Citizen Participation Playbook
A roadmap to meaningful engagement

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Smart positive energy solutions and technologies for districts and city blocks to produce more energy than is consumed
Threefold Strategy

**Integrated Planning and Design**
New decision support tools for urban planners

**Common Energy Market**
New regulatory mechanisms, micro-grids, local energy trading...

**CommunityxChange**
Complete plan for citizen participation (top-down & bottom-up)
D3.2: Delivery of the citizen participation playbook

+CityXchange | Work Package 3, Task 3.2

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Deliverable version
v.3

Dissemination level
Public

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https://cityxchange.eu/knowledge-base
Why it is important?

An essential element for successful outcomes of smart city projects, is to start from people by focusing on citizen needs, embracing citizen-centric design and the search for an integral quality of life.

Technology can offer new creative solutions but it should always remain a means to an end at the service of citizens.

EU Smart Cities (2017) Manifesto on Citizen Engagement

Icon credits to Yu Luck on The Noun Project
The processes

1. Co-creation of Urban Interventions
   Brings early participation while maintaining technical quality & feasibility.
   Increases citizen engagement during ideation and implementation.

2. Collaborative Legislation
   Increases the understanding by citizens of municipal competencies
   and available resources for achieving goals.

3. Participatory Budgeting
   Improves the understanding of municipal budget formulation
   & implementation by local stakeholders.

4. Citizens’ Proposals
   Provides a flexible procedure for citizens and organizations to develop
   innovative solutions, raise awareness and support.
Citizen participation Playbook

1. Preparation

1.1 Set objectives & targets
- Define the process, its objectives, and establish measurable targets.

1.2 Proposals
- Identify and tailor guidance to citizens. Proposals should be submitted online, by physical means, or by consultation.

1.3 Supporting
- Draft, discuss, and decide the procedure.

2. Proposals

2.1 Final vote proposals
- Some proposals may be subject to voting, but support is required to enter the next phase.

2.2 Evaluation of proposals
- The proposals with the most successful content will proceed. Following the voting, the proposals will be reviewed by the technical committee.

2.3 Supporting
- Proposals that reach the minimum support until the technical committee may proceed.

3. Voting and approval

3.1 Final vote
- If proposals that attract the most support are voted on against the proposal that received the second highest support.

3.2 Evaluation of proposals
- The proposals which get more votes are evaluated. The technical committee reviews all proposals for any issues.

3.3 Political approval
- Once the proposal report has been published, the council assumes the responsibility of the next actions.

3.4 Monitoring
- Throughout the implementation phase, feedback is provided to citizens and the proposals are reviewed.

4. Implementation

4.1 Implementation & accountability
- Monitoring the implementation of the proposals is crucial.

4.2.1 Feedback
- Ensure feedback and accountability.

Stakeholders
From Quadruple Helix

- Council project team
- University & Research Sectorial associations
- Neighbour associations
- Citizen
- General public
- Private
- Local Government
- Technical staff
- Council departments
- Professional groups

Actions

1.1 Set objectives & targets
- Design the process.

1.2 Proposals
- Proposals can be submitted using online platforms or by physical means. They are visible to the council and public at any time.

1.3 Supporting
- Proposals will be reviewed by the technical committee. Proposals that will be reviewed by the technical committee.

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Tools

- Online
- Door to door
- Online

References

- Council of Europe
- University
- Research
- Sectorial associations
- Neighbour associations
- Citizen
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- Private
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- Technical staff
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Icon credits to Max Hancock, Thanga Vignesh, Stefano Vetere and Shashank Singh at The Noun Project
<table>
<thead>
<tr>
<th>Physical Tools Categories</th>
<th>(16 Tools Included)</th>
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<tbody>
<tr>
<td>1. Narrative Tours</td>
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<td>2. Co-design Workshops</td>
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<td>3. Focus Working Group</td>
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<td>4. Public Engagement Events</td>
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<td>5. Go &amp; Find Citizen Actions</td>
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<td>6. Mapping Sessions</td>
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<td>7. Gamification</td>
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<table>
<thead>
<tr>
<th>Online Tools Categories</th>
<th>(24 Tools Included)</th>
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<tbody>
<tr>
<td>1. Collaborative Text</td>
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<tr>
<td>2. Online Debate</td>
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<td>3. Online Mapping</td>
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<td>4. Online Voting</td>
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<td>5. Accountability</td>
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<td>6. Online Proposals</td>
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<td>7. Participatory Budgeting</td>
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Webinar
Citizen Participation Playbook
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40min video presentation of the playbook + Q&A