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Towards We-Government: Collective and participative approaches for addressing local policy challenges

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Third report on dissemination & exploitation support activities

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Abstract

This document provides the dissemination and exploitation work carried out during the 2nd reporting period of the WeGovNow project.

Keywords

Website, online presence, social media, events, workshops , conferences, presentations, publications, video material, leaflet, newsletter.

Statement of originality

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Executive Summary

During the second reporting period of the overall project, dissemination and communication activities were pursued on the basis of an established communication strategy (D5.1). The core focus has been on disseminating the overall approach and general objectives of the project, as well as on communicating interim achievements throughout the various stages of the overall project.

For addressing the different audiences a basic distinction was made between overall project level communication addressing an international/European audience and pilot site level communication targeting local, regional and national stakeholders. During the project's final project year a great effort has been made when it comes to pilot site level communication in order to support the implementation of local validation trials conducted the three pilot municipalities, namely the City of Turin IT), The London Borrough of Southwark (UK) and San Donà di Piave (IT).

A variety communication means have been employed for these purposes thoughout the project's life cycle, ranging from roll-up banners, diverse print materials over a web presence featuring regular news items over different editions of a project news letter, video material up to social media. To facilitate their utlisiation by the project partners related guidance materials have been generated for internal utilisiation within the project consortium.

Exploitation support activities include exploitation workshops presenting project outcomes and stimulating further exploitation by other parties. Also, exploiation support Webinar has been conducted and a further one is envisaged to be held during March 2019.

1 Introduction

The revised version of this deliverable includes revisions and enhancements according to the recomendations provided in the Final Review Report. The following corrections have been made:

- The chapter on the project's website has been revised and summarises the corrective actions taken with regard to the website itself. The website was updated in order to highlight project outcomes and lessons learned. Also, the website now features a "How to get WeGovNow" section. The website bounce rate has been added as an additional KPI and additional statistics on referrers have been included.
- The number of genuine Twitter followers has been included. Qualitative information on engagements such as retweets has been included for the major Twitter activities in the last project month.
- The numbers of event participants have been added for the engagement events held by the pilot sites.
- Non-scientific publications have been broken down into local media, news items and articles issued at national and international level, and news items published on the project website. Press cuts have been included and illustrative examples are annexed.
- The list of scientific publications has been updated and now includes complete information in accordance to the project's open access obligations.

Further to the requested revisions, a short sub-chapter on give-aways produced over the course of the project has been added.

During the last project year, dissemination and communication activities were pursued on the basis of an established communication strategy (see D5.1). The core focus has been on disseminating the overall approach and general objectives of the project, as well as on communicating interim achievements throughout the various stages of the overall project. Further to this, particular communication activities were directed towards potential pilot users at the three WeGovNow pilot sites.

For addressing the different audiences identified in D.5.1 a basic distinction was made between overall project level communication addressing an international/European audience and pilot site level communication targeting local, regional and national stakeholders. During the project's final project year a great effort has been made when it comes to pilot site level communication in order to support the implementation of local validation trials conducted the three pilot municipalities, namely the City of Turin (IT), the London Borough of Southwark (UK) and San Donà di Piave (IT). Further to this, communication activities have been pursued addressing a wider, international audience.

A variety of communication means have been employed for these purposes throughout the project's life cycle and guidance documents have been generated for internal

utilisation within the project consortium to facilitate their utilisation by the project partners related (see D5.1 and D5.3). Further to this, key performance indicators (KPIs) have been defined to monitor progress of dissemination and communication measures (see Annex I). Overall, the dissemination activities during the second year of the project have been very successful across the different channels used. In a nutshell, the activities carried out from February 2018 to the end of the project include:

- Production of new dissemination material including flyer, leaflets, roll-up banners, posters, give-aways and a project brochure;
- Distribution of over 14,400 flyers and leaflets at various engagements events;
- The production of seven stakeholder interviews;
- The circulation of two newsletters in an new, attractive format;
- Having an up-to-date and content-rich website which has attracted over 12,600 visitors and 26,600 pageviews in the last project year;
- The promotion of the project on social media, reaching 672 genuine followers on Twitter, plus the launch of the WeGovNow LinkedIn profile;
- The organisation and participation in 87events, including 70 engagement events held at the pilot sites and 17 international conferences, workshops and meetings;
- The publication of 41 press releases, news and articles in a diverse set of media channels;
- The issuing of 18 scientific publications.

This deliverable presents an overview of the various activities conducted during the last project year. It starts with a description of the communication means developed and applied for this purpose in the subsequent Chapter 2, in particular various communication materials (2.1), the project's online (2.2) and social media presence (2.3), events conducted and attended (2.4) as well as publications issues (2.4). Chapter 4 goes on with an overview of exploitation activities that have been pursued. Exploitation support activities include exploitation workshops presenting project outcomes and stimulating further exploitation by other parties.

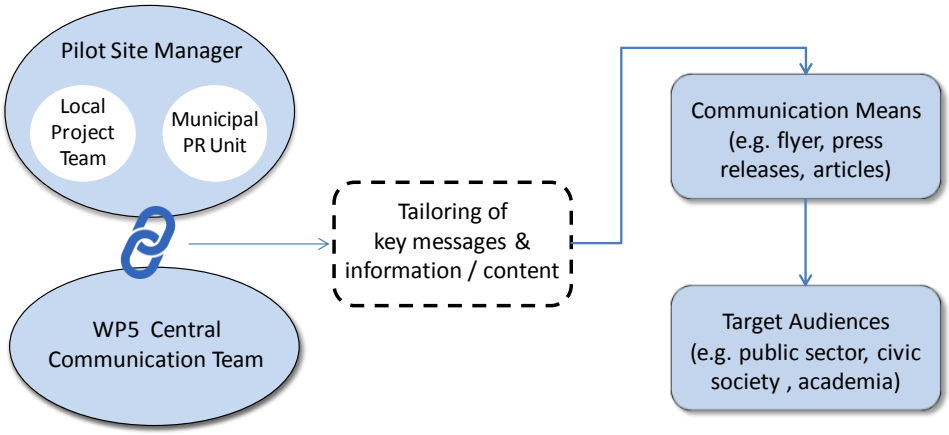
2 Dissemination activities

As described elsewhere (D5.1), project dissemination activities have been targeted to a wider audience at the international level as well as to local audiences at each of the three WeGovNow pilot sites. Following the overall project's technology development phase, each pilot municipality has been offering a publicly accessible pilot service to its citizens since the beginning of 2018. In particular, a number of policy driven use case scenarios have been developed by each pilot municipality participating in the project (see Annex II), with a view to exploiting the functional capabilities generally provided by the WeGovNow pilot platform for addressing local policy challenges in a more collaborative and participatory manner when compared with hitherto pursued approaches (D2.6). Depending on the

particular policy context within which the individual use cases scenarios have emerged, different stakeholders may be concerned.

During the overall project's pilot phase in particular, pilot site-level communication and dissemination activities have relied very much on the contextual expertise / awareness the local pilot site teams. In operational regard, communication activities have therefore primarily pursued by the local pilot site teams led by the pilot site manager. The local pilot site teams have also relied upon expertise available in their municipal administrations when it comes to public relations tasks and media contacts. The local teams have been further supported by the central communication team. This process is graphically summarised by Figure 1. Various guidance materials have been generated to support this process.

Figure 1 – Graphical overview of contextualised project communication at poilot site level



In the following subsections, both wider communication activities and pilot-site level communication activities pursued throughout the last project year are described.

2.1 Dissemination material

Dissemination and communication means generated during the project's second reporting period are briefly presented in the following subchapters. They include both electronic and print materials and have aimed at different audiences throughout the various project stages. A large part of the material has been produced by the central project team in English. Additional dissemination materials have been produced in Italian versions with a view to reaching local stakeholders at the Italian pilot sites in their national language, e.g. when it comes to promoting engagement activities at pilot site level.

2.1.1 Roll-up banners

For the promotion of the project in the framework of events, be it international or national ones, roll-up banners have been developed. Visually the banners follow the overall WeGovNow colour scheme and reference the EU-funding background. Content-wise, the WeGovNow roll-up banners have been tailored to particular utilisation contexts, e.g.

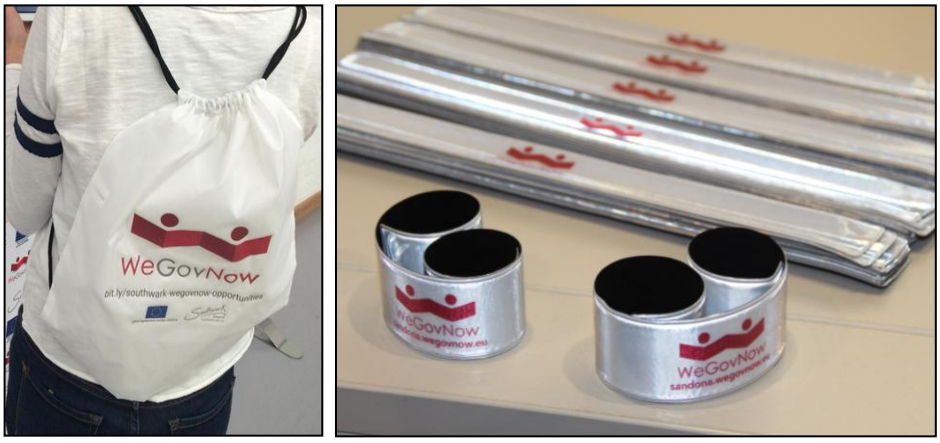
particular local engagement events at which these have been used. Whenever necessary, banners have been customised to the pilot sites' language requirements. For illustration purposes, Figure 2 shows customised roll-up banners utilised for a number of Italian events during 2017 and 2018. These two examples also illustrate the progress made in terms of the promotion of the WeGovNow platform. While the banner from 2017 had a general awareness-raising objective introducing the project in a generic way, the roll-ups used in the last project year promoted the pilot platform in a straightforward manner.

Figure 2 – WeGovNow roll-up banners customised for different events

2.1.2 Give-aways

WeGovNow give-aways have been produced and used as additional promotional material during various engagement events at the pilot sites. These include for example WeGovNow gym bags as handed out during the Southwark youth event and WeGovNow wrist bands distributed at the annual fair in San Donà.

Figure 3 – WeGovNow give-aways



2.1.3 Video material

Seven stakeholder interviews have been conducted to collect first-hand statements from actors directly involved in the piloting of the WeGovNow platform.

These range from interviews with representatives of the WeGovNow developer teams to local stakeholders at pilot site level. The latter include e.g. representatives from the public administration (Figure 4) but also citizens and civic society organisations. A set of generic interview questions was developed and tailored to the interviewees on a case-by-case basis, including e.g. the following:

- What makes the WeGovNow project interesting for your organisation?
- In general, do you find the WeGovNow project interesting and if so what is of most interest to you?
- What was the motivation of your municipality to participate in the WeGovNow project?
- More specifically, what concrete benefits do you think such an online platform could deliver?
- In general, what do you think is the added value of the WeGovNow platform when compared to existing civic participation solutions? More specifically, what particular value is added by integrating the software component you have developed into the overall platform?

The content side of video production has been done internally to the consortium, including script writing, arranging on-locations shots, carrying out interviews, content editing in post-production, and quality check prior to publication. The stakeholder interviews have been dubbed with subtitles translated into Italian or English, depending on the language of the interviewee, to ensure that both European and local audiences can understand the statements. The videos have been disseminated via the project's Twitter account.

Figure 4 – Video interview with the Mayor of San Donà di Piave

2.1.4 Leaflets and flyers

Leaflets and flyers have been designed to support dissemination efforts on both European and local level. Following this, generic project leaflets were designed and distributed as well flyers tailored to the communication objectives of local pilot engagement activities. In total, over the last project year, roughly 14,400 leaflets and flyers have been distributed on various occasions.

Following the first project year an effort has been made to reconceptualise the initial project leaflet to reflect progress achieved (Figure 5). It is available in electronic format ('web') and as a print version. While the web format allows straightforward sharing by electronic means, the print leaflet has been the main dissemination material distributed at physical events. Generally, the leaflet's objective has been to introduce the key messages of WeGovNow, while further aiming at raising interest and stimulation motivation among its recipients to further explore and follow the progress of the project. It also shows the project's Twitter profile and a QR-code directing to the WeGovNow website. Both formats of the leaflet are available in English and Italian.

Figure 5 – WeGovNow generic project info leaflet (unfolded)

As mentioned earlier, during the final project year the WeGovNow pilot platform has been trialled under day-to-day conditions by the three municipalities participating in the project in terms of a publicly available pilot services offered to their citizens. According to the project's local dissemination strategy, customised print materials have been generated with a view to support dissemination activities at local events in a targeted manner. Figure 6 presents an example from the UK pilot site. Rather than information about the WeGovNow project in general, this customised version specifically aims at stimulating the interest of potential pilot users in actually taking up the local pilot service offered in Southwark, e.g. by specifying what participation functions/capabilities are generally

available from the local pilot service, what users can practically achieve with help of the pilot service, how they can register and so on.

Figure 6 – Customised leaflet adressing potantial pilot users in Southwark

Further contextualised materials have been produced to support local engagement activities in the three WeGovNow pilot municipalities. Figure 7 shows for instance a flyer that has been generated to support the engagement with local users in the framework of a specific use case scenario implemented in Turin. Here, WeGovNow has been utilised to enable the co-design of a specific area in a public park, the so called “Parco Dora”, in the framework of a local urban development programme. The civic participation process

pursued for the purpose of this use case in particular combines offline co-design workshops with online participation with help of WeGovNow.

Figure 7 – Flyer for the "Parco Dora" co-design process in Turin

Another example concerns a flyer generated in the framework of the use case scenario developed by the London Borough of Southwark in the framework of its road improvement programme. Here, WeGovNow was utilised to co-develop proposals for improving the current state of a local road in the framework of the so called "Harper Road" consultation process. A dedicated leaflet was designed in the look and feel of the local administration's earlier public communications in this matter to the local residents, non-government organisations and businesses in a local street event. The intention of the flyer was to engage local stakeholders in the consultation process through the WeGovNow platform, thereby utilising WeGovNow's participation functionalities for contributing new proposals/ ideas and commenting on proposed measures that had been communicated by the public administration already.

Figure 8 –"Harper Road" leaflet

2.1.5 Brochure

A WeGovNow project brochure has been designed as well. It includes background information on the project and its objectives, an introduction to the WeGovNow civic engagement platform, a "key facts" box summarising the main facts at one glance, an overview of the three pilot cities as well as selected "success stories" from the local pilots.

The brochure has been developed both as a print and web version. An impression of the brochure is included in Figure 9. The online version can be downloaded on the project website.

Figure 9 – WeGovNow brochure impressions

2.1.6 Newsletter

A series of project newsletters has been produced both in English and Italian (Figure 10). The subsequent editions illustrate achievements reached during different stages of the project, in relation to both technological development work and the piloting of the WeGovNow platform under day-to-day conditions in the three participating municipalities. Following the initial development stage of the project, the initial news letter format has been revised with a view to attracting higher attention and facilitating even wider circulation in electronic format. The general structure of the revised format is more compact when compared with the initial newsletter, providing an introductory text, a short teaser and a key visual for each item which direct to the respective content on the project website or related online presences. Two newsletters have been published and circulated in the last project year.

Figure 10 - Revised WeGovNow newsletter format

WeGovNow

Towards We Government:

Collective and participative approaches for addressing local policy challenges

Newsletter #4 2018

Dear Reader,

Since the beginning of this year, the WeGovNow citizen engagement platform is now publicly available in our three pilot municipalities Turin, Southwark and San Donà di Piave, proving to be a helpful tool for collaborative processes between citizens and public administration. WeGovNow provides a set of core functions supporting civic participation and engagement for the purpose of addressing local policy challenges, including community networking & self-organisation (WeGovNow FirstLife), problem identification & tracking (WeGovNow Improve My City), democratic proposition development & decision making (WeGovNow LiquidFeedback), crowdsourcing of knowledge & ideas (WeGovNow Community Maps), exchange of volunteering opportunity & free items (WeGovNow Offers & Requests). Almost 10.000 users have already registered to the pilot service, contributing with original content or responding to the contributions by other users. Following this, roughly 17.000 single usage events have been counted across all WeGovNow components up to now and we are confident that these numbers will increase over the last project months as the local pilot service scenarios are gaining pace.

Each city has different thematic focus in which the WeGovNow platform is currently utilized under day-to-day practice. Ranging for instance from the co-design of spaces in a public park to the promotion of cycling in the city and to fostering the dialogue between local faith groups, all three pilot sites are strongly engaged in participatory policy and community development using the WeGovNow online service. To this end, several events have been held in Turin, Southwark and San Donà over the last months. Some of these have focused on providing hands-on experience with the platform to enable the public administrations, citizens but also other local actors to make use of the platform in a confident and effective way. Others have been dedicated to both raise awareness on the capabilities provided by WeGovNow in general and to effectively support the local pilot activities.

In the upcoming months, we will dedicate a closer look on what can be learned from the pilots with a view on how to exploit the platform's capacity to foster citizen participation and co-production also beyond the project duration. This will take into account both the technical viability of the platform and the different framework conditions prevailing at the three pilot municipalities.

Follow us on the website and on Twitter.

WeGovNow team at annual fair in San Donà di Piave

Just like last year, the WeGovNow team represented by project partner Mapping for Change, attended the annual Le Fiere Del Rosario festival in San Donà Di Piave to support the pilot municipality Comune Di San Donà Di Piave

More

Turin citizens & public administration co-design public space with help of WeGovNow

Our pilot city Turin utilises the WeGovNow pilot platform for co-developing a former industrial area together with its citizens. The area has already been converted into an urban park, Parco Dora, some years ago.

More

2.2 Online presence

Disseminating knowledge and results online and interacting via social media channels has been another work strand within WeGovNow's communication strategy. Against this backdrop WeGovNow achievements are published on its own project website. In addition, WeGovNow is promoted on project partners' websites thus increasing the project's visibility in relevant settings. To exploit the potentials generated by social media, WeGovNow is also present on Twitter, Facebook and LinkedIn.

2.2.1 Website

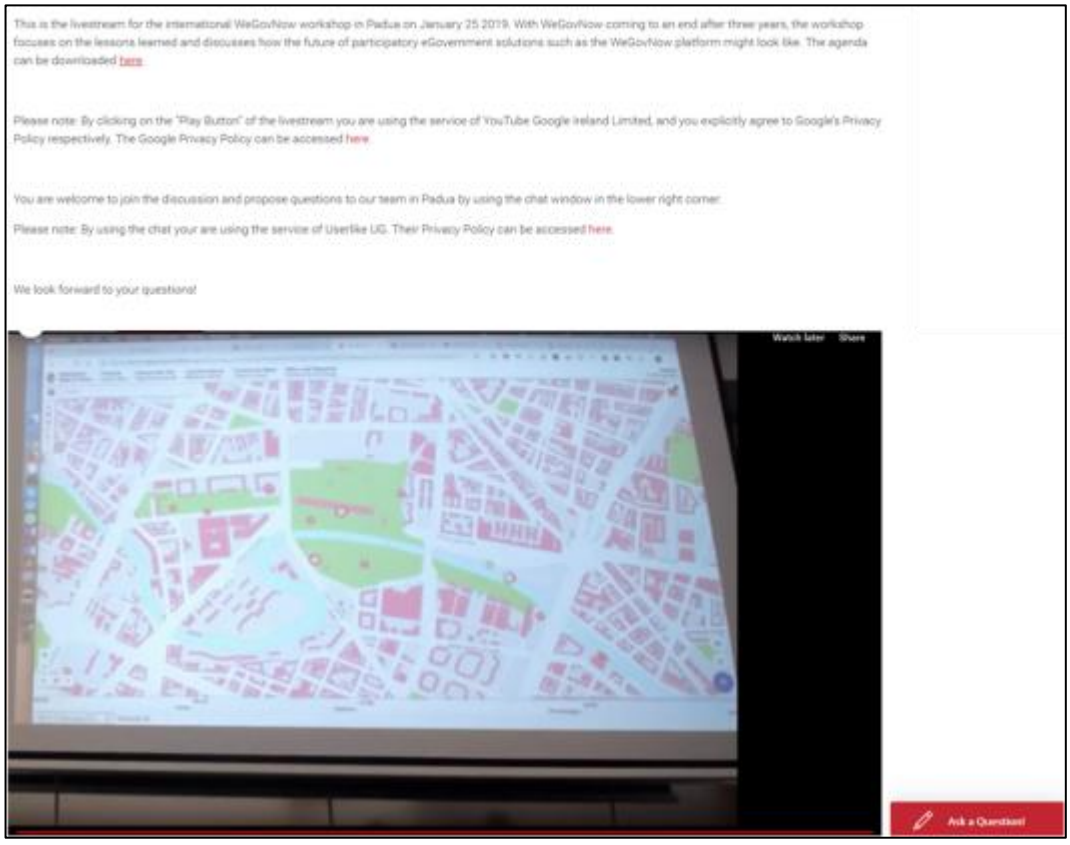
The project website (https://www.wegovnow.eu) is at the centre of WeGovNow's online communication strategy. The page has been built on Typo3, an open source content management system, and uses a responsive layout thereby allowing seamless output on different types of user agents (e.g. mobile phones). It follows the project's overall visual identity and was designed to guide visitors' attention to content matter in an appealing way. In order to provide accessibility of website contents for all users, the website is also accessible as high contrast version.

With the continuous development of the public pilots over the final project year, the focus in last project year has been on encouraging visitors to keep coming back to website by regularly communicating updates on the pilots and the project in general. On that account, the "What's new" section has been amended on a regular basis by uploading the project newsletter as well as news items. The three most recent news items were automatically presented on the homepage of the website, which caused its appearance to change regularly thus motivating visitors to further explore and come back the website. A number of news items were published on the project website in the last project year, mainly reporting on the project's work and achievement (see also chapter 2.5.1). In total 19 news items have been issued. The publication of news on the project website has also been accompanied by corresponding announcements on Twitter.

Further to this, the "What we do" section has been revised, providing an introduction to background and general objectives of the project, a short overview of the WeGovNow platform and information on the piloting phase. Direct links to the pilot instances were also added. The community profiles of the three pilot municipalities in the "Who we are" section have been amended with photographs and direct links to the respective local pilot services publicly offered to their citizens have been included. Whenever applicable, the descriptions on the thematic foci for which the platform is utilised in the local contexts have been revised and adapted in line with the use cases developments at the three pilot sites.

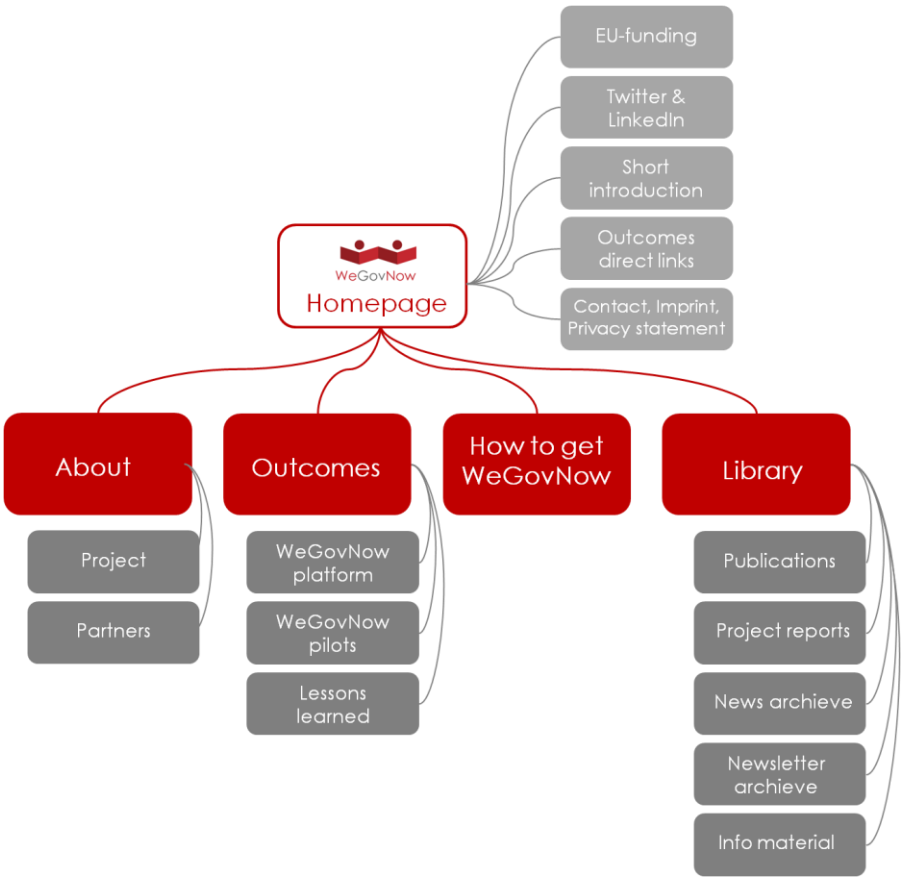
The website has also hosted the live-stream (Figure 11) of the international exploitation workshop in Padua. YouTube has acted as the facilitator of the live-stream. Under the URL wegovnow.eu/livestream (now deactivated) interested stakeholders had the opportunity to follow the presentations and the discussion. A chat has been implemented together with the live-stream enabling viewers to ask questions in real-time. The chat has been moderated by WeGovNow staff on-site.

Figure 11 – WeGovNow live-stream



With the project coming to end, the website has been updated in order to, on the one hand, reflect that WeGovnow has been closed and, on the other hand, to highlight the key achievements and outcomes of the project. Figure 12 displays the structure of the project website as implemented towards the project end.

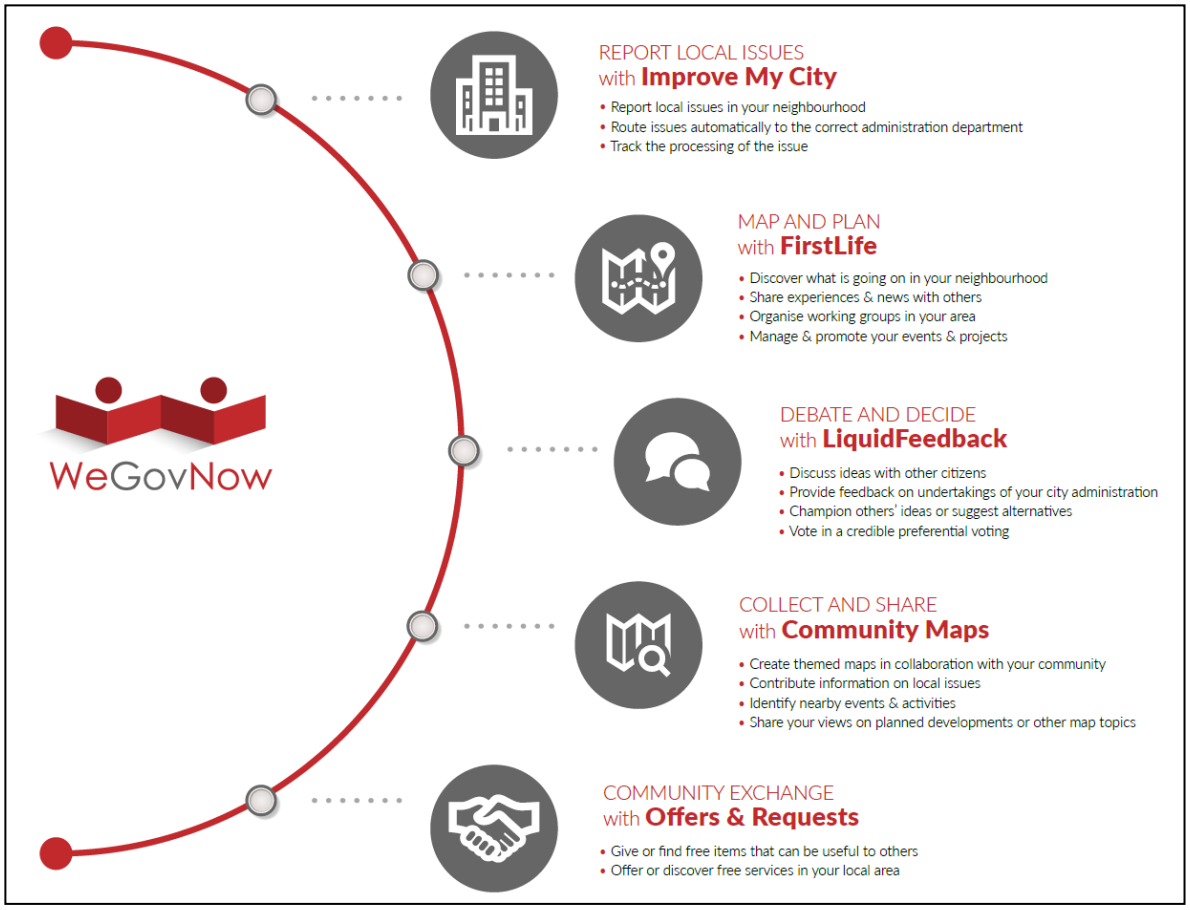
Figure 12 – Structure of wegovnow.eu



To restructure the website in order to emphasize project outcomes, the previous "Who we are" and "What we do" sections have been merged. A summary of the project and an overview of the partners involved are now included in the "About" section.

The new "Outcomes" part of the website is intended to provide an overview of the key achievements and outputs as well as lessons learned. The "WeGovNow platform" section describes the pilot platform and introduces interested website visitors to the different participation components of the platform. An attractice key visual (Figure 13) of the WeGovNow platform has been developed and included in this section, depicting the overall WeGovNow ecosystem and the different functionalities provided by each component.

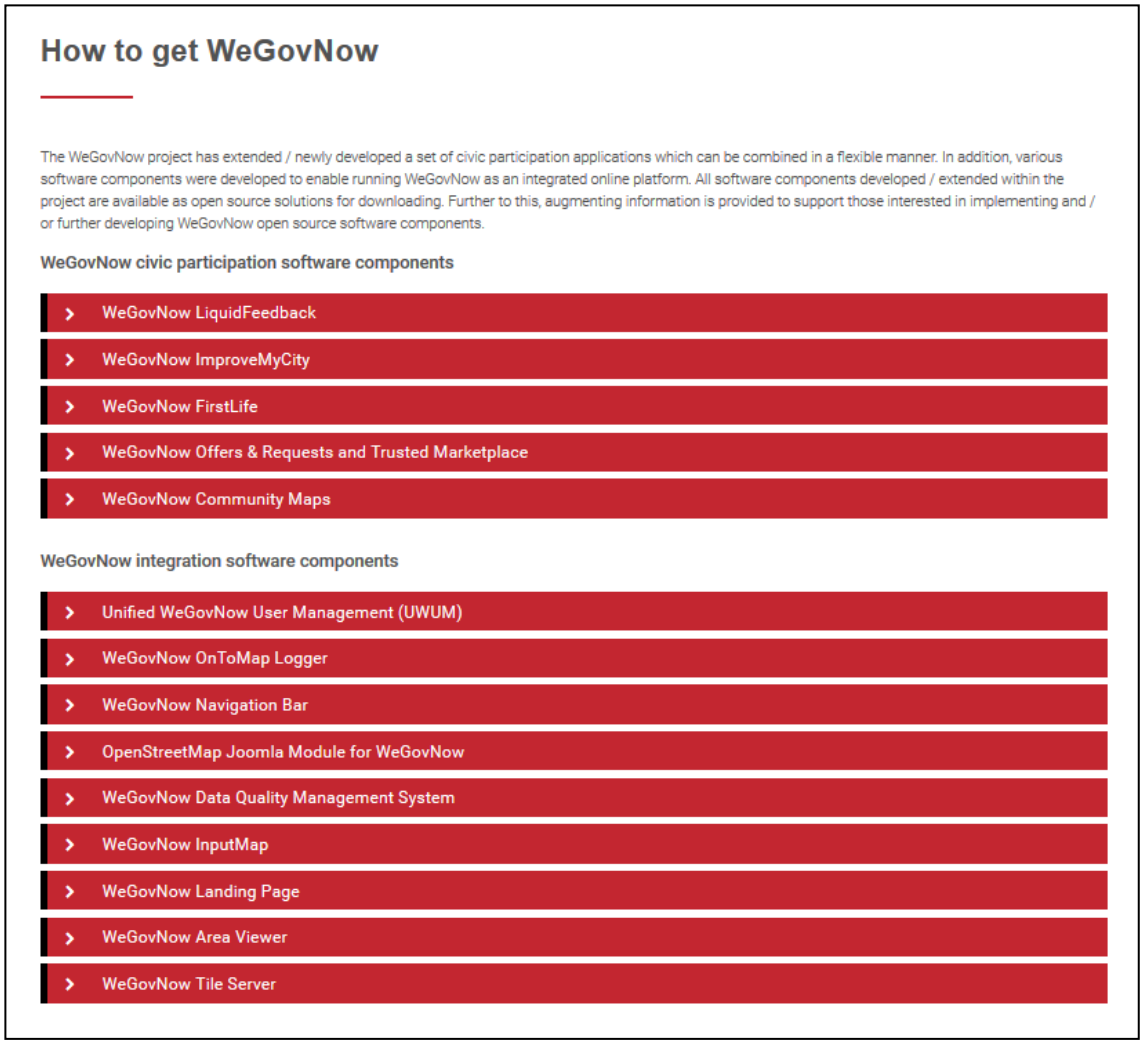
Figure 13 – WeGovNow platform key visual



The pilot phase approach is summarised in the respective section of the website. It is also intended to provide insights to local policy challenges addressed at the pilot sites as well as key achievements from use case scenarios. The last section describes the key lessons learned from the project.

In addition to the new "Outcomes" section, the website now also features a common repository of WeGovNow open source components (see also D3.5). This "How to get WeGovNow" section is intented to provide those interested in implementing or further developing WeGovNow with a well-structured overview on the download locations of each software component. Further to this, augmenting information is provided.

Figure 14 - Common WeGovNow repository on wegovnow.eu



By the end of the project the news section was moved to the "Library" section of the WeGovNow website. Generally speaking, the "Library" Section accumulates all achieved content of the website, including news, newsletters, info material as well as project reports, and provides a subsection where all scientific publications issued over the course of the project are listed. All scientific publications are open access and can be accessed by direct links to the respective repository or the research paper itself.

Website analytics

The website's analytic data is consulted to assess the traffic volumes and gain more insights into the visitors' profiles. Statistical data is gathered via the analytics tool Matomo (formerly Piwik). A detailed overview is included in the box below (Figure 15):

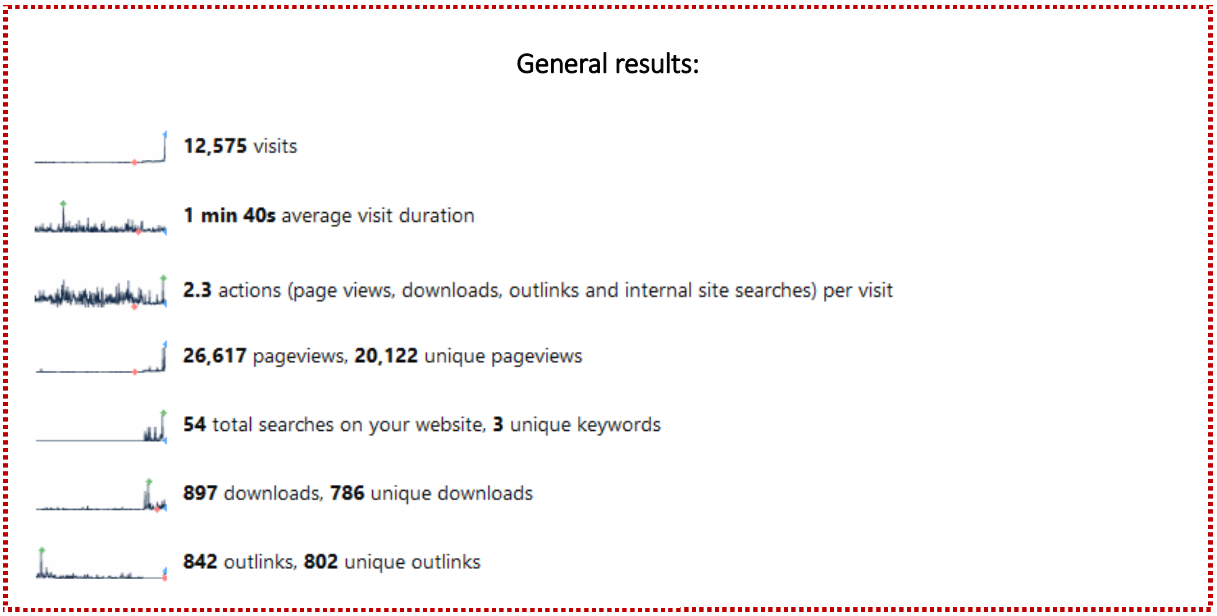
In the period from February 1 2018 until January 31 2019, the official WeGovNow website has attracted almost 12,600 visits, generating over 26,600 pageviews and roughly 900

downloads. Despite an average bounce rate of 49%, indicating that approximately one out of two visitors has left the WeGovNow website after one page, the high number of pageviews illustrates that in general visitors' interest in the website has increased and that they have been motivated to explore more content by browsing through several pages rather than leaving after a single view. Further to this, the number of downloads has significantly increased when compared to the number of years before (see for example D5.3). This corresponds with the overall development of the website, which has been revised and updated with more tangible content (including material for downloading) over the course of the third year. As illustrated by the monthly visitor trend chart, the visitor number has particularly increased in the last project months reflecting the overall boost in communication efforts by all project partners dedicated to the dissemination or project outputs.

Having a closer look to the referrers of the website, it comes clear that the vast majority of visitors have entered the WeGovNow website directly rather than being directed from other websites. This implies that efforts aiming at making the project's web presence visible to stakeholders has been successful. About 1,200 visits have also been generated by search engines, indicating that the website has also been actively sought or well-placed in search engines.

While in Europe the majority of visitors come from the pilot municipalities' countries (Italy and United Kingdom) indicating that local dissemination activities at the pilot sites are also reflected on the website in terms of visitor metrics, the WeGovNow website has also attracted a high number of visitors from other continents, mostly from North America. With a view to exploitation, this is to be considered positive as WeGovNow seems to be of interest also to non-European citizens, researchers, public administrations and organisation, opening up a window for project partners to approach new markets. It also indicates the relevance of the project's bottom-up WeGovernment approach.

Figure 15 – Traffic metrics 3rd project year wegovnow.eu



49% visits have bounced (left the website after one page)

10,587 direct entries, **84%** of visits

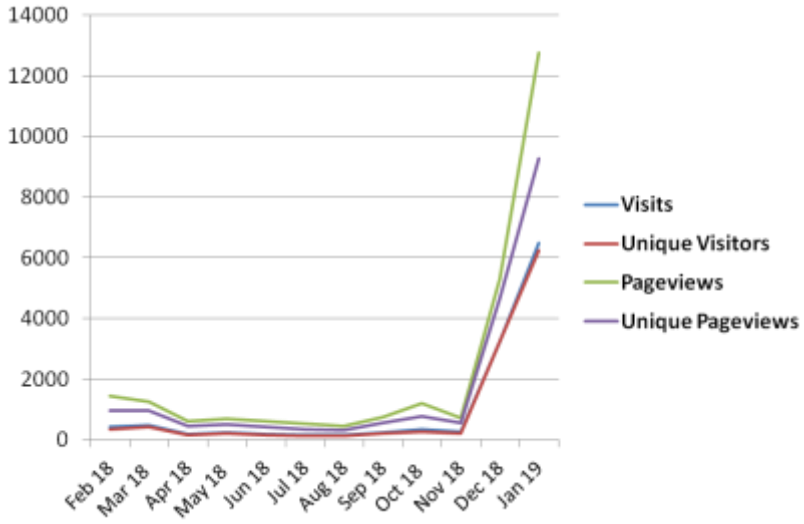
1,239 from search engines, **10%** of visits

749 from websites, **6%** of visits

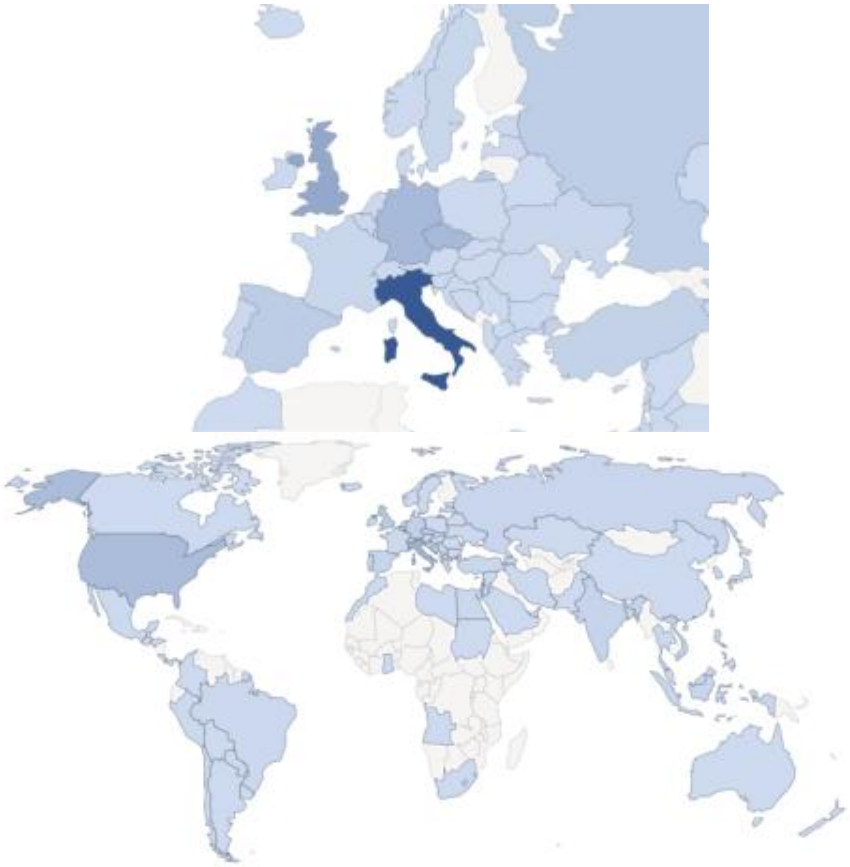
Monthly visitors overview:

Month	Visits	Unique Visitors	Pageviews	Unique Pageviews
Feb 18	411	343	1441	963
Mar 18	477	417	1247	949
Apr 18	180	150	619	452
May 18	232	197	691	510
Jun 18	183	149	598	413
Jul 18	163	133	519	352
Aug 18	144	128	445	325
Sep 18	241	198	737	561
Oct 18	336	264	1193	785
Nov 18	262	209	705	545
Dec 18	3239	3235	5300	4655
Jan 19	6479	6230	12758	9264

Monthly visitors trend chart:



Visitor maps (EU & global):



2.2.2 Project promotion via partner websites

The online channels of members of the consortium (websites, social media, subscriber lists) have acted as multipliers for communication activities in WeGovNow. Partners were encouraged to expand the reach of communication and dissemination by publishing news items and articles (for the latter see chapter 2.5.1), also in local languages, informing their website's visitors about developments in the project. Figure 16 shows two examples of project related news item on the website of WeGovNow partners.

Figure 16 – Project promotion on parthers' online channels

2.3 Social media

Communication and dissemination activities are conceived as a 'push out' toward target audiences and social media provides particularly effective channels for audience engagement. Therefore social media represents an essential part of the WeGovNow online communication strategy to reach out to a broad audience and to facilitate the dialogue with relevant stakeholders. To exploit the potentials generated, WeGovNow is present on Twitter, LinkedIn and pilot sites' social media profiles.

2.3.1 Twitter

The project's Twitter profile @WeGovNowEU focuses on promoting the project to a broad European public, advertising the theoretical concepts behind it and keeping up news about the pilots, its project partners, related projects, key concepts and EU profiles. It was set up in M1 of the project and a common hashtag has been identified. Under the hashtag #WeGovernment all tweets have been bundled into a stream that informs about WeGovNow but also, in a more general sense, about government-citizen collaboration and bottom-up approaches in political decision-making. Further, visuals were created to support single tweets. An example tweet is included below (Figure 17):

Figure 17 – Example tweet from @WeGovNowEU

Through regularly publishing tweets, the project Twitter profile has so far attracted 712 followers, of these being 672 genuine followers[1]. The total Twitter main statistics as by January 31 2019 are shown below:

Tweets	Following	Followers	Likes	Lists	Moments
793	213	712	587	2	0

These figures however do not include retweets from other Twitter users, which in turn increase the visibility of the project account, and also do not provide any information on mentions of project activities via e.g. partners' profiles. A better impression on the scope of the project's Twitter activities is provided by Twitter Analytics, which offers insights on a profile's outreach and audience. Selected2 statistical data provided by Twitter analytics was monitored and documented on a monthly basis. As presented in

Figure 18 overleaf, in the period from February 1 2018 to January 31 2019 the WeGovNow Twitter profile has achieved 11,786 profile visits, 379,433 impressions3 and 125 mentions.

[1] The number of genuine followers include all Twitter followers which are not project consortium partners or affiliates.

[2] A more in-depth analysis of Twitter engagement metrics was not initially planned as KPIs (see D5.1).

[3] An impression represents an instance of a single tweet being seen.

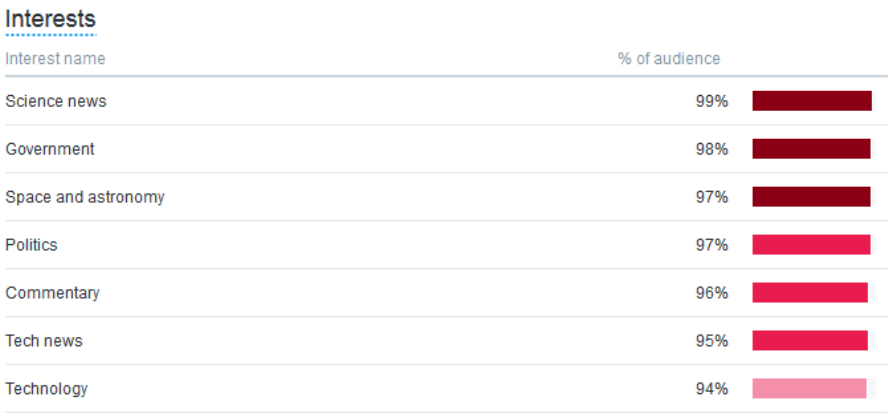
This indicates the high grade of visibility achieved and further reflects the engagement of user with the account i.e. via mentioning the WeGovNow profile int heir tweets.

Figure 18 – Twitter statistics for @WeGovNowEU

Monthly overview:

Month	Profile Visits	Tweet Impressions	Mentions
Feb 2018	1,237	17,500	28
Mar 2018	988	15,000	20
Apr2018	281	7,988	4
May 2018	700	9,082	1
Jun 2018	302	7,293	4
July2018	1,262	22,500	1
Aug 2018	182	8,091	3
Sep 2018	305	6,055	4
Oct 2018	342	4,959	17
Nov 2018	363	5,598	21
Dec 2018	191	6,767	2
Jan 2019	5,633	268,600	20
Total	**11,786**	**379,433**	**125**

Audience diversification (last three months)[4]:



As illustrated in

Figure 18, engagement peaks have been recorded parallel to major project activities, such as stakeholder workshops and other pilot site events. In the last project month, Twitter Campaigns have been launched to make use of the opportunity provided by this service to

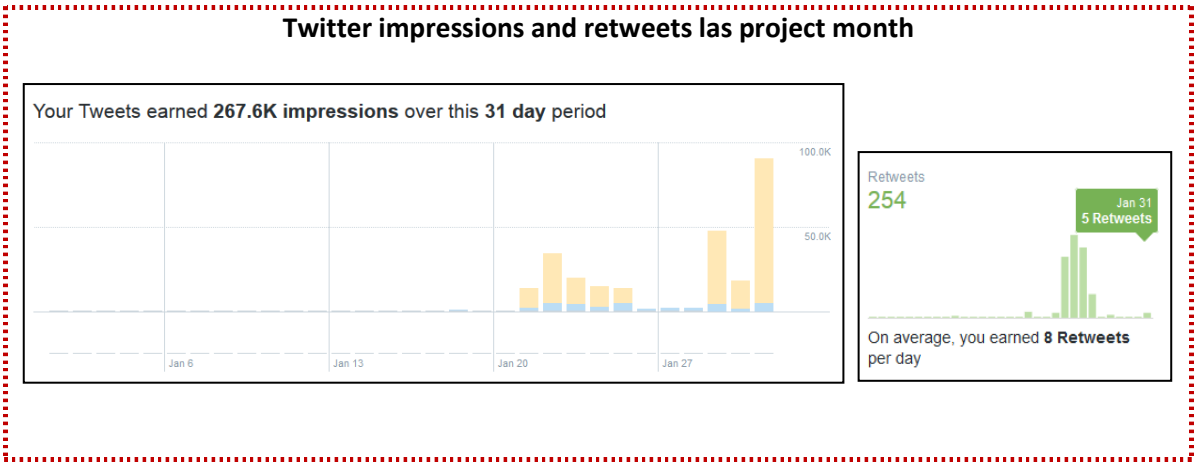
[4] Data on audience diversification is only retrievable for the last three project months (limited by Twitter Analytics).

increase the project's outreach on Twitter, in particular to promote the exploitation workshops/webinars to a broad audience and to increasing the noise around the project with a view to exploitation. Example tweets of the Twitter campaigns are included below:

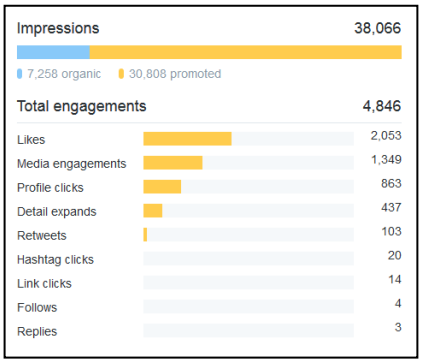
Figure 19 – Twitter Ad Campaigns example tweets

Generating over 261,600 impressions over a two-week period, the Twitter Ad Campaign has been very successful and a high grade of visibility has been achieved for the tweets selected. With the help of the Twitter Campaign, selected tweets have been produced and targeted for audience interest (e.g. technology, innovation, science, politics, etc.) and location (global) and promoted accordingly. These tweets have achieved high engagements including link clicks (which also translates into website visitors), profile visits and retweets also among Twitter users not following the WeGovNow account. Tweets issued during the exploitation events itself have not been promoted via the Campaign and have mainly been retweeted by event participants and project partners. The box below includes an overview of the Twitter engagement in January 2019, including retweets, as well a promoted and not-promoted tweet for comparison.

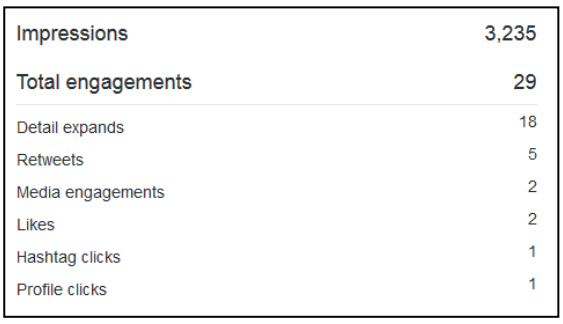
Figure 20 – Twitter engagement January 2019



Promoted tweet (Jan 22 2019)



Tweet from exploitation event in Padua (Jan 25 2019)



Beyond overall engagement with the WeGovNow Twitter profile, the statistics on the profile's audience diversification for the last three months (depicted in

Figure 18) indicate that stakeholder groupings targeted by WeGovNow have indeed been reached, i.e the scientific community as well as audiences interested in technology and government related topics.

2.3.2 Pilot sites' social media activities

The statistics related to the official project Twitter account have to be considered limited as quite a number of social media activities have been implemented by the pilot sites directly via the social media profiles run by or related to the municipalities. These have utilised both Facebook and Twitter as social media channels to promote the project to the local public and key actors. This way, the three pilot sites Turin, San Donà di Piave and Southwark have been able to benefit from the visibility among a set audience and to reach out to new stakeholders with a well-established profile. Further to this, pilot site social media accounts are important channels as they circumvent language barriers an English-language account such as the official WeGovNow Twitter profile potentially creates. This is

particular relevant for the Italian pilot sites. Example social media posts are included in the Figure 21 below.

Figure 21 – Pilot sites' social media posts

2.3.3 LinkedIn

As a networking site for professionals, LinkedIn can be used reach out to a more more specialised audience when compared to Twitter. The WeGovNow LinkedIn profile has been launched towards the end of the project in particular to promote the exploitation events to targeted stakeholder groupings such as policy makers, organisations potentially interested in WeGovNow deployment and researches in the wider eGovernment and Citizen Science domain. For illustrative purposes, Figure 22 displays a promotional LinkedIn article published by the WeGovNow LinkedIn account.

Figure 22 – WeGovNow representation on LinkedIn

2.4 Events

Personal contacts with relevant stakeholders are a great way to promote and demonstrate project goals and achievements, and to network with interested members of the community. This has been particularly important for the project, as the results will be of interest to a wide spectrum of people, including public administrations, policy makers, civil society organisations, research community, as well as citizens. In order to address broad audiences, present and discuss results, and drive further exploitation, project partners have been requested to organise and/or promote WeGovNow to stakeholders at national and supranational events. While local and regional events were the responsibility of the pilot municipalities, all project partners in the consortium have been encouraged to actively participate in and contribute to conferences and workshops.

As a supportive tool, a planning and reporting template has been circulated among the consortium. Partners have been approached on a regular basis to update the document with their previous and planned dissemination activities every three months.

2.4.1 Local events

A number of local events conducted at the pilot sites have been organised and/or supported by the project. These ranged from formal meetings to create synergies, presentations and demonstrations, to workshops, seminars and hands-on engagement activities. Some of these have focused on providing hands-on experience with the platform to enable the public administrations, citizens but also other local actors to make use of the platform in a confident and effective way. Others have been dedicated to both raise awareness on the capabilities provided by WeGovNow in general. The following list compiles a summary of a total of 70 events organised by the three pilot sites during the third project year.

Table 1 – Events organised at local level

Nr.	Date	Type	Short description	No. of participants
			TORINO	
1	13/04/18	Meeting	Internal meeting with Public Green department, FGB and UniTO in order to define the launch of the Parco Dora use case scenario	7
2	15/05/18	Meeting	Internal meeting with key stakeholder in order to define the launch of the Parco Dora use case scenario and objectives of the co-design process. 24 people involved (Environment councillor of the City of Turin; different departments of the City of Turin; Districts 4 and 5; Environment Park, Environmental Museum; UISP National sport association; Dora shopping mall; UniTO, Politecnico di Torino)	24
3	10/09/18	Meeting	Internal meeting with Sport associations in order to involve them in the co-design process. 5	9

Nr.	Date	Type	Short description	No. of participants
			associations (9 members) involved	
4	26/09/18	Event	Launch event of the Parco Dora use case scenario. Environment councillor of the City of Turin reiterated the invitation to all citizens to participate in the new type of co-design process enabled by WeGovNow. More than 50 citizens and stakeholder involved	35
5	11/10/18	Workshop	1° co-design workshop. 5 associations, 2 Citizens Committee and around 20 citizens involved	21
6	18/10/18	Workshop	2° co-design workshop. 5 associations, 2 Citizens Committee and around 20 citizens involved	25
7	22/10/18	Workshop	3° co-design workshop. 5 associations, 2 Citizens Committee and around 20 citizens involved	16
8	16/10/18	Meeting	Meeting with Mobility department and local bikers association to define Neighbourhood use case scenario	5
9	9 & 28/11/18, 10/12/18	Online meetings	Online meetings with local bikers association to get feedback on Neighbourhood use case scenario	3
10	17/12/18	Event	Announcement of Parco Dora Outcomes	30
			SAN DONÀ DI PIAVE	
11	01/02/18	Training meeting	Presentation of the WeGovNow functionalities to a group of managers of local NGOs (social cooperatives: Consorzio Insieme and Il Portico cooperativa sociale)	4
12	02/02/18	Meeting at the nursing home	Presentation of the WeGovNow functionalities during a meeting on the ageing scenario held at the nursing home “Monumento Ai Caduti in Guerra”. Meeting attended by 18 health and social workers on behalf of the nursing home, the local health Authority and the Municipality.	14
13	02/02/18	Meeting at Arsenàl Treviso	Meeting at the Arsenàl – regional provider for ICT in health and social inclusion – to introduce to the WeGovNow functionalities	2
14	05/02/18	Internal meeting	Evaluation and discussion with the public works department to prepare a map of the public works in San Donà di Piave	5
15	08/02/18	Internal meeting	Evaluation and discussion with the public works department to prepare a map of the public works in San Donà di Piave	5
16	14-16/02/18	Laboratory	City of San Dona di Piave, Oratorio Don Bosco, Istituto Tecnico Commerciale "Leon Battista Alberti": a three-day event organized by the WeGovNow project consortium to demonstrate the	161

Nr.	Date	Type	Short description	No. of participants
			platform to relevant local stakeholders, and to train municipal staff and some of the future users on the functionalities of the WeGovNow platform.	
17	28/02/18	internal meeting	evaluation and discussion with the public works department to prepare a map of the public works in San Donà di Piave	6
18	07/03/18	Meeting with (teachers) Rosa Diotto and Monica Vistoli of the Alberti High School	Preparation of the "WeGovNow lab" - specific training project aimed at the use of the WeGovNow platform to collect data and information about the city, the territory and the natural environment.	3
19	09/03/18	Internal meeting	Meeting with the Mayor and main internal service responsible to update the state of the art of the platform to be opened	5
20	15/03/18	Public meeting at the Istituto Volterra morning	Public meeting with 300 students of the different local high schools to present the WeGovNow platform and the Interreg ITA-SLO Energy care project	300
21	15/03/18	Public meeting at the Centro Culturale Da Vinci evening	Public meeting with 30 citizens to present the WeGovNow platform and the Interreg ITA-SLO Energy care project	30
22	22/05/18	Public meeting	Official Presentation to the Municipality of the "WeGovNow lab" experience, managed by the high school Istituto Tecnico Commerciale Leon Battista Alberti, in which 30 students (16 years old) and teachers joined realized a "WeGovNow lab" meant as a specific training project aimed at the use of the WeGovNow platform to collect data and information about the city, the territory and the natural environment.	30
23	22/05/18	Meeting	Meeting at the Istituto Alberti with teachers for providing an overview of the WeGovNow project	10
24	19/06/18	Training meeting at the City Council Hall – afternoon	First session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools	15
25	20/06/18	Training meeting at the City Council Hall – afternoon	second session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools	15

Nr.	Date	Type	Short description	No. of participants
26	21/06/18	Training meeting at the City Council Hall – afternoon	Third session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools	15
27	25/06/18	Training meeting at the City Council Hall – afternoon	Fourth session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools	15
28	26/06/18	Training meeting at the City Council Hall – afternoon	Fifth session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools	15
29	27/06/18	Training meeting at the City Council Hall – afternoon	Sixth session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools	15
30	28/06/18	Training meeting at the City Council Hall – afternoon	Seventh session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools	15
31	06-07/18	Training activities	Online training programme provided by the WeGovNow project partners to 30 local high school students under the umbrella of the work-school alternation scheme. It enabled the students to support the local administration as well as non-government organizations, businesses and citizens in making effective use of the pilot platform under day-to-day conditions.	15
32	12/07/18	Training meeting at the City Council Hall – afternoon	Eight session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools	30
33	13/07/18	Training meeting at the City Council Hall – afternoon	Eight session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools	30
34	31/07/18	Meeting	meeting with the representatives of the local health authority and of the social cooperative providing educational services for students and managing the Youth City Council and the Youth Centre to present	5

Nr.	Date	Type	Short description	No. of participants
			and test the WeGovNow platform	
35	23/08/18	Internal meeting	Meeting to update the New City Council delegates to the use of the WeGovNow platform	6
36	31/08/18	Meeting	Meeting with Social services city councillor delegate Silvia Lasfanti and representatives of San Vincenzo de Paoli – volunteers association to promote the use of Trusted Market Place/offers and request	5
37	04/09/18	Meeting	Meeting with the representatives of the social cooperative providing educational services for students and managing the Youth City Council and the Youth Centre to present and test the WeGovNow platform	5
38	17/09/18	Meeting with the Fiere del Rosario manager	Meeting to prepare the WeGovNow stand at the Fiere del Rosario from 6 to 8 October	5
39	20/09/18	Project meeting	Meeting with the Energy care project coordinator to better integrate mobility in to the WeGovNow functionalities	4
40	29/09/18	Public walk	Public walk promoted by the Municipality and managed in the framework of the Energy care project aimed to promote the use of the WeGovNow platform in order to map and discuss better mobility solutions in San Donà di Piave.	12
41	03/10/10	Meeting	Meeting with MFC and the representatives of the social cooperative providing educational services for students and managing the Youth City Council and the Youth Centre to present and test the WeGovNow platform	6
42	6-8/10/18	Event	The annual three-day San Donà di Piave festival	700
43	16/10/18	Meeting	Meeting with the representatives of the local health authority and of the social cooperative providing educational services for students and managing the Youth City Council and the Youth Centre to present and test the WeGovNow platform	5
44	23/10/18	Internal meeting	Follow up meeting to evaluate the results of the WeGovNow stand at the Fiere del Rosario	5
45	29/10/18	Internal meeting	Follow up meeting to evaluate the results of the WeGovNow stand at the Fiere del Rosario	5
			SOUTHWARK	
46	10/03/18	Meeting	V-Inspired rewarding volunteers. Presentation of WGN and capabilities for charities to register and engage volunteers.	6
47	21/06/18	Meeting	Flyer dissemination and brief presentation of WGN	16

Nr.	Date	Type	Short description	No. of participants
			at Youth Service providers network meeting Millwall Football Club, Street Doctors, Look Ahead, Leap CC, Everyone Active, Creation Trust, Fight 4 Change, Southwark Works and Southwark Young Advisors.	
48	12/07/18	Workshop	Workshop with year 9 students at Ark Globe Academy school to explore what kinds of opportunities they would be interested in seeing on the WGN platform and ideas on how we can engage young people to participate.	23
49	02/08/18	Event	Millennials' Club and Worth of Mouth, youth media platform host summer networking event at Pearson Education. Attended by over 120 young entrepreneurs and influencers. WGN was pitched as part of youth opportunities and innovation segment, exposing innovative ideas to engage young people in positive and manful activities.	120
50	06/08/18	WGN Lab	Youth Training Lab with Youth Council, young people, MfC and Community Engagement	8
51	15/08/18	Meeting	Meeting at Wilmot Dixon Interiors, promoting WGN services and capabilities for work experience, training and internship opportunities for young people and also link up with charities to help meet their corporate social responsibility outputs.	5
52	22/08/18	Meeting	Meeting at Norton Rose Fullbright law firm to promote WGN services and capabilities to promote work experience, training and internship opportunities for young people	3
53	29/08/18	Meeting	Planning meeting Bright Ideas Trust to support the youth event, run workshops and promote free training opportunities on WGN	4
54	04/09/18	Meeting	Southwark Faith Walk planning meeting with the Multi-faith forum members comprised of faith leaders and municipality officers.	10
55	05/09/18	Public Meeting	WeGovNow flyers and information leaflets disseminated at Camberwell Community council meeting to over 100 attendees of local citizens.	100
56	09/09/18	Event	Southwark Faith Walk organised by the Southwark Multi-faith forum and supported by the municipality took guests around various part of the borough to visit places of worship including churches, mosques and Buddhist Centre. Sharing knowledge and experiences whilst the walk and places visited was mapped out on WeGovNow to capture the day.	90
57	11/09/18	Public meeting	Peckham and Nunhead Community Council meeting themes on digital spaces. WeGovNow was presented followed by a panel discussion Q&A on WGN as a community digital solution and a good way to continue community related participation and	80

Nr.	Date	Type	Short description	No. of participants
			engagement digitally in between meetings. Over 80 local residents, Councillors and digital service providers and users attended the meeting.	
58	13/09/2018	Meeting	Presentation to transform Southwark faith group leaders to promote use of WeGovNow for linking faith grpups.	8
59	20/09/18	Meeting	Presentation of WeGovNow at the Volunteering Strategy Group meeting comprised of members from Southwark charities including Southwark Works, Southbank Centre, Black Cultural Archives, Community Southwark, Shakespeare's Globe Theatre, Link Age Southwark.	12
60	08/10/18	Meeting	Mentoring opportunities with Mentors Hub. A brief presentation of WGN offers and requests illustrating the possibility for mentors to make an offer or mentees to make requests via WGN. Also opportunities map demo.	11
61	19/10/18	Meeting	Meeting with municipal police and young people from Camberwell Young Cadets to discuss training and volunteering offers aimed at local youths to be promoted on WGN	5
62	07/11/18	Meeting	Meeting with two municipality officers from the local economy team to discuss apprenticeships and internships to be promoted on WGN	3
63	08/11/18	Outreach	Street walk ups/ conversations with professions along More London business area in SE1.	40
64	09/11/18	Outreach	All day business engagement activities including pop up site visits and scheduled meetings. WGN Leaflet and flyer drops at business doors/reception.	60
65	19, 12, 5 November /29, 22, 15 October	Meeting	Southwark Youth Council weekly meetings, event planning with youth council members, young people and invited guests including event speakers, performers and volunteers in preparation for level up event.	54
66	20/11/18	Event	Southwark Youth council, Level Up careers event for young people. Youth organised and youth run event to engage, inspire and promote employment and development opportunities aimed at young people and promoting WeGovNow as the main tool to access local opportunities as well as up sharing and uploading existing opportunities.	150
67	30/11/18	Event	Harper Road Stall – Consultation event engaging local citizens in the Harper Road consultation process through the WeGovNow platform including mapping new proposals and contributing new ideas and commenting on existing proposed improvements and changes by the municipality.	60

Nr.	Date	Type	Short description	No. of participants
68	19/12/18	Meeting	Linking young people to skills and jobs meeting – WeGovNow presented to cabinet member for Jobs, Skills and Innovation and lead representatives from Youth Services, Education, Business Alliance Social Services and Communications and Public Affairs	12
69	20/12/18	Meeting	Community engagement team meet with Local economy team to discuss employment opportunities that can be loaded onto the opportunities map and explore possibilities for continued platform use and linking to existing Southwark offer provided by employment support service Southwark Works.	4
70	21/01/19	Workshop	WGN Exploitation workshop with stakeholders internal to the municipality	20
Total 70				

2.4.2 Events attended by partners

Over the course of the project, WeGovNow partners have participated in 17 nationally and internationally recognised academic conferences and workshops. Here, the project has been showcased through presentations and demonstrations, and promoted in networking sessions. Several of these events were of high-profile, enabling WeGovNow representatives to reach a significant number of stakeholders at the same time, ranging from policy makers and representatives from civil society organisations, to software developers, ICT industry representatives, and researchers on geographic information systems, open data, Citizen Science and the wider eParticipation and eGovernment domain.

Table 2: Overview of events attended[5]

Nr.	Name, place & date of event	Partner	Activities
	2017		
1	FirstLife and the Territory, Turin 06.02.2017	UNITO	WeGovNow representatives Allessio Antonini, Guido Boella, Lucia Lupi and Claudio Schifanella promoted WeGovNow during the event on urban commons, transformations and social networks
2	Intelligent interfaces for ubiquitous and smart learning (SmartLearn), Limassol, 13.03.2017	UNITO	WeGovNow representative Noemi Mauro has attended the workshop and promoted the WeGovNow project
3	Funka Accesibility Day, Stockholm, 04.04. 2017	FUNKA	WeGovNow representatives Andreas Cederbom and Tommy Feldt promoted the project during networking with stakeholders

[5] As these events have not been organised by project partners, an insight on the number of participants is not available.

			from municipalities, governmental bodies, disability organisations & accessibility industry
4	Hypertext 2017, Prague, 05.07.2017	UNITO	WeGovNow representative Noemi Mauro held a demonstration of WeGovNow component OnToMap
5	Digital Democracy, London, 12.07.2017	LF	WeGovNow representative Andreas Nitsche has been invited as a speaker and promoted the WeGovNow project
6	UMAP 2017, Bratislava, 10.07.2017	UNITO	WeGovNow representatives Noemi Mauro & Liliana Ardissono held a demonstration of WeGovNow component OnToMap
7	Web Intelligence 2017, Leipzig, 26.08.2017	UNITO	WeGovNow representative Noemi Mauro participated in the talk on geographic information retrieval and promoted WeGovNow
8	NRW-Fit in Europa, Bonn, 20.09.2017	empirica	WeGovNow representative Lutz Kubitschke attended the event presenting the experiences from the project
9	Digital Transformation of Public Administrations Event – Sustainability and Exploitation of Horizon 2020 eGovernment Projects Results, Brussels, 23.-24.10.2017	empirica, FGB	WeGovNow representatives Lutz Kubitschke and Patrizia Saroglia participated in this event as an opportunity to become aware of the possibilities to foster the exploitation of research and innovation results of the project
10	Internet Deliberation and Voting, Berlin, 06.11.2017	LF	WeGovNow representative Andreas Nitsche has been invited as a speaker and promoted the WeGovNow project
11	Populism in eDemocracy, Munster, 06.11.2017	LF	WeGovNow representative Axel Kistner has been invited as a speaker and promoted the WeGovNow project
12	Workshop in “Knowledge, technology, and Sustainable Smart Cities Standards”, Thessaloniki, 15.12.2017	INFALIA	WeGovNow representative Ioannis Tsampoulatidis has been invited as a speaker and promoted the WeGovNow project
		2018	
13	ACM IUI 2018, Tokyo, 7-11/03/2018	UNITO	Conference on Intelligent User Interfaces
14	AVI 2018, Castiglione della Pescaia (GR), 29/05/2018	UNITO	Conference on Advanced User Interfaces
15	Open Innovation Summit 2018	FGB	
16	Opening up the smart city: Open governance, data and people, Vienna, 08/11/2018	MFC	Exploring how digital tools and platforms are transforming how we govern our cities. Panel discussion about the WeGovNow project
17	Living Lab Turin Co-design Workshop No. 1, Turin, 18/12/2018	UNITO	Presentation of the technical infrastructure and usage of the WeGovNow platform

Total 17

2.5 Publications

During the last year of the project, WeGovNow partners have continued to raise awareness of the project through different publication means, including:

- Online news
- Newspaper articles
- Scientific journals, books and conference proceedings

Generally, a distinction can be made between publications targeting the scientific community and those directed towards a non-academic audience.

2.5.1 Publications targeting non-academic audiences

All partners sought opportunities to publish non-scientific articles about WeGovNow throughout the project duration. The aim was to stimulate the project's visibility among relevant stakeholder groupings and to raise awareness among the broader public on the benefits to be generated by WeGovNow for the society at large. While news items and newsletters (see chapter 2.1.6) issued via the project website have been utilised to communicate general project content to a wider (European) audience, press releases as well as news and newspaper articles in local and regional press have accompanied and promoted engagement activities at the pilot sites, thereby exploiting established channels/contacts of the PR units at three municipalities.

Several news, published both online and in print, have been issued over the last project year. Figure 23 shows two publication examples, one press cut and a news article. The first refers to a WeGovNow lab held at the public school, the Istituto Tecnico Commercial L. B. Alberti, opened by the Major of San Donà di Piave. The second example includes an article published on the website of the Assembly of European Regions, promoting the project and inviting their networks to the WeGovNow exploitation events. For illustrative purposes two additional press cuts are included in Annex III[6].

[6] Press cuts have not been systematically collected over the course of the project. Some illustrative examples are available and presented in Annex III.

Figure 23 - Press cut from the daily newspaper "Il Gazzetino Venezia Mestre" and news article on aer.eu

IL GAZZETTINO VENEZIA MESTRE

«Ecco la piattaforma per interagire con i cittadini»

Presentato "we gov now" nell'aula magna dell'Istituto Alberti

SAN DONÀ

AER

Learn how one project has put the "We" into eGovernment

WeGovNow

Table 3 lists relevant non-scientific publications. Publications issued on a local level are listed, including press releases as well as articles and news items published in local media outlets. The table also includes news items issued by project partners and other organisations (e.g. online presence of the Assembly of European Regions) with national and international reach. The last section of the lable lists the news items issued on the project website. In total 41 publications have been issued over the last project year.

Table 3 - List of publications targeting non-academic audiences

Nr.	Organisation	Date	Type	Name of Medium	Name of publication
			LOCAL MEDIA		
1	San Donà	08.02.2018	Press cut	Il Gazzettino Venezia Mestre – daily newspaper	Il cittadino diventa vigile con la piattaforma digitale
2	San Donà	16.02.2018	Press cut	Il Gazzettino Venezia Mestre – daily newspaper	Ecco la piattaforma per interagire con i cittadini
3	San Donà	19.02.2018	Press cut	La nuova Venezia – daily newspaper	Piattaforma digitale per interagire con il Comune
4	Torino	08.02.2018	News article	spaziotorino.it	Partecipazione e interazioni con il cittadino: presentato il nuovo robot Sanbot
5	Torino	02.03.2018	News item	torinosocialinnovation.it	WEGOVNOW: ONLINE LA PIATTAFORMA PER

Nr.	Organisation	Date	Type	Name of Medium	Name of publication
					VOTARE I PROGETTI SOCIO CULTURALI DI AXTO
6	Torino	02.03.2018	Press release	comune.torino.it	Bando Contributi - azione 4.01 - Votazione on-line
7	City of Turin	2/03/2018	News item	torinosocialinnovation.it	WEGOVNOW: ONLINE LA PIATTAFORMA PER VOTARE I PROGETTI SOCIO CULTURALI DI AXTO
8	City of Turin	24/09/2018	News item	torinosocialinnovation.it	WEGOVNOW PER PARCO DORA
9	City of Turin	24/09/2018	Press release	comune.torino.it	MERCOLEDÌ 26 AL VIA LA PROGETTAZIONE PARTECIPATA DEL PARCO DORA (AREA VALDOCCO)
10	City of Turin	25/09/2018	News item	torinosocialinnovation.it	Public launch of Parco Dora use case scenario
11	City of Turin	3/10/2018	News item	torinosocialinnovation.it	AL VIA LA PROGETTAZIONE PARTECIPATA DI PARCO DORA (AREA VALDOCCO)
12	San Donà di Piave	12/10/2018	Press cut	La Nuova Venezia	Al via la mattura di negozi e locali sfitti su “WeGovNow”
NEWS ITEMS ISSUED AT NATIONAL AND INTERNATIONAL LEVEL					
13	FGB	05.03.2018	News item	openincet.it	The WeGovNow platform is online: votes opened for the axto socio-cultural projects
14	San Donà	03.05.18	News item	espresso.repubblica.it	Rigenerazione urbana nelle città e nei piccoli centri urbani
15	Interaktive Demokratie (LF)	19.03.2018	News item	Interactive-demokratie.org	Turin launches WeGovNow public participation with FirstLife and Liquidfeedback
16	Interaktive Demokratie (LF	24.07.18	News item	Interactive-demokratie.org	30 students work as WeGovNow ambassadors in San Donà di Piave
17	Interaktive Demokratie (LF	21.12.18	News item	Interactive-demokratie.org	WeGovNow working to improve Southwark’s streets
18	Interaktive Demokratie (LF	17.01.18	News item	Interactive-demokratie.org	International WeGovNow workshop in Padua, Italy
19	MFC	16/10/2018	News item	mappingforchange.org.uk	Le Fiere Del Rosario – San Dona Di Piave

Nr.	Organisation	Date	Type	Name of Medium	Name of publication
20	MFC	9/11/2018	News item	mappingforchange.org.uk	WeGovNow meets Ministry of Sound
21	AER	22.01.19	News item	aer.eu	Learn how one project has put the "We" into eGovernment
22	FGB	18/01/2019	News item	fondazionebrodolini.it	WeGovNow workshop in Padua on January 25
			NEWS ITEMS ISSUED ON THE PROJECT WEBSITE		
23	empirica	26.02.2018	News item	wegovnow.eu	Out now: The third WeGovNow newsletter
24	FGB	26.02.2018	Newsletter	WeGovNow Newsletter	WeGovNow newsletter #3
25	FGB	12/2018	Newsletter	WeGovNow Newsletter	WeGovNow Newsletter #4
26	EMP	26/02/2018	News item	wegovnow.eu	Out now: The third WeGovNow newsletter
27	EMP	28/05/2018	News item	wegovnow.eu	The local innovation ecosystem of Turin meets WeGovNow
28	EMP	01/06/2018	News item	wegovnow.eu	Three days of technology at the service of citizens: WeGovNow labs in San Donà
29	EMP	15/06/2018	News item	wegovnow.eu	Training the trainers: London Southwark hosts WeGovNow stakeholder lab
30	EMP	19/06/2018	News item	wegovnow.eu	WeGovNow at the Open Government Week in Turin
31	EMP	19/07/2018	News item	wegovnow.eu	30 students work as WeGovNow ambassadors in San Donà di Piave
32	EMP	28/09/2018	News item	wegovnow.eu	WeGovNow supports inter-faith work in Southwark
33	EMP	17/10/2018	News item	wegovnow.eu	Turin citizens & public administration co-design public space with help of WeGovNow
34	EMP	20/11/2018	News item	wegovnow.eu	WeGovNow team at annual fair in San Donà di Piave
35	EMP	14/12/2018	News item	wegovnow.eu	Out now: The fourth WeGovNow newsletter

Nr.	Organisation	Date	Type	Name of Medium	Name of publication
36	EMP	21/12/2018	News item	wegovnow.eu	WeGovNow working to improve Southwark's streets
37	EMP	21/12/2018	News item	wegovnow.eu	Participate in our survey!
38	EMP	17/01/2019	News item	wegovnow.eu	Register now: WeGovNow workshop in Padua on January 25
39	EMP	24.01.19	News item	wegovnow.eu	Young people in Southwark level up with WeGovNow
40	EMP	28.01.19	News item	wegovnow.eu	Register now: WeGovNow webinar on 1 February
41	EMP	31.01.19	News item	wegovnow.eu	Out now: The fifth WeGovNow newsletter
Total 41					

2.5.2 Scientific Publications

Project partners have relied on research results from WeGovNow for authoring scientific papers for journals and book chapters, as well as presenting conference papers in relevant disciplines. Table 4 lists scientific publicationsproduced over the course of the project. In total 18 publications have been issued – all available as open access. They are also made available in the "Library" section of the WeGovNow website in the form of links directing to the respective repository or to the document directly, thereby providing a convenient overview to those interested in WeGovNow for further research activities.

Table 4 – List of scientific publications

Nr.	Title (Year)	Authors	Journal/book/conference	Type	Link to publication
1	A Fair Distance Function (2017)	Behrens, J. and B. Swierczek	The Liquid Democracy Journal on electronic participation, collective moderation, and voting systems	Other	http://www.liquid-democracy-journal.org/issue/5/
2	LiquidFeeback's Issue Limiter (2017)	Behrens, J., Nitsche, A. and B. Swierczek	The Liquid Democracy Journal on electronic participation, collective moderation, and voting systems	Other	http://www.liquid-democracy-journal.org/issue/5/
3	Unified User	Behrens, J.	The Liquid Democracy	Other	http://www.liquid-democracy-

Nr.	Title (Year)	Authors	Journal/book/conference	Type	Link to publication
	Management with LiquidFeedback (2018)	and B. Swierczek	Journal on electronic participation, collective moderation, and voting systems		journal.org/issue/6/
4	Data Quality Concept for e-Government Web-Map Based Services (2018)	Noskov A., Zipf A. and A. Rousell	Proceedings 7th International Conference on Cartography and GIS	Conference proceedings	https://iccgis2018.cartography-gis.com/7ICCGIS_Proceedings/7_ICCGIS_2018%20(34).pdf
5	Computer Vision Approaches for Big Geo-Spatial Data: Quality Assessment of Raster Tiled Web Maps for Smart City Solutions (2018)	Noskov A.	Proceedings 7th International Conference on Cartography and GIS	Conference proceedings	https://www.geog.uni-heidelberg.de/md/chemgeo/geog/gis/noskov2018rastertilesqualityinitial.pdf
6	Open Source Tools for Coastal Dynamics Monitoring (2018)	Noskov A.	Proc. SPIE 10773, Sixth International Conference on Remote Sensing and Geoinformation of the Environment	Conference proceedings	https://www.geog.uni-heidelberg.de/md/chemgeo/geog/gis/noskov2018osrccoastdyn.pdf
7	Backend and Frontend Strategies for Deployment of WebGIS Services (2018)	Noskov A. and A. Zipf	Proc. SPIE 10773, Sixth International Conference on Remote Sensing and Geoinformation of the Environment	Conference proceedings	https://www.geog.uni-heidelberg.de/md/chemgeo/geog/gis/noskov2018fbswebgis.pdf
8	Smart City WebGIS Applications: Proof of Work Concept for High-level Quality-of-Service Assurance (2018)	Noskov, A.	ISPRS Ann. Photogramm. Remote Sens. Spatial Inf. Sci., IV-4/W7	Conference proceedings	https://www.geog.uni-heidelberg.de/md/chemgeo/geog/gis/noskovzipf2018pow.pdf
9	Definition of Contour Lines Interpolation Optimal Methodas for E-Government Solutions (2018)	Noskov, A. and A. Zipf	ISPRS Ann. Photogramm. Remote Sens. Spatial Inf. Sci., IV-4/W8	Conference proceedings	https://www.geog.uni-heidelberg.de/md/chemgeo/geog/gis/noskovzipf2018interp.pdf
10	Modelling and Assessing Spatial Big Data: Use Cases of the OpenStreetMap Full-History Dump (2019)	Noskov, A. et al.	Spatial Planning in the Big Data Revolution	Book chapter	http://ar.n-kov.com/i/NoskovGrinbergerPapapesiosRousellTroiloZipf2019L

Nr.	Title (Year)	Authors	Journal/book/conference	Type	Link to publication
					owLevelFHD.pdf
11	Open-Data Driven Embeddable Quality Management Services for Map-Based Web Applications (2019)	Noskov, A. and A. Zipf	Big Earth Data	Journal Article	https://www.geog.uni-heidelberg.de/md/chemgeo/geog/gis/noskovzipf2019embquality.pdf
12	From E-Government to We-Government: an analysis towards participatory public services in the context of the H2020 WeGovNow (2018)	Tsampoulatidis, I., Kompatsiaris, I. and N. Komninos	Information Society and Smart Cities Conference University of Cambridge, United Kingdom	Conference proceedings	https://zenodo.org/record/2578929#.XJoSoKAiFLw
13	La Pubblica Amministrazione responsabile : un caso di digital welfare (2018)	Visentin, M. and G. Antonini	Rivista Italiana di Public Management	Journal Article	https://zenodo.org/record/2579141#.XJoSXaAiFLx
14	First Life, the Neighborhood Social Network: a Collaborative Environment for Citizens (2016)	Antonini, A. et al.	Proceedings of the 19th ACM Conference on Computer Supported Cooperative Work and Social Computing Companion	Conference publication	https://iris.unito.it/handle/2318/1646139#.XHQHFaAiFhE
15	WeGovNow: a map based platform to engage the local civic society (2018)	Boella, G. et al.	WWW '18 Companion Proceedings of the The Web Conference 2018	Conference publication	https://dl.acm.org/citation.cfm?id=3191560
16	WeGovNow: an integrated platform for social engagement in shaping future cities (2018)	Boella, G. et al.	4th Italian Conference on ICT for Smart Cities And Communities 2018	Conference publication	https://iris.unito.it/handle/2318/1693782#.XHP_aqAiFhE
17	Back to public: Rethinking the public dimension of institutional and private initiatives on an urban data platform (2016)	Lupi, L. et al.	Proceedings of the 2016 IEEE International Smart Cities Conference (ISC2)	Conference publication	https://iris.unito.it/handle/2318/1646137#.XHQHiKAiFhE
18	MiraMap: A We-Government Tool for Smart Peripheries in Smart Cities (2016)	De Filippi, F. at al.	IEEE Access Journal	Journal Article	https://ieeexplore.ieee.org/document/7444140
Total18					

3 Exploitation support

Different outputs have been enshrined in the overall project's workplan to support the exploitation of project outcomes beyond the immediate project duration, in particular continued operation of the WeGovNow platform at the three pilot sites and beyond, including:

- a report (D2.6) specifying plans for further mainstreaming of WeGovNow by the three pilot municipalities,
- a report specifying strategic recommendations directed towards further municipalities potantially interested in the WeGovNow approach (D5.6)

Different activities have been pursued such as local exploitation workshops presenting project outcomes and stimulating further exploitation by other parties.

3.1 Supporting exploitation

Two sessions for partners on exploitation were organized in the context of two different Consortium meetings: the first one in Milan on 14th Juli 2018 and the second one in Rome on 5th October 2018. The two sessions had the purpose to support partners in their decisions on how to approach exploitation of WGN results before and after the end of the project.

In particular, the first session held during the consortium meeting in Milan was organized as a brainstorming based on the following question: "What are the expectations and desired outcomes that can drive further action on exploitation?".

The results of this brainstorming session can be summarized as follows:

- After the project ends, the platform is expected to continue to be available according to a distributed delivery model (saaS) adopted fopr the purposes of the validation trials.
- The platform is expected to enable plugging in other features and incorporate additional components.

At the end of the session partners agreed to use the outcome of the validation sites in order to define further realistic options for exploitation, in particular on alternative service and business models, taking into account the following two criteria:

- A clear set of partners' responsibilities with regard to platform hosting, software components installation and maintainance, software upgrades and updates, ongoing assistance and resolution of technical issues.
- A sustainable revenue model based on an open source software and additional layers of services, flexible enough to accommodate deployers' preferences for different modules operated by different partners.

The second session held during the consortium meeting in Rome was dedicated to a discussion based on initital outcome from the validation sites. As a set of potential

alternative service models started to emerge from the validation sites in relation to extended service provision to pilot cities after projet ends, the discussion focused on those alternative service models also as a set of potential business scenarios

Following the consortium meeting in Rome, the discussion among partners on alternative business scenarios has continued remotely leading to the current set of five alternatives outlined in deliverable D.5.5, section 4.

3.2 Exploring market opportunities

The consortium has been active in promoting the project to European cities that are working on issues related to the project, through European networks such as EUROCITIES, URBACT and URBAN INNOVATIVE ACTION at project level, and through national or regional city networks at partner level.

Until now, apart from the three partner cities, another 5 European cities (Turin (IT), Cluj-Napoca (RO), Grand Metropole Paris (FR), Porto (PT), Vezprem (HU) and Murcia (ES),) have expressed their interest to follow the project, test and evaluate its outcomes and potentially use the platform.

Morover, a review of civic participation solutions already available on the market has been conducted (Annex IV). In a nutshell, outcomes seem to suggest at civic participation solutions already available tend provide functionalities suitable to support different aspects of a typical policy making cycle:

- One group of tools seem to be primarily designed for mere information provision or nudging about policies/services intended to be newly developed and/or implemented.
- A second group of tools seems to be directed primarily towards, collating knowledge and expertise from the citizens in order to inform the decision making process rather than enabling participation in actual decision making.
- A third group of tools seem to be directed towards giving the citizens a role in deciding on particular policies or the way public services should be delivered. However, such tools tend to focus on rather specific functionalities and/or thmeatic areas (e.g. classical petition tools or tools supporting citizen budgets).

In view of this finding it seems fair to state that – other than WeGovNow - none of the identified tools seems to cut across different participation functions required to support participation across the entire “policy cycle” (information provision, consultation, deliberation, decision making, implementation monitoring). Clearly this can be seen as a competitive advantage when it comes to further exploitation of project outputs that have been achived aleady. Beryond this, the modular architecture approach adopted for the purpose of WeGovNow enables the straight forward integration of even further software components and functiuonslities should these emerge in the future.

3.3 Exploitation workshops

The potentials of the WeGovNow platform have been presented at the Innovato-R transfer network partners' meeting held in Turin on 19 September 2018 at the presence of a municipal audience from several countries, namely: Turin (IT), Cluj-Napoca (RO), Grand Metropole Paris (FR), Porto (PT), Vezprem (HU) and Murcia (ES), (Figure 24).

Figure 24 - First International Exploitation Workshop

Further to this, a second International Exploitation Workshop was held on as well as local ones at each pilot site have been held by the end of the project (see Annex V). Workshops aimed at presenting project outcomes and stimulate further exploitation by other parties, e.g. in terms stimulating further research around lessons learned and/or in terms of further uptake of the WeGovNow pilot platform, by stimulating meaningful interaction between the participants.

Figure 25 – International & local exploitation event posters

The general objective has been to discuss the lessons learned and experiences made in the last year, thereby also exploring the conditions under which WeGovNow may be used after the project end. In particular, the workshops had the objective to keep the discussion with the pilot sites going to explore their further needs and requirements, and at opening a debate with other municipalities potentially interested in the platform and its capability to help addressing local policy challenges. Workshops address a mixed audience including:

- Academic representatives (researchers, students)
- Policy representatives
- Representatives from Third Sector organizations
- Organizations representing users such as citizens

The Second International Workshop has been held in Padua at the Palazzo della Salute and streamed online via the WeGovNow project web site, in order to reach a wider national and international audience, as well as a live twitting campaign.

Also the local San Donà di Piave exploitation workshop has been held in Padua, while Turin and London Borough of Southwark have been held in their respectivie cities, the first at the Southwark City Council and the latter at Open Incet, the Open Innovation Centre of the City of Turin which has hosted many of the dissemination activities along the project cycle being managed by Fondazione Giacomo Brodolini which is one of the project partners. Moreover, in order to make invitations to the International workshop an eventbrite[7] has

[7] https://www.eventbrite.it/e/towards-we-government-paradigma-collective-and-participative-approaches-for-addressing-local-policy-tickets-53991885182

been published, while different agendas have been produced for each workshop as shown in Annex V.

In order to better exploit WeGovNow achievements and key lessons learned on 1 February 2019 a WeGovNow Project webinar was held, with the support of the Assembly of the Europeam Regions (AER). In 2016 the AER established to focus on Revitalising Democracy, through Growth and Jobs, Participation and Inclusion and the Future of Regions. A further exploitation webinar is envisaged to be set up in March this year.

These Webinars shed light on the achievements of the WeGovNow initiative and on key lessons learned during public pilots carried out in San Doná di Piave, the City of Turin and the London Borough of Southwark. They typically start with an overview presentation given online (Annex VI), followed by pilot site presentations and a discussion.

Annex I – Key Performance Indicators

Means	KPI	Quantitative Target
Project web site	No. of visitors during 1st project year	500
	No. of visitors during 2nd project year	3000
	No. of visitors during 3rd project year	8000
	No. of downloads during 1st project year	100
	No. of downloads during 2nd project year	300
	No. of downloads during 3rd project year	800
Twitter	No. of followers during 1st project year	100
	No. of followers during 2nd project year	300
	No. of followers during 3rd project year	700
Newsletter	No. of news letters published during 1st project year	2
	No. of news letters published during 2nd project year	2
	No. of news letters published during 3rd project year	2
Brochure	No. of print-versions distributed during 3rd project year	750
Leaflet	No. of print-versions distributed during 2nd project year	3000
	No. of print-versions distributed during 3rd project year	4500
Press release	No. of press releases issued during 2nd project year	1
	No. of press releases issued during 3rd project year	2
Scientific publications	No. of scientific publications 1st project year	1
	No. of scientific publications 2nd project year	5
	No. of scientific publications 3rd project year	10
Non-scientific articles	No. of non-scientific articles 1st project year	6
	No. of non-scientific articles 2nd project year	15
	No. of non scientific articles 3rd project year	30
Presentations at conferences / events	No. of presentations during 1st project year	2
	No. of presentations during 2nd project year	4
	No. of presentations during 3rd project year	10
Posters sessions	No. of posters during 2nd project year	3
	No. of posters during 3rd project year	6
Demonstrations	No. of posters during 2nd project year	3
	No. of posters during 3rd project year	6

ANNEX II
WeGovNow policy use case scenario overview

Short title	Local policy challenge	Key stake holders involved	Pilot municipality
"Neibourhood"	Responsive collaboration of citizens reporting problems in the neighbourhood, the public administration and committed third parties	• Citizen • Municipal administration • Local police • Committed local NGO	• Municipality of San Doná di Piave • City of Turin • London Borough of Southwark
"AxTO"	Involve citizens in public funding decisions about NGO-driven cultural projects as part of an ongoing local investment programme (AxTO)	• Citizen • Municipal administration • Appointed technical committee • Local NGOs	• City of Turin
"Parco Dora"	Involve local stakeholders in the co-design of a particular area in an existing public park (Parco Dora)	• Citizen • Municipal administration • Appointed technical committee • Local NGOs / businesses	• City of Turin
"Energy Efficiency"	Engage local communities in developing sustainable local mobility solutions	• Citizen • Municipal administration • Local NGOs • Local transport company	• Municipality of Sam Doná di Piave
"Youth Engagement"	Motivate young people to engage in local public matters	• Citizen • Municipal administration • Local NGOs • Local transport company	• Municipality of San Doná di Piave
"Youth & Employment"	Engage young people in finding employment and training opportunities	• Young citizen • Municipal administration • Youth Council • Local employers	• London Borough of Southwark
"Highways!	Obtain detailed feedback from local people and other stakeholders on proposed highway improvements	• Citizen • Municipal administration • Local NGOs / businesses	• London Borough of Southwark
"Faith Groups"	Support cross-faith group collaboration and promote community cohesion	• Citizen • Municipal administration • Local multi-faith forum	• London Borough of Southwark

ANNEX III
Illustrative Press Cuts

Press cut from the local newspaper "Il Gazzettino venezia Mestre"

IL GAZZETTINO VENEZIAMESTRE
Dir. Resp.: Roberto Papetti
08-FEB-2018
da pag. 18
foglio 1 / 2
www.datastampa.it
Tiratura: 0 - Diffusione: 19362 - Lettori: 147000: da enti certificatori o autocertificati

Il cittadino diventa vigile con la piattaforma digitale

▶Giovedì prossimo il Comune presenta "We gov now" all'istituto scolastico Alberti

▶Permetterà di segnalare in tempo reale i problemi allegando anche delle foto

SAN DONÀ

Tutto pronto per la presentazione della nuova piattaforma digitale denominata "We gov now". Come anticipato un mese fa dal Gazzettino si tratta di un social network che, tra le funzioni, consentirà di segnalare in modo tempestivo i problemi che affliggono la città. Gli aspetti pratici vengono testati in questi giorni dal Comune e la presentazione pubblica si terrà giovedì 15 febbraio dalle 9 alle 16 all'istituto scolastico Alberti. Lo strumento verrà poi adottato entro maggio di quest'anno. Il Comune renderà disponibile questa piattaforma dotata di cinque funzionalità, tra cui "Improve my city" che consente di segnalare qualsiasi problematica in tempo reale, 356 giorni all'anno. Il sistema va a notificare i disservizi segnalati dai sandonatesi ai singoli uffici competenti. Alcune indicazioni verranno raccolte dall'ufficio dei Lavori pubblici, suddivise in varie categorie: illuminazione pubblica, strade e marciapiedi, verde pubblico, manutenzione degli alloggi popolari, casi di abbandono dei rifiuti e igiene urbana. La Polizia locale si occuperà di difficoltà in tema di viabilità (dall'auto parcheggiata in doppia fila al semaforo rotto o la strada del centro intasata a causa di un incidente), ma ancora problemi di sicurezza, abbandono di rifiuti relativi all'edilizia o altri materiali inquinanti in aree incolte. Ogni sandonatese avrà la certezza che la propria segnalazione viene registrata dal sistema e consente di ottenere un feedback che di regola non è possibile fornire usando telefono oppure e-mail. La segnalazione, infatti, deve essere compiuta in modo completo e puntale, corredata di foto e geolocalizzata grazie alle moderne tecnologie, in modo che l'operatore possa individuare e intervenire nel modo più tempestivo ad appropriato. Il cittadino che compie la segnalazione può verificare anche lo stato in cui si trova dopo che è stata inviata, quando viene presa incarico da parte degli uffici (quando sono aperti) e in seguito quando si sta lavorando sulla stessa e viene chiusa. «Tutto il progetto "We gov now" è incentrato sull'utilizzo della tecnologia per favorire il coinvolgimento dei cittadini nei servizi pubblici – precisa il consigliere comunale Daniele Terzariol, delegato al progetto - La piattaforma è ora in fase avanzata di test, dopo aver già lavorato assieme a Torino e Londra partner europeo per lo sviluppo e a stretto contatto con gruppi d'interesse cittadini».

Davide De Bortoli

Press cut from the local newspaper "La Nuova Venezia"

la Nuova Venezia
Dir. Resp.: Paolo Possamai
www.datastampa.it
Tiratura: 11407 - Diffusione: 8542 - Lettori: 111000: da enti certificatori o autocertificati
12-OTT-2018
da pag. 33
foglio 1
Superficie: 32 %

SAN DONÀ

Al via la mappatura di negozi e locali sfitti su "We Gov Now"

La città entra nella piattaforma digitale con Torino e Londra Si potrà interagire direttamente con le decisioni del Comune

Giovanni Monforte / SAN DONÀ

Una mappatura dei negozi sfitti del centro città e dei possibili luoghi da recuperare, perché sotto utilizzati o degradati. A promuovere l'attività di mappatura, prima tappa per una futura rivitalizzazione, è il Comune di San Donà. La novità è che la mappa sarà pubblicata sulla nuova piattaforma social dell'ente (www.wegovnow.eu), dove tutti potranno interagire.

L'iniziativa rientra nel progetto "We Gov Now", che vede San Donà protagonista insieme a partner di primo rilievo come Torino e il quartiere Southwark di Londra. Nei giorni delle Fiere del Rosario i partner inglesi, legati al progetto "Mapping for change", sono arrivati a San Donà. E, insieme ai volontari del gruppo urbano locale Urbact, hanno iniziato l'attività di mappatura dei negozi vuoti del centro di San Donà.

Per ciascun locale sfitto, sulla piattaforma social saranno caricate foto e una breve descrizione. Tramite "We Gov Now", la giunta Cereser si propone di sperimentare nuove forme di collaborazione tra cittadinanza e amministrazione. «Il progetto riguarda l'accrescimento della partecipazione della cittadinanza tramite l'ausilio di quella che è una piattaforma tecnologica», spiega l'assessore Daniele Terzariol, «si tratta di un sito web che guarda dall'alto San Donà come una mappa georeferenziata. Un'esperienza non molto diversa da quella che si può sperimentare all'interno di Google Maps». Ma se Google Maps serve solo per avere delle indicazioni stradali, la novità della piattaforma social sperimentata da San Donà è che la cittadinanza può collaborare. «All'interno di "We Gov Now" ci sono cinque sottosezioni, che trattano per esempio di voto partecipato rispetto alle decisioni che si possono prendere all'interno di un Comune per scelte infrastrutturali, di decoro cittadino o la compartecipazione ad alcune politiche pubbliche attivate dal basso», conclude Terzariol, «vi si troverà questa mappatura dei negozi sfitti come di possibili luoghi da recuperare, quando sotto utilizzati o degradati, con la compartecipazione della cittadinanza. Vi è la mappatura delle piste ciclabili e di tutto quello che può essere visto dall'alto dagli utenti iscritti. Invito tutta la cittadinanza a iscriversi». —

Negozi non affittati e chiusi nel centro storico di San Donà FOTO TOMMASELLA

DATA STAMPA

ANNEX IV
Overview of excisting civic participation tools

Short Name	Summary of functionalities provided	Country
Neben an	Platform for neighbours where they can register under their neighbourhood. The goal of the platform is to create a sense of community between neighbours. Main functions: sharing news and stories; citizens can plan events in their neighbourhood, sell second-hand products such as old bicycles, chairs etc. Create groups in which people can share common hobbies or interests, people can send messages to one another.	DE
Nextdoor	Nextdoor describes itself as private network for neighbourhoods and communities. According to their website thousands of neighbourhoods are already using the platform. Nextdoor has many functions a couple of examples mentioned are quickly get the word out about a break-in, organize a Neighborhood Watch Group, track down a trustworthy babysitter, find out who does the best paint job in town, ask for help keeping an eye out for a lost dog and the like.	DE, FR, UK, USA, NL
Mahallae	A digital platform designed for civic engagement to improve the world by improving communities through civic engagement via a digital platform. Malhallae you can find three things: inspiration, partnerships and support. Originally founded in Cyprus now has an extensive amount of communities. They have a laboratory for ideas and partnerships with Cypriots but also other people living in the region. (Greeks, Turks).	CY
Care2petition	Care2 offers petitions on healthy living: healthy living, food, health, love + sex, nature, brands for good, pets, spirit, healthy home, eCards. They also offer rewards for petitions that got a certain number of signatures	UK, CA, USA, DE
Our Voice Scotland	Main aim is to engage the people of Scotland to make health and social care better. Involving people´s view into improving health and social care is not new. They, however, want to do it via an online platform to mae it even stronger. They want to actively listen to the people of Scotland. On the website you can give feedback about the services that are offered by the healthcare system. You can also have a say in your own care via the website.	UK
Citizen Budget	Unlike a regular survey or a budget visualization software, Citizen Budget is an interactive platform that shows the financial impacts of participants' choices in real time, educating them about the trade-offs and constraints faced by their municipality. Residents can conveniently access your online budget consultation anytime and at their own pace.	CA
Cobudget	Cobudget is a website which provides companies and organizations with the option of collaborative financing. They have a platform on which people can create groups and in these groups buckets can be created, these are proposed projects and activities. People in the groupe can fund these buckets by donating money.	NZ
Mindmixer	Mindmixer is a digital platform which gives organizations, governments and companies a way to engage and communicate with their target	USA

Short Name	Summary of functionalities provided	Country
	group(citizens, clients or community). Until now it has reached 1200 communities, 1.6 million participants and 50 000 answers.	
Seeclickfix	They describe it themselves as a community driven communication tool and management system that bridges the gap between municipalities and their residents. They have three main functions: request management : collect, manage, and route requests seamlessly through your work order flow with easy-to-use web forms and mobile apps.	USA
ifixmystreet	Online platform where people can report problems or complaints they have about their street, and tehy send them on the council on behalf of the citizen.	UK
Buiten Beter	Citizens can report problems they see in their city or village via an app. They simply take a picture and describe the problem and app will send the problem to the city council.	NL
Giv et Praj	A mobile app through which citizens can report problems in their area. They can mark on the map where exactly the problem is located.	DK
Verbeterdebuurt	An online presence on which citizens can report a problem by indicating the location of the problem by putting a dot on the map and giving a description of the problem..	NL
Mycity	Mycity is a programme through which citizens can post recommendations, opinions and requests. They also offer maps through which citizens can indicate the location of their idea.	DE, FR, UK, NL
Change.org	On this platform people can start online petitions easily.	DE
Puzzled by Policy	Puzzled by Policy is a complete solution for engaging people in the policy process. It offers a toolkit to support improved policy-making through a combination of online and offline citizen engagement. An online platform, which is freely available to use and install, helps users understand a topic in more detail and to participate in ongoing discussion with policy-makers and other stakeholders. Best practice and support guides are also available to help establish communities, grow trust and drive impact.	EU
Open Government	The Open Ministry (Avoin ministeriö) is about crowdsourcing legislation, deliberative and participatory democracy and citizens initiatives. It is a non-profit organization based in Helsinki, Finland. They help citizens and NGO's with national citizens' initiatives, EU citizens initiatives and develop the online services for collaborating, sharing and signing the initiatives. They have an online platform where these initiatives can be set up and gain support for their initiative.	FI
Petition24	On petition24 people can create a petition for free. The site will than automatically generate a website where people can sign the petition. By creating a website people can also sign the petition online and the petition can be promoted via social media. The site is based on a Dutch server, where Dutch laws are being followed.	NL
UK GOV petition	On this platform UK citizens can start and sign petition which is automatically send to the government. After 10 000 signatures the government will respond to the petition and after 100 000 the petition will be discussed in parliament.	UK

Short Name	Summary of functionalities provided	Country
Gopetition	On Gopetition people can create a petition for free. The site will than automatically generate a website where people can sign the petition. By creating a website people can also sign the petition online and the petition can be promoted via social media. This site is used by the United Kingdom and Australia. It is sponsored by the different parliamentary institutions of these states	UK, AU
Amsterdam mail	This is an information service available to the citizens of Amsterdam. They receive information about multiple topics via Email relevant to the city via email.	NL

ANNEX V
WeGovNow exploitation workshop agendas and posters

WeGovNow

Towards We-Government: Collective and participative approaches for addressing local policy challenges

AGENDA

25th January 2019

International Exploitation Workshop

Palazzo della Salute, Via S. Francesco, 90 Padova

Consortium partners:

empirica · Città di Torino · Comune di San Donà di Piave · Fondazione Giacomo Brodolini · Funka · infalia · LiquidFeedback The Democracy Software · Southwark Council · mapping for change · GIScience · UCL · Università degli Studi di Torino

The event is jointly organised with

SHERPA · Università degli Studi di Padova

Towards we-government paradigma: collective and participative approaches for addressing local policy challenges. The case of WegovNow project.

Venue: Palazzo della Salute, Sala Elettra

9.00 – 9.30: Registration and welcome coffee

9.30 – 9.45: Welcome and greetings

The opening session will introduce the objectives for the event and the agenda.

Chairperson: Lorenzo Liguoro, Sherpa Spin off University of Padua

FIRST SESSION (09.45 – 10.15)

09.45 – 10.15: Welcome and introduction to the WeGovNow initative

WeGovNow is a so called Research and Innovation Action funded under the European Union's Horizon 2020 program. Over the last three years, twelve partners from six countries have joined forces to explore the potentials generally provided by online technologies for supporting participatory policy development and co-production of public services at municipal level. In particular a new type of civic engagement platform has been developed and piloted under day-to-day conditions in three European municipalities. This session will set the scene for the reminder of the workshop in terms of presenting a brief overview of the WeGovNow initiative's aims and the approach adopted towards achieving these.

Welcome note: Lorenzo Liguoro, Sherpa Spin off University of Padua

Speaker: Lutz Kubitschke, empirica

SECOND SESSION (10.15 – 12.15)

Other than commonly available eGovernment services, the WeGovNow pilot platform represents a flexible "tool box" enabling the support of diverse utilisation patterns rather than a single "service work flow". Generally, the pilot users are free to utilize the pilot service as they wish. Moreover, the three pilot municipalities have however developed a number of use case scenarios to explore how WeGovNow can help in addressing local policy challenges. Beyond mere technology innovation, all WeGovNow pilot municipalities have therefore explored innovative ways of collaboration internal and external to the public administration.

By example of selected use cases from the pilot municipalities it will be demonstrated how the pilot platforms works and in what way it is utilized to address local policy

2

challenges in a participatory manner.The purpose is stimulating further research around lessons learned and/or in terms of further uptake of the WeGovNow pilot platform

Chairperson: Lutz Kubitschke, empirica

10.15 -10.45: Introduction to the WeGoNow platform and scenarios presentation

The session starts with a short life demonstration of the WeGovNow platform, to show how it looks, what are the key components and how they work.

Speaker: Claudio Schifanella, University of Turin

10.45 – 11.30 WeGovNow uses cases presentation

The session continues with a presentation of two selected use cases scenarios by the municipalities. The municipality will describe the policies challenge addressed and what was required internal to the public administration to make it happen, the stakeholders they collaborated with and so on. The presentation would then demonstrate how the particular component was utilized in the context of the use case scenario, and thereby also explaining the potentials it generally offers even beyond the particular use case in question.

The Energy Efficiency use case – Engaging local communities in developing sustainable mobility solutions in San Donà

Speakers: Daniele Terzariol and Giulio Antonini, Municipality of San Donà

THIRD SESSION

11.30 – 13.00 Interactive discussion and closing remarks

Based on the insights of the WeGovNow project, this session will stimulate a discussion with the audience about how and under what circumstances WeGoNow can help addressing new cultural and societal challenges in public policies, transforming public administrations processes, improving effectiveness and efficiency of public administrations and reducing the administrative burden of citizens.

Introduction by Simone D'Antonio, ANCI- National URBACT Point

Moderator: Lutz Kubitschke, empirica

San Donà di Piave Local Exploitation Workshop Agenda

WeGovNow

Towards We-Government: Collective and participative approaches for addressing local policy challenges

AGENDA

25th January 2019

San Donà di Piave Local Exploitation Workshop

Palazzo della Salute, Via S. Francesco, 90 Padova

Consortium partners:

empirica · Città di Torino · Comune di San Donà di Piave · Fondazione Giacomo Brodolini · Funka · infalia · LiquidFeedback · Southwark Council · mapping for change · GIScience · UCL · Università degli Studi di Torino

The event is jointly organised with

SHERPA · Università degli Studi di Padova

WeGovNow
Padua, 25th January 2019

Towards we-government paradigma: collective and participative approaches for addressing local policy challenges in the era of digital transformation.

Venue: Palazzo della Salute, Sala Elettra

14.15 – 14.30: Registration

14.30 – 15.00: Welcome and greetings

The opening session will introduce the objectives for the event and the agenda.

Welcome note: Giulio Mattiazzi, Sherpa Srl Spin off - University of Padua; Giulio Antonini, San Donà di Piave

15.00 – 16.00: WeGovNow pilote platform presentation and utilization to address local policy challenges

WeGovNow project realized a new type of citizen engagement platform, expanding the viability of and capacity for citizen coproduction in the public sector and addressing local policy challenges. The objective is to involve citizens into decision-making processes within their local neighborhood by using state of the art digital technologies in community engagement platforms.

WeGovNow pilot platform represents a flexible "tool box" enabling the support of diverse utilisation patterns rather than a single "service work flow". Generally, the pilot users are free to utilize the pilot service as they wish. Not less, WeGovNow approach requires the pilot municipalities to pursue both technology innovation and administrative process innovation in parallel. Moreover, the three pilot municipalities involved in the project have however developed a number of use case scenarios to explore how WeGovNow can help in addressing local policy challenges. Beyond mere technology innovation, all WeGovNow pilot municipalities have therefore explored innovative ways of collaboration internal and external to the public administration.

The is session will start with the Municipality of San Donà talking about what they generally wanted to achieve independently of WeGovNow, what challenges they faced to achieve their goals and to briefly explain how the WeGovNow platform key functionalities were utilised to support them.

15.00- 15.30: The "Youth Engagement" use case – Motivating young people in San Donà to engage in public matters

Speaker: Giulio Antonini, San Donà di Piave

The session will continue with an interactive roundtable aiming at explaining to the audience how the WeGovNow platform works and how they could use it for addressing their policy challenges. Technical partners will be available to answer specific questions on the key functionalities and a moderator will coordinate the session facilitating the interaction between WeGovNow partners and the audience.

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16.00- 17.00 Roundtable: social technologies for local innovation

A roundtable with local stakeholders and WeGovNow representatives will offer a panoramic view of initiatives designed and /or implemented for addressing new cultural and societal challenges in public policies, transforming public administrations processes, improving effectiveness and efficiency of public administrations and reducing the administrative burden of citizens in a frame of digital transition, in which emerging technologies can help to boost their capacity to innovate and generate an inclusive environment.

Chairperson: Giulio Mattiazzi, University of Padua

Speakers: Claudio Shifanella, University of Turin, Giulio Antonini, San Donà di Piave Stefano Stortone – CEO, BiPart | Bilanci Partecipativi; Roberto Falanga – Researcher, Rock Project "Cultural Heritage leading urban futures"; Matteo Aguanno – Director, Gruppo Azione Locale (GAL) "Pre Alpi Dolomiti.it"; Mattia Sajeva – Director, WeEurope Società Cooperativa; Stefano Carosio – CEO, Unismart – Spin off University of Padua; Silvia Ferretto – CEO, Advance Srl

17.00- 18.00 Closing remarks and networking activities

The closing session of the workshop will serve the purpose of reporting back on the roundtable outcomes and it will be the opportunity to draw general conclusions and having B2B meeting.

WeGovNow

Towards We-Government: Collective and participative approaches for addressing local policy challenges

AGENDA OUTLINE

21th January 2019

Southwark Local Exploitation Workshop

Venue: Southwark Council, 160 Tooley Street, SE1 2QH

Consortium partners:

Venue: Southwark Council, 160 Tooley Street, SE1 2QH

12.30: Registration – attendees encouraged to sit with people they

13.00: Welcome and greetings

The opening session will introduce the objectives for the event and the agenda

- Brief description of WeGovNow
- Reminder of current digital solutions (specifically Consultation Hub) – identifying the number of digital engagement contacts we already make.
- Identifying Community and Voluntary Sector Engagement Division as key internal contacts.

Speakers: Southwark municipality representative

FIRST SESSION

13.20 – 13.50: Table discussion *introduced by Southwark staff, followed by feedback to front*

- What digital engagement tools have you used to facilitate your work
- What are the pros/cons of digital engagement
- What are the gaps in the toolbox

SECOND SESSION

13.50 – 14.35: WeGovNow pilot platform presentation and utilization to address local policy challenges

WeGovNow project realized a new type of citizen engagement platform, expanding the viability of and capacity for citizen coproduction in the public sector and addressing local policy challenges. The objective is to involve citizens into decision-making processes within their local neighborhood by using state of the art digital technologies in community engagement platforms.

WeGovNow pilot platform represents a flexible "tool box" enabling the support of diverse utilisation patterns rather than a single "service work flow". Generally, the pilot users are free to utilize the pilot service as they wish. Nevertheless, WeGovNow approach requires the pilot municipalities to pursue both technology innovation and administrative process innovation in parallel. Moreover, the three pilot municipalities involved in the project have however developed a number of use case scenarios to explore how WeGovNow can help in addressing local policy challenges. Beyond mere technology innovation, all WeGovNow pilot municipalities have therefore

explored innovative ways of collaboration internal and external to the public administration.

The session will begin with Southwark municipality talking about their ambition for a digital future and what they generally wanted to achieve when it comes to citizen engagement independently of WeGovNow, what challenges they encountered and briefly explain how the WeGovNow platform's key functionalities were utilised to support them in the delivery of key engagement outputs.

A demonstration of how the WeGovNow platform is currently being utilised by the three pilot sites will be presented to illustrate its capability, highlighting innovative solutions that have been implemented to address local needs and increase overall citizen participation.

Speakers: Suley Muhidin/Jonathan Hamston, Municipality of Southwark; Lutz Kubitschke, empirica; Louise Francis, Mapping for Change (TBC)

14.35 – 14.45: Refreshment break

14.45 – 15.25: Interactive workshop - Digital engagement approaches for local innovation

An interactive discussion with London borough of Southwark departments and WeGovNow representatives will offer a panoramic view of initiatives designed and /or implemented for addressing new cultural and societal challenges in public policies, transforming public administration processes, improving the effectiveness and efficiency of public administrations and reducing the administrative burden of citizens in a frame of digital transition, in which emerging technologies can help to boost their capacity to innovate and generate a more inclusive environment.

The group will be divided into smaller groups for a round table discussion. The discussions will aim to understand some of the wider challenges that colleagues internal to the municipality face when it comes to digital engagement and how the WeGovNow platform can support their work. Each table identifies a past/current/anticipated project requiring community engagement and workshops how they might use WGN tools to deliver the project better.

15.25 – 15.35: Reports back and conclusion

Each table reports back on scenario and solutions and each attendee receives handout with URLs and contact details for Community and Voluntary Sector Engagement Division in terms of further uptake of the WeGovNow pilot platform.

Moderator Lutz Kubitschke, empirica.

3

Turin Local Exploitation Workshop Agenda

WeGovNow

Towards We-Government: Collective and participative approaches for addressing local policy challenges

AGENDA

15th January 2019

Turin Local Exploitation Workshop

Venue: Open Incet, via Cigna 96/17

Consortium partners:

empirica · Città di Torino · Comune di San Donà di Piave · Fondazione Giacomo Brodolini · Funka · infalia · LiquidFeedback The Democracy Software · Southwark Council · mapping for change · GIScience · UCL · Università degli Studi di Torino

14.00 – 14.30: Welcome and greetings

The opening session will introduce the objectives for the event and the agenda to the Municipality of Turin's Mobility and Infrastructures, Planning, Local police, ICT and Smart City departments representatives.

Speaker: Fabrizio Barbiero, Municipality of Turin

FIRST SESSION

14.30 – 15.30: WeGovNow pilote platform presentation and utilization to address local policy challenges

WeGovNow project realized a new type of citizen engagement platform, expanding the viability of and capacity for citizen coproduction in the public sector and addressing local policy challenges. The objective is to involve citizens into decision-making processes within their local neighborhood by using state of the art digital technologies in community engagement platforms.

WeGovNow pilot platform represents a flexible "tool box" enabling the support of diverse utilisation patterns rather than a single "service work flow". Generally, the pilot users are free to utilize the pilot service as they wish. Not less, WeGovNow approach requires the pilot municipalities to pursue both technology innovation and administrative process innovation in parallel. Moreover, the three pilot municipalities involved in the project have however developed a number of use case scenarios to explore how WeGovNow can help in addressing local policy challenges. Beyond mere technology innovation, all WeGovNow pilot municipalities have therefore explored innovative ways of collaboration internal and external to the public administration.

The is session will start with Turin municipality talking about what they generally wanted to achieve independently of WeGovNow, what challenges they faced to achieve their goals and to briefly explain how the WeGovNow platform key functionalities were utilised to support them. Then, it will be a short life demonstration of the WeGovNow platform, to show how it looks, what are the key components and how they work.

Speakers: Fabrizio Barbiero, Municipality of Turin; Guido Boella, University of Turin.

SECOND SESSION

15.30 – 17.00: Interactive discussion

A interactive discussion with Turin municipalities departments and WeGovNow representatives will offer a panoramic view of initiatives designed and /or implemented for addressing new cultural and societal challenges in public policies, transforming public administrations processes, improving effectiveness and efficiency of public administrations and reducing the administrative burden of citizens in a frame of digital transition, in which emerging technologies can help to boost their capacity to innovate and generate an inclusive environment.

Moderator Fabrizio Barbiero, Municipality of Turin.

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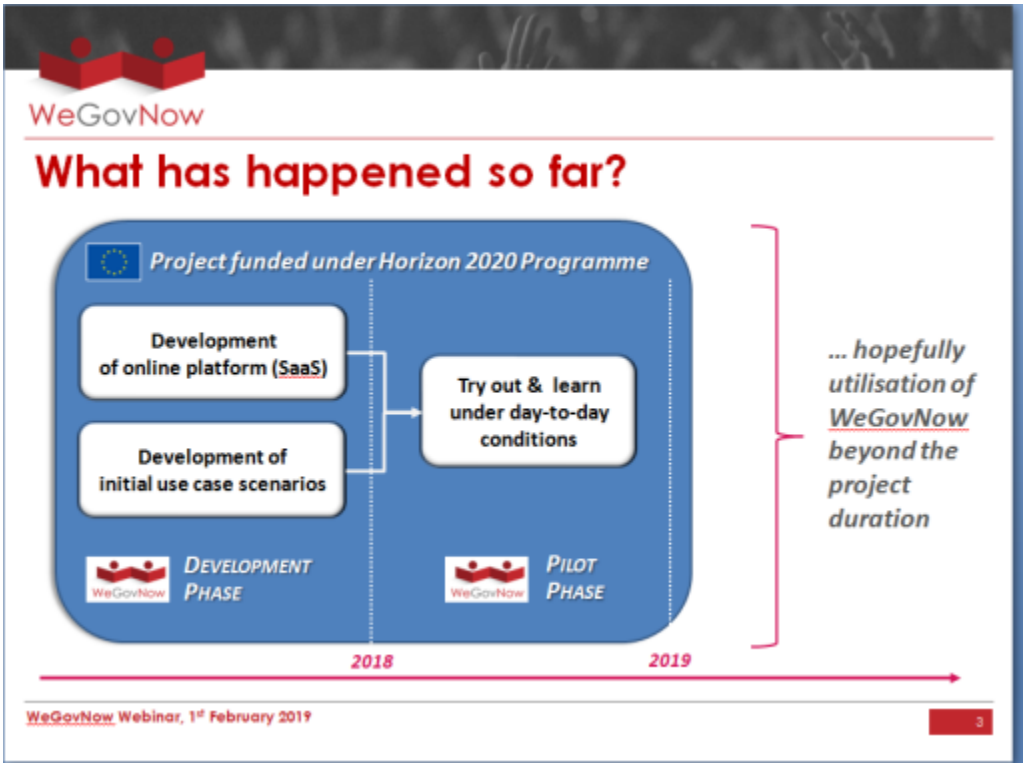
Annex VI
Introductionary presentation for WeGovNow exploitation support webinars

WeGovNow
What is WeGovNow about?
• From e-Government towards we-Government:
– new online platform integrating different civic participation functions
– new ways of collaboration among citizens, other local stakeholders & municipality in addressing local issues
• EU project bringing together 12 partners from six countries
WeGovNow Webinar, 1st February 2019


WeGovNow
What has happened so far?
Project funded under Horizon 2020 Programme
Development of online platform (SaaS)
Development of initial use case scenarios
Try out & learn under day-to-day conditions
Development Phase
Pilot Phase
2018
2019
... hopefully utilisation of WeGovNow beyond the project duration
WeGovNow Webinar, 1st February 2019

WeGovNow

What can be done with WeGovNow?

A bird's eye view :

... integrated set of core participation software components;

... flexible on-line support of local participation processes;

... configurability according to local participation requirements.

WeGovNow Webinar, 1st February 2019

WeGovNow

What core functions are available?

First Life
Community networking & promotion via an interactive local map

LiquidFeedback
Democratic proposition development & decision making in the community

Improve My City
Transparent neighborhood issue identification & response tracking

Community Maps
Crowed sourcing of knowledge & ideas via bespoke interactive maps

Offers & Requests
Community exchange on volunteering opportunities & free items

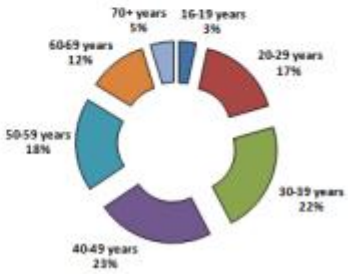
... modular platform architecture approach enables future integration of further software components

WeGovNow Webinar, 1st February 2019

WeGovNow

The WeGovNow pilots

- Public pilot service provided by
  - London Borough of Southwark
  - City of Turin
  - San Donà di Piave
- 9976 registered pilot user accounts (Oct. 2018)



WeGovNow Webinar, 1st February 2019

6

WeGovNow

How does WeGovNow look like in reality?

WeGovNow Webinar, 1st February 2019

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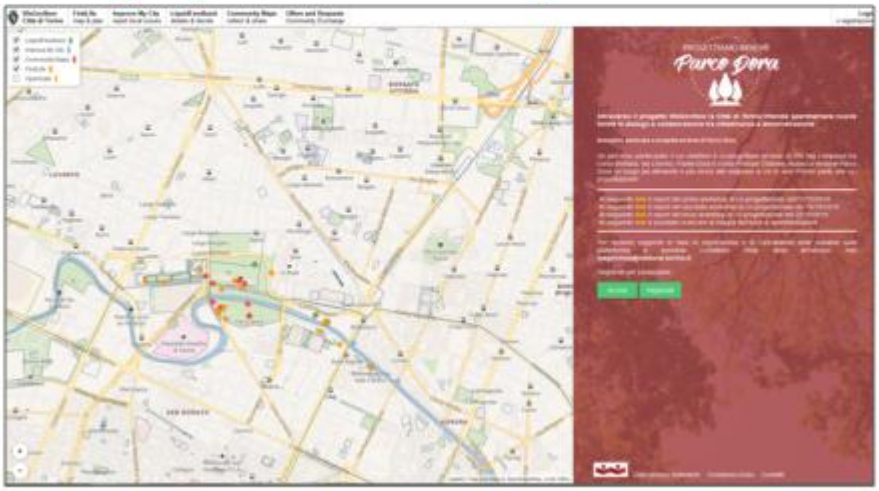
WeGovNow

... or slightly different if required



WeGovNow Webinar, 1st February 2019

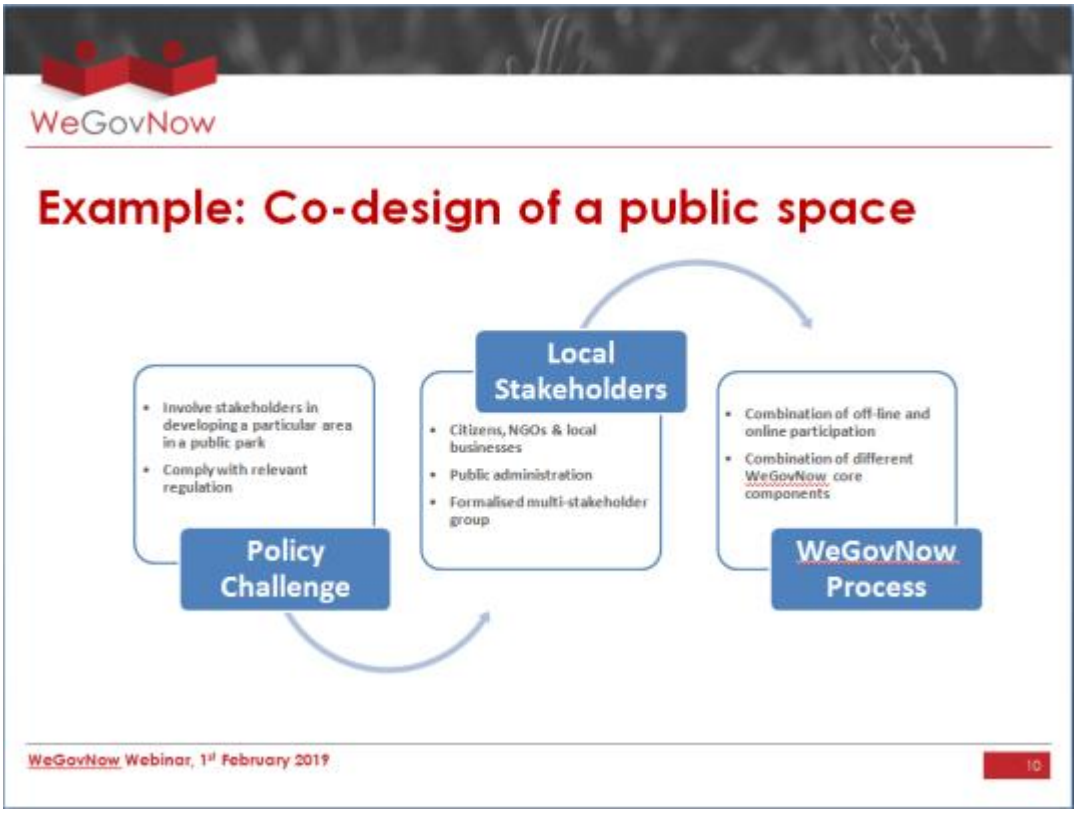
WeGovNow

... and it's not all about technology

Policy drive use case scenarios developed by the three pilot municipalities involving local stakeholders in:

- the development of public spaces
- funding decisions on cultural projects
- addressing neighborhood issues
- achieving sustainable local mobility
- engaging young people in public matters
- bringing together young people and potential employers
- cross-faith group collaboration

WeGovNow Webinar, 1st February 2019


WeGovNow
Example: Co-design of a public space
Involve stakeholders in developing a particular area in a public park
Comply with relevant regulation
Policy Challenge
Local Stakeholders
Citizens, NGOs & local businesses
Public administration
Formalised multi-stakeholder group
Combination of off-line and online participation
Combination of different WeGovNow core components
WeGovNow Process
WeGovNow Webinar, 1st February 2019
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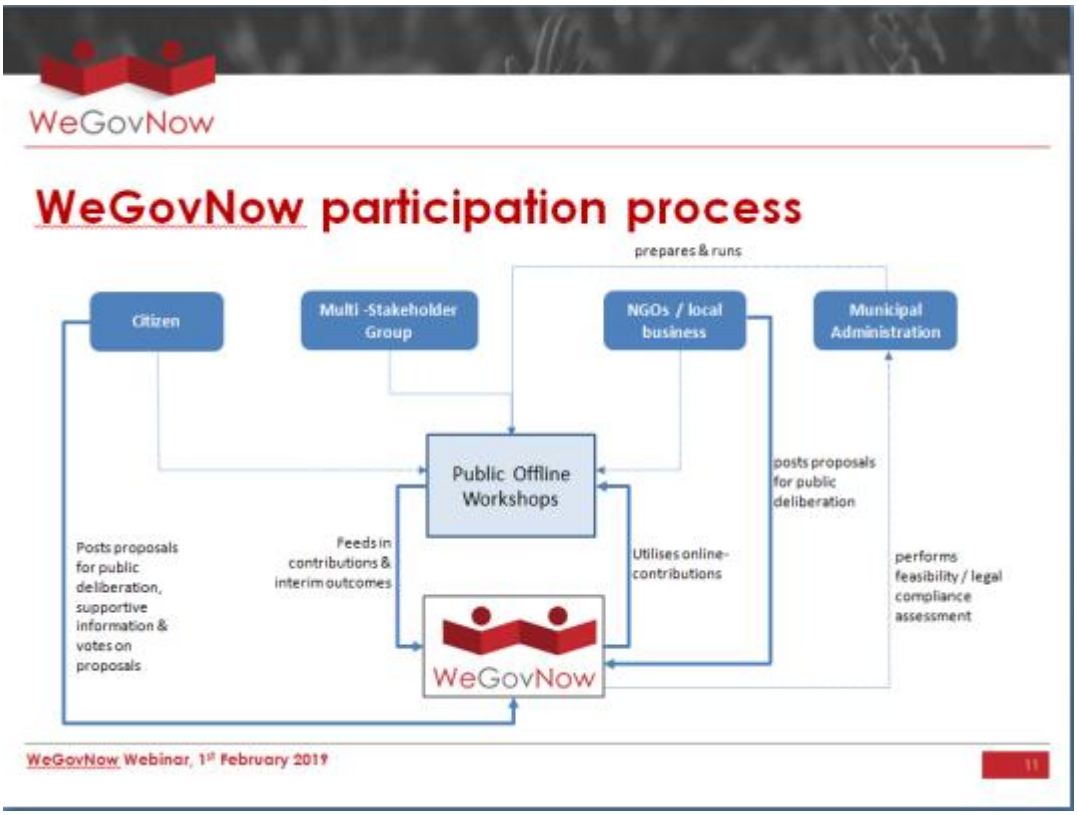
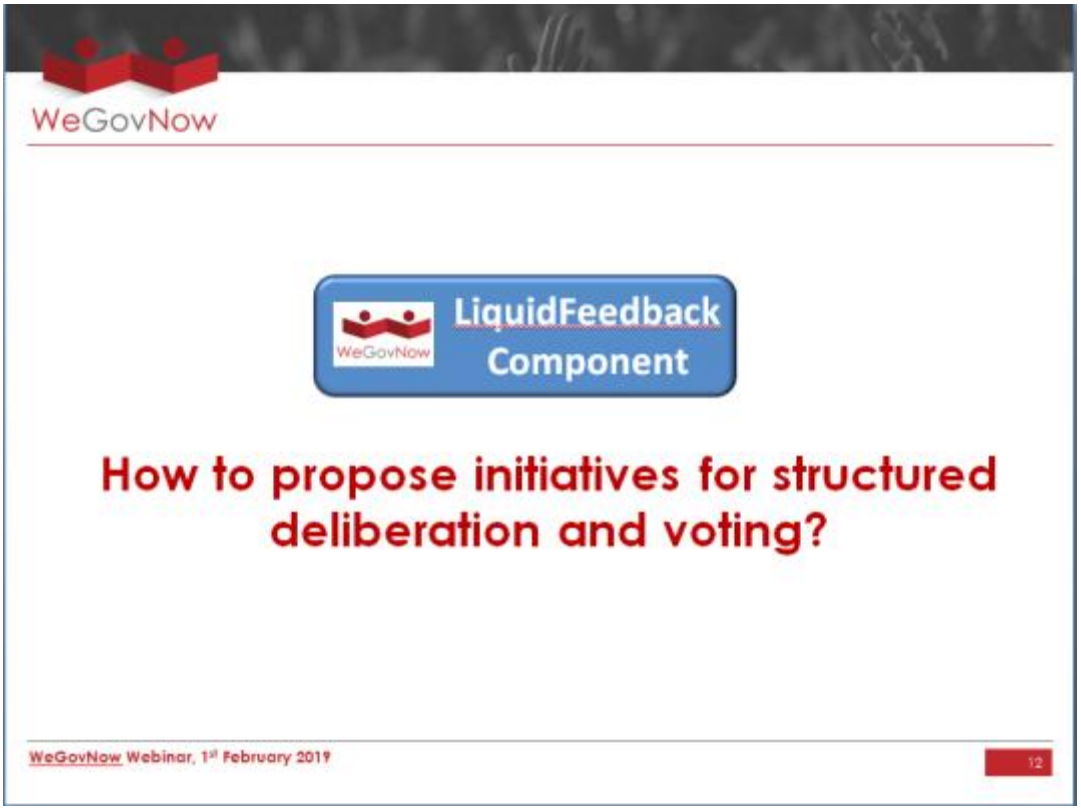
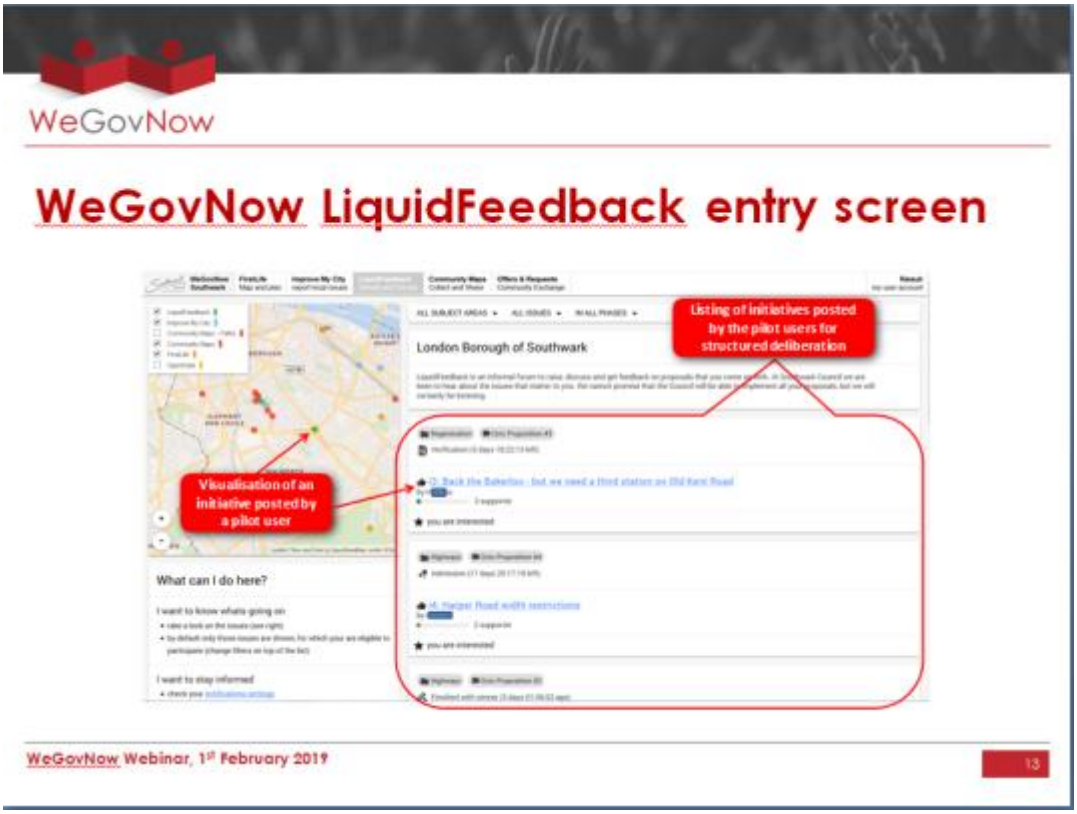
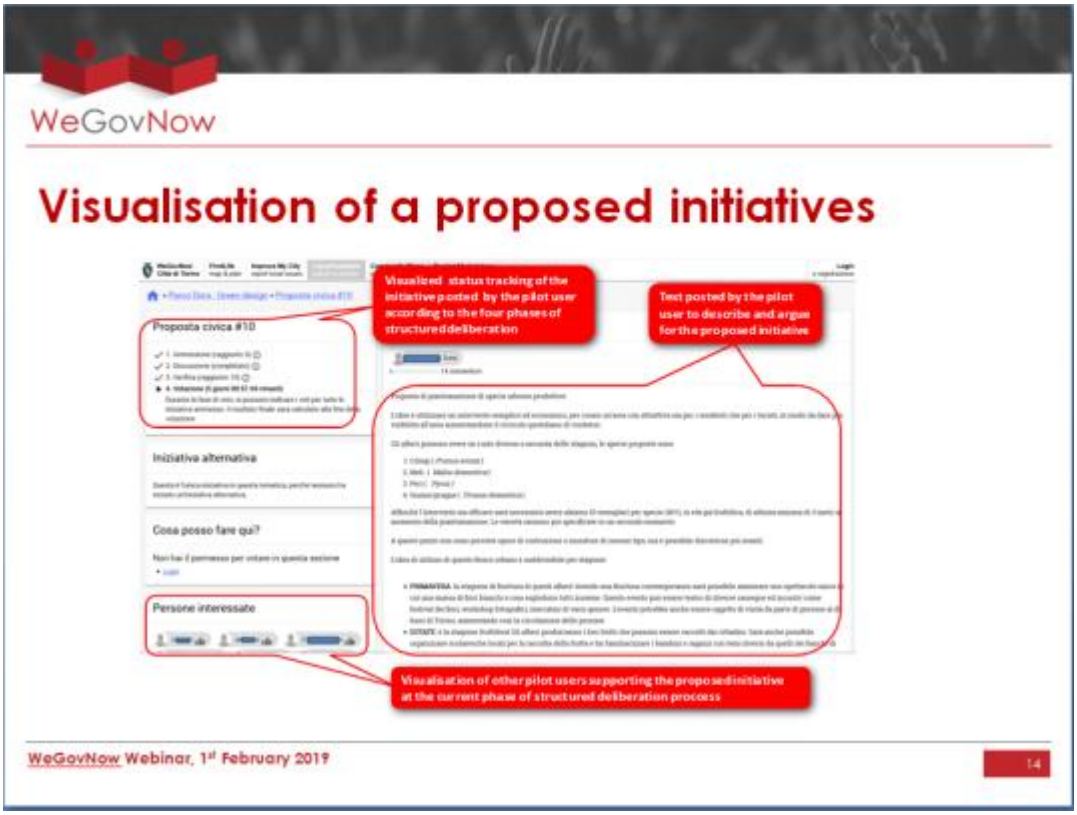
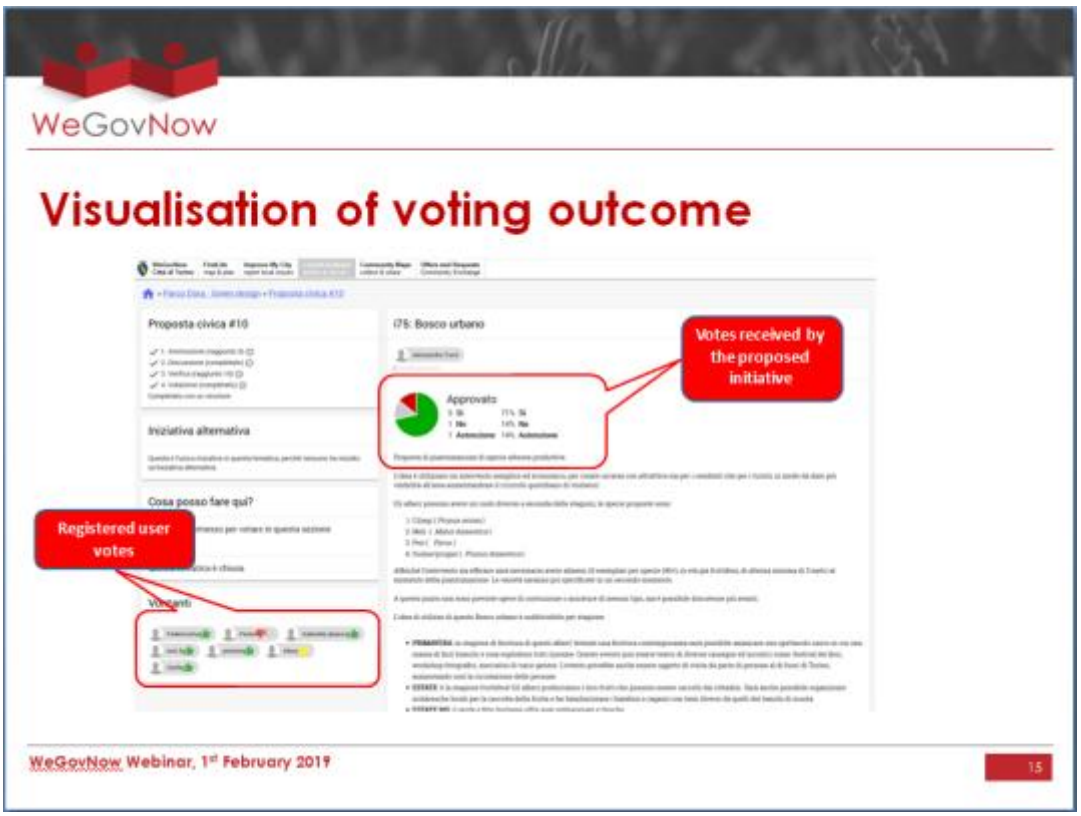

WeGovNow
WeGovNow participation process
prepares & runs
Citizen
Multi -Stakeholder Group
NGOs / local business
Municipal Administration
Public Offline Workshops
posts proposals for public deliberation
Posts proposals for public deliberation, supportive information & votes on proposals
Feeds in contributions & interim outcomes
Utilises online-contributions
performs feasibility / legal compliance assessment
WeGovNow
WeGovNow Webinar, 1st February 2019
11


WeGovNow
LiquidFeedback Component
How to propose initiatives for structured deliberation and voting?
WeGovNow Webinar, 1st February 2019
12


WeGovNow
WeGovNow LiquidFeedback entry screen
Listing of initiatives posted by the pilot users for structured deliberation
Visualisation of an initiative posted by a pilot user
London Borough of Southwark
What can I do here?
WeGovNow Webinar, 1st February 2019
13


WeGovNow
Visualisation of a proposed initiatives
Visualized status tracking of the initiative posted by the pilot user according to the four phases of structured deliberation
Text posted by the pilot user to describe and argue for the proposed initiative
Visualisation of other pilot users supporting the proposed initiative at the current phase of structured deliberation process
Proposta civica #10
Iniziativa alternativa
Cosa posso fare qui?
Persone interessate
WeGovNow Webinar, 1st February 2019
14


WeGovNow
Visualisation of voting outcome
Votes received by the proposed initiative
Registered user votes
Proposta civica #10
Iniziativa alternativa
Cosa posso fare qui?
Votanti
WeGovNow Webinar, 1st February 2019
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WeGovNow

Community Maps Component

How to put ideas, knowledge and opinions on a bespoke interactive map?

WeGovNow Webinar, 1st February 2019 16

WeGovNow

WeGovNow Community Maps entry screen

WeGovNow Webinar, 1st February 2019 17

WeGovNow

Visualisation of an entry posted

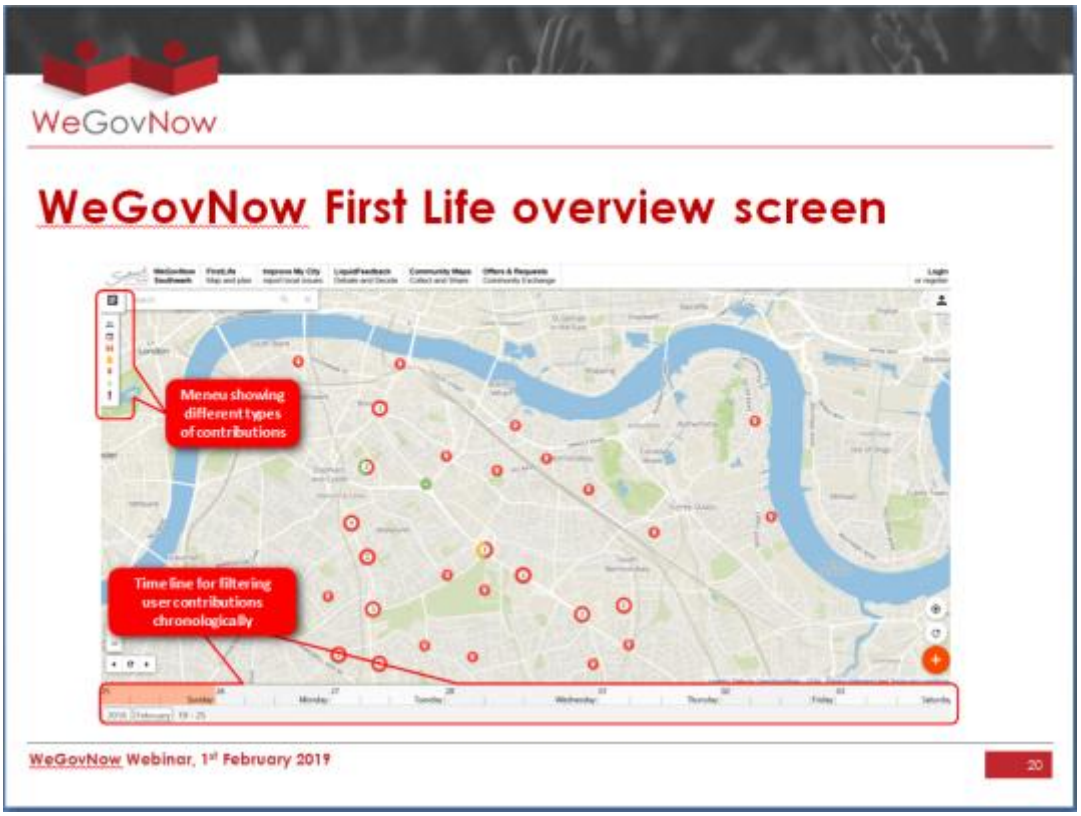
WeGovNow Webinar, 1st February 2019 18

WeGovNow

First Life Component

How to network around events/places on an generic interactive map of the local area?

WeGovNow Webinar, 1st February 2019 19


WeGovNow
WeGovNow First Life overview screen
Menu showing different types of contributions
Time line for filtering user contributions chronologically
WeGovNow Webinar, 1st February 2019
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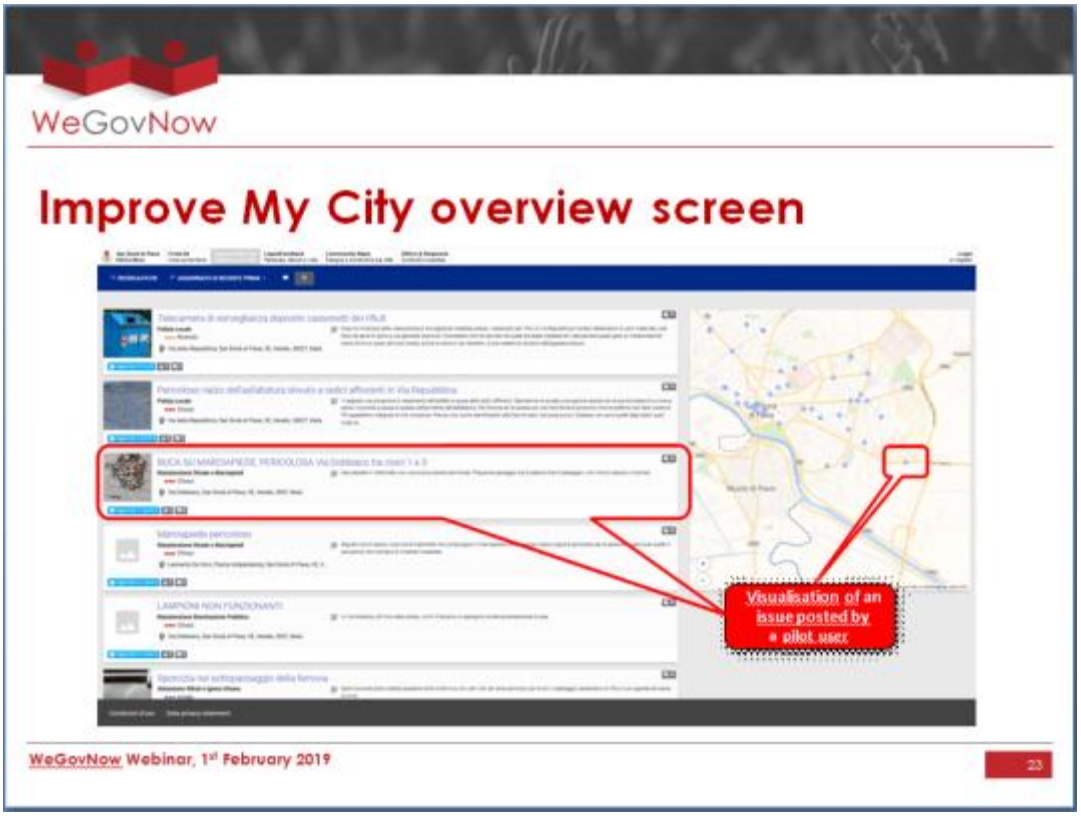
WeGovNow
Visualisation of posted contribution
Temporal window visualising selected user contributions
WeGovNow Webinar, 1st February 2019
21

WeGovNow
Improve My City Component
How to interact on neighbourhood issues with appointed responsible parties?
WeGovNow Webinar, 1st February 2019
22


WeGovNow
Improve My City overview screen
Visualisation of an issue posted by a pilot user
WeGovNow Webinar, 1st February 2019
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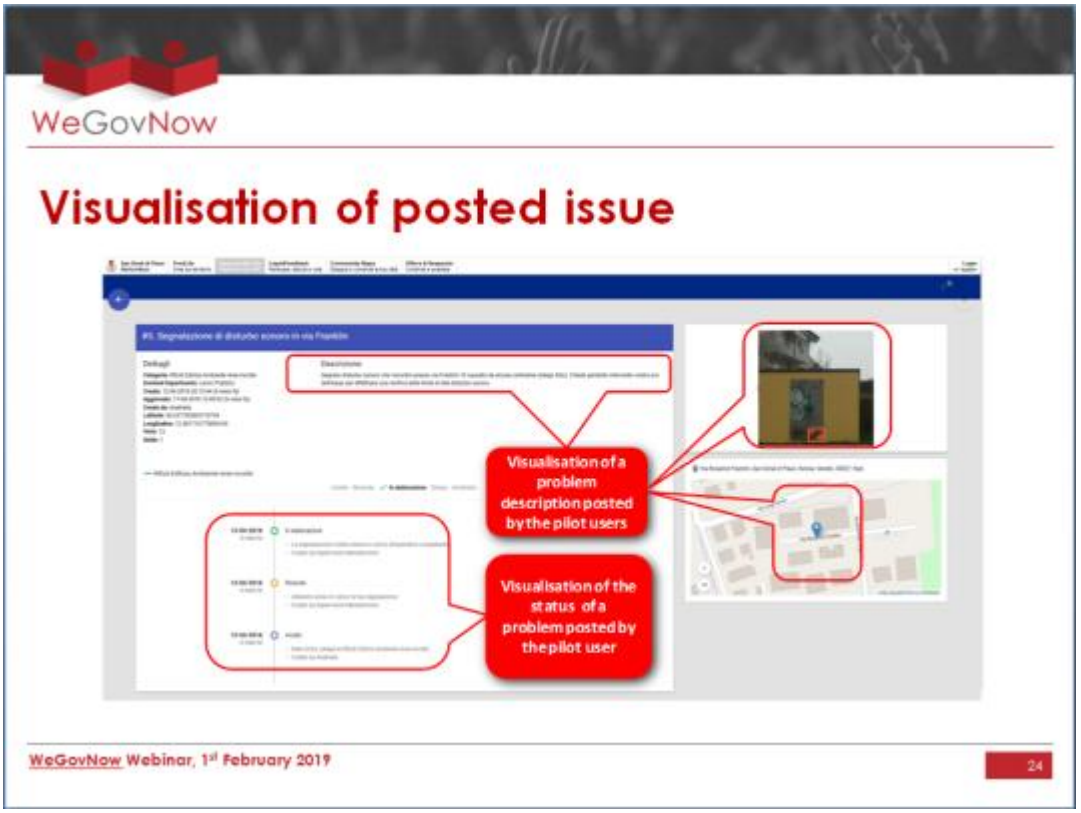
WeGovNow
Visualisation of posted issue
Visualisation of a problem description posted by the pilot users
Visualisation of the status of a problem posted by the pilot user
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WeGovNow
WeGovNow
Offers & Requests Component
How to promote volunteering and exchange of free items in the community?
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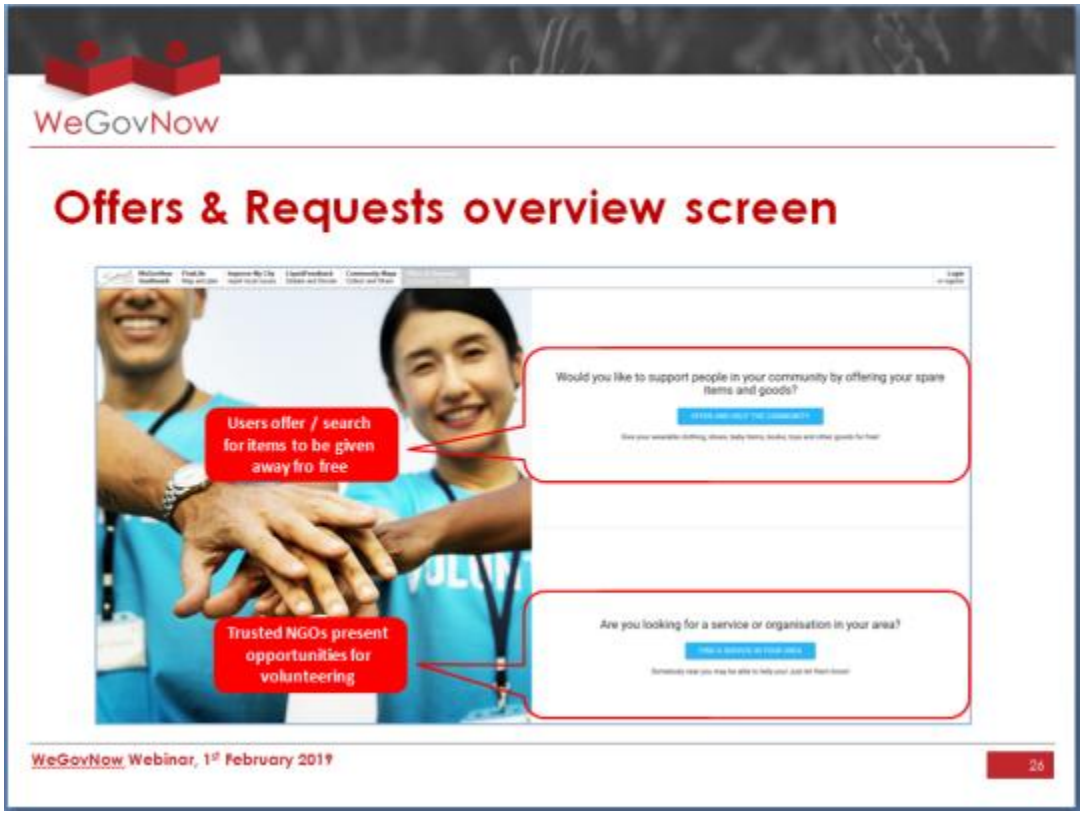
WeGovNow
Offers & Requests overview screen
Users offer / search for items to be given away fro free
Trusted NGOs present opportunities for volunteering
Would you like to support people in your community by offering your spare items and goods?
Are you looking for a service or organisation in your area?
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WeGovNow
Visualisation of post offering free item
Book - Ruling Britannia by Andrew Marr
Details
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END OF D5.4