Impact	Examples of real cases include: In 2019, the Strategic Committee of Wallonia (COSTRA) presented its Vision 2030. The objective was to directly involve employees in the development of the 2020-2025 administration contract, and to co-build with them the Wallon Public Service (SPW) of tomorrow. The platform was used for this digital and physical consultation organised by 10.000 agents. On December 2020 the council elections in Montigny took place online on the Fluicity. The municipality of Thionville used the platform to set up a citizen consultation and to submit their proposal regarding the Wi-Fi future of the city centre. The

	results were used to validate the relevance of its current project and to justify the devoted budget.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☒ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: ……. b) Please summarise results: …….

4.1.13 Adhocracy+

Part A – AI application presentation

Name of AI application/ approach	Adhocracy+
City, country	Berlin, Germany
Organisation/ Company/ Municipality	Liquid Democracy e.V.
Brief description (aim)	The adhocracy+ aims to digitally involve people in decision-making processes.
Target users/ users groups (e.g. old, students, etc.)	Government, NGOs, municipalities
Areas focused on	e-democracy, idea challenge, brainstorming, text review, polls/ voting, participatory budgeting, interactive event.

Name of AI application/ approach	Adhocracy+
Description	The platform is available as a Software as a Service (SaaS) which enables municipalities to integrate citizens into decision-making, strengthening people's trust in local administration, politics and democracy. In total, 10 current modules are used. The modules include: Brainstorming, brainstorming with map, idea competition, idea competition with map, text discussion, survey, participatory budgeting, prioritisation, interactive event and the debate module.
Available languages	English, German, Dutch, Kyrgyz, Russian
Actual AI-features offered to the user	Facilitates deliberation and collaborative decision-making by making value assessments. To improve the quality of conversation in deliberative processes it is making value assessments on contributions according to rationality, reciprocity, civility and constructiveness using a training model that analyses thousands of comments to improve. Should be noted that the AI technology has only been tested in this application and it's not fully integrated yet, but it is planned.
Date of initiation and duration	October 2019 – still active
Strengths	Citizens can submit their own ideas and discuss the ideas of others, they can also locate them on a map.
Weaknesses (room for improvement)	The platform is for free, but if specific support is needed price starts from a couple of hundred EUR.
Description of potential impact (e.g. on health, economy, etc.)	The online participation tool adhocracy+ enables all municipalities, regardless of their financial situation, to integrate citizens into decision-making. In this way, the participating municipalities strengthen people's trust in local administration, politics and democracy. The platform is also to be designed to be as barrier-free as possible in order to enable all people to participate.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://adhocracy.plus/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The platform is also to be designed to be as barrier-free as possible in order to enable all people to participate.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* All modules and procedures are quite transparent and a user manual assist in the better understanding of the processes. The code is also open-source.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* It does address ethical and legal issues to a satisfactory extend with adherence to legal framework.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree

	☐ Agree ☒ Strongly Agree *Comments:* The overall design is very well presented and guides easily the user to the functionalities. Includes a user manual.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It provides a general contact form and email but not dedicated to the technical functions, therefore the level of the technical assistance is unsure.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* It does address privacy and security issues to a satisfactory extend.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The platform does not preserve bias or discrimination. The open-source statues ensure transparency and it is left to the moderator to be accountable for such issues.
8. Number of users and period of operation	300 organisations, 700 participation projects and 12.000 active users since initiation.

9. Impact	Representative examples of real cases include: 2023 - The city of Bregenz initiatied the participation project "Barrierefreie Stadt", the district representatives together with the citizens want to identify and remove obstacles in public space through a combination of online participation and joint walks. 2022 - "Participatory Budgeting project in Werder (Havel). Citizens were able to submit suggestions for a "citizens-budget". Children and young people then decided what was going to be implemented." 2020 - "Karl-Bever-Platz in Lindau (Bodensee). The participation process focused on the question of how the place can be further developed and designed in such a way that it best serves the general usage needs of the citizens and guests."
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.14 Egora

Part A – AI application presentation

Name of AI application/ approach	**Egora**
City, country	Online, Worldwide (Germany based)
Organisation/ Company/ Municipality	International Logic Party (NGO)

Name of AI application/ approach	Egora
Brief description (aim)	Egora is a contraction of “electronic” and “agora” (Greek term meaning “gathering place”). Egora follows in that ancient Greek spirit, but its main function is to enable a new form of democratic organization, one that is rational, efficient, and incorruptible – i.e. Intelligent Democracy.
Target users/ users groups (e.g. old, students, etc.)	Citizens
Areas focused on	Intelligent Democracy, citizen participation
Description	Egora is a free online platform that enables everyone to: • develop their own political philosophy out of various ideas, • determine which ideas are most strongly supported by the people, • organize meetings to examine and deliberate any ideas Then, Egora algorithmically creates lists of political candidates who most closely represent the will of the people.
Available languages	English
Actual AI-features offered to the user	Facilitates decision-making through social interactions, business transactions, and discussions for the formation of political opinion.
Date of initiation and duration	unknown – still active
Strengths	Free online platform which requires no fees or registration to participate. Worldwide connection of people.
Weaknesses (room for improvement)	No direct link to authorities and governments.
Description of potential impact (e.g. on health, economy, etc.)	May connect people and ideas on democracy worldwide, strengthening the direct democracy and advocate for more transparency and participatory policies.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial

Name of AI application/ approach	Egora
URL and/ or relevant documentation	https://egora-ilp.org/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The platform has not design provisions to be accessible by all, but on the other hand it has the least requirements for someone to participate.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* All modules and procedures are very transparent and the code is open-source.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☒ Strongly Disagree ☐ Disagree ☐ Agree

	☐ Strongly Agree *Comments:* No info provided.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* This is a pass only due to the simplicity of the platform.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Feedback can be submitted on the International Logic Party website.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☒ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:* No info avaiable.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

	The platform does not preserve bias or discrimination. The open-source statues ensure transparency and it is left to the moderator to be accountable for such issues. Unfortunately the moderator ID is not clear.
8. Number of users and period of operation	N/A.
9. Impact	Impact is limited to the formation of ideas and training of concepts among members, who on the one hand organize large gatherings at a global level but without influence on politics.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.15 ManaBalss (My Voice)

Part A – AI application presentation

Name of AI application/ approach	**ManaBalss (My Voice)**
City, country	Latvia
Organisation/ Company/ Municipality	ManaBalss (NGO)

Name of AI application/ approach	ManaBalss (My Voice)
Brief description (aim)	MyVoice mission is to develop and promote digital tools for better civic participation in decision making processes.
Target users/ users groups (e.g. old, students, etc.)	Citizens
Areas focused on	digital Democracy, citizen participation
Description	The organisation's online platform, is a public e-participation website that lets Latvian citizens propose, submit, and sign legislative initiatives to improve policies at both the national and municipal level. Once an initiative gets 10,000 signatures online, it is submitted to elected representatives for a hearing.
Available languages	Latvia, Russian
Actual AI-features offered to the user	sentiment analysis
Date of initiation and duration	1 June 2011 – still active
Strengths	Very big participation as a percentage of the whole country population.
Weaknesses (room for improvement)	Lack of languages availability. Could have more effort on design. Would need more security to add official citizen signatures for direct policy voting.
Description of potential impact (e.g. on health, economy, etc.)	Strengthen civic society and participatory democracy, maintain sustainable and qualitative involvement of society in decision making processes by promoting efficient and productive participation platform ManaBalss.lv and to involve politically and socially passive citizens in civic activities.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://manabalss.lv/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* It is not evident and a bog language barrier for non Latvian or Russian speaking.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* The procedures are very simple with enhance transparency but could be more explained and justified.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does make not of the applied legal acts but could be improved for the ethics part.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☒ Disagree

	☐ Agree ☐ Strongly Agree *Comments:* A manual or a landing page describing the main functions and facilities would be beneficial.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Feedback can be submitted through the provided email, telephone numbers and post.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* Privacy/ security is treated and technologies used are clearly stated.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The platform does not preserve bias or discrimination and participation is free, but the back-end it is not open-source.
8. Number of users and period of operation	more than 285 000 unique users and more than 1.41 million votes

9. Impact	Activities of ManaBalss.lv are characterised by very good rate of success: approximately half of the public initiatives are either supported by Saeima (national parliament of Latvia) or are in the process of review. Other examples include the seventh EUCROWD public event that took place in Riga on 23th November 2017. The international conference and discussion "From Crowd to Action – the future of digitalised democracy in Europe?" organized by Sabiedrības Līdzdalības Fonds (Manabalss.lv) brought together 51 citizens from 12 different countries. International and local experts in the field of digital democracy, as well as activists, political scientists and students learned from the best digital participation examples in the Baltic region. The event encouraged discussions on the power of crowdsourcing tools that can influence decisions and policies which are essential for citizens. Awarded the Democracy Technologies of the Year award by the Innovation In Politics Institute on May 15 2023.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: ……. b) Please summarise results: …….

4.1.16 rahvaalgatus

Part A – AI application presentation

Name of AI application/ approach	**rahvaalgatus**
City, country	Estonia

Name of AI application/ approach	rahvaalgatus
Organisation/ Company/ Municipality	NGO Estonian Cooperation Assembly
Brief description (aim)	Rahvaalgatus.ee is a digital platform in Estonia that enables citizens to create and discuss citizen-led grassroots initiatives, collect public support, and submit ideas to their local government.
Target users/ users groups (e.g. old, students, etc.)	Citizens
Areas focused on	digital Democracy, citizen participation, e-voting
Description	Rahvaalgatus.ee is enabling citizens to discuss on and co-create initiatives, collect digital signatures, send initiatives to Riigikogu, and follow-up what happens to them. It was set up by the state-funded foundation Estonian Cooperation Assembly in collaboration with the Chancellery of Riigikogu. On Rahvaalgatus.es, citizens can introduce, debate and vote on petitions that will be brought to the table with the respective local governing body once the citizen has received the required support.
Available languages	Estonian, Russian, English
Actual AI-features offered to the user	Unclear, needs further examination, but seems to add AI features for the collection of citizen feedback.
Date of initiation and duration	2016 – still active
Strengths	It relies on the unique national digital infrastructure: every signature is authenticated, thus reinforcing the legitimacy of petitions.
Weaknesses (room for improvement)	Lack of languages availability. Could have more effort on design. Would need more security to add official citizen signatures for direct policy voting.
Description of potential impact	The potential impact is twofold. First, to empower citizens to make their voices heard on a municipal level, increasing trust in the democratic process and secondly, citizen initiatives and participation to provide politicians with important feedback on their decisions and highlighting potential areas of

Name of AI application/ approach	rahvaalgatus
(e.g. on health, economy, etc.)	concern. As a result, the platform intends to act as a bridge between community members and decision-makers.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://rahvaalgatus.ee/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It achieves a satisfactory level.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The procedures are very simple and the platform is based on open-source code.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using

	personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☒ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:* The platform does mention some local government acts as useful links but nothing more.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The design is clear and intuitive.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It does have full contact details for the users.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Privacy/ security is treated but this section needs to be enhanced.

7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The platform does not preserve bias or discrimination and the back-end it is not open-source.
8. Number of users and period of operation	Unknown.
9. Impact	16 initiatives have reached the parliament through the platform (in total 31 since 2014) and more than 30 proposals still gathering signatures. To date, 2 bills have been adopted as a direct result of citizens using Rahvaalgatus, including one concerning the protection of biodiversity.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.17 Singapore's OneService

Part A – AI application presentation

Name of AI application/ approach	Singapore's OneService
City, country	Singapore
Organisation/ Company/ Municipality	Singapore's Government
Brief description (aim)	The OneService App is a platform that allows you to make improvements to your neighbourhood, access information, receive alerts, and engage one another- anytime, anywhere.
Target users/ users groups (e.g. old, students, etc.)	Citizens
Areas focused on	digital Democracy, citizen participation
Description	Singapore's government OneService app enables citizens to report issues such as potholes, illegal parking, and littering.
Available languages	English and unknown number of additional languages
Actual AI-features offered to the user	Natural language processing engines, machine learning and artificial intelligence to analyse citizen reports and allocate resources to resolve each issue. The OneService App has the following features: - "Submit Case" – for residents to report municipal issues they encounter. - "What Say You?" survey tool – for residents to provide their views through surveys. - "Book Facilities" – for residents to search, book, and enquire about event and community spaces. - "Start Parking" – for motorists to pay for parking at URA and HDB coupon-based car parks. - "Find Parking" – for motorists to locate nearby public and commercial car parks.
Date of initiation and duration	1 October 2014 – still active
Strengths	Automatically identifies the nature of the complaint and classify it into the appropriate category. Submitting feedback is very easy and allows residents to submit their municipal feedback, without knowing which agency to go to.

Name of AI application/ approach	Singapore's OneService
Weaknesses (room for improvement)	User Interface needs some improvement based on user comments.
Description of potential impact (e.g. on health, economy, etc.)	Aims to improve the government's overall coordination and delivery of municipal services.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://www.oneservice.gov.sg/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* It is not evident.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

	The procedures are well explained and result are transparent but the algorithms are not open-source and therefore some operations are not clear.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] ***Hint: Look for visible information/disclaimer*** ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Adherence to ethical standards is too generic.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Based on most user comments, UI and UX needs improvement.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* Has established the Vulnerability Disclosure Programme to encourage the responsible reporting of suspected vulnerabilities or weaknesses in IT services, systems, resources and processes.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree

	☐ Strongly Agree *Comments:* Privacy/ security is addressed to a satisfactory level.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The platform does not preserve bias or discrimination and developers are to be held accountable.
8. Number of users and period of operation	Unknown.
9. Impact	The Municipal Services Office has worked with its partner agencies to facilitate 22 municipal infrastructure requests.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: c) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… d) Please summarise results: ……

4.1.18 CITBot

Part A – AI application presentation

Name of AI application/ approach	CITBot
City, country	South Carolina, USA
Organisation/ Company/ Municipality	Luca Coscioni Association (privately held company), REVEVOL and EUMANS
Brief description (aim)	CitBot is an artificial intelligence chat at the service of citizens.
Target users/ users groups (e.g. old, students, etc.)	Citizens
Areas focused on	digital Democracy, citizen participation, climate actions, citizen awareness
Description	As a tool for citizen awareness and democratic participation can be used to engage citizens in climate actions, to control or monitor public funds or make algorithms more transparent for citizens. It works as a personal assistant for civic engagement which can be embedded on websites. The users can chat with the bot by writing questions in a dialogue box about different issues including democratic tools at European and local level, transparency, climate action and citizen assemblies.
Available languages	Italian
Actual AI-features offered to the user	The tool uses machine-learning to predict a system's behaviour, such as water resource management or profiling users on social networks to predict their choices.
Date of initiation and duration	1 October 2014 – still active
Strengths	Easy and straightforward use.
Weaknesses (room for improvement)	The UI and UX need improvement to reveal more potential applications of the tool.
Description of potential impact	Aims to make citizens and governments more aware of the relevance of AI as an engagement tool and allow it to be used for participatory democracy – especially climate action. Impose open data in public administration at every

Name of AI application/ approach	CITBot
(e.g. on health, economy, etc.)	level, invest in mass literacy on using AI and investing so that AI is provided as a public service for the benefit of citizens non-profit organisations.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://citbot.it/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* It is not evident.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It is very transparent but its not based on an open source code.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer*

	☒ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:* The official website to accept the tool does not make adherence to ethical standards.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* As a chatbot the interface is very easy and straightforward. Needs expansion only to include additional functionalities.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Can be done only though contacting the company.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* It is not evident.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application]

	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The platform does not preserve bias or discrimination.
8. Number of users and period of operation	Unknown.
9. Impact	After a testing phase at a Citizens Take Over Europe event in January 2021 with 50 European civil society organisations CITBot won a micro-grant from EIT Climate-KIC´s alumni community.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☒ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: …… b) Please summarise results: ……

4.1.19 Maptionnaire

Part A – AI application presentation

Name of AI application/ approach	**Maptionnaire**
City, country	Finland

Name of AI application/ approach	Maptionnaire
Organisation/ Company/ Municipality	Mapita (private held company)
Brief description (aim)	Maptionnaire is a citizen participation platform that brings together cities and its citizens with a focus on collaborative city planning. Maptionnaire organizes the entire participation process in one place and allows to gain valuable insights, using map-based questionnaires. It is an advanced example of PPGIS (Public participation GIS) methodology enabling the mapping of environmental experiences, daily behaviour practices and localised knowledge and ideas for spatial development.
Target users/ users groups (e.g. old, students, etc.)	All citizens of the chosen city, organization, municipality
Areas focused on	At the main website https://maptionnaire.com/ the following areas (focused on collaborative city planning) are mentioned: • Urban planning & Design • Mobility & Infrastructure • Nature & Environment • Buildings & Neighbourhoods • Parks & Recreation • Energy & Climate action • Inclusion & Social Cohension
Description	The platform enables community engagement in urban planning and development process, giving GIS-backed (geographic information system) data to drive decisions. Maptionnaire provides features to analyse, collaborate, report, and communicate about ongoing projects and plans with citizens, city planners and city authorities.
Available languages	English, German, Dutch and Finnish
Actual AI-features offered to the user	Maptionnaire uses an advanced model of PPGIS (Public participation GIS) with an AI backed methodology for the collection of local insights, environmental experiences, daily behaviour practices and localised knowledge to provide GIS based decisions for a better planning support system. Those features are ideal for the citizen participation in urban planning practices.

Name of AI application/ approach	Maptionnaire
Date of initiation and duration	2011 – still active
Strengths	Extensive use of mapping and GIS services to improve public participation. Detailed location-based information. Mix of qualitative and quantitative data.
Weaknesses (room for improvement)	The platform is expensive with lots of additional data for setting up a survey. It is not an open-source, you must pay; you cannot customize it like an open-source code; you are dependent of the precast platform; weak accessibility.
Description of potential impact (e.g. on health, economy, etc.)	Use Public Participation Geographic Information Systems (PPGIS) to address the challenges that face public participatory planning more broadly. The potential impact is based on the background of using Maptionnaire. It is most used for urban planning & design, but there can be potential impact in any area the client is focused on.
Is the application/ approach free or commercial?	☐ Free (open source) ☒ Commercial
URL and/ or relevant documentation	https://maptionnaire.com/

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* In the biggest part the accessibility is the personal responsibility of the user and the client to make the platform accessible for disabled people. There are no separate features in Maptionnaire Smart Community Engagement Hub (SCEH) for users with special application needs, however

	accessibility is considered for the questionnaire elements (but not for maps or any other alternative texts for images), sufficient contrast, clarity and size are taken into account in the development of the user interface. Images, videos, and audio files allow visualization and simplification of surveys and websites. For example, information and instructions can be added as an audio file. Nevertheless, Maptionnaire follows the EU Accessibility Directive and commits to implementing level AA of the Web Content Accessibility Guidelines (WCAG2.1) developed by the W3C. See also https://www.ioeb-innovationsplattform.at/challenges/detail/wien-gemeinsam-gestalten-instrumentenbox-fuer-partizipation/detailIdea/maptionnaire-community-engagement-hub-for-insightful-decision-making/
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Maptionnaire provides tools and features to help analyse and visualize surveys and collected data. These tools assist in identifying patterns, trends, and insights from the collected responses, enabling users to make informed decisions based on the data and makes it possible for the respondents to have insight to the data that led to the decision. It helps to reduce the number of complaints and provide clear justification to why a certain decision has been made.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Very detailed and structured terms. From security, to privacy, accessibility, environmental and social responsibility, up to intellectual property rights.
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree

	☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The interface of Maptionnaire is very clean and well-organized, that makes it easy for users to navigate and find the necessary features and tools. Clear labels and logical workflows are provided. The platform prioritizes simplicity and ease of use, allowing users to quickly understand how to create surveys, set up questions and manage survey responses without technical expertise. There are also step-by-step guided instructions to ensure users do not miss any crucial settings or features. Furthermore, there is a helpcenter (https://support.maptionnaire.com/hc/en-us), FAQs, tutorials, webinars and e-books available. support is always available through support requests.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Not very clear, respectively not that transparently communicated via the website (compared to other evaluated examples in this report), thus, the evaluation "disagree". There is a online form to submit requests, feedback, etc., at https://support.maptionnaire.com/hc/en-us/requests/new however, a hint or disclaimer on what to expect from the users perspective would be useful.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* In the customer privacy section, Mapita mentions every data they collect and process, also the purposes of processing are explained, cookies and plugins are listed, up to customers´ rights. It is very well and clear structured.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application]

	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Systematic biases or discrimination do not seem preserved by the platform or features thereof. It is not the developers who are accountable for any issues or negative consequences, rather than the customers who the AI application (e.g. city administration).
8. Number of users and period of operation	According to their website, "since 2011, Maptionnaire's customers have gathered more than 25 million responses [≠ users!] that influenced 13,000+ planning projects across 40 countries." According to the freely available summary of the book chapter "Kyttä, M., Fagerholm, N., Hausner, V. H., & Broberg, A. (2023). Maptionnaire. In Evaluating Participatory Mapping Software (pp. 71-91). Cham: Springer International Publishing.", the total number of survey participants exceeds 500 k.
9. Impact	In Slezská Ostrava, local authorities needed to find a digital solution for public participation and for increasing inclusivity and transparency of the entire community engagement process. They also needed the data to be linked to specific locations in the city. After they started using Maptionnaire, Slezská Ostrava has received less complaints from residents about the plans. They are also able to show the effects of feedback on the plans and justify decision making to the residents better. In addition, a digital community engagement service was put in action for involving the residents in the development of the city. As a result, citizen feedback was collected and architects had to take this feedback into account for their designs and then present and justify the outcome of their integration.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☒ NO, not found any There are a series of publications and reports available at the webiste (authors are part of the Maptionnaire Team), some of them are more non-scientific

	reports, while others have been published at scientific conference proceedings: https://maptionnaire.com/case-ppgis-research However, in these cases, its more about a description of the platform and its features or studies with regards to city planning, such as traffic maps gathered via the platform, or results and comparisons of modal share between different cities (i.e. number of daily / weekly km per citizen via bicycle, footpath, etc., rather than evaluation studies on usability, user satisfaction etc. If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: https://doi.org/10.1016/j.landurbplan.2019.02.019 b) Please summarise results: The review revealed that the PPGIS methods used, including with the use of Maptionnaire, are proved to be successful in various applications.

4.1.20 Citizens Foundation

Part A – AI application presentation

Name of AI application/ approach	Citizens.is (Citizens Foundation)
City, country	Reykjavik, Iceland (founded in 2008) & Kent, US (founded in 2019). Started in Island in 2008, thousands of projects in 45 countries. Projects in Reykjavik city, State of New Jersey, Scottish Parliament, World Bank (Kyrgyzstan), City of Vienna, Amsterdam, Croatia (Pula), etc.
Organisation/ Company/ Municipality	Citizens Foundation (Non-profit organisation)
Brief description (aim)	Citizen.is / Citizens foundation is an open-source Platform with AI, empowering citizens and governments to connect, by bringing people together for debating and to prioritize innovative ideas to improve their communities. It is a non-profit organization that tries to restore trust in democratic deliberation and institutions. The mission is to connect governments and citizens by creating open state-of-the-art engagement platforms and offering consultation on how to best plan & execute successful citizen engagement projects.

Name of AI application/ approach	Citizens.is (Citizens Foundation)
	(see also https://www.citizens.is/connecting-governments-and-citizens/#:~:text=Its%20mission%20is%20to%20connect%20governments%20and%20citizens,best%20plan%20%26%20execute%20successful%20citizen%20engagement%20projects.)
Target users/ users groups (e.g. old, students, etc.)	Cities & Municipalities, Organizations (e.g. World Bank), All citizens of the city and / or municipality in which the platform is implemented
Areas focused on	Not restricted to specific areas, areas (e.g. health care, environmental issues, etc.) can be defined by the cities, municipalities, etc. who launch the platform. Potential fields of applications are: • Idea generation and policy deliberation (primarily via component "Your Priorities") One example is the project "Improving Infrastructure and Fighting Covid-19" in the Kyrgyz Republic where 160k citizens shared their comments, concerns, input and raised objections to an an investment program (for details see https://www.citizens.is/portfolio_page/world-bank-kyrgyz-aris/) Some areas and project types specifically for "Your priorities" are: o Government policy crowdsourcing and decision-making o Schools engaging with students and academics co-creating a masters program o Nonprofits engaging with their stakeholders working remotely on ideas, deliberation, and decision making o Political parties engaging citizens and doing internal private work (https://www.citizens.is/getting-started/) • Agenda setting and Policymaking • Budget voting / Participatory budgeting and civic education (primarily via component "Open Active Voting") One example is the project "Better Reykjavík" (for details see https://www.citizens.is/portfolio_page/better_reykjavik/) • Deep policymaking gamification framework (via component "Open Active Policy) • Web Listening (via component "PaCE CommonCrawl Scanner"; see https://docs.google.com/presentation/d/1pA2gcyFV4yD8zGQRdhkAyLE5YIOtZCEcNUqgkN8ldwY/edit#slide=id.gcf41c98f9b_0_150, slide 151 ff.)
Description	Users add ideas, view other people's ideas, and take part in a civil deliberation about each idea. "Your Priorities" can both be used in public projects in the context of including large numbers of citizens in decision-making, and also in

Name of AI application/ approach	Citizens.is (Citizens Foundation)
	private projects where smaller groups of people can work together remotely on ideas, deliberation and decisions.
Available languages	English (website), case studies and documentation at github.com; languages can be adapted for users (citizens) by those who launch the project. Automated AI toxicity score for incoming content in over 20 languages (https://github.com/CitizensFoundation/your-priorities-app/releases/tag/8.2?fbclid=IwAR0DDa2lWwKU18wAh8K-9-7XvqnRewk-C3D1QtQA1AqvLihOnhglLkPC364).
Actual AI-features offered to the user	*From https://www.citizens.is/your-priorities-features-overview/:* • **Automated content management** "*While our deliberation solution minimizes toxicity to a low level, we also have AI that scans all incoming content for toxicity sentiment. Content management is automated as much as possible. If something toxic makes it onto the platform, community administrators get a notification right away*." • **Machine translation** "*Tightly integrated Google machine translation enables citizens that speak different languages to come together."* • **Recommendations of other content** *"AI recommendation engine shows users ideas that most interest them first while they swipe through hundreds or thousands of ideas*." From https://docs.google.com/presentation/d/1pA2gcyFV4yD8zGQRdhkAyLE5YIOtZCEcNUqgkN8ldwY/edit#slide=id.g20fe48e4bc6_0_114: (slide 24) • Machine Translations • Recommendations & Notifications • **Speech-to-Text** • **Toxicity Detection** (see also slide 71) **& Cluster Analytics**
Date of initiation and duration	2008 - now
Strengths	• Overall evaluation: There is a step-by-step instruction to define, create, promote, monitor, and export the results of your project; very user-friendly, good structure. • Constructive Deliberation: Deliberation system that makes it impractical to argue because i) it's not possible to comment directly on others points, and ii) it encourages rational deliberation and neutralizes trolls

Name of AI application/ approach	Citizens.is (Citizens Foundation)
	• Citizens are nudged into an evaluation mode • Minority and majority views have equal weight which helps facilitate consensus. (for the previous three bullets, see for example https://docs.google.com/presentation/d/1pA2gcyFV4yD8zGQRdhkAyLE5YIOtZCEcNUqgkN8ldwY/edit#slide=id.g23307849cf4_0_60, slide 22), • Components are open-source and can be downloaded at github.com, good documentation and instructions on how to set-up them (e.g. https://docs.google.com/document/d/1M5mb-j_QaOPoB4twPe4lvXRrb1k0TmLKZxBCV5gdWuM/edit)
Weaknesses (room for improvement)	No serious weaknesses could have been identified. The modular structure allows for a tailored e-participation platform (e.g. idea generation and policy deliberation, budget voting, etc.). A transparent decision-making and feedback process on the part of the decision-makers with the help of the offered platform components would be possible.
Description of potential impact (e.g. on health, economy, etc.)	• Thousands of projects in 45 countries https://docs.google.com/presentation/d/1pA2gcyFV4yD8zGQRdhkAyLE5YIOtZCEcNUqgkN8ldwY/edit#slide=id.g20fe48e4bc6_0_6 Examples are: • "Scottish Parliament" – 20mph speed limit in cities, integration of cycling and decrease costs for public transport, support for electric cars, recyclable materials for single use products, make landlords responsible for insulating properties, etc. • "Better Iceland" – ecological food production, hiking and biking trails, infrastructure, environment, leisure & public health, youth, traffic safety • "Multi city challenge Africa" – solutions for public problems (empowerment of women youth, passion, creativity, and resilience) • Waste management (waste recycling, trash picker, restore health reduce waste, environmental- cleanliness) • Urban resilience in slums and informal settlements (greening the slums, flood management, tracking air and water pollution, turning cocos into houses), integrating the informal economy, etc. • "City of Vienna" (Youth participatory budgeting project) – Skate-Culture meets urban gardening, improvement of the parks, car-free zones, and downtown improvement, barrier-free play equipment on playgrounds.

Name of AI application/ approach	Citizens.is (Citizens Foundation)
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial Source Code of all main / basic components available at: https://github.com/CitizensFoundation
URL and/ or relevant documentation	https://www.citizens.is/ https://github.com/CitizensFoundation

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* The components provide auto translation as well as speech-to-text features. If diverse populations and vulnerable groups are included is the responsibility of the city, municipality or organization which launch a particular process.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Based on the available information at the website and the background information for the different case studies (https://www.citizens.is/portfolio/), deciding between “agree” and “disagree” was not easy. It is up to the cities, municipalities or organizations on how transparent they are on their decision

	process (there are no technical constraints to do so), however, due to the fact that Citizen Foundation is less explicit about the need for transparent processes for the citizens compared to other platforms evaluated in this report, we decided for "disagree". One transparent example where results can be inspected by easy-to-understand dashboard visualization is from the Horizon 2020 funded Populism and Civic Engagement project: https://pace-dashboard.citizens.is/
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Ethical: "Automated AI toxicity score for incoming content. Uses the new Perspective API, automatically flag content that has more than 40% chance of toxicity and sends an email to admins if there is over 75% chance, in over 20 languages" (https://github.com/CitizensFoundation/your-priorities-app/releases/tag/8.2?fbclid=IwAR0DDa2lWwKU18wAh8K-9-7XvqnRewk-C3D1QtQA1AqvLihOnhglLkPC364) Built-in help for GDPR signup terms pages for communities. GDPR is at least mentioned at the website: "If you are in Europe make sure to create a Your Priorities help page with your GDPR terms and select this page to show at new user registration." (https://www.citizens.is/getting-started/).
4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The design and participation features of the different main components ("Your Priorities", ""Open Active Voting", etc.) seem intuitive and user-friendly, in the sense that they are designed like many other Web 2.0 applications and might therefore be familiar for regular internet users. For city managers (respectively those who launch the platform) who also have a dashboard to summarize and visualize the results via dashboards, more advanced visual skills and computer literacy may be required.

5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Not that explicitly addressed as for other examples in this report, however, email address is available: citizens@citizens.is. For nearly projects by different cities, municipalities and organizations that are listed at https://www.citizens.is/portfolio/ (36 projects) who provide further project details or whose project websites are still available, local email addresses and/or contact details are provided (e.g. for https://www.junges.wien/ there are contact details such as project coordinator, email address junges.wien@wienxtra.at, postal address).
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:* Not explicitly addressed.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Systematic biases or discrimination do not seem at all preserved by the platform or its main components.
8. Number of users and period of operation	2 million users, in thousands of projects in 45 countries (since 2008).

9. Impact	36 concrete projects are briefly described at https://www.citizens.is/portfolio/, in many cases further information are available at the project`s website. One example is the project "Rahvakogu – People's Assembly in Estonia (https://www.citizens.is/portfolio_page/rahvakogu/) for which resuts and impacts are described in more detail: https://docs.google.com/document/d/1lhoyZfRsgfhQkcSppu3L78_Uz_IugUkzMycN2xg3MPo/edit
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☒ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☒ YES ☐ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: Brief description of 36 projects can be found at https://www.citizens.is/portfolio/. Two concrete projects should be highlighted: a1) Rahvakogu – People's Assembly in Estonia (see https://www.citizens.is/portfolio_page/rahvakogu/ as well as https://docs.google.com/document/d/1lhoyZfRsgfhQkcSppu3L78_Uz_IugUkzMycN2xg3MPo/edit for a more detailed report) a2) Reykjavík's Education Policy (see https://www.citizens.is/portfolio_page/education-policy/ as well as https://www.centreforpublicimpact.org/case-study/crowdsourcing-better-education-policy-reykjavik/ for an independent study) b) Please summarise results: Ad a1) • Background: 6.000 proposals and comments were gathered by 60k visitors and 2k registered users. • Selection process: "*After evaluation and selection process by stakeholder groups, the most relevant 18 proposals were submitted to the Deliberation Day Assembly for further processing. 550 citizens were semi*

randomly selected out of the national database (weighted to improve representation) and around 320 of them took part in the actual event as representatives of the people of Estonia. During the event, participants discussed pros and cons of each of 18 proposals and as the outcome, the top 15 ideas were presented to the Parliament, Riigikogu, by the President of Estonia." (p. 1).

- Impact "*Three* [out of the 15 final] *(2, 9 and 11) were implemented with slight modifications and became new laws or legal amendments in their own rights. Four others (4, 5, 6 and 14) were partly implemented or have commitments in the government program. People are already enjoying the laws that they initiated themselves. As an example, the Estonian Parliament approved lowering the number of people required to form a political party from 1000 to 500, which led to establishing two new political parties in Estonia. Another example is that recently a citizens petition, according to # 2, was approved by the Estonian Parliament as law, making it a second generation result of Rahvakogu."* (p. 2)
- Conclusion: From 6k proposals, *3 "were implemented with slight modifications", 4 "were partly implemented or have commitments in the government program"* and 1 proposal had to be conveyed as a petition where it has been apporoved by the Parliament as law.

Ad a2)

- Background: "*In January 2017, Reykjavik's city council decided to crowdsource ideas to cocreate its Education Policy 2030, calling for ideas from main stakeholders (teachers and other staff members, parents and students) and using an online platform called Better Reykjavik.*" (cited from https://www.centreforpublicimpact.org/case-study/ crowdsourcing-better-education-policy-reykjavik/)
- 10k participants (5,8k online), generating 56 ideas and 204 arguments.
- Impact (cited from https://www.centreforpublicimpact.org/case-study/ crowdsourcing-better-education-policy-reykjavik/):
  - New rules […] were approved by the city council in February 2019.
  - A Centre for Innovation in Education has been established to provide support and advice to workplaces in implementing the education policy and its individual focus areas in collaboration with institutions inside and outside the city.

	o An interactive cooperation agreement has been signed with the School of Education at the University of Iceland, which includes lifelong learning, career development and professional guidance, as well as making the activities of the school and leisure area of Reykjavík more visible. o A project manager for international cooperation and grants has been appointed to support workplaces in their grant applications.

4.1.21 Consul democracy

Part A – AI application presentation

Name of AI application/ approach	Consul democracy
City, country	Madrid, Spain
Organisation/ Company/ Municipality	Madrid city council
Brief description (aim)	CONSUL is designed for citizens to voice their concerns and participate through the development of proposals, votes for new laws, debates, crowd laws, participatory budgets, and consultations.
Target users/ users groups (e.g. old, students, etc.)	All residents and citizens of the city of Madrid (or any other city, municipality, organization, etc.) It encourages participation from a diverse range of citizens and the platform seeks to be inclusive and accessible to all residents, regardless of their background, age, or socioeconomic status.
Areas focused on	E.g. Social issues, Environmental issues (climate action), Health sector, Transport sector, Education Decide Madrid is focused on well-being and equality, environment, urbanism and mobility, education and culture, economy and employment and health. • Citizens can open threads on any subject to **debate**, create a citizens' **proposal** and seek support, decide directly how to spend part of the budget by **participatory budgeting**, **vote** for the user's most important issues and share legislative texts with the public to receive comments within the **collaborative legislation**.
Description	The Madrid City Council wants to promote the participation of citizens in the management of the city, involving them in the generation of innovative and viable ideas and proposals, in order to improve their quality of life. It is a

Name of AI application/ approach	Consul democracy
	determined commitment to a management closer to the citizens that will allow receiving their proposals and creating direct channels of communication with the municipal government, contributing to making the most appropriate decisions for the general interest. See also https://decide.madrid.es/condiciones-de-uso.
Available languages	As an open-source platform, the language can be adjusted.
Actual AI-features offered to the user	Uses an advanced AI analytic system called IGUALA. It produces the Aggregate Territorial Vulnerability Index (IVTA) and identifies the vulnerable areas of each district and administrative neighbourhood. The Vulnerability Index enables the diagnosis of multiple risks present in different territories and is based on evidence and data analysis. In IGUALA you can consult the indicators for the district and neighbourhoods, make comparisons between them or find out the distribution of the Vulnerability Index for each of the, in this case, 5 identified spheres: Well-being and Equality, Environment, Urbanism and Mobility, Education and Culture, Economy and Employment and Health. See also https://iguala.madrid.es/ for further details. • Furthermore, decide.madrid embedded a chatbot named "Clara" to the website, which uses technologies like artificial intelligence and natural language processing.
Date of initiation and duration	Nov. 2015 - now
Strengths	• In comparison to decidim it is more minimalistic and more visually appealing; the language is simplified and easy to understand, also in the policies; inclusion and transparency is taken very seriously;
Weaknesses (room for improvement)	It is similar to decidim, as it was designed collaboratively, but it seems less maintained, the language is better to understand, but for the policies, as mentioned above, it could be less specific and therefore somewhat shallower
Description of potential impact (e.g. on health, economy, etc.)	E.g., the implementation of participatory budgeting through Decide Madrid has allowed citizens to have a say in how public funds are allocated. Citizens' proposals and input have influenced policy decisions in various areas such as urban development, transportation, education, and more. Examples: • Transport: Extension of Line 8 for the metro in Madrid, • Aid for the removal of architectural barriers.

Name of AI application/ approach	Consul democracy
	• Birth support, • Ventilation for polluted urban environments, etc. • Proposals that receive support from at least 1% of the population are sent to the final voting phase.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://consulproject.org/en/index.html https://oecd-opsi.org/innovations/consul-project/ https://decide.madrid.es/accesibilidad https://www.researchgate.net/publication/339459330_Decide_Madrid_A_Critical_Analysis_of_an_Award-Winning_e-Participation_Initiative

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* Decide.madrid provides different on-page assistance like keyboard shortcuts to navigate through the main sections of the website, if the user has mobility problems (0=start, 1=discussions, 2=proposals etc.), videos with subtitles for users with hearing difficulties, providing an alternative text to the images so users who are blind or low vision can use readers to access the information, simple language and illustrated for users with learning disabilities for better understanding and the ability to choose the size of the text that suits the most. The website also has obtained the "AENOR ICT accessibility certification" and all pages of the website comply with the Accessibility Guidelines or General Principles of Accessible Design established by the WAI Working Group.

	It also mentions that, if any document or link on this website is not accessible, suggestions and complaints are very welcome. "Decide.madrid is accessible to people with disabilities and the verification processes and almost all participatory activities can also be done offline in any of the 26 citizen attention offices, including the use of printed signature forms to collect support for the projects." (see https://www.researchgate.net/publication/339459330_Decide_Madrid_A_Critical_Analysis_of_an_Award-Winning_e-Participation_Initiative)
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* Decide Madrid shows transparency to the decision-making process by allowing citizens to access information about proposals, voting results, and the allocation of public funds. This transparency fosters trust between the government and the citizens. The website also provides a link to the transparency portal of the city of Madrid (https://transparencia.madrid.es/portal/site/transparencia) where different sections like human resources, budget and economy etc. are listed, explained and disclosed, so everyone can get his/her own opinion and overview. https://presupuestosabiertos.madrid.es/es/
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Beside the privacy policy and the terms of use, there are no extra conditions for ethical and legal compliance. Some things are mentioned in the privacy policy, such as data processing, user rights and contact persons, but also rather superficially.

4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* It is very similar to Decidim, but it has less information and content. The positive thing is that the site is not overloaded, is clearer and has more structure. All in all, it is sufficient.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* At almost every point of the platform the contact details are apparent, and it is emphasized that if there are any issues or errors, feedback is very welcome. I did not find anything specific to the AI-applications.
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* There is less detailed but understandable privacy policy which explain the treatment of the personal data; what information the Madrid City Council "should" provide the user and what are the requirements for it, like processing activity of the personal data, the identity and contact details of the "person" (Data Protection Officer DPD) responsible for the processing of the data; how long the data be kept, etc.; what the rights of the user are; how to claim if needed and more detailed information about the DPD; see also https://decide.madrid.es/politica-de-privacidad.
7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application]

	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* There are detailed conditions of use, so any user has access to the rules of the open government portal. It´s defined what is allowed and what violates the guidelines. E.g., sharing personal data or images without consent, use of advertising purposes. The conditions are very shallow and lean on the conditions of Decidim. But different to Decidim there are no specific remarks of discrimination, racism, or sexism. However, in case of rule violation, the Madrid City Council is allowed to temporarily suspend the activity of a participant, disable their account, or delete their content, without prejudice. There is the possibility to report a discussion, proposal, or inappropriate behavior, but without the option to justify this decision, see also https://decide.madrid.es/condiciones-de-uso.
8. Number of users and period of operation	According to the main Consul democracy website (https://consulproject.org/en/): • 35 Countries • 135 Institutions • 90 millions of citizens • 2015 – now
9. Impact	E.g. decisions made based on the tool/application: • Installation of clean waste collection containers/points, • Increase the number of benches to sit in the city, • Cycling connections to the new metropolitan forest, • Creation of solar roofs + solar educational center, etc.
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:*

Has the application been evaluated elsewhere (that you are aware of)?	☒ YES ☐ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: • Royo, S., Pina, V., & Garcia-Rayado, J. (2020). Decide Madrid: A critical analysis of an award-winning e-participation initiative. Sustainability, 12(4), 1674. Online available at: https://www.researchgate.net/publication/339459330_Decide_Madrid_A_Critical_Analysis_of_an_Award-Winning_e-Participation_Initiative • Peña-López, I. (2017). Citizen participation and the rise of the Open Source City in Spain. Online available at https://opendocs.ids.ac.uk/opendocs/bitstream/handle/20.500.12413/13006/Research-Brief-Spain.pdf b) Please summarise results: • "*Decide Madrid discloses aggregated statistics (number of supports and votes, percentage of participation by gender, age group, district, and via web or offline, when appropriate) both for the first polls (up to 2017, inclusive) and for the participatory budgets*" (p. 10). • "*For participatory budgets, the platform also provides data about which projects are technically unfeasible, under study/analysis, in processing, in execution or ended*" (p. 10). • "*All the politicians and civil servants interviewed agree that there is a growing trend in terms of users, participation and impact of the participatory budgets, although some of the citizens interviewed think that the participation in proposals has decreased* […]" (p. 11). • "*Up to the end of 2018, 25.418 proposals were made and only two of them reached the voting phase. In total, 13 polls at city level and 21 polls at district level have been carried out in three voting periods (February 2017, October 2017 and July 2018).*" (p. 11). • "*In the first voting period, 214.076 citizens participated and 963.887 votes were counted (one citizen could vote on more than one issue), there were more participants by mail (54.0%) than through Decide Madrid (35.1%)* […] *In the second and third voting periods,*

	participation decreased and there were only 92,829 and 9854 votes, respectively. (p. 11). • Moderated vs. free speech: "*The politicians and civil servants interviewed give a lot of importance to free communication among users, so there is only a slight moderation to ensure there are no illegal comments (e.g., incitement to violence, insults or discrimination).*" (p. 11), citizens can flag content from other contributors as inappropriate and moderators review them. • Participatory Efficacy: "*According to Politician 1 and Civil servant 1, there have been more than 1000 actions decided by citizens*" (p. 12). • "*The politicians and civil servants interviewed indicate three factors as being particularly relevant for the success of Decide Madrid: the high level of implication of the city council towards citizen participation, the method used to recruit the workers for that general directorate and the background of senior managers about citizen participation and ICTs. Therefore, individual and organizational factors, related to the public sector context and democratic participation dimension seem to have been the most important, as compared to contextual or ICT-related factors. The role of the Mayor was crucial in launching Decide Madrid, improving the coordination of the council areas and ensuring there was enough financial, political and managerial support to develop and run the platform.*" (p. 13). Final comment: At page 14, Table 5, presents an excellent summary about identified success factors and barriers conditioning the performance of Decide Madrid.

4.1.22 Decidim.barcelona

Part A – AI application presentation

Name of AI application/ approach	**Decidim.barcelona – free open-source democracy**
City, country	Barcelona, Spain
Organisation/ Company/ Municipality	Barcelona City Council

Name of AI application/ approach	Decidim.barcelona – free open-source democracy
Brief description (aim)	The purpose of Decidim is to provide general information to the public about Decidim, its activities and technology, consisting in a free open-source participatory democracy platform for cities and organizations, and the management of the Decidim community generated around the world from our collaborative technology allowing the development of citizen and associative projects with greater social participation. Decidim helps citizens, organizations and public institutions self-organize democratically. https://decidim.org/legal-notice/
Target users/ users groups (e.g. old, students, etc.)	925.000 participants (over 100.000 → Decidim Barcelona) Decidim is used by various groups such as cities, regions, organizations, associations, universities, NGOs (can also be used in trade unions, or neighborhoods e.g). It enables effective and inclusive participatory decision-making processes for diverse communities.
Areas focused on	*E.g. Social issues, Environmental issues (climate action), Health sector, Transport sector, Education* • It can be adapted in various areas and contexts. It does not have specific focus areas, but it is commonly used for democratic governance and citizen participation in decision-making processes. This includes areas such as local government, urban planning, policy-making, community engagement, and participatory budgeting. However, Decidim can be applied to specific needs.
Description	It enables communities to involve citizens in political decision-making. The website provides tools and resources for citizens to exchange ideas, make proposals, assemblies, networking and collectively develop solutions. Decidim is a versatile platform that allows governments, organizations, and communities to shape democratic decision-making processes effectively and inclusively.
Available languages	Up to 18 languages, e.g. Spanish, Catalan, English, French, German, Czech, Japanese, Finnish, etc. *For translating, decidim uses a web platform called Crowdin* *https://docs.decidim.org/en/develop/contribute/translations*
Actual AI-features offered to the user	No specific AI (or ML) features have been identified. Some processes, i.e. some classifications (e.g. territorial and sectoral scope, subcategories of the content) is made manually by tagging, etc.
Date of initiation and duration	2016 - now
Strengths	Good structure, user-friendly, quick voting/approval

Name of AI application/ approach	Decidim.barcelona – free open-source democracy
	Documentation and step-for-step instructions & tutorials for the use of Decidim as citizen and as provider, there are any information you need as a user to understand what participatory processes are, over participation tutorials, to the phases of the process, information of upcoming meetings, voting results, personal help during the process, etc.
Weaknesses (room for improvement)	The website is a bit overloaded because of the amount of information. The structure is good, but the amount of information makes it a little confusing.
Description of potential impact (e.g. on health, economy, etc.)	strengthening citizen participation/ involvement of political and daily decision making • E.g., Cultural facilities, educational equipment, green spaces & urban gardens, mobility, technology, equipment for specific groups, etc.
Is the application/ approach free or commercial?	☒ Free (open source) ☐ Commercial
URL and/ or relevant documentation	https://decidim.org/ Barandiaran, X., Calleja-López, A. & Monterde, A. (2018). Decidim: political and technopolitical networks for participatory democracy. Decidim's project white paper. See http://ajbcn-meta-decidim.s3.amazonaws.com/uploads/decidim/attachment/file/2005/White_Paper.pdf

Part B – AI application evaluation

Evaluation criteria	
1. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* **Inclusion**: "*While the digital platform was the central knowledge management back-office, it was not the only entry point. The 410 face-to-face events allowed*

	citizens, social agents and associations to access information, discuss, make proposals, comment, support and diffuse them." "The "charts" of the Municipal Plan were put on the streets. The charts were mobile participation points that each district had at their disposal to complement the aforementioned spaces. These charts did a total of 265 routes. 69 communication campaigns in social networking sites and five online debates with the representatives of the City Council were conducted. The role of the organizations and the facilitators was crucial in avoiding exclusion of citizens due to digital access or skills, or other factors (lack of time/interest in politics)." - Peña-López, Ismael. "decidim. barcelona, Spain. (2017) WAI (Web Accessibility Initiative) standard adopted by the European Union. Purpose is for this platform to meet the AA level accessibility guidelines.
2. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* The platform's design allows a great degree of openness and transparency: all operations can be registered and available to anyone accessing the platform, providing high visibility among citizens, traceability of participation and translation into political decisions.
3. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* There are detailed terms and conditions of use, data protection, objective of the initiative, general aspects of participation, operation of the platform (like who can access the platform, which data are required for which features, why are the data needed), conditions for the treatment of content provided by users, copyright, reuse of information and other rights. https://decidim.org/privacy-policy/

4. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:* It is very user-friendly, clear, and appealing in structure and organization.
5. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* Anyone can propose a moderation in Decidim, through the "Flag" icon in the participant profile. There is also the possibility of the “global moderations” function, which allows administrators, collaborators and moderators to moderate different kinds of contents and ensure that the dialog in your platform is democratic and constructive. https://docs.decidim.org/en/develop/admin/global_moderations
6. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* At https://docs.decidim.org/en/develop/understand/social-contract it is stated that “*The confidentiality and privacy of the personal data that people might provide to participate in any of the functionalities and/or possibilities of participation that the platform provides shall be guaranteed at all times. In no case shall personal data be transferred to third parties. Personal data will not be used beyond what is strictly necessary for the purposes of user registration and improvements on the usability of the platform. Whenever platform technology makes it possible, the expression of political preferences or will in decision-making processes shall remain inaccessible even for the administrator of the platform or the server/s that host it.*”

7. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☒ Agree ☐ Strongly Agree *Comments:* There are very defined terms of service, which determine the use of the platform. Every user is able to report misbehaviors like clickbait, advertising, scams; racism, sexism, slurs, personal attacks, death threats, suicide requests or any form of hate speech; illegal activity, personal information, or something else you think doesn't belong on this platform. https://docs.decidim.org/en/develop/admin/global_moderations
8. Number of users and period of operation	390 Instances, 30 countries, 240 institutions, 150 organizations **Governments** e.g., European commission, national assembly France, Quebec, Government of Andorra, Portugal, Uruguay, Catalonia, etc. **Cities/Municipality** e.g., Helsinki, Zurich City, NYC, Kakogawa city (Japan), Waterloo (Belgium), Veracruz (Mexico), Buenos Aires, Paris, etc. • **Companies** e.g., Barcelona Energia, Som Energia (Spain), cultuurconnect (Belgium), University of Catalonia, Green Party of Canada, etc.
9. Impact	-
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☐ Agree ☒ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☒ YES ☐ NO, not found any If YES: a) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]:

- Bravo, R. B., Balcells, J., & Padró-Solanet, A. (2019). Platform politics in Europe| A model for the analysis of online citizen deliberation: Barcelona case study. International Journal of Communication, 13, 25. Online available at: https://ijoc.org/index.php/ijoc/article/viewFile/10805/2873

b) Please summarise results:

- "*We have detected some problems affecting the deliberative quality of the conversation that might have been solved with better moderation and a more organized structure around citizens' proposals. Dozens of proposals were related or belonged to the same issue, but were not properly merged into a single conversation or a general proposal.*" (p. 5683).
- *"In addition, the debate was not structured around relevant information on the issue supplied by official administrators, nor were there facilitators aimed at helping participants build an inclusive discussion. Deliberation was simply expected to emerge in a decentralized and spontaneous way.*" (p. 5683).

On deliberate quality and citizens interactions:

- "*The success of online debate on new licenses for tourist apartments is due to its controversial nature and the involvement of a few users — who have personal interests on the issue — that have triggered a noteworthy cascade of comments. Comparatively, this is an exceptional case, because the majority of proposals (51.7%) on the platform have not generated any debate at all.*" (p. 5684).
- "*The debate has mostly been dominated by few users who have posted the majority of comments.*" (p. 5684).
- "*The levels of reflexivity (in terms of moderation of the tone of the debate) and positive remarks are comparatively more modest, with percentages below 10%. The high levels of interaction and argumentation are not incompatible with elements of incivility or disrespect, such as accusations (34.3%), irony (10.8%), or even insults (3.9%).*" (p. 5688).
- "*We find high levels of confrontation between opposing views, which temporarily increase some features of the deliberative quality, such as reciprocity. But in the long run, as conversations go deeper, the lack of common ground and moderation, and the discourse concentration by*

few participants, has negatively affected the quality of deliberation (lack of civility, repetition of comments, and no reflexivity" (p. 5692).

4.2 Score and ranking of the best practices

Table 2 below shows the scores of each AI application for each one of the evaluation criteria. The criteria numbers on the table correspond to the quantitative criteria as follows:

Criterion 1. Inclusive processes

Criterion 2. Transparent process

Criterion 3. Ethical and Legal Compliance

Criterion 4. Intuitiveness

Criterion 5. Citizen feedback mechanisms

Criterion 6. Privacy and Security

Criterion 7. Fairness and Accountability

For the qualitative assessment the descriptive scale was transformed into numeric scale from 1-4. The higher the score, the better is the evaluation received by an application in the specific criterion.

Table 2: Evaluation scores of AI applications

No	Name of AI application	Criterion 1	Criterion 2	Criterion 3	Criterion 4	Criterion 5	Criterion 6	Criterion 7	Mean score value
1	MyGov.in	3	3	3	4	3	2	4	3,143
2	DemocracyOS	2	4	1	3	3	3	4	2,857
3	OECD AI Policy Observatory	4	3	4	3	3	4	4	3,429
4	Better Reykjavik	2	3	3	3	3	4	4	3,143
5	Grade.DC.Gov	3	3	3	3	4	4	3	3,286
6	Pol.is	2	4	3	2	3	4	3	3,143
7	POPVOX	2	2	2	3	3	3	2	2,571
8	Zencity	2	2	4	4	3	3	3	3,000
9	Citizenlab	4	3	4	3	3	3	3	3,143
10	EngagementHQ	4	3	3	3	4	3	3	3,286
11	Forum, Wichita	4	4	3	3	4	3	3	3,429
12	Fluicity	3	2	1	3	2	3	2	2,571
13	Adhocracy+	4	4	4	4	3	4	3	3,714
14	Egora	3	4	1	3	2	1	3	2,429
15	ManaBalss (My Voice)	2	2	3	2	3	4	3	2,714
16	rahvaalgatus	3	3	1	3	3	3	4	2,857
17	Singapore's OneService	2	3	2	2	4	3	3	2,714
18	CITBot	2	3	1	3	2	2	3	2,286
19	Maptionnaire	2	3	3	3	2	4	3	2,857
20	Citizens.is (Citizens Foundation)	3	2	3	4	3	2	3	2,857
21	Consul democracy	4	4	3	3	3	3	3	3,286
22	Decidim.barcelona	3	4	4	4	3	3	3	3,429

After closely examining the collected data and carrying out a comparative assessment on all related information, the project partners decided that an AI application should bear a mean score value of **above 3,** so as to be considered a best practice. It has been observed that below this threshold value applications have poor individual criteria scores that should not be accepted for widespread use. Therefore, by isolating these applications and placing them in ranking order, we conclude to the results presented below. In total, 11 applications can be considered as best practices.

Table 3: Best Practices in ranking order

Ranking No	Name of AI application	Mean score value
1	Adhocracy+	3,714
2	OECD AI Policy Observatory	3,429
3	Forum, Wichita	3,429
4	Decidim.barcelona	3,429
5	Grade.DC.Gov	3,286
6	EngagementHQ	3,286
7	Consul democracy	3,286
8	MyGov.in	3,143
9	Better Reykjavik	3,143
10	Pol.is	3,143
11	Citizenlab	3,143

4.3 Open-source platforms for potential (re)use by ITHACA

From the evaluated 22 platforms globally, those being open-source and can potential be used, at least partially, in ITHACA are listed below prioritizing those that have been identified as best practices first. Their most useful characteristic is identified and potential improvements that could apply. Those that are not best practices are also mentioned, because the purpose is to examine whether a software or an AI model can deliver an added value to the project by being reused through improvements in its inherent model or other elements.

Best practices open-source

1. Adhocracy+ - Facilitates deliberation and collaborative decision-making by making value assessments
2. OECD AI Policy Observatory - AI aspects on bias and discrimination, polarisation of opinions, privacy infringement and widespread surveillance
3. Forum, Wichita - AI and Natural language processing (NLP) to categorise feedback and provide recommendations
4. Decidim Barcelona – It has a well-structured platform to bring together cities, organisations and citizens and provide public information. Classifications made (e.g. territorial and sectoral scope, subcategories of the content) manually by tagging could be improved by adding AI model.
5. Grade.DC.Gov - Sentiment analysis engine which rates reactions along with human evaluation scores (0-10 scale) to determine an agency's monthly grade. In addition, a social-intelligence mechanism provided by nBA company feeds the evaluation algorithms with information that is pulled from review made on Foursquare, posts on an agency's Facebook or twitter.
6. Consul democracy - The advanced AI analytic system IGUALA produces the Aggregate Territorial Vulnerability Index (IVTA) and identifies the vulnerable areas of each district and administrative neighbourhood.
7. MyGove.in – The virtual agent included for information could be examined for potential reuse in ITHACA or, if not, the User Interface and interaction characteristics can be considered when designing the same agent of ITHACA.

8. Better Reykjavik - Uses machine translation and AI to recommend ideas, do smart notifications and provide a toxicity sensor to alert admins about abusive content. In addition, there is automatic classification of ideas. It could be used in both the rating/ review process through crowdsourcing and also the summarisation of content.

Other practices with open-source elements

1. Egora – The platform algorithmically creates lists of political candidates who most closely represent the will of the people. It is the single algorithm of its kind with a big potential. Attention should be paid to the way it can be used, i.e. for advertising or statistical use or for democratic process. In any case, an extension is required to document the results and of course make a clear disclaimer that this is a result of a software.
2. ManaBalss (My Voice) – This platform doesn't have a specific model of great interest, but the big participation of users shows that the design is intuitive and user-friendly and should be considered in this regard.
3. Rahvaalgatus - Every signature is authenticated, thus reinforcing the legitimacy of petitions by using the digital infrastructure of a country. This is a very important element in civic participation and ITHACA should examine whether it can be added.
4. Sinbgapore's OneService - Natural language processing engines, machine learning and artificial intelligence to analyse citizen reports and allocate resources to resolve each issue. This model can be used to provide a rating and automatic classification of the citizen feedback received in ITHACA.
5. CITBot - The machine-learning for profiling users on social networks to predict their choices can be considered as an option to provide personalised newsfeeds.
6. Citizens Foundation – Has a good engine for budgeting and managing projects. Components are open-source and can be downloaded at github.com.

5 Conclusions and recommendations

Most of T1.3 activities involved evident sourcing to collect a good representation of the available practices that aim to promote and enhance citizen engagement in democratic processes using AI technologies. The evaluation of the collected data was carried out throughout the step-by-step methodology presented in Chapter 2 which utilised both a quantitative and qualitative analysis for the extraction of the best practices presented in Table 3.

By examining the features of the best practices applications available for this purpose, the following recommendations for improvement can be extracted. Firstly, most useful and meaningful AI technologies to be deployed for applications concerning citizens engagement are the following:

- Virtual, **smart agents** that assist citizens in understanding and getting involved with participatory processes
- Applying **knowledge repository** on bibliography of polices and normative legislation
- **Machine translation** to comprehend text context for various application (i.e. recommend ideas, smart notifications, classifications, monitoring community engagement etc.), identify key trends and themes. Also, applications involve the prediction of systems behaviour, such as water resource management, etc. and citizen profiles
- **Sentiment analysis** engines to evaluate human interactions
- **Advanced statistics** and **machine learning algorithms** to provide consensus driven results and pushed information
- **Natural Language Processing** (NLP) to extract the natural meaning of citizen feedback
- **Collaborative decision-making** to improve deliberative processes according to rationality, reciprocity, civility and constructiveness
- **Public Participation Geographic Information System** (PPGIS) to enable geographical and environmental mapping
- **Automated content management** for the content classification and monitoring
- **Aggregate Territorial Vulnerability Index** to assess and determine geographically areas based on evidence and data analysis

The degree of utilization of the above technologies varies in each application. Some make a more conservative (reluctant) use while others present some very innovative applications, which, however, do not always achieve the desired result, which is also reflected in the results of this deliverable. This is due to the fact that all of the mapped criteria do have indeed an equal weight.

Therefore, a second recommendation for the developers of such applications is that technology implementation should be consistent with moral, ethical and legal values of democracy and as such an AI practice should present a balanced solution to achieve optimum benefits. Otherwise, it is observed that applications, even if they do make innovative use of advanced AI technologies on one hand, but fail to present clear and transparent processes on the other (i.e., open-source codes for the extraction of collective results), may draw away citizen participation or even worse compromise democracy with the manipulation of the public opinion. It is therefore clear that the proper application of AI technologies demands a **holistic operating framework** and proper **supervising mechanisms** to ensure compliance to all criteria and increase citizens' confidence in the use of such tools.

The above AI models should also be used in the ITHACA platform to address similar issues. Innovation of ITHACA should be based on the implementation of these technologies and even progress beyond by highlighting new achievements (i.e. Generative Artificial Intelligence) not identified in any of the present practices, to produce

a sound result with a better score on all criteria so that it is not deficient in any key area (technologically, legally or socio-culturally). Therefore, is it proposed that ITHACA platform shall be also evaluated using the described methodology and criteria so that a comparison may be made and itself constitute a Best Practice.

It is worth noting that no application appears to make use of technologies involving **Generative Artificial Intelligence (GAI)**. This is attributed to 2 reasons. On one hand, technologically, it is a new trend which, however, due to its abstract nature, causes issues regarding the implementation of collective intelligence in democratic processes and on the other hand, the legal framework is still ongoing, since specific of AI application need to be regulated. The new EU AI Act (EU 2024/1689) [10] provides the overall legal framework and introduces a uniform framework based on a risk-based approach. Concerning the utilisation of GAI, the regulation proposes to:

- Train, design and develop the generative AI system in such a way that there are state-of-the-art safeguards against the generation of content in breach of EU laws,
- Document and provide a publicly-available detailed summary of the use of copyrighted training data and
- Comply with stronger transparency obligations.

The latter aims to avoid the creation of manipulative content through transparency in the use of GAI. The providers who generate such content must disclose that the content is AI generated and indicate the identity of the entity or person that generated the content. It is understood that the framework concerns a higher level of compliance. To comply with this, it is **compulsory**, therefore, to apply **explainable AI models** (XAI) in the use of any such AI models, so that the above points of the regulation can be documented.

Normative points regarding the technological application of GAI and related XAI models are not provided and should be sought through the activities of the ITHACA project. The proper treatment of this technology may also produce useful results for the European Commission (EC), since the specific use of this technology in matters of democratic participation has not existed before and is a highly socially sensitive issue that requires absolute transparency and documentation. A consultation was launched recently by the EC on a Code of Practice for providers of General-Purpose Artificial Intelligence (GPAI) [11] models, to address critical areas such as transparency, copyright-related rules and risk management, with the provision to finalise it by April 2025. ITHACA partners should monitor the developments in this and the innovations to be implemented regarding such tools to comply and possibly present points of attention that can be assimilated in terms of GAI and its explainability or even require the attention of the authorities.

Recommended open-source AI models to facilitate civic participation

Apart from the identified open-source platforms and their associated AI models in Chapter 4.3 which could potentially be used in ITHACA project, research was performed independently for the individual AI tools/ models which have been developed lately and are open-source available. These are either considered to be technologies incorporating novel AI features for various tasks, auxiliary models which may assist secondary processes of ITHACA platform or libraries/ datasets without an AI feature but useful to train ITHACA's AI models.

- **Civics.ai**[1]: Developed by Nesta, this toolkit can be used to coordinate activities of large-scale communities to respond to climate crisis issues by applying collective intelligence.

[1] https://www.nesta.org.uk/toolkit/civicai/

- **BERT**[2]: A transformer-based model for natural language understanding, useful for analysing public comments or feedback.
- **GPT-Neo/GPT-J**[3]: These models are proposed as a free, open-source alternative to GPT-4, developed by EleutherAI. These models are capable of generating text and engaging in discussions, which can facilitate community dialogue, based on their Generative Pre-trained Transformer (GPT) model.
- **FastText**[4]: A library for efficient text classification and representation, useful for sentiment analysis of civic issues.
- **SpaCy**[5]: An open-source NLP library that can assist in processing and understanding civic-related documents and conversations. It supports deep learning workflows to train connecting statistical models.
- **TensorFlow/Keras**[6]: General-purpose libraries that can be used to build custom models for specific civic engagement tasks, like prediction or classification.
- **Hugging Face Transformers**[7]: A library providing pre-trained models for various NLP tasks. It should be noted that these may need further processing to be fine-tuned for civic participation applications.
- **Pandas**[8]: It is not an AI model itself, but it's essential for data manipulation and analysis, enabling the processing of civic data. In addition, it offers data structures and operations for manipulating numerical tables and time series.

[2] https://github.com/google-research/bert

[3] https://www.eleuther.ai/

[4] https://fasttext.cc/

[5] https://github.com/explosion/spaCy

[6] https://www.tensorflow.org/guide/keras

[7] https://huggingface.co/docs/transformers/en/index

[8] https://pandas.pydata.org/

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Note: Above references concern the approach used. Evaluated practices are documented within the evaluation table of each one in Chapter 4..

Annex I: Collection of AI applications characteristics template

Table 4: AI applications characteristics template

Name of AI application/ approach	Name of the application
City, country	Provide city or location of establishment
Organisation/ Company/ Municipality	Entity or organisation who developed or makes use of the application
Brief description (aim)	A brief description of the targeted objectives
Target users/ users groups (e.g. old, students, etc.)	A description of the intended users
Areas focused on	Tha particular democratic process which is intended to be used
Description	A more detailed description of the application and its characteristics
Available languages	All available languages to enjoy the full access to the application
Actual AI-features offered to the user	The AI features of the applications should be references whether these are evident or invoked by the developing organisation
Date of initiation and duration	The date or year for the initiation of the application. In addition, state the duration and if it is still active
Strengths	Strengths as perceived by the users and the project partner
Weaknesses (room for improvement)	Weaknesses about the potential of the tool or the competition as perceived by the users and the project partner
Description of potential impact (e.g. on health, economy, etc.)	This is the intended impact of the application, the area focused, the target groups and the subjective goals

Name of AI application/ approach	Name of the application
Is the application/ approach free or commercial?	☐ Free (open source) ☐ Commercial
URL and/ or relevant documentation	The location where this application can be accessed

Annex II: Template for the evaluation of the criteria set for the good practices

Table 5: Template for the evaluation of the criteria set for the good practices

Evaluation criteria	
10. Inclusive Processes	[paying attention to the diverse population, e.g. disabled people, vulnerable groups, etc. in the process] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
11. Transparent process	[open to public scrutiny and be able to explain the rationale behind any decision-making processes] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
12. Ethical and Legal Compliance	[comply with ethical and legal norms and guidelines. This should include adherence to ethical standards, such as GDPR when collecting and using personal data, relevant legal frameworks] *Hint: Look for visible information/disclaimer* ☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
13. Intuitive	[the design should be intuitive and user-friendly, with clear instructions and easy-to-understand interfaces] ☐ Strongly Disagree

	☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
14. Citizen Feedback Mechanisms	[provide feedback mechanisms to report any issues or concerns related to the AI application and receive responses from the developers] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
15. Privacy and Security	[prioritization of the privacy and security of citizen data, through the use of encryption, anonymization, and other privacy-enhancing technologies] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
16. Fairness and Accountability	[the application does not preserve bias or discrimination and the developers are held accountable for any issues or negative consequences that arise from the use of the AI application] ☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
17. Number of users and period of operation	

18.Impact	This has to be evident and measurable
Do you consider this application as a best practice? (need at least an average compliance score of **3** taking into account the 7 first criteria)	☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree *Comments:*
Has the application been evaluated elsewhere (that you are aware of)?	☐ YES ☐ NO, not found any If YES: c) Where? [cite relevant scientific / non-scientific studies, reports, etc. that evaluate the application]: ……. d) Please summarise results: …….