Lessons from e-deliberation

The e-dialogos project in Greece

Global Forum 2008
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e-trikala

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international network of e-communities

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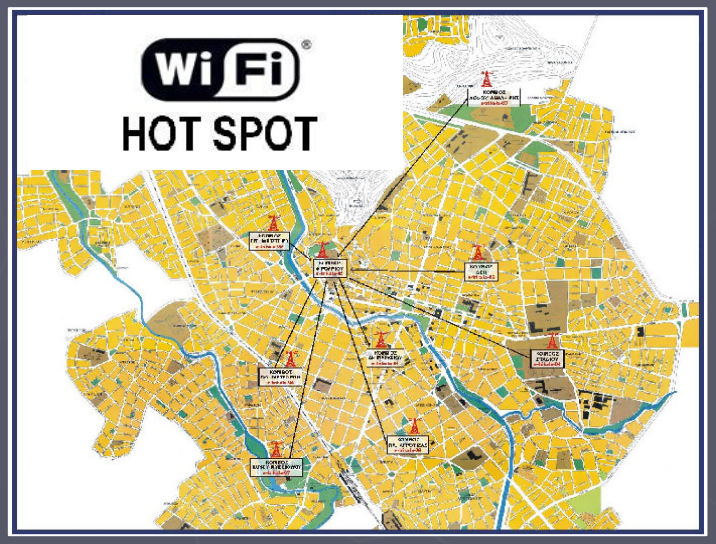
Trikala: The 1st Digital City



- 14 Wi-Fi nodes providing free wireless internet to 5,000 citizens and businesses daily
- 30 km of fibre optic
- "Demosthenis": A citizens' multichannel complaint system
- Intelligent transportation
- Telecare
- Integrated controlled parking system
- Heads the first digital community aimed at the Remote Provision of Services to Citizens through Digital Technology Administration Systems

Leading next day digital cities

- Forms "Digital Cities Central Greece S.A.", an organization to advance ICT infrastructure and services through a public-private partnership scheme involving 11 cities
- Leader for INTERREG IVC project involving 10 EU partners aiming to develop the next model for digital cities
- Organizes intl conference "Broadband Cities 2008", 20-23 October 2008

e-dialogos: The project

- An innovative and fully fledged e-Democracy platform for the citizens of the City of Trikala to participate in the decision making processes of the city

- The innovation of the project lies in its **holistic and fully integrated approach** to e-Participation, combining online deliberative and voting processes.

- **A unique and original methodology of e-deliberation** based on best practices worldwide & consistent with the current political theory of democracy and models of deliberation.

www.edialogos.gr

Many innovations are built-in the platform

- **Information in every step**
- **Bottom-up**
- **Top-down**
- **Ontology based platform**

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The e-dialogos Platform

The platform comprises of three tools:

- a top-down **e-Survey** system, where municipality can ask citizens to respond to specific issues of interest to the municipality;
- a bottom-up **e-Petition** system;
- an **e-forum** for direct moderated dialogue
- and, most importantly, what is termed a fully fledged **e-deliberation process**, where the innovation of the project lies.

The e-deliberation process

- This is a **'serial process' within a specific time-frame** with 5 well-defined concrete steps embedded in each deliberative cycle
- A process where different e-tools are assigned to a particular and appropriate use
- Engaged and informed citizens from start-to-end

The e-deliberation process

Task ◄ ► *Tool*

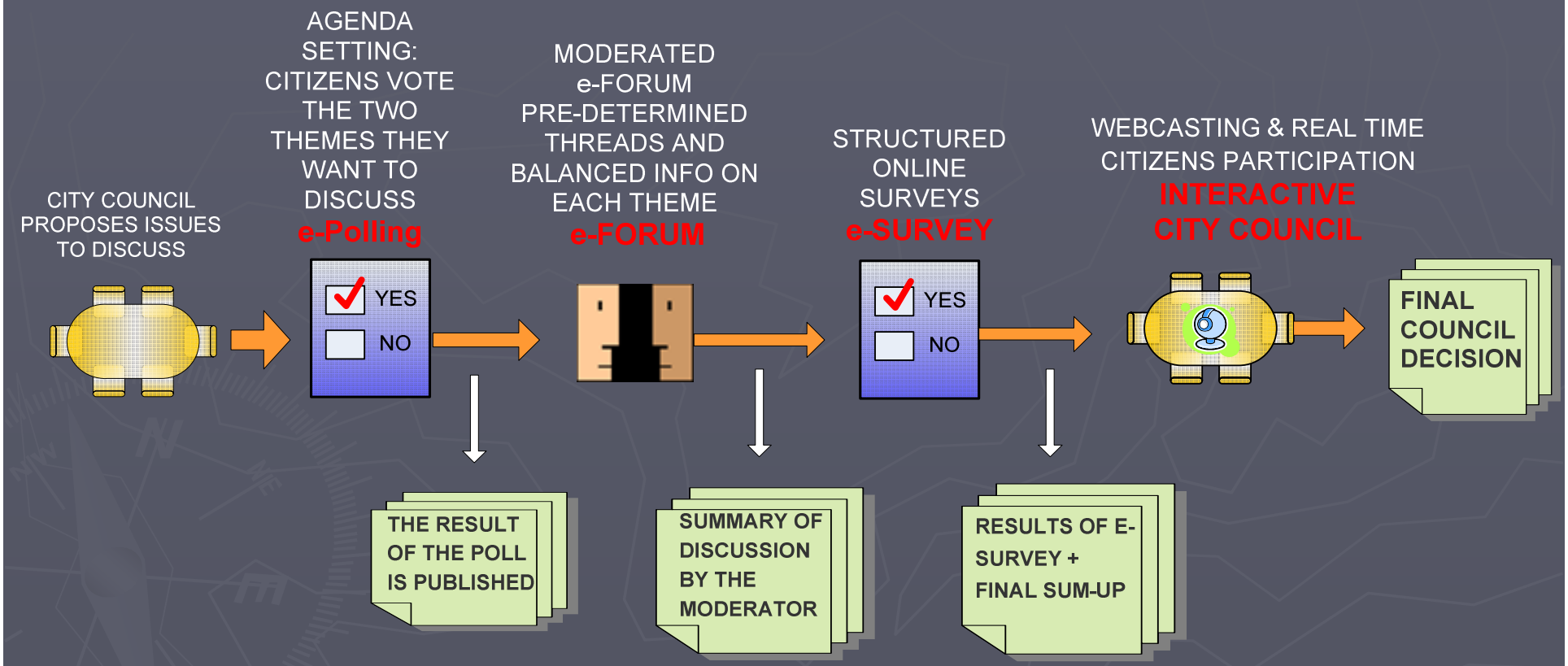
Agenda setting ⇩ e-poll

Discussion ⇩ e-Forum [moderated]

Quantifying Opinions ⇩ e-Survey

Decision-making ◄ ► i-City Council

e-dialogos Trikala: The e-deliberation at a glance



Communication is critical

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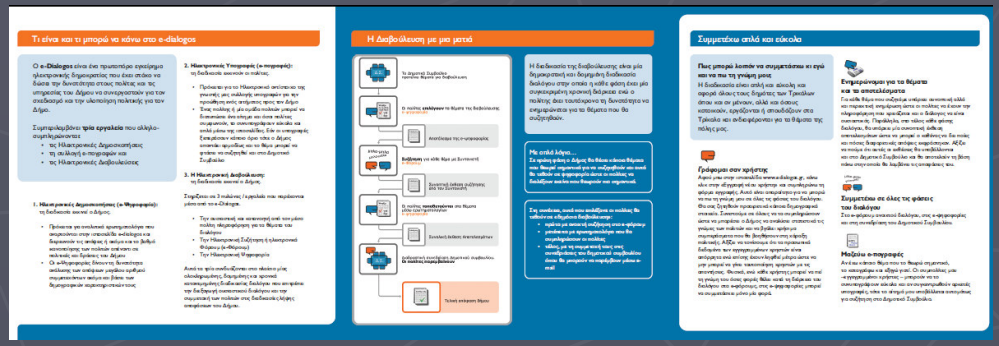
Brand

Affiche

Brochure



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Critical success factors

1. Strong commitment from policy makers to seriously engage in the process
2. Definite decisions and outcomes at the end of the process to convince that citizens are heard
3. High interest discussion issues
4. Multi-channel communication plan to attract and sustain participation
5. Training for Citizens, Moderators and officials
6. User-friendly, intuitive Interface Design

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"The magic of the Internet is that it is free and open to everybody so small ideas can become big ideas."

Adam Green, MoveOn.org

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