# Future Democracies

**Laboratory of Collective Intelligence for Participatory Democracy**

MEDIALAB PRADO

ParticipaLab

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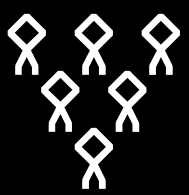

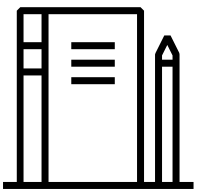

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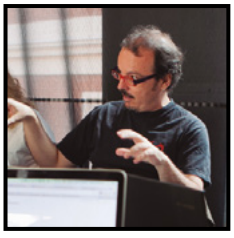

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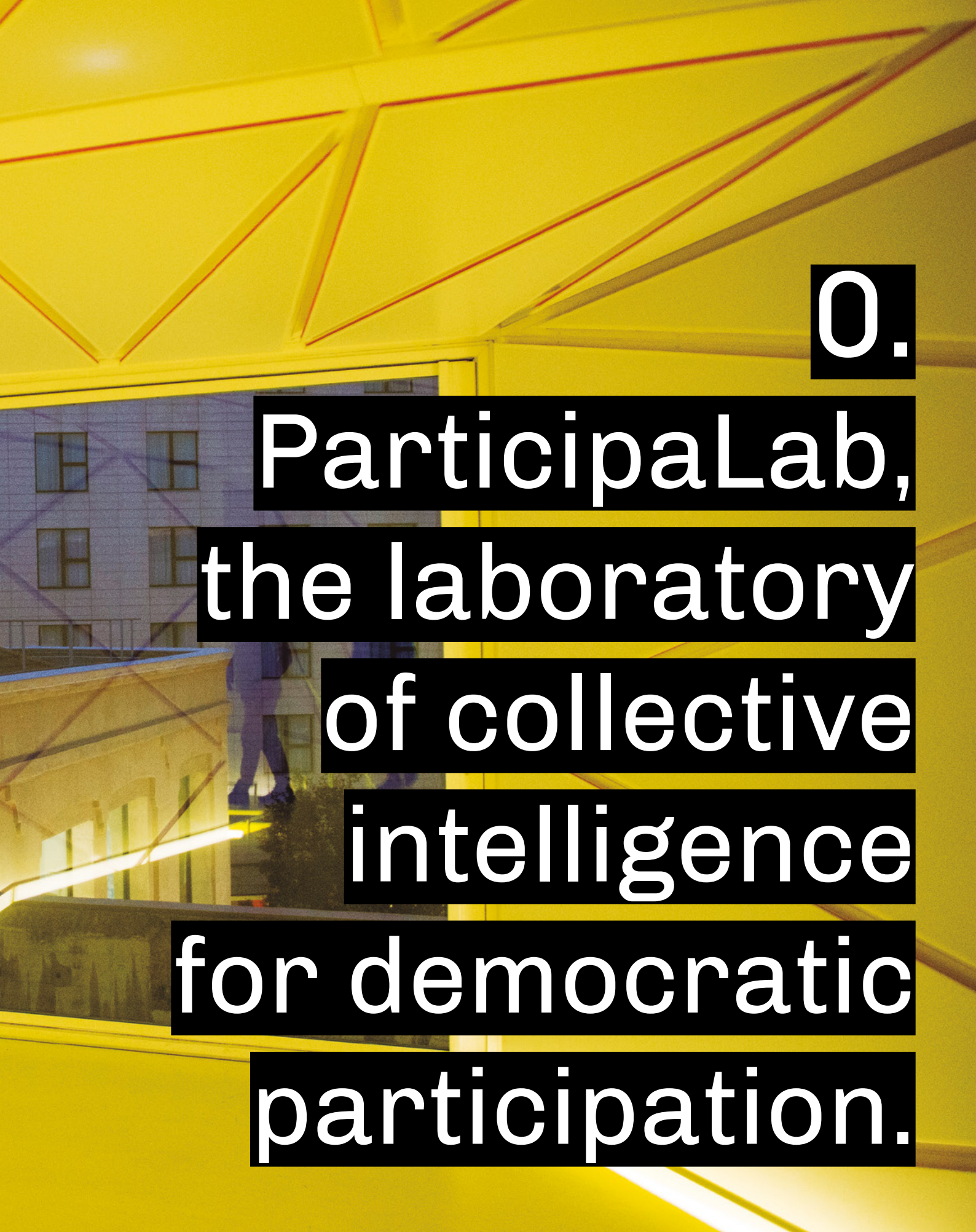


# 0. ParticipaLab, the laboratory of collective intelligence for democratic participation.

No democracy is immune. Dissatisfaction with parliamentary electoral systems is ever growing and intolerable. People are demanding alternatives to the current system of governance, and it is clear that these alternatives are not to be found in the past, in bygone autocracies, dictatorships or absolute monarchies. They will result from further plunging into democracy, which ultimately means tightening the correlation between the wishes of the people and the actions of the government, all for the sake of the common good. To that end, there exists an alliance of open governments fighting for transparency and participation as the key elements of democratic reform. The Open Government Partnership[1] is growing worldwide – cities, regions, nations and even supranational organisations are beginning to explore new forms of direct citizen participation.

The city of Madrid set out on this path in 2015 with multiple initiatives to encourage participation, including improving the existing infrastructure of citizen laboratories.

_the citizen laboratory is a place for diagnostics, trial and error, reformulation and prototyping.

Medialab Prado[2], a model laboratory for the whole world, has become even stronger through a new project coordinated together with the Área de Gobierno de Participación Ciudadana, Transparencia y Gobierno Abierto (Government Area of Citizen Participation, Transparency and Open Government)[3].

*The Medialab Prado facilities in Madrid.*

1 See: opengovpartnership.org.

2 See: medialab-prado.es.

3 Hereafter referred to as the Area of Participation.

*First edition of the Collective Intelligence for Democracy workshops in 2016.*

*The laboratories of culture in Medialab Prado. An open space for devising cultural policies.*

If governments initiate reconnaissance programmes, that is, public policies that explore new possibilities, shouldn't they work hand in hand with citizen laboratories? The citizen laboratory is a place for diagnostics, trial and error, reformulation and the production of prototypes. It is a place for slow reflection and continuous exploration, to reassess what is missing and, of course, to create what is needed. It is under this framework that ParticipaLab[4], the Laboratory of Collective Intelligence for Democratic Participation, was born, thus expanding Medialab Prado's activity into the realm of democratic innovation.

Over the course of these three years, around 300 people have participated in the Collective Intelligence for Democracy workshops, an open space for presenting proposals for projects aiming to develop initiatives of direct participation. On the other hand, around 100 researchers, intellectuals and experts on democracy have come from all over the world to talk about their experiences in the three Democratic Cities meetings. Likewise, more than 100 governments from five continents have attended the various editions of ConsulCON, helping to create the largest participation network in the world around free participation software. More importantly, more than 40 collaborators have worked intensely over the last three years to help diagnose, reformulate and implement solutions that make active processes in the city of Madrid more inclusive, attractive and intelligent.

4 See: medialab-prado.es/laboratorios/participalab.

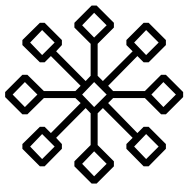
ParticipaLab blurs the lines of intersection between in-person and digital worlds, trying to conceive of every democratic process as a hybrid that feeds off the potential of the networks to exceed the limits of face-to-face dynamics. The technology of participation goes beyond the keyboard and computer screen. Its core principle is human interaction through inclusion and collective intelligence, culminating in decisions that benefit the common good.

_with the Experimenta Distrito project, Medialab Prado expanded its philosophy beyond the city centre.

*Daoiz y Velarde cultural centre in the district of Retiro turned into a citizen laboratory.*

## Citizen laboratories

Medialab Prado, a citizen laboratory open to the public, constitutes a key part of the city's participation model. This cultural centre is dedicated to creativity and innovation. It is a space in which anyone can collaborate with others, produce knowledge in experimental forms and generate models that can later on be replicated for the common good. The laboratory has facilitated the initiation of dozens of processes in which representatives of institutions and citizens codesign the city and public policies. In order to do this, the centre provides three open spaces with a capacity of more than 300 people, as well as three work rooms. Tables, chairs, projectors, and free internet access are provided and the facility is permanently open to the public. At the same time, work groups can be formed to reserve the space on an ongoing basis. Furthermore, Medialab Prado organises open calls for production in which people of different disciplines gather for 15 days to work on collaborative projects. Information and transparency, the environment, urban planning, participation and democracy are some of the themes that have gotten the most mileage in recent years. With the Experimenta Distrito project, Medialab Prado expanded its philosophy beyond the city centre. The project toured five Madrid districts, creating pop-up laboratories over several months and imagining what a city could be with a citizen laboratory in every neighbourhood.



# 1. Decide Madrid.

*The Decide Madrid homepage.*

ParticipaLab was born in May 2016, about a year after the formation of the new government. This set a new infrastructure in motion: Decide Madrid, which would become one of its main work areas. Understanding how this platform and its goals were configured is essential to understanding the working principles of the laboratory.

On 13 June 2015, after winning the elections with the instrumental party Ahora Madrid and the support of the Socialist Party, the new mayor of Madrid, Manuela Carmena, took her place in the city hall of the capital. One of her first orders was to create a new government area called the Government Area of Citizen Participation, Transparency and Open Government. Heading this area was councillor Pablo Soto, supported by Miguel Arana as project director of participation; Victoria Anderica as project director of transparency; and four programmers who began to develop a new, digital platform of citizen participation. The star project of this government area was called Decide Madrid. The platform was launched on September 15, only three months after the new government was formed. Its structure is a basic discussion forum, with a very classic look. Here threads can be published as debates or proposals, and debates can be 'liked' or 'disliked'. In addition, people can leave comments on each (debate or proposal) thread. The architecture of the comments is similar to Reddit, in which comments are also assessed and further commented on, branching off into new threads. These structures allow for debates that are more interesting than on other forums and are explained in Chapter 4: The Decide forum and online discussion. This is how the City Council of Madrid created a public space for sharing opinions, engaging in debates and making proposals.

_the City Council of Madrid created a public space for sharing opinions, engaging in debates and making proposals.

The aim of Pablo Soto's proposal is to transcend spaces of opinion and is modelled after **direct democracy**. What countries like Switzerland call civic initiative[1] is called **citizen proposal** here, and if there it is typically practiced by collecting signatures on paper, in Madrid you can also gather **support online**[2]. One of the main difficulties for Pablo Soto's area is that Spanish state legislation does not allow autonomous communities or municipalities to conduct binding referendums. In order to overcome this hurdle, we must turn to the only possible alternative: the political engagement of municipal groups that back the government, which will be strengthened by the supervision of the Participation Area and specific local regulations[3].

Thus, a proposal in Madrid must reach a certain threshold of support (currently 1% of registered voters)[4]. Once this threshold has been reached, the proposal comes to a vote by postal ballot, in person or via the Decide Madrid digital platform. It can then be approved by a simple majority without quorum. To date, only two of the 26 000 citizen proposals carried out have reached the threshold and have been approved by a wide margin of approximately 8% of registered voters[5]. The rest of the citizen proposals are regularly archived if they do not gain the required amount of support within the stipulated time frame of one year.

1 A good comparative analysis of different types of local citizen initiatives: Pau Alarcón, Patricia García, Yanina Welp and Joan Font, '¿Firmar para influir en política?', *OIDP*, 2018.

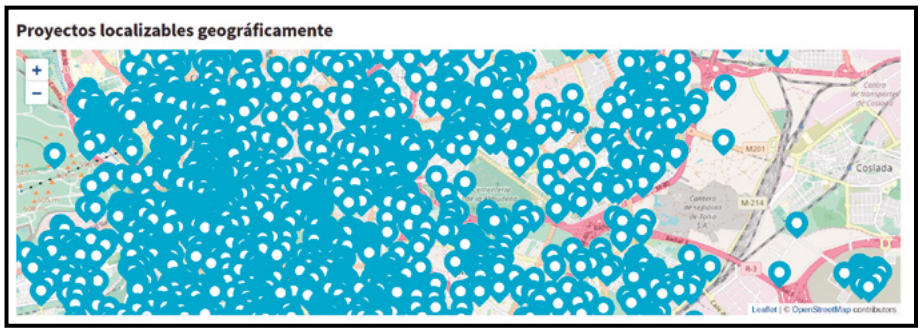
2 It is also possible to gather analogue signatures and submit them to the customer service windows. These signatures are accounted for on the Decide Madrid platform after a few days.

3 Regulations of Citizen Participation (partial amendment).

4 In 2015, the threshold was 2% but it was lowered to 1% following a proposal of the municipal group Ciudadanos (Citizens). The reason: no initiative had been able to reach the threshold until that time. With this reduction, two proposals were taken to vote. Related news story: 'The municipal Plenum lowers the requirement for a popular vote to 1%,' *El Mundo* (27 July 2016).

5 See the results of the first citizens' vote on Decide Madrid's website.

# Participatory budgeting




*Map of participatory budgets from 2019. Every year thousands of projects are proposed all over the city.*

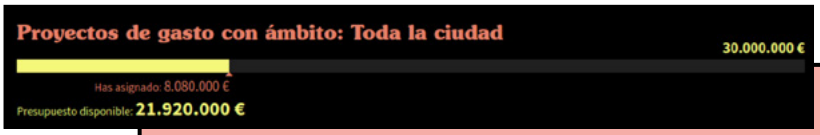
Although Decide Madrid's citizen proposals are their most ambitious political endeavour, this was not the participatory process that made them so popular. On 21 March 2016, the City Council of Madrid created the first participatory budgets, constituting 60 million euros, an amount that was raised to 100 million in 2017. This number has been maintained into 2019, the term's fourth and final years.

Participatory budgeting, invented in 1989 in Porto Alegre, began as an in-person process of assembly and has continuously evolved, taking on many new forms. In 2011 the participatory budget of Reykjavik was activated through a digital platform that in turn inspired Madrid. Currently Madrid and Paris boast the largest participatory budgets in the world, and both cities use digital platforms to receive and screen projects.

_the City Council of Madrid allocates 100 million euros to participatory budgets every year.

Under the City Council of Madrid's participatory budget, the majority of the available resources (70 million) are distributed among the 21 districts of the city for almost any kind of expense[6]; the rest (30

6 See the *¿Qué proyectos puedo plantear?* (What projects can I suggest?) section on Decide Madrid's website.




_844 projects, of the more than 16 000 proposals have been successful.

## Voting by shopping basket

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The 'shopping basket' method is based on the selection of projects in a consecutive way. Each time one is voted for or selected, its cost is added to a total that is shown on screen, just like when we shop online. This lets us follow along, adding projects until we reach the total of the allocated budget for the district or the city. In this way, we grant one vote to each project that we can 'fit' into the total budget. The projects that have the most votes are selected as long as they fall within the available budget; if they do not, they are discarded. This method ends up rewarding projects that cost less.

*Two volunteers at a final voting table for the 2018 participatory budgets.*

million), for expenses for projects that reach the entire city. Projects can gather support and those that are most popular will be reviewed by a technical commission made up of employees from different areas of the administration. The unviable projects are then rejected and the viable ones are assigned a cost. A project may be deemed unviable if it is determined to be too expensive, exceeding the total amount of money available, or because it conflicts with an existing contract, norm or law. The projects that make it through the final technical filter are then put to a vote in a kind of 'shopping basket' format.

The projects with the most votes are selected until the available budget for the following year has been covered. For example, the budget allocated in 2016 will be implemented starting in 2017. The format of the participatory budgeting project is similar to that of the citizen proposals[7]. The biggest difference is that projects can only be published during certain weeks of the year, generally in the first trimester. And even then, they can only be supported for a few weeks after the projects have been created. Proposals, on the other hand, can be published and supported anytime up to their date of expiry. Participatory budget projects enable local, inexpensive ideas to gain approval without the challenge of attaining a 1% vote, as is the case with citizen proposals.

Upon conclusion of the term in 2019, more than 16,000[8] projects had been proposed, of which 844 were winners. Of these 844 projects, 144 have been completed, 105 are being carried out, 119 are in process, 465 are undergoing study and analysis and 11 were ultimately declared unviable. The pedestrianisation of streets, new recycling points, solar energy facilities, new nursery schools, recharging spots for electric vehicles, urban farms and sports facilities are just some examples of projects that have been completed.

## Local forums

In 2015, parallel to the creation of the Participation Area, the Territorial Coordination Area was born. This government Area, led by Nacho Murgui, set up the local forums in 2017. These spaces are established in each district in order to enable any person or non-profit organisation to attend planned meetings. These meetings encourage the design, development and evaluation of district policies, as well as accountability and forging relations with the district boards.* The local forums provide the possibility to file petitions to the district plenum and council, and they may set up a table of participatory budgets that channels the proposals to Decide Madrid.

**The District Boards are the governing bodies of each city district and are composed of representatives of the elected parties.*

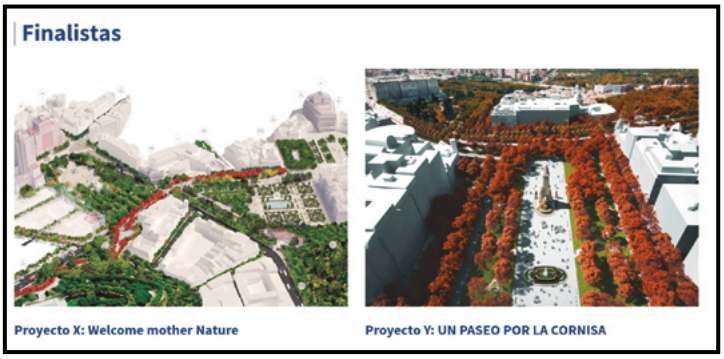
*The Fuencarral-El Pardo forum in their constitution plenary session in 2017.*

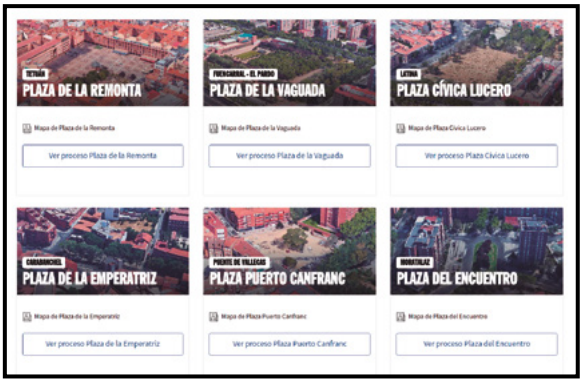
7 This creates confusion among Decide Madrid users. Many cannot differentiate a project from a proposal, though there have been no quantitative studies on this.

8 5,072 projects (2016), 3,215 projects (2017), 3,323 projects (2018), 4,418 projects (2019).

*Types of proposals at Decide Madrid.*

# Other processes at Decide Madrid




A participatory process refers to the establishment of a specific agenda for a specific theme. Decide Madrid has set up a functional model that facilitates the organisation of processes in a standard series of phases. The first corresponds to a combination of debates that are open to commentary. The second phase consists in compiling proposals to include in the regulation at hand. In the third phase, a draft of the regulation or official document is published and proposed for approval. This draft can be commented on section by section, opening up the possibility of a debate every time someone underlines a part of the text. The parts of the text that show the most comment and assessment 'participation' darken, creating a heat map that helps to identify areas with more activity[9]. These processes had limited participation[10] and are not binding in nature.

However, there are also different processes for those who create specific designs. In these processes, different actions can be taken, such as responding to surveys, participating in debates, creating and supporting proposals and holding votes. The most relevant process was the Plaza de España reform, followed by the reform of eleven other squares in various districts. Other minor processes have to do with small decisions such as: the design of public benches, walls for street murals or films for local film archives.

9 For more information about the drafts and how they work, consult Chapter 8: Collaborative Legislation.

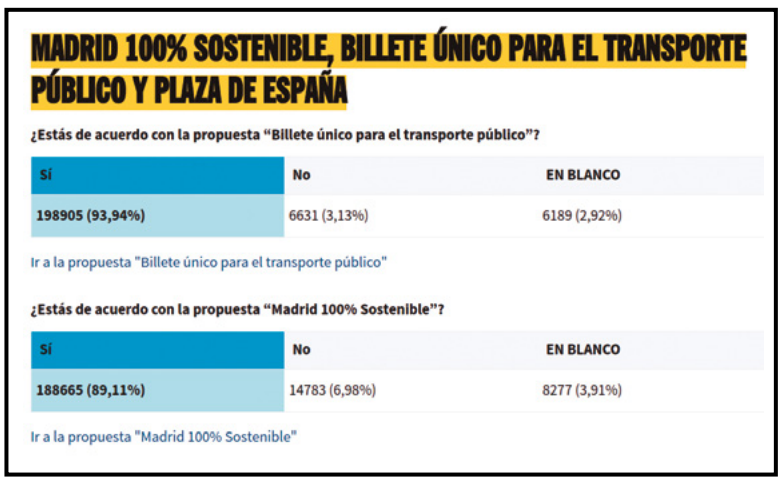
10 The magnitude of participation tends to oscillate between several dozen comments and a few million in the best cases.

# Citizen voting

_452,823 registered users created 5,630 debates and 193,000 comments.

Voting does not only happen for citizen proposals that exceed the threshold of support. The Participation Area carried out enquiries on successive occasions; the majority of the big decisions were resolved in the big vote of February 2017, although other minor decisions had been voted on at other points during the term. All of the enquiries that have been carried out can be viewed under the voting tab. Some of these decisions were district-based while others were citywide. Of the most relevant citywide votes, attention should be given to the vote on questions posed by the government, relating to the expansion of the Gran Vía or the final election of the definitive Plaza de España reform project. In the voting processes, tables are set up at different spots throughout the city and online voting is enabled through Decide Madrid. In some relevant cases, such as the big vote, a ballot was sent to every residence to facilitate voting by post.

In the first months of 2019, Decide Madrid was visited more than 11 million times. This resulted in 26,227 proposals, which received more than three million votes of support. In addition, the 452,823 registered users created 5,630 debates and 193,000 comments. This data makes Decide Madrid one of the most active platforms of institutional democratic participation in the whole world.



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

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

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

Ir a la propuesta "Billete único para el transporte público"

¿Estás de acuerdo con la propuesta "Madrid 100% Sostenible"?

| Sí | No | EN BLANCO |
|---|---|---|
| 188665 (89,11%) | 14783 (6,98%) | 8277 (3,91%) |

Ir a la propuesta "Madrid 100% Sostenible"

*Results of the vote on the two citizen proposals that reached the minimum support of 1% of registered voters.*

# 2.
# CONSUL.

In order to understand the impact of Decide Madrid as a technopolitical project, it is important to look at its source code. One of the key strategies for transformative political processes in Spain since the 15M movement in 2011 has been the capacity for replication and extension. In a hyperconnected 21st-century world, change happens globally or not at all. Transferring what happens in Madrid to other places, letting tools and teachings continue to develop on other continents, is fundamental for tangible change that lasts beyond voting day. A project with international reach becomes stronger at home as it gains attention and recognition from unrelated sectors.

The digital culture of free software has spread to all realms of knowledge. Today in Madrid we have all kinds of free/libre-license projects: books, furniture, urban design, textiles and of course software. So democratic digital infrastructures are also free software. More concretely, Decide Madrid[1] uses the 'Ruby on Rails' framework. Very early on, their team of programmers created another general repository, so that any other government could adapt it to their own work without having to operate under the specifications of the City Council of Madrid. This is how the CONSUL[2] project came to be. CONSUL is thus an open, international project that any city or civil service organisation can collaborate within and reuse.

Free software ensures that digital tools can be disseminated quickly, since there are no licensing costs. Creating a participatory tool is complicated enough as it is.

_the digital culture of free software has spread to all realms of knowledge.

*Councillor Pablo Soto together with Richard Stallman at the CONSULCON conference in 2018. Richard is the president of the Free Software Foundation (fsf.org) and one of the pioneers of the free software movement.*

1 See: github.com/ayuntamientomadrid.

2 See: github.com/consul/consul.

*On the left, Raimond García, technical coordinator of the CONSUL project, together with Francesco Tena, coordinator in charge of adapting CONSUL to participatory proposals in New York City.*

_transparency is a fundamental element of digital participation.

It is not within the reach of just any municipality, and for this reason it is important to share maintenance and development infrastructures. The bulk of CONSUL's code was created by the programmers at the City Council of Madrid[3], who had the help of a community of dozens of collaborators, many on a volunteer basis, and people working from other cities to replicate the initiative.

Digital tools of participation set the democratic rules of the processes, administer the endorsements, votes, comments and identities of the users and establish which projects or proposals will be carried out. Transparency is therefore a fundamental element of digital participation. This is where free software becomes a key aspect again. Anyone can audit the code, as it is available to the public. This not only makes it easier to detect errors more quickly, but also to

3 Juanjo Bazán, Enrique García, Alberto García, Maria Checa, Alberto Calderón, Javier Martín, Julián Herrero and Raimond Garciá.

## Ruby on Rails

The decision of which programming language to use was made by CONSUL's founding team at the City Council. In the words of Raimond García, the team's technical coordinator: "Ruby is a very concise, expressive and powerful programming language. It's a high-level language. One sentence in Ruby does a million things, as opposed to low-level languages, in which you have to write hundreds of lines to do what Ruby can do with just one line. It's also much more powerful than other high-level languages such as Java. An application in Java entails 10 times more code than the same application in Ruby. This makes it much faster to program new functions and maintain existing ones in Ruby. Writing Ruby is like writing poetry. It reads clearly. My grandmother can read code in Ruby and understand it. It's like reading English. Ruby has a vibrant, altruistic and lovely community. We have open source libraries for anything you could need. It's a very mature language as well – 24 years old. And there is a huge culture of testing in the community. Tests are essential to ensure that an application functions well. It's important to the Ruby community that all of the libraries we use, and of course CONSUL, are well tested at all levels to ensure robust software. Other communities, such as PHP, are not as determined to write good tests and end up creating less robust applications with the same errors recurring again and again. This is not the case in the Ruby Community because if an error appears, we fix it and write a test that's carried out every time any line in the application code changes. This helps us to make sure that once the problem is resolved, it will never occur again".

report possible bad practices, such as the use of biased algorithms. These biases can determine, for example, which proposals get more visibility and which get less.

The CONSUL community is comprised of approximately 100 governments from more than 33 countries, which encompass a population of more than 90 million people[4]. Institutions such as the United Nations, the European Union and the Inter-American Development Bank collaborate with the initiative, supporting its implementation in new cities. Governments with different ideologies in countries at different levels of development all form part of this community of practitioners of innovative democracy.

The project has almost 500 forks, of which more than 100 are active contributors[5]; in some cases, because they belong to other governments or entities (A Coruña and Quito) as well as companies (ASPGems and Populate tools), or because of altruistic contributions from a rich and active community. It is also worth mentioning that the code receives high levels of approval from different systems that attest to its quality, test coverage and excellent maintenance.

*During the Collective Intelligence for Democracy workshops in 2017, CONSUL's team[1] 'Going Worldwide' worked for weeks to establish a forum for the community of participants, including documentation and strategic tools to facilitate the replicability of CONSUL[2].*

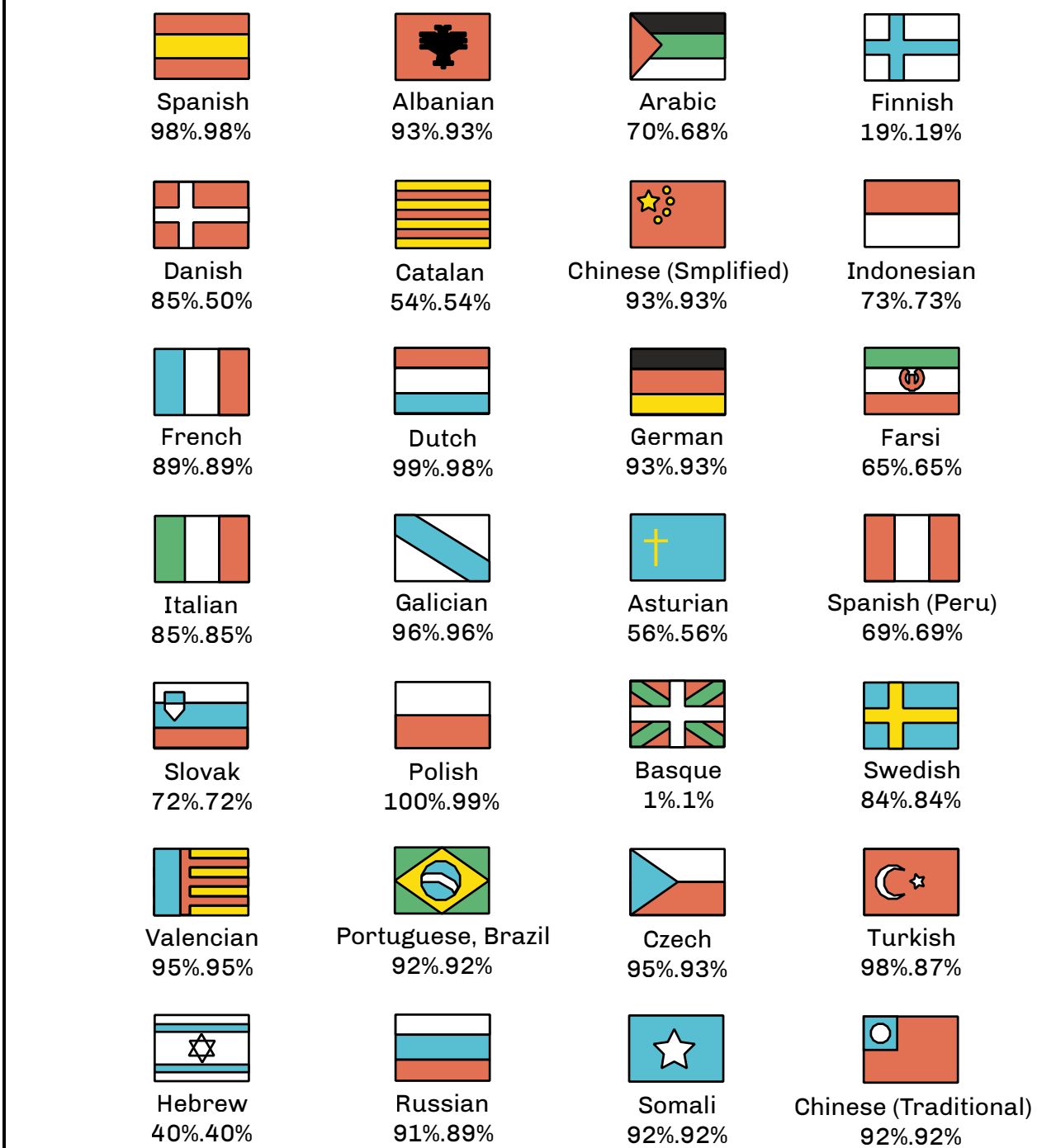
*Project website of consulproject.org, which highlights supranational organisations that collaborate with the project.*

4 Current information as of March 2019.

5 A fork is a branch of the source code. Forks generate parallel repositories, which do not need to interact with the principal repository. For a team of developers, it is always an extra effort to contribute to the principal repository but even so more than 102 have done it. Contributions to the principal repository are contributions to the common good of the community, given that they improve the well of code that everyone drinks from.

1 Juanjo Bazán, Enrique García, Alberto García, Maria Checa, Alberto Calderón, Javier Martín, Julián Herrero and Raimond García.

2 See: digidemlab.org/en/projects/consul-going-worldwide




*In this illustration we can appreciate the degree of software localisation in CONSUL for different countries. The first percentage indicates the amount of terms translated and the second, the approval rating.*

# CONSUL's API

CONSUL's[6] public API[7] enables fast access with the highest level of detail to all of the information on the platform, facilitating its interoperability with other applications and systems. It also makes possible the generation of visualisations and quantitative research. This allows for studies to be carried out like those done by ParticipaLab in their series of data investigations or for collaboration with proponent groups. This development presents two innovations that are worth mentioning. In the first place, although other participation platforms with some type of public API already existed, this was simply dumped into JSON; however, CONSUL implements its service through GraphQL, an enormously powerful library with high capacities for content publication and operation through its interface. In addition to all of this, and aside from innovating using the most modern technologies, this development was produced in a truly unique and relevant way. It was done over several #CodingMadrid meetings, dedicated to thinking about the use of data in participation, as well as a design plan based on care and the privacy of the user, which little by little created an initial proposal of specifications. Eventually, an engineering student was incorporated, who outlined the development of this API as their master's thesis, carrying out the development hand in hand with CONSUL's core team. The result was very gratifying, as it managed to contribute great potential for the publication of the code. At the same time, a collaboration with the Complutense University enabled a student to finalise their studies in the best way possible: participating in the development of a functional component in production.

6 To see an example of CONSUL's API on Decide Madrid, go to: Decide.Madrid.es/graphiql

7 Application programming interface.

*Miguel Arana, Director of Participation and Advisor to Pablo Soto, introduces a panel at CONSULCON17.*

# CONSULCON

For more than ten years, Medialab Prado has been a central driving force behind free culture in all of its forms, so much so that CONSUL can be considered one of Medialab Prado's offspring as well. The CONSUL community of Madrid has been meeting periodically since 2016, thanks to the #CodingMadrid meetings coordinated by ParticipaLab.

After successfully expanding the project over one year, the #CodingMadrid meetings did not quite suffice and the idea arose to gather the whole international CONSUL community to have everyone meet each other and boost collaboration. In 2017, ParticipaLab began to organise CONSULCON17[8]. The convention, hosted at Medialab Prado's facilities, gathered all of the governments from around the world that were already using CONSUL or were thinking about it. Cities such as A Coruña, Montevideo, Buenos Aires or Turin shared their experiences and met with experts in open government and democracy, who helped them to design and zero in on their participation projects. In 2018 the experience was repeated, turning Madrid into a world reference for participatory democracy for a second year.

8 See the video of CONSULCON17 on Medialab Prado's website.

# 3. Deliberation and engagement.

*Group deliberation in Experimenta Distrito Fuencarral.*

# More deliberation!

"Deliberative democracy is part of a family of ideas in the theory of democracy, according to which public deliberation among free and equal citizens is the true essence of political legitimacy in decision-making and self-management. The model of deliberative democracy is opposed to an aggregative understanding of democracy. According to the latter, the preferences and interests of the citizens are formed in the private sphere and cross over to become part of the public sphere as fixed variables. The opposite happens in the deliberative model, under which the configuration of preferences and, above all, the development of proposals truly in the interest of the public should take place in a collective and intersubjective way and as the result of processes of debate that are diverse, inclusive, open and accessible to all. For the model of deliberative democracy, neither the preferences of the citizens nor the proposals are fixed variables. Open and inclusive debate among free and equal citizens cannot result in an ensemble of unmovable opinions or a cast of independent preferences. The deliberative ideal proposes understanding and living democracy as a process of collective participation, the most ambitious object of which is to include all voices (those of all citizens, experts or not) and to include all political orientations (those of everyone, regardless of political affiliation)."

_in the deliberative democracy model, the preferences of the citizens are not fixed variables.

On this point, philosopher María Navarro[1] opened up the debate about Decide Madrid before the group 'BetaDemic', proposing where to focus innovation within the platform. While there is no doubt that Decide Madrid has generated a cascade of important participatory actions, this could easily succumb to a dynamic of individualism, in which each participant proposes their own ideas without tending to those of other people. This would result in a series of monologues, rather than dialogues, in which everyone focuses on gathering support for their own proposals like in an electoral campaign.

There is also an open debate about the relationship between direct democracy and populism. In the words of David Schechter of the NewDemocracy Foundation[2], "in California anyone who has money to pay for a good campaign has many options to easily obtain the signatures to call a referendum." Mechanisms of direct citizen initiatives through the collection of signatures run the risk of being appropriated by populist movements or economic lobbies that have enough resources to be able to activate a referendum. Logically, citizen initiatives are also used by social movements or independent organisations, which establish their own deliberative strategies. Ultimately, direct democracy can enter into conflict with the deliberative vision, given that it is a mechanism that does not articulate deliberation, but merely channels proposals based on signature-collecting campaigns.

1 More information about her work: María Navarro, 'El rol de las heurísticas sociales en la deliberación,' *Bajo palabra: Revista de filosofía*, 2015.

2 See: newdemocracy.com.au.

**BetaDemic work group**

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During the months after the Decide Madrid launch, Medialab Prado formed a thinking group called BetaDemic[1]. The objective was to evaluate the function of Decide Madrid while figuring out the best format of operations for a democratic laboratory associated with the Participation Area. Seventeen people worked on this for several months, their work culminating in a document that summarised the most relevant aspects of this format[2].

*1 José Luis Aznarte, Iván Villarubia, María Navarro, Alberto Abellán, David Ruescas, Pablo Aragón, Nuria del Río, Alejandra de Diego Baciero, Pedro Álvarez (Roxu), Miguel Aguilera, Bernardo Gutiérrez, Eduardo Romanos, Igor Sabada, Tomás Gómez, Gonzalo Polavieja, Saya Sauliere and Yago Bermejo.*

*2 See 'BetaDoc' on Medialab Prado's website.*

How can we reconcile the direct perspective, present in Decide Madrid, with the deliberative interpretation? ParticipaLab worked out two complementary strategies during these years. On the one hand, they incorporated deliberation into the proposal process of citizen initiatives. In the final document of the group BetaDemic, we can find very interesting ideas to push forward in this sense. Mathematician David Ruescas spoke about the “cross pollination” of proposals. References were also made to a space serving as a “proposal incubator” prior to their publication, in which collaborative draft-writing groups were created. Other participants commented on the possibility of “unifying” proposals. Basically, it became clear that Decide Madrid needed to enable channels for meeting, collaborating and forming groups for collective intelligence. Chapter 5 details how this line of thinking was developed through “proponent communities". The second strategy consists of incorporating a deliberative filter into the mechanism of the final decision on a citizen proposal, described in Chapter 7: Democracy and sortition.

*Richard Bartlett during the Collective Intelligence for Democracy 2018 presentation. The slide shows the different scales of division in an online community.*

# Technopolitics and engagement

In the words of Margarita Padilla, “the technopolitical hypothesis would be that it is possible to get large amounts of interconnected people to emerge and challenge the powers that be.” In this way, Decide Madrid could be a channel through which online collective intelligence raises proposals, creating a counterpower to the parliamentary system. This idea, present in the current technopolitics of the 15M movement, is shared by many of the activists running for municipal candidacies. The 15M was able to assemble a large and very active portion of society, who, through in-person meetings and online actions, were able to create a protest movement of great significance that managed to set the national media discourse for several months. Can this power be channelled to participation tools, so that they can handle the media agenda as well as establish the city's public policies? Margarita Padilla and Marta Malo dissected this possibility by carrying out an ethnographic study with dozens of interviews of keys players in the unleashing of this type of platform usage[3]. This study also gathered the opinions of other strategic actors and established a general assessment, critical but also constructive. Decide Madrid can be seen as a warehouse for frustrated proposals: most of them did not land and remain floating in a cloud of the city's 'wishes'. Nevertheless, the platform can also be understood positively as “a place for listening, mapping and acquiring knowledge about the social reality"[4], useful for all those who want to intervene or mediate, picking up those 'wayward users' who have already shown a certain interest[5]. The analysis of the network of Decide Madrid users, created by Pablo Aragón[6] within the framework of BetaDemic, provides us with some key ideas about the community that uses/makes use of Decide Madrid.

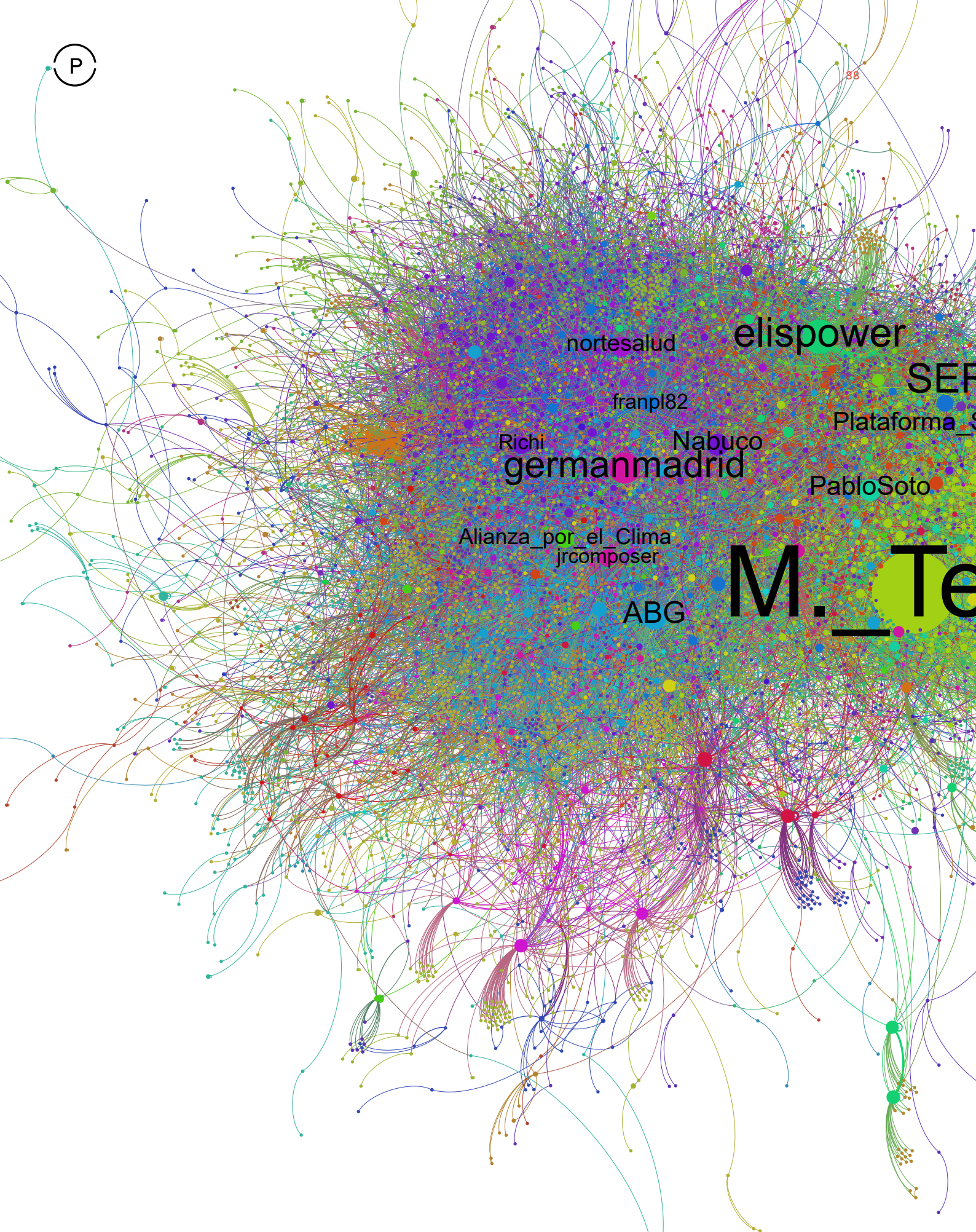
_it is possible to get large amounts of interconnected people to emerge and challenge the powers that be

3 Margarita Padilla and Marta Malo de Molina, 'Formación e investigación sobre las relaciones ciudadanas con Decide Madrid' (2018). On the Medialab Prado website.

4 Idem.

5 See Chapter 5: Proponent communities.

6 See 'BetaDoc' on the Medialab Prado website.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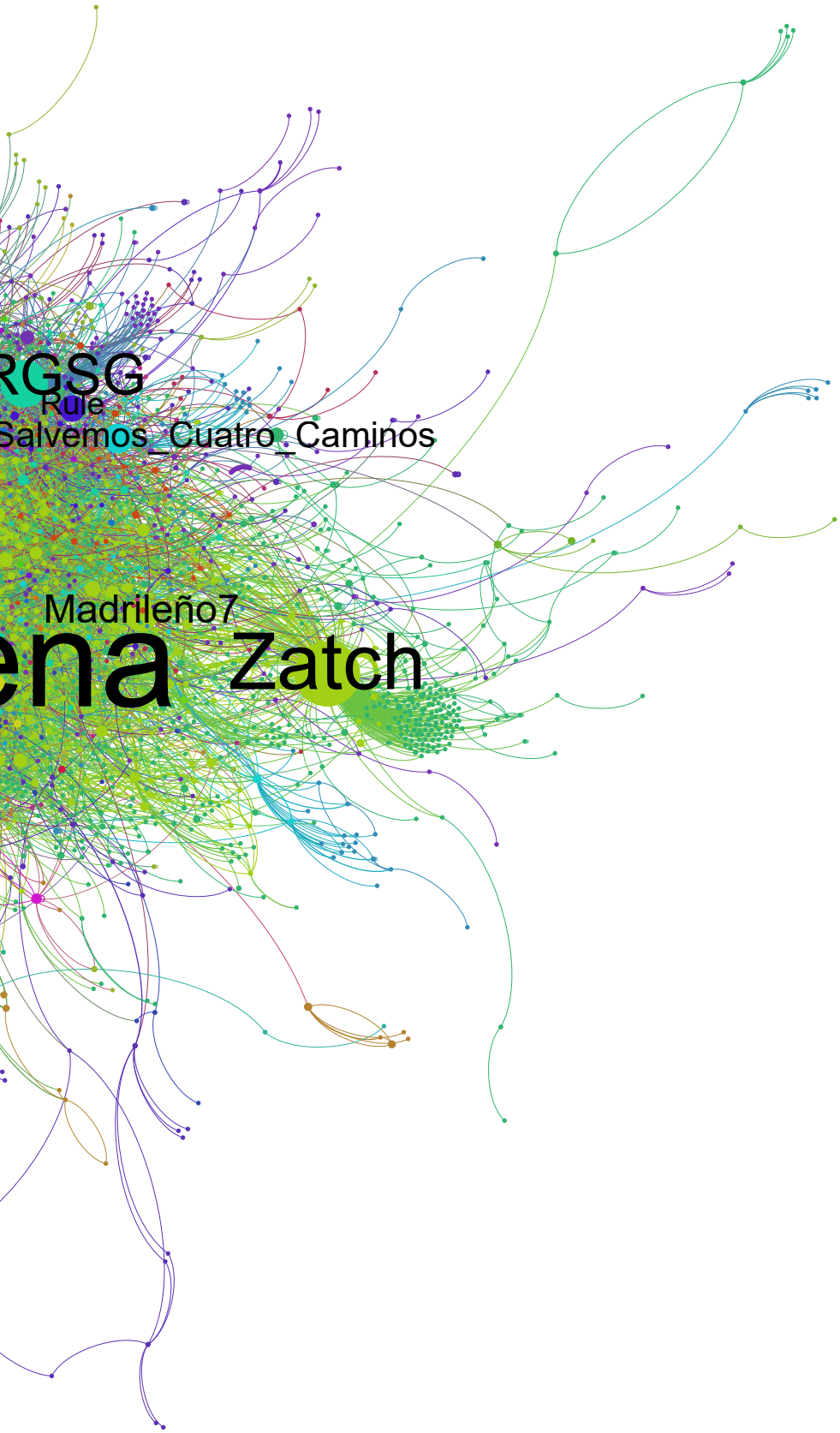


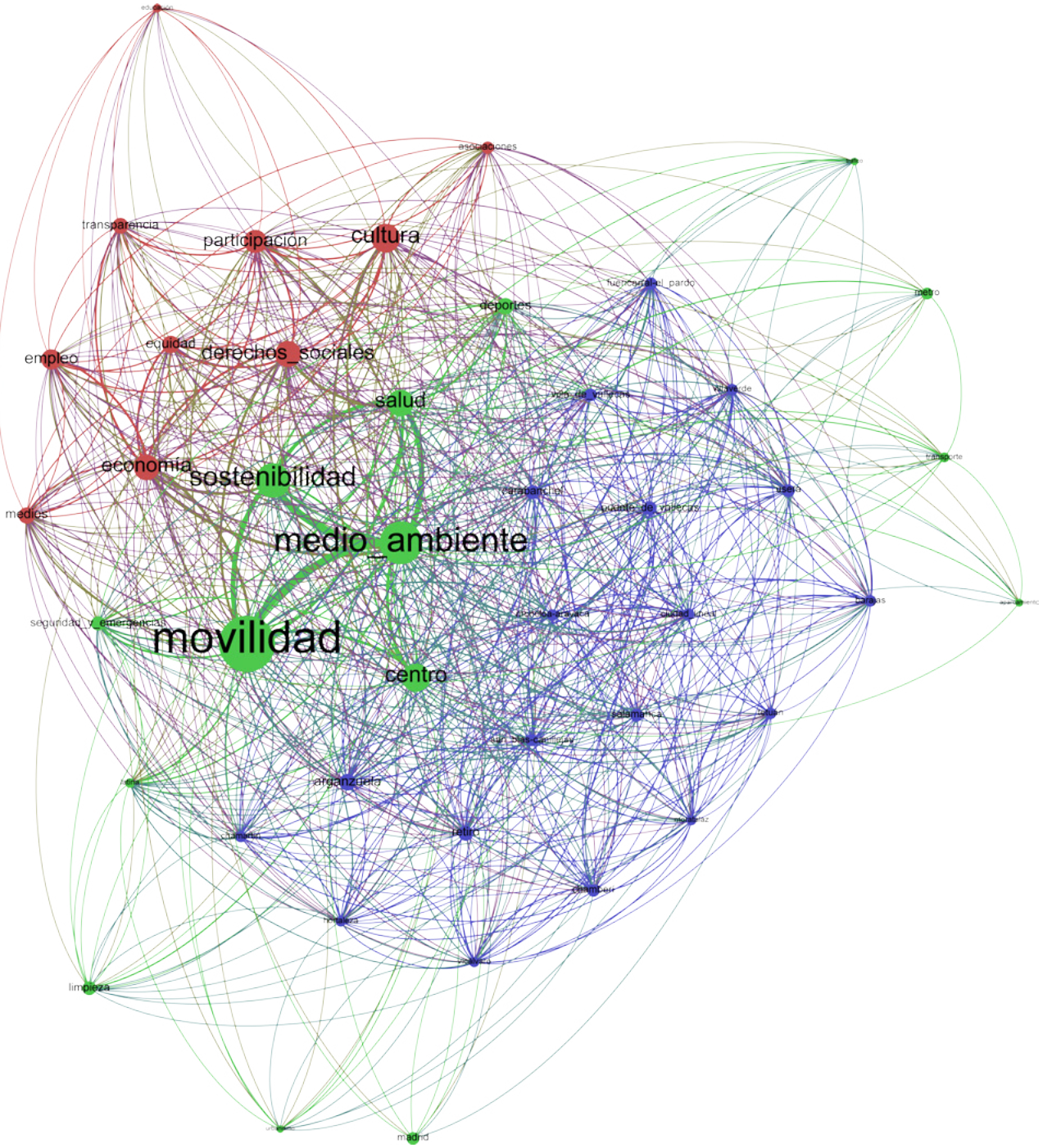

*The network of Decide Madrid users in 2015. The network was uploaded to Gephi in order to calculate the most relevant nodes, according to PageRank, and to establish the size of each node accordingly. The colours were assigned to the detected communities through the Louvain method, an algorithm of community detection based on the optimisation of network modularity. The Louvain method detected 165 communities and reached an optimal modularity of 0.48. Given that many communities are formed by a few isolated nodes, we only focused on the eight main communities (5,439 nodes). Finally, the Force Atlas 2 layout algorithm was applied to reinforce the representation of the different clusters. Having completed this process, we exported the network as an interactive visualisation.*

In Aragón's own words, “the first observation of the network reveals that the community detection algorithm was not able to clearly divide the network into separate communities. Although polarisation is one common pattern in social networks, the visualisation of the Decide Madrid network does not show the users to have a strong preference for interacting with members of their own community”. The architecture of Decide Madrid could be favouring the breaking up of communities. Contrary to what happens in most social networks, the Decide Madrid users do not have personalised walls, but rather a shared portal of content.

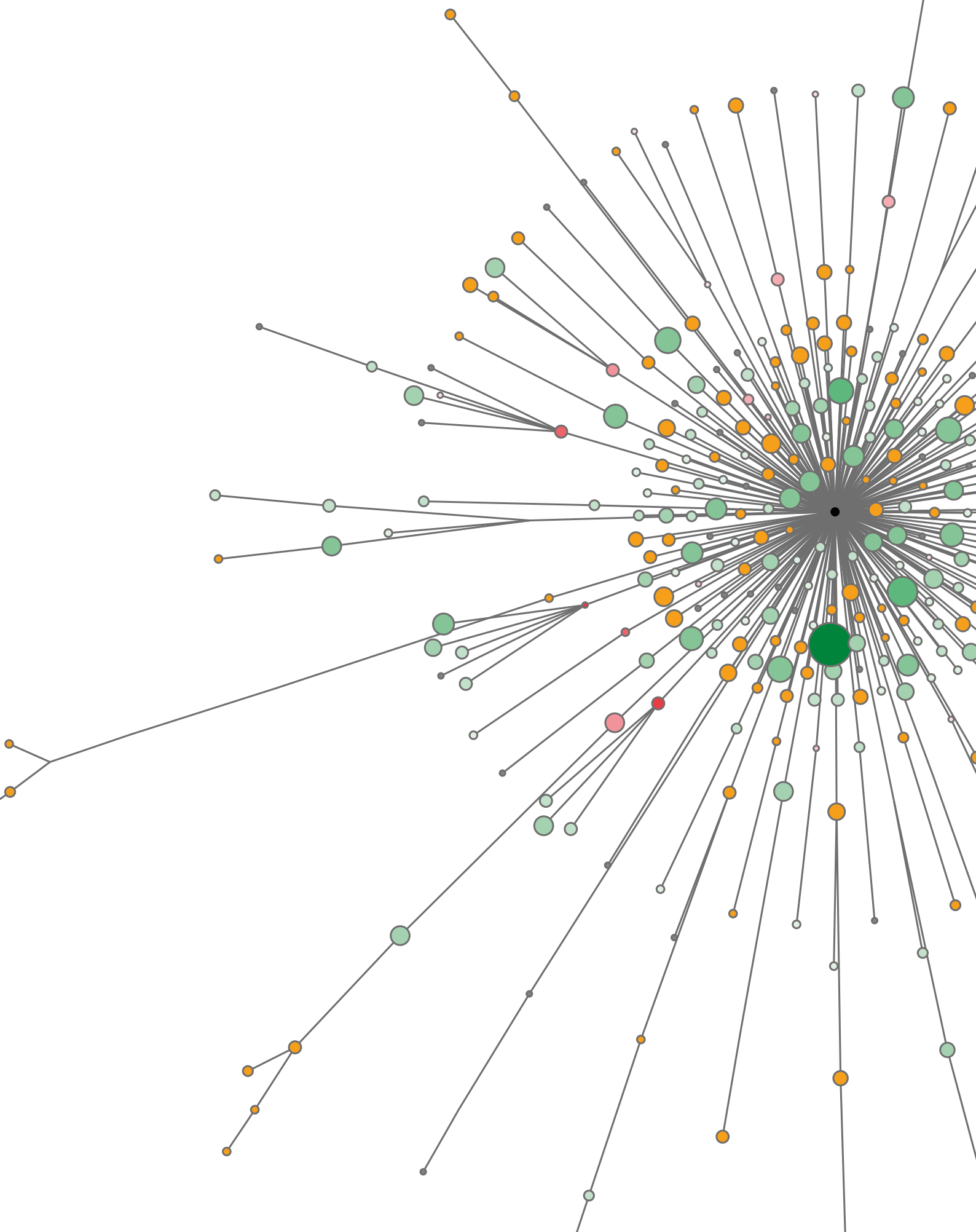
On the other hand, the network of tags also allows us to identify three distinct thematic areas: the green nodes are primarily tags related to mobility, the environment and health; the red nodes are primarily tags related to citizens' rights and social services; the blue nodes are related to Madrid neighbourhoods.

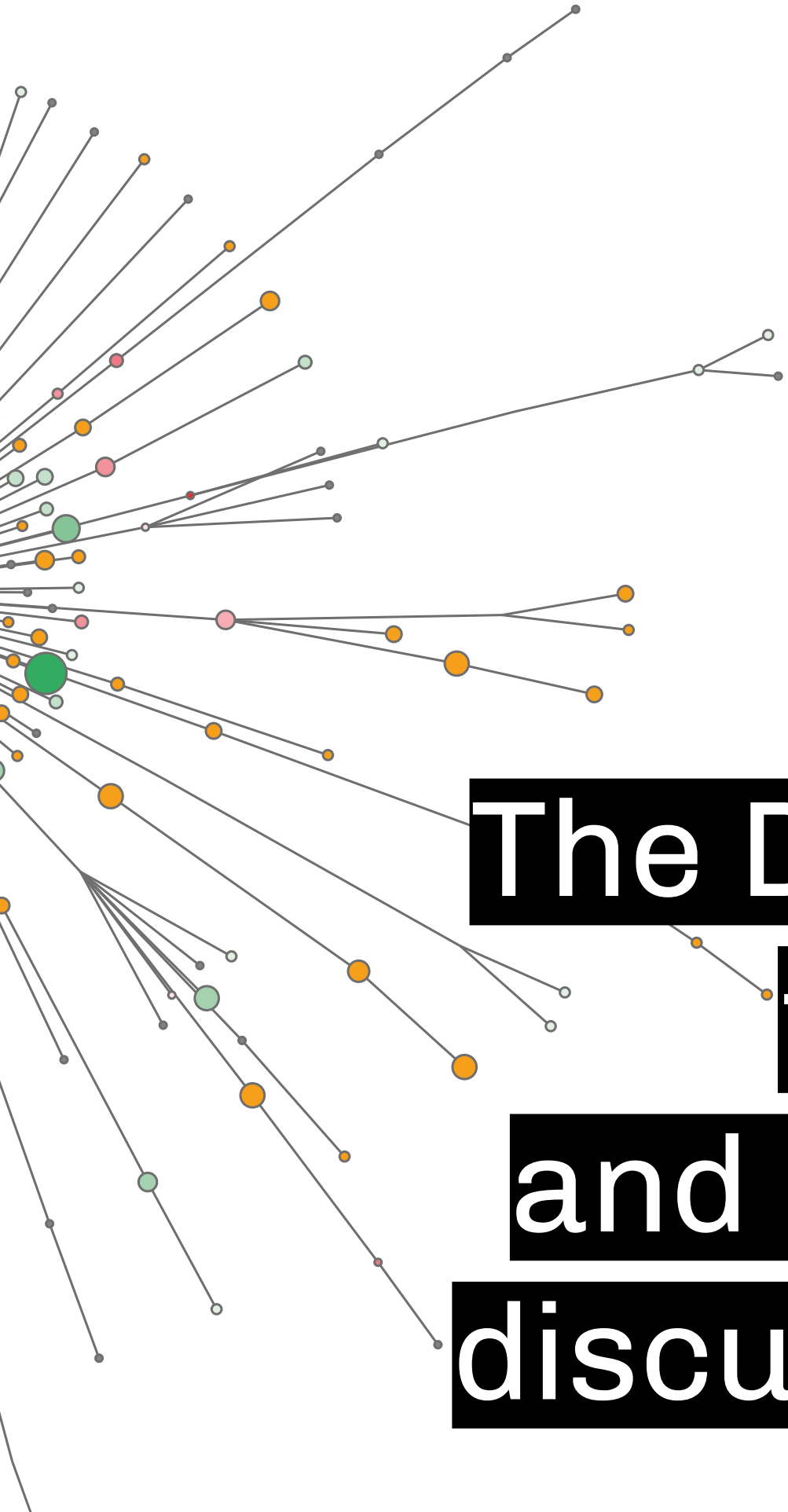
Analysing the life cycles of the proposals, the group BetaDemic concluded that the vast majority of them manage to get nine votes of support on average and do not have any interaction beyond the first day. In the same way, most of the users that participate by creating proposals or leaving comments tend to have only one interaction on average, after which they do not interact further. Consequently, we can classify the users, according to their commitment, in three different orders of magnitude. In the first place, the majority of users, currently hundreds of thousands, appear on the platform once to carry out very simple interactions such as reading, voting or supporting a proposal. Out of those who post content in the form of comments or proposals, amounting to some tens of thousands, the majority only do so one time. Finally, we have the superusers, several thousand, who visit the platform frequently to take various actions and who generate the majority of the content.

The different diagnostics carried out by ParticipaLab determine that neither the technopolitical hypothesis nor collective deliberation have managed to find their means of expression in Decide Madrid. Nevertheless, given the success of the platform in terms of users and activity, this institutional initiative of the Participation Area can be seen as a first step in paving the way for experimentation and learning, always with the goal of improving the democratic process.




*Visualisation of the network of tags after applying Force Atlas 2. Exploration of the network shows that the majority of the tags are connected; that is, there is at least one debate/ proposal that includes any pair of tags.*





# 4. The Decide forum and online discussion.

# Online discussion

*"I think all censorship should be deplored. My position is that bits are not a bug. That we should create communications technologies that allow people to send whatever they like to each other. And when people put their thumbs on the scale and try to say what can and can't be sent, we should fight back - both politically through protest and technologically through software."*

*Aaron Swartz (1986 - 2013) co-founder of Reddit.*

Since the appearance of the internet, humanity has enjoyed a new form of communication. Although debate and discussion[1] through written correspondence have existed for hundreds of years, the internet has transformed these completely. In the beginning, there was email, a format relatively similar to conventional mail, though with the big difference that by pushing the 'send' button, the time needed for the message to arrive to its destination was eliminated. In other words, communication with anywhere on the planet became immediate. Next, came chat rooms, groups for short messages invented in order to have live conversations. This format has its contemporary counterpart in mobile phone applications such as WhatsApp or Telegram. It is a format that is used very practically in daily life, though it also sparks debates and discussions. Although a chat group tends to be private, more and more public alternatives are appearing as well, be it beneath articles of an online newspaper or on social media networks like Facebook or Twitter. Some portals such as Reddit, Hacker News or Stack Overflow structure discussions openly as spaces for sharing content about specific topics, lending much importance to the architecture of the comment itself. These online debates do not feature the immediacy of a chat group, instead functioning asynchronously. That is, everyone responds or intervenes when they have time in their daily routine. These debates tend to last anywhere from several hours to several days.

1 Debate, discussion and dialogue are different forms of conversation. Although each one has its own nuances, we refer to the first two interchangeably, without delving into their differences. Deliberation, which includes dialogue and discussion, always goes deeper, seeking agreements that result in taking decisions.

In general, online messages create a whole spectrum of completely new attitudes, roles and terms: trolls, spam, fakes[2], etc. are all very popular yet negative terms. Curiously, there are also positive roles, but they are less well-known: the archaeologist, who revives old posts; connectors, who connect related posts; moderators, who intervene to encourage respect and police behaviour... Nowadays people generally feel that productive discussion, enriching dialogue and deliberation are totally absent from the internet. However, this is completely false. The violence of political debate online is just a reflection of the generalised tension that our parliamentary and media systems are experiencing; this eclipses respectful dialogue and enlightening discussion, which take place in more specialised forums. Consider, for example, the construction of Wikipedia, in which most discussions occur online (although not publicly)[3]; discussions in the Stack Overflow forum, where software developers help each other to solve concrete coding problems; or Reddit itself, where news and content about any topic imaginable is shared.

_no technology will ever be able to replicate the emotional intensity of being face to face.

Even in social media networks we see interesting conversations happening and people discovering or verifying information. The fact that mainstream media, just like the tabloids, focuses on the various soap operas of the internet does not mean that productive discussion, enriching dialogue or deliberation do not also have a space online.

Another common critique occurs when online discussion is compared with face-to-face discussion. It is rather easy to resort to arrogance and invalidate your opponents when you can't see them. It is also easy to attack others while hiding behind an anonymous username. Certainly, no technology will ever be able to replicate the emotional intensity of being face to face. But it is also certain that online discussion has advantages that face-to-face discussion does not. We can access linked information right away, we can connect with people that we could never meet in person, we can converse asynchronously, defying the limits of time and space... In short, it is crucial to work towards improving technologies that improve the quality of online discussion. The possibilities are infinite and have yet to be explored.

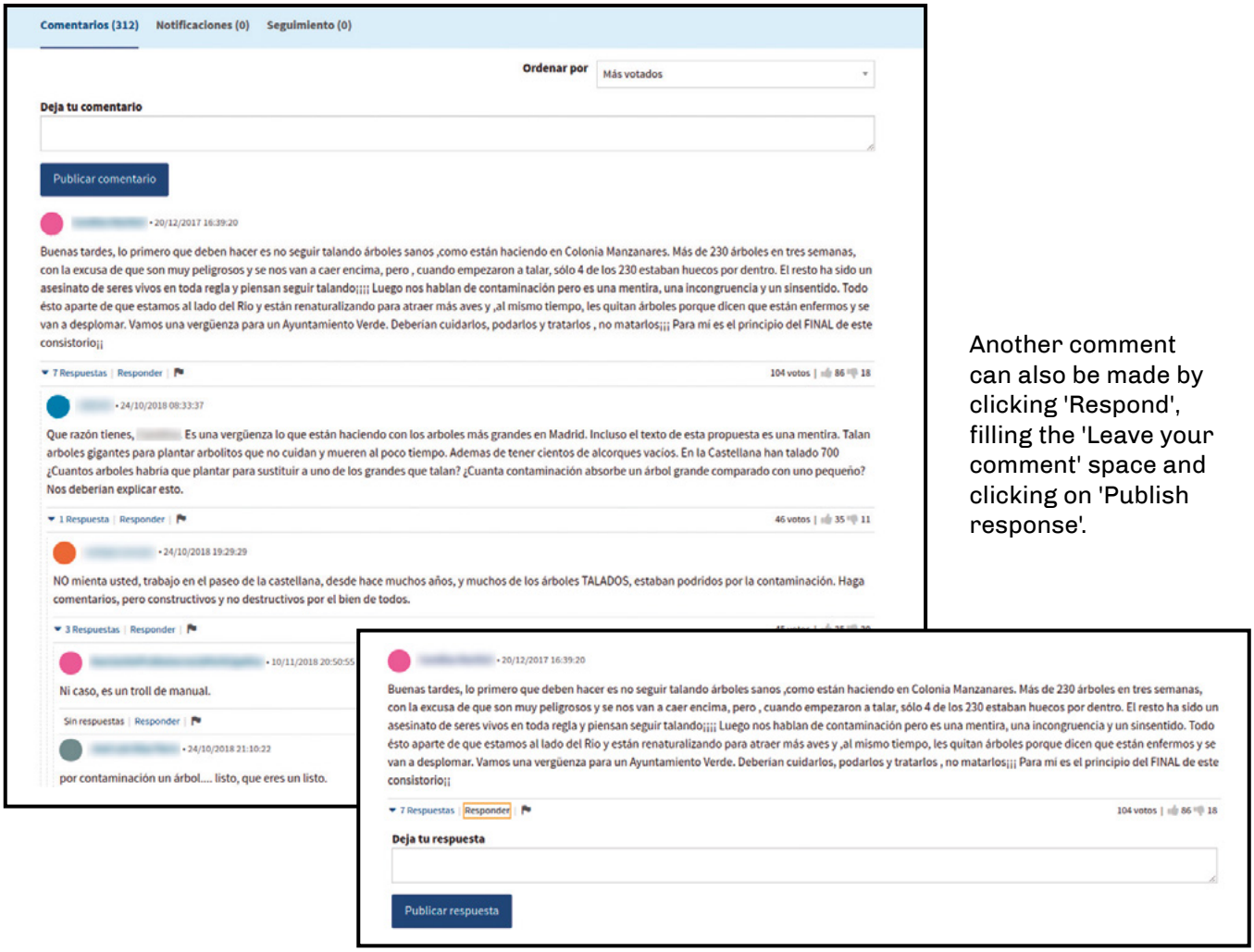
2 A troll is a user that publishes provocative, irrelevant or off-topic messages in an online community. Spam is unsolicited or unwanted content often from an unknown sender and usually in the form of advertisement. Fake users are users who pretend to be someone else, falsely using the name of another user or person.

3 The format of Wikipedia is called a wiki and has a few characteristics that distinguish it from a conventional open forum.

# The Decide Madrid forum

The forum format of Decide Madrid is largely inspired by Reddit. Decide Madrid operates based on posts which are either proposals or debates and can be commented on in a similar way to Reddit and ordered according to their activity or other categories such as 'most supported' or 'new'[4].
The objective is to generate proposals with the possibility of gathering support, as you would gather signatures, and of encouraging people to vote.

Let's take a look at how discussions[5] work on Decide Madrid. One fundamental feature is that you can comment on the original post by filling in the 'Leave your comment' box.

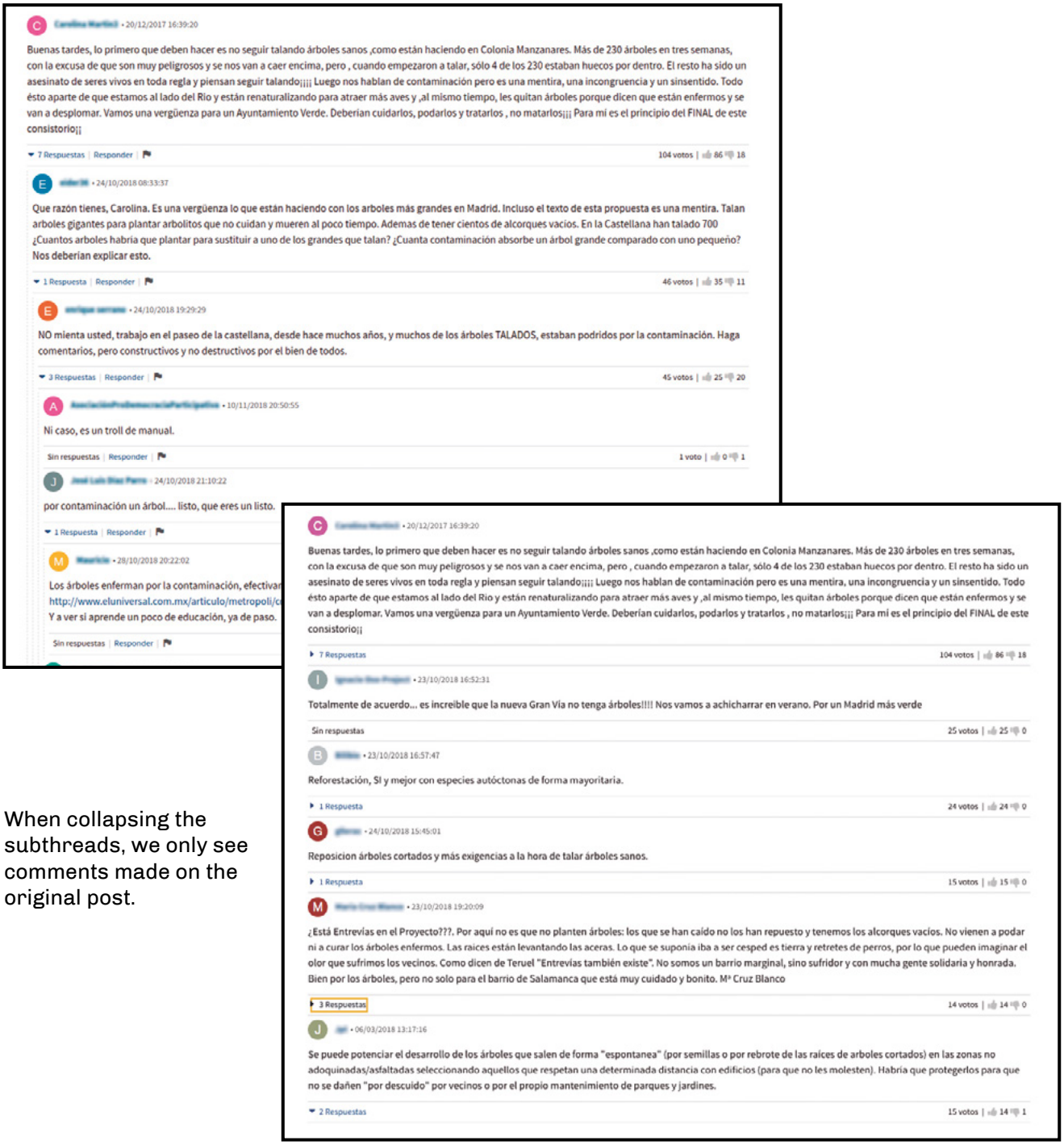



Another comment can also be made by clicking 'Respond', filling the 'Leave your comment' space and clicking on 'Publish response'.

4 A series of comments in this style is generally called a thread.
5 We will talk about discussion and debate interchangeably.

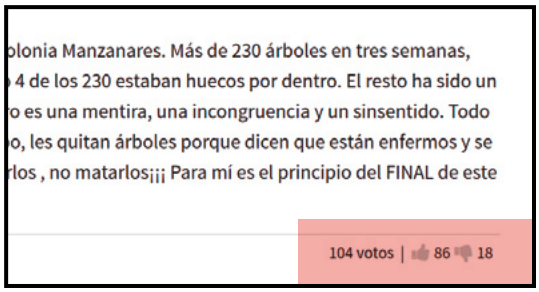
This option improves the quality of the discussions. Each comment can generate a series of responses, producing subthreads.

Here we can see the subthreads generated by the primary content, which collapse upon clicking '7 responses'. In this way, we can avoid reading any subthread of the discussion that doesn't interest us.




When collapsing the subthreads, we only see comments made on the original post.

Another very relevant feature is the ability to evaluate comments via a 'like' or 'don't like' option. This allows us to order the comments based on 'most votes', as well as by 'oldest' or 'newest'.




This is the default filter and it allows self-moderation: inappropriate comments lose votes automatically and relevant comments gain votes. One emerging problem with this filter is that it prioritises comments that have previously been published, while possibly making comments of greater potential relevance irrelevant. This is the result of users not exploring the whole list of comments, instead viewing only the ones at the top, meaning that comments that were created later have less chance of being read/found. This can be corrected using a filter that gives newer comments a chance to be at the top, combining comments that have not been seen very often with those that are most valued[6]. However, such an option has not been implemented.

Comments can be officially moderated and can be eliminated only in extreme cases of disrespect, insults or threats. A reporting tool in the shape of a flag can be used to report such behaviour. It notifies the moderation team, who follow an ethics protocol.

6 For more information about this proposal, see: David Ruescas, 'Reddit-style filtering for e-democracy', davidruescas.com, 2006.

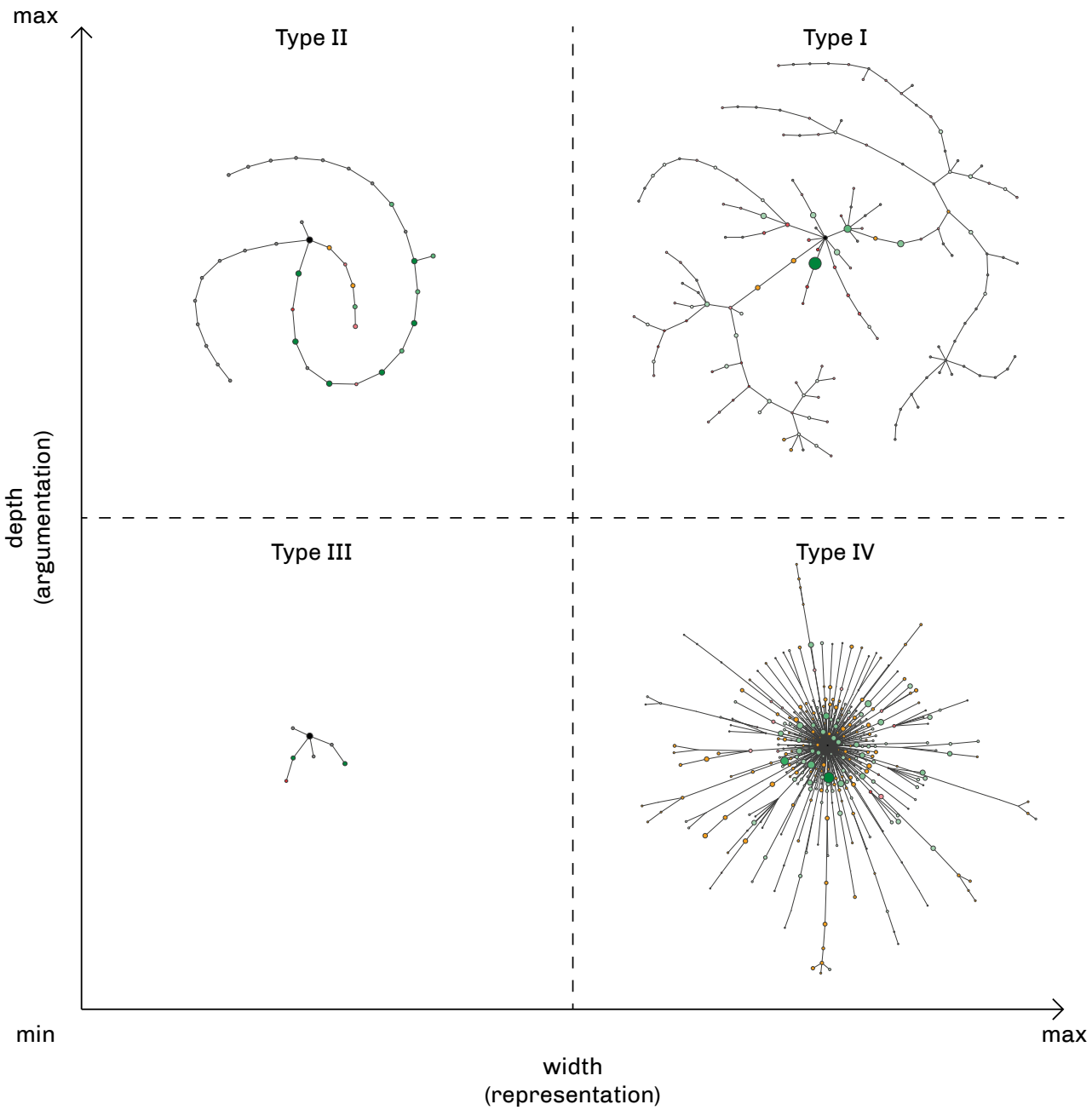
# Graphic analysis

*The Wikum team during the Collective Intelligence for Democracy workshops, 2017.*

_argumentation can be quantified through the depth of the discussion thread.

The structure of online discussions can be used as an indicator of the deliberative quality of the discussions on Decide Madrid. This idea was developed by Pablo Aragón during his first collaboration with ParticipaLab. For this collaboration, he used the approach of González-Bailon, Kaltenbrunner and Banchs[7], which considers argumentation and representation as necessary factors for the deliberative quality of online discussions. From a structural point of view, argumentation can be quantified through the depth of the discussion thread (the greater the depth, the more messages exchanged), while representation can be quantified through the breadth of the discussion (the broader, the more the community is implicated in the debate). The following figure shows this analysis in four quadrants:

7 Sandra González-Bailon, Andreas Kaltenbrunner and Rafael Banchs, 'The structure of political discussion networks: a model for the analysis of online deliberation'. *Journal of Information Technology*, 25(2), 230-243, 2010.




***Type I_Broad and deep thread:*** *a structure with a better deliberative quality of discussion.*
***Type II_Deep thread:*** *a structure that is only argumentative.*
***Type III_Neither deep nor broad thread:*** *an uninformative thread.*
***Type IV_Broad thread:*** *an unrepresentative thread.*

In order to see how this approach works with proposals and debates, Decide Madrid developed a system to visualise the discussion threads as radial trees[8]. As such, each node of the tree represents a comment, and the connections between the nodes indicate the responses from one comment to another. In order to identify the original message of a proposal/debate, it is placed as the central node of the visualisation and it is coloured black. The rest of the nodes are colour-coded as follows:

- Grey: commentaries without votes.
- Green (scale): commentaries with the most positive votes.
- Red (scale): commentaries with the most negative votes.
- Orange: commentaries with a more or less even percentage of positive and negative votes.

The size of the node is proportional to the number of direct responses that the corresponding message has received.

In order to illustrate the value of this analysis, below we will show different visualisations from real Decide Madridthreads. The first corresponds to the debate 'Monumento a ROTO2 en la Puerta del Sol' (Monument to ROTO2 [an ugly smiley emoji] at the Puerta del Sol)[9], which was the centre of debate about a trolling action organised by the Forocoches community. The visualisation takes the form of a star, showing much breadth but little depth, not exhibiting the levels of argumentation typical of a deliberative structure.

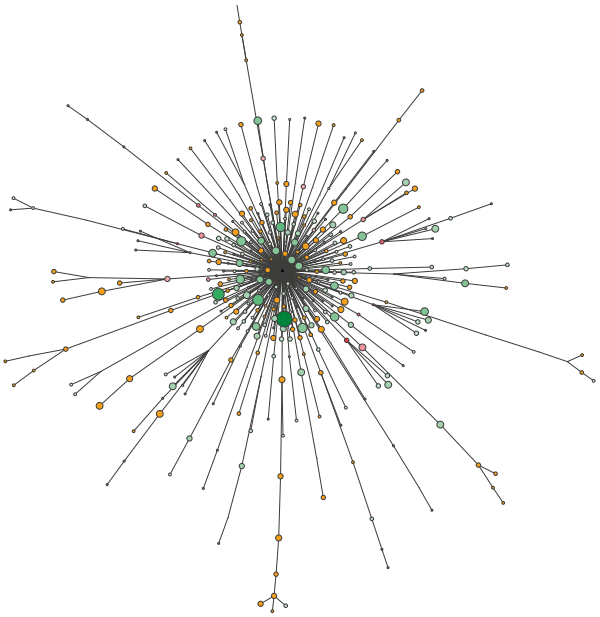


*Figure type IV: 'Monumento a ROTO2 en la puerta del Sol' (Monument to ROTO2 at the Puerta del Sol).*

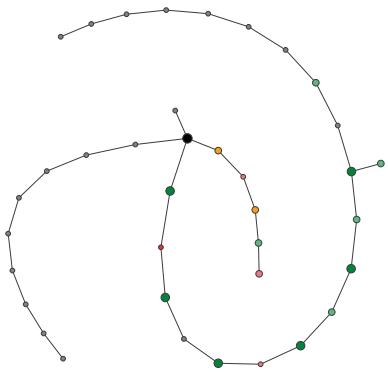


*Figure type II: "Que se retiren las marcas de debates inadecuados a debates con sentido común" (Remove 'inappropriate debate' flags from debates that clearly demonstrate common sense).*

8 Like Decide Madrid, the discussion thread visualiser is free code. See: github.com/elaragon/decideviz.

9 See: 'Monumento a ROTO2 en la Puerta del Sol' on the Decide Madrid website.

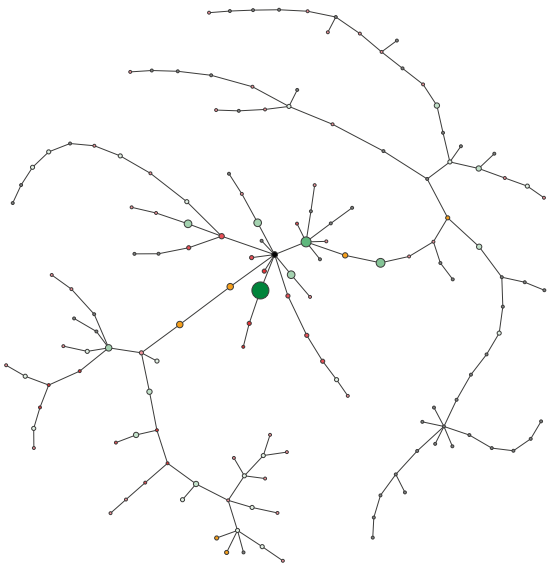


*Figure type I: "Cuidado con los que se van a beneficiar de la remunicipalización" (Beware of those that benefit from remunicipalisation).*

The second visualisation shows the debate "Que se retiren las marcas de debates inadecuados a debates con sentido común" (Remove 'inappropriate debate' flags from debates that clearly demonstrate common sense)[10]. The visualisation has the shape of a worm, showing much depth but little breadth. This structure represents a deep discussion between just two people: 'diosbendigaamerica' and 'jasanujasanu'. Thus, despite its richness, the discussion lacks representation.

The last visualisation corresponds to the debate "Cuidado con los que se van a beneficiar de la remunicipalización" (Beware of those that benefit from remunicipalisation)[11]. Its complex (rhizomatic) layout, of great depth and breadth, is a good example of deliberative structure.

In conclusion, the networks of discussion threads offer very relevant information about the deliberative structure of debates and proposals on Decide Madrid. The wealth of participation on the platform is revealed by all the types of deliberative structures described in the first quadrant. However, the deliberation of discussions cannot be examined only through the structures. It is also necessary to review the arguments that make up the responses in the thread. A **recursive summary** approach to these structures and messages is the focus of the tool Wikum.

10 See: 'Que se retiren las marcas de debates inadecuados a debates con sentido común', on the Decide Madrid website.

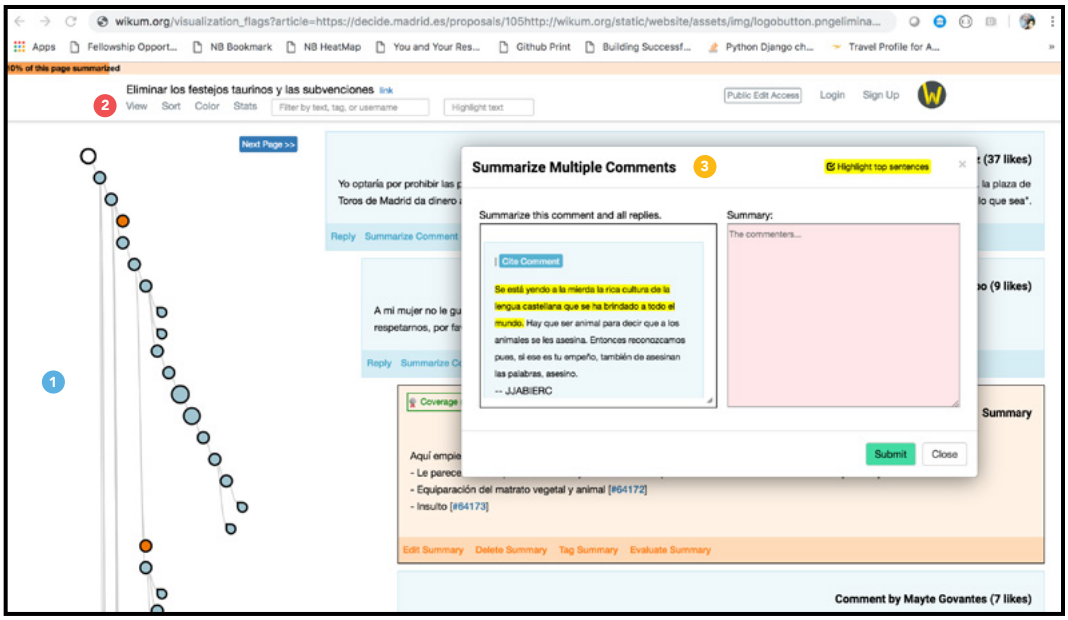
11 See: 'Cuidado con los que se van a beneficiar de la remunicipalización', on the Decide Madrid website.

# Wikum

From among the projects presented at Collective Intelligence for Democracy 2017, Massachusetts Institute of Technology (MIT) researcher Amy X. Zhang's project Wikum[12], was selected. This project carried out a proposal to deal with complex debate threads. In concrete terms, Wikum was based on a wiki structure so that participants could summarise each thread collaboratively and recursively, offering the rest of the community a simplified experience of the same content. The final objective is to extract information from the general content of the debate.

This technology was further developed during this second edition of the call because it allowed the importation of discussion threads from debates and proposals on Decide Madrid[13]. The capabilities of this prototype were examined with participants from the platform and with the City Council of Madrid staff, but for now it is still in the experimental stage.

*Amy X. Zhang presenting the Wikum project at the second edition of the Collective Intelligence for Democracy workshops.*




12 Amy X. Zhang, Lea Verou and David Karger, 'Wikum: Bridging discussion forums and wikis using recursive summarization.' *Proceedings of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing*, pp. 2082-2096, 2017.

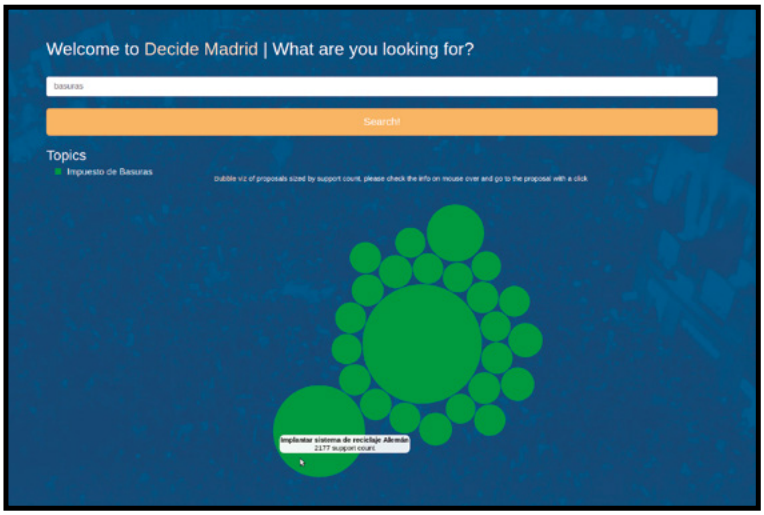
13 github.com/amyxzhang/wikum/issues/88

# 5. Proponent communities.

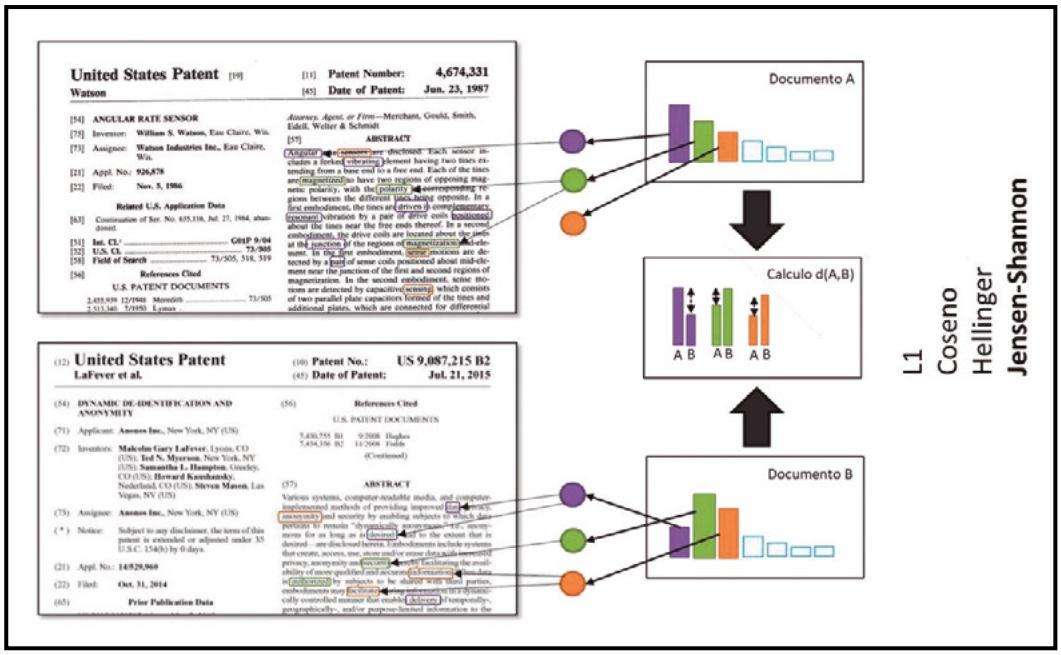
The proposals and debates on Decide Madrid constitute spaces of constant movement. Everyday the webpage gets thousands of visits, of which a few hundred generate content: debates, proposals or comments. Upon writing this text, more than 26,000 proposals have accumulated, though the majority have already expired and been 'archived'. The rest can be ordered according to activity or number of endorsements. Looking into the content briefly, it is clear that much of the information is redundant, repeated with slight variations. Many people arrive to the same places on isolated paths, without knowing that others have already proposed or commented the same content hundreds of times over. Nevertheless, every now and then there are pearls of originality: truly valuable and creative proposals or ideas that end up getting lost in the abyss.

*Decide Madrid mosaic protoype.*

Opportunities for users to explore Decide Madrid are useful, though conventional and limited. Basically, there are lists of proposal titles ordered in various ways. Using participation data analysis, an opportunity was created to go one step further and create graphic visualisations to enable alternative approaches to exploration. With this mission in mind, Pablo Aragón created a prototype to discover themes and proposals interactively. The system is based on enquiries about the participant's interests via survey in order to later retrieve proposals that contain these interests in the title or text. The proposals are then grouped into thematic clusters, using the Carrot2 information retrieval algorithm, and are presented as a mosaic of themes, distinguished by colour and scaled in proportion to the amount of endorsements for each theme. As




*Decide Madrid mosaic protoype.*




*Calculation of the thematic distance between documents.*

can be seen in the following figure, the word 'rubbish' returns themes such as 'rubbish bins' and 'rubbish removal tax'.

Upon clicking on a theme of the mosaic, for example 'rubbish removal tax', the group or cluster of proposals unfurls, showing all of the proposals related to this subtopic, each one represented by a circle. Additionally, we can see at a glance which proposals have the most support, as the amount of support is proportional to the circumference of each circle.

By hovering the cursor over the circle, we see the title that the author gave the proposal on Decide Madrid and the support that it received. Clicking on this lets us navigate directly to the proposal's URL.

The mosaic project is an example of one interesting path for continued exploration. On the one hand, the grouping of proposals by algorithm allows us to establish guidelines by which the users corresponding to those proposals could collaborate. On the other hand, it enables an alternative way to explore Decide Madrid. Although the prototype offers groupings of proposals on a lexical level, more advanced techniques exist in the field of natural language processing (NLP)[1].

Which research groups in Spain work with natural language processing and could help us with this task? By extraordinary coincidence, two government officials of the Secretariat of State for Digital Advancement, David Pérez and Juan de Dios Llorens, already carried out a pilot on more than 18 000 Decide Madrid proposals in 2016. They presented the project at CONSULCON 2018 themselves, though it has not been published.

1 Natural language processing is a field of computer science, artificial intelligence and linguistics that studies the interactions between computers and human language.

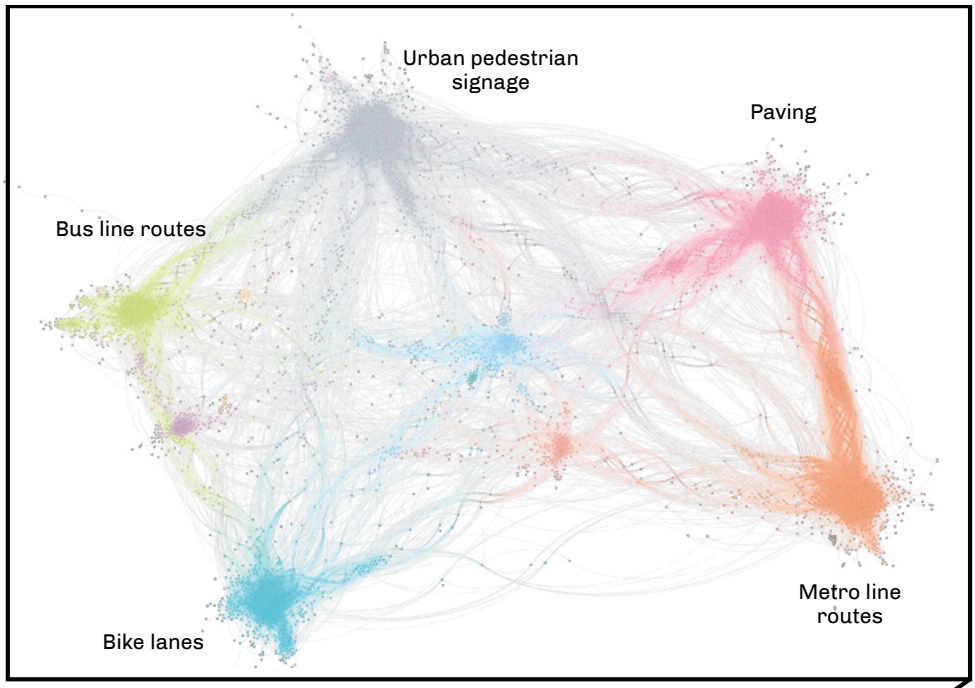



*Figure 2: Detail of the map below. We can see how these five communities are differentiated by theme. The intermediary nodes correspond to proposals that are halfway between groupings.*

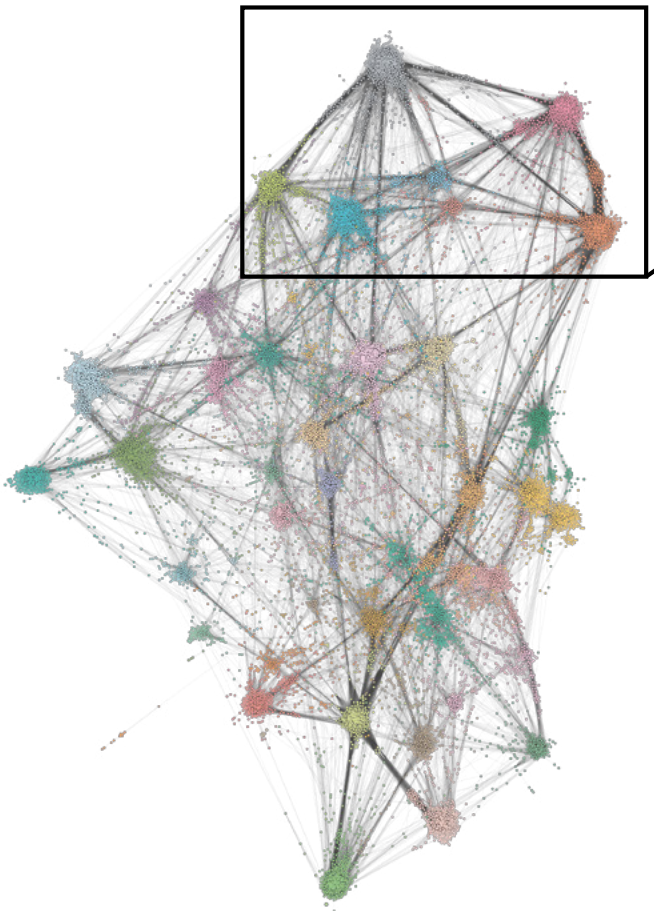


*Figure 1: General map of the grouping of citizen proposals on Decide Madrid based on natural language processing, the topics visualiser and the distance between documents with Force Atlas 2 layout. Every colour shows the groupings by modularity, calculated with the Louvaine algorithm.*

Basically, according to what these officials report in their article, “natural language processing is a diverse combination of technologies that marks the way towards automatic comprehension of human language. These technologies allow us to automatically explore this daunting volume of textual information”[2]. Specifically, they use the algorithm LDA[3], which allows the underlying themes of a collection of documents to be extracted and expressed as mixtures of these themes. Said themes are nothing more than distributions of probability across the pool of words used in all of the documents. The description of the documents in terms of these themes creates a thematic category associated with them. Using this category, the distances between documents can be calculated based on thematic content, comparing proposals and establishing which are closer to one another. In this way, a grouping can be obtained according to the content of these proposals.

Using this algorithm, we can get an idea of the communities that come together on Decide Madrid from the following figure. This prototype shows that the grouping of proposals through NLP+LDA is functional and enables users to interact with thematically common interests.

The technology exists, but it has not yet been implemented. However, this does not mean that ParticipaLab cannot continue designing and experimenting with pilot processes. The 'Proponent communities' project was created for just this purpose and is led by the organisation Komons. This project works on the preliminary hypothesis that individual and fragmented online participation can transform strategic communities made up of individuals who collaborate to achieve common goals. We don’t have to wait to have an algorithm in Decide Madrid; this can be done through appropriate mediation that evaluates the data and themes of the proposals, as well as other qualitative aspects. The objective of this project is to show that it is possible to generate critical engagement in a potential community of hundreds of users, as is the case with Decide Madrid. That is, a real community consistent enough to create a self-managed, deliberative process and to realise informed, collaborative proposals; a community with the potential to carry out a campaign so intense that it grabs the attention of the institution.

The first pilot, based on proposals related to 'children' originated at the beginning of 2018. After holding a thematic call, all those interested were invited, in addition to the more than 300 already existing proponents in Decide Madrid. More than 1,500 people responded to the call and showed interest, and around 60 met in person on 3 March[4] at a meeting that launched the community. The transmedia narratives group from La CocTELLera worked on the emotional bonding of this emerging proponent community[5] and helped generate social capital, brainstorm more ideas and reflect together over the course of an entire morning. After this initiative, a community steering group was created that published a proposal on 25 May 2018 entitled 'Derecho a

2 See 'Artículo de Juan de Dios Llorens y David Pérez' on the Medialab Prado website.

3 David Blei, Andrew Ng y Michael Jordan, 'Latent dirichlet allocation.' *Journal of Machine Learning Research 3*, pp. 993-1022, 2003.

4 See the meeting 'Diseña un Madrid más amigable con la infancia. Derecho a jugar' (Design a more child-friendly Madrid. The right to play) on the Medialab Prado website.

5 For more information about the community-building work of La CocTELLera, see Chapter 9: Narratives of participation.

jugar: para un Madrid más amigable con la infancia' (The right to play: for a more child-friendly Madrid). A communications team was also formed, with the job of confronting the support gathering campaign, which managed to get the most support for the proposal, enough to evaluate it prior to consultation by the City Observatory.[6]

The Proponent communities project seeks to generate teachings that help this type of community govern itself. It is therefore an iterative process that had continuity with another thematic community called 'Madrid más verde' (Greener Madrid)[7].

In conclusion, these pilot projects allow us to discern an inclusive system of citizen initiative in which not only organisations with resources have the capacity to make proposals, but also the general public, making up for the lack of resources through neutral institutional infrastructures. Where there is a problem, we can detect it and initiate a citizen interest group, empowering people through political initiative.

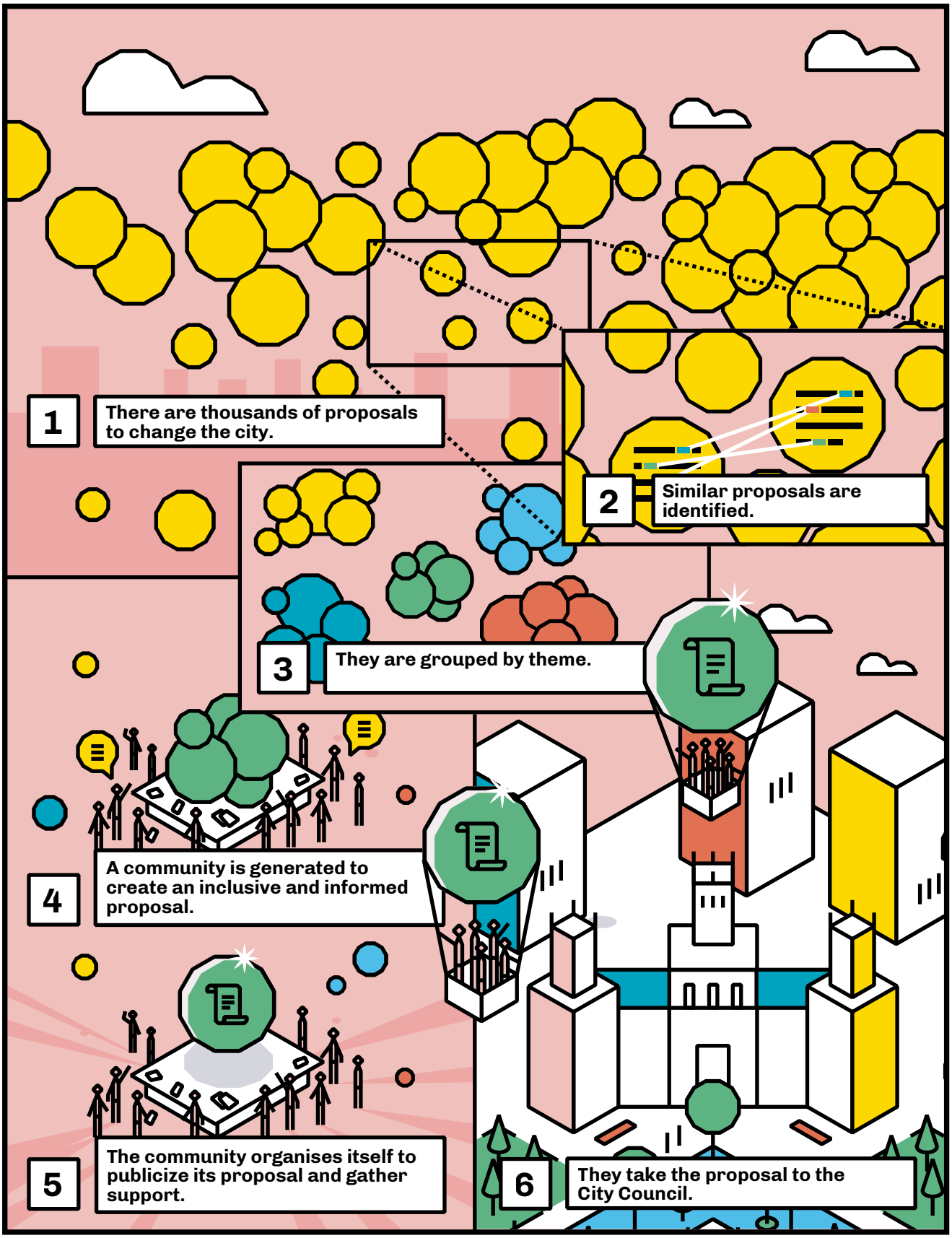
*'Diseña un Madrid más amigable con la infancia. Derecho a jugar' (Design a more child-friendly Madrid. The right to play) meeting, held 3 March 2018 in Medialab Prado.*

*'Madrid más verde' (Greener Madrid) meeting, the second pilot community.*

*'Diseña un Madrid más amigable con la infancia. Derecho a jugar' (Design a more child-friendly Madrid. The right to play) in Medialab Prado.*

6 More information about the City Observatory in Chapter 7: Democracy and sortition.

7 See the meeting 'Madrid más verde' on the Medialab Prado website.




*Idealisation of the process of creating proponent communities.*

# 6. Encouraging citizen proposals.

# The challenge of citizen proposals

As explained in Chapter 3, the life cycles of citizen proposals are truly very short. After publishing a proposal, the user has no real reason to engage with it anymore. Many proposals are created quickly, just satisfying the need to share a concern, idea or request. Many users haven't even assessed the challenge that their particular proposal faces. Nevertheless, there are users fully aware that they are dealing with a real mechanism in which they may manage to transmit their request to the government and have it be carried out. There are also organisations that follow a premeditated way of obtaining the necessary support to activate a consultation. This segment of users experiences a lot of frustration, given that most of the proposals that they attempt hardly manage to get more than 1,000 endorsements, much less than the goal of 27,662.

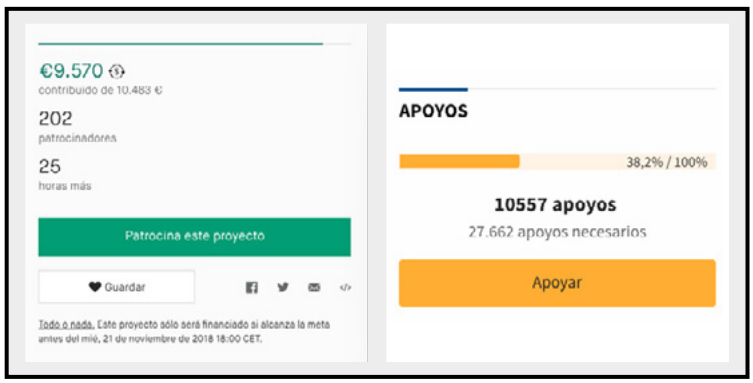
At the end of 2017, Platoniq initiated a research and development project with ParticipaLab. The project sought to convey the experience of Platoniq with co-creation methodologies and with its civic crowdfunding platform Goteo.org, in order to increase engagement and improve the user experience in the 'Citizen proposals' section of the Decide Madrid platform. After a series of co-creation sessions, it was agreed that Platoniq would focus on the strategic design of a new space in the 'Citizen proposals' section: the 'Citizen proposal Dashboard'. This was a framework that integrated the selection of ideas and new functions that arose from the public workshops designed and facilitated by Platoniq in Medialab in November 2017 and February 2018. The functions addressed by the 'Dashboard' were brainstormed collaboratively using Platoniq's co-creation and Design Thinking methodologies.

These methodologies aim to respond to needs and expectations that platform users have been raising, both in workshops and interviews as well as reports created by other ParticipaLab research groups. Those invited to participate in co-creation sessions included platform users, members of the Decide Madrid team (communications, development, design, etc.), members of other ParticipaLab research groups, representatives of other signature-collecting platforms, and NGOs.

Between July and September of 2018, the implementation of the Dashboard or 'Citizen proposal control panel' began, creating a place for experimenting with some of the mechanics of gamification and new resources for citizen proposal diffusion and dynamization. The Dashboard features a series of basic functions that are being tested and consolidated, and it is hoped that they will continue to grow in the future. The mechanics of the Dashboard have the potential to spark future research and development. And although it was devised to reactivate the 'Citizen proposals', it is actually a feedback model of the Decide Madrid community that could also be applied to participatory proposals.

*Co-creation workshop for the definition of the Proposal Dashboard in Medialab Prado.*

# Crowdfunding
## lessons applied to the Proposal Dashboard




*Crowdfunding models Kickstarter.com vs. Decide. Madrid.es*

When Platoniq joined ParticipaLab's research teams, they ran into data such as that 73% of proposals do not reach 100 endorsements and 99% do not reach 1,000. Among all of the proposals, four have reached more than 50% of the endorsements needed to go to a vote, and particularly noteworthy is that 80% of the proposals only show activity on the first day. Clearly platform engagement is the key issue to tackle. Given the success of crowdfunding, especially in terms of training and engagement, the project seeks to translate what has been learned from the dynamization of crowdfunding campaigns on Goteo.org to the Citizen proposals section of Decide Madrid.

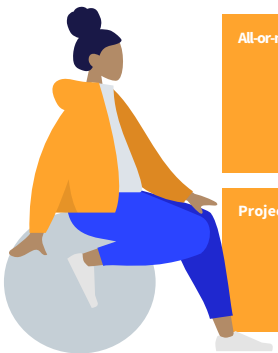
Studies about crowdfunding and Platoniq's experience on Goteo.org signal that campaigns that are not publicised or led by their promoters have little possibility of meeting their goal, thus making it essential to motivate the driving forces that disseminate them. Financial support or support of any kind for any initiative does not come by itself. It is an effort that must be led by the person proposing the idea. It is essential to be prepared to invest time and energy towards spreading the word regularly over the course of the campaign (and even better as a team) or else the campaign will not move forward. On Goteo.org there is a team of consultants, publicising tools and automatic advisors who help users to keep their campaigns alive every day. Decide Madrid, on the other hand, has a campaign manual, the 'Publicity Kit',

accessible and downloadable from their website[1]. Until now it was the only resource for the dissemination of 'Citizen proposals'.

Another one of the revelations that resulted from studying crowdfunding campaigns was that during the first days, a special effort should be made to publicise the campaign among those who are driving the project, their community or sphere (friends, colleagues, acquaintances, relatives). It has been proven that, following a kind of 'herd mentality', typically only upon reflecting a collection of 20-30% will people who do not know the promoter but are drawn in by the platform itself or by other sources, be inspired to back the idea. We cannot forget that initiatives that attain that 30% of their goal during the first week of the 40-week campaign, have higher chances of success. If we observe the graphic showing the two successful Decide Madrid campaigns, we can see that they follow a similar pattern. They both exceeded 100 endorsements during the first few days of the campaign and at two months they had more than 20% of the 27,662 endorsements necessary at this time.

*Comparison of the accumulation of support by month for the two proposals that succeeded in reaching the threshold of 27,662 endorsements on Decide Madrid.*

| | Crowdfunding | Decide Madrid |
|---|---|---|
| Goal | Financial objective chosen by the proponent. Found on the same page. High visual importance. | Minimum number of resident support stipulated by the City Council (1% of the population). Found on the same page as the proposal. Low visual importance. |
| Duration of the campaign | In the proposal itself there is a 'count-down' visualisation. The campaigns are short and intensive, usually lasting 40 days. High visual importance. | Not visualised. Other pages of the website inform the viewer that every proposal lasts 12 months. No count-down visualisation. |
| Rewards | In the proposal itself. High visual importance. | None. |
| All-or-nothing | Appears in general FAQs and in messages to users who make contributions. It is itself an incentive to encourage participation, as the money is recovered with no cost if it is not successful. | Information is found on other pages of the website about the procedure if the goal is met. If the goal is not met, there is no incentive, compensation or message that marks the process. |
| Project widget | Summary with the most important information that is updated dynamically. High visibility on the page. Easy to embed on other webpages. | No widget. |



1 See: Decide.Madrid.es/mas-informacion/kit-decide.

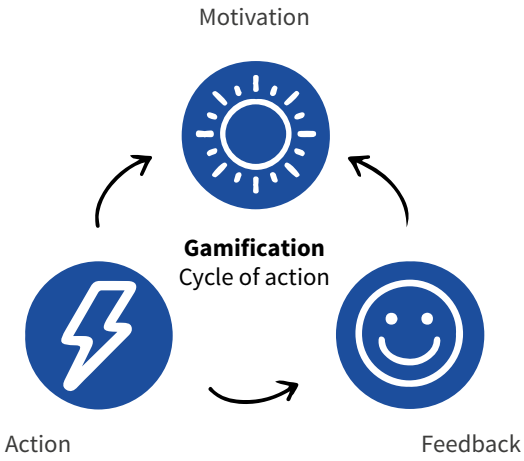
So we can see that it *is* possible to reach the goal and that patterns of success resemble those of a crowdfunding campaign. We need to get every user or community of users the tools that facilitate these dynamics of dissemination and collaboration, but how do we maintain the user's focus and motivation to spread the word? How do we turn Decide Madrid into a platform that speaks and stimulates with the mission of forging community and support? How do we help users who normally have no experience in diffusion and digital communication? The Proposal Dashboard tries to address this problem.

_how do we turn Decide Madrid into a platform that speaks and stimulates with the mission of forging community and support? How do we help users who normally have no experience in diffusion and digital communication?

*Comparison of the accumulation of support by month for the two proposals that succeeded in reaching the threshold of 27,662 endorsements on Decide Madrid.*

# The Mechanics
## of the Proposal Dashboard

_gamification is based on applying the dynamics and elements of games to non-game-related spheres.




Gamification is based on applying the dynamics and elements of games to non-game-related spheres. In this case, the work focused on mechanics such as rewards, the acquisition of new resources and feedback to create action loops. This concept of loop requires three key elements to achieve engagement: motivation, action and feedback. Motivation to draw in the user; action to generate a concrete goal that maintains people's interest; and feedback to give results that can satisfy and surprise. Finally, these factors must strengthen motivation in order to keep the cycle of engagement going. The work was focused on translating this concept to a functional pattern that would be integrated into the 'digital life' of the citizen proposals; a pattern versatile enough to be adapted, expanded or sophisticated at any time, both on the Decide Madrid platform and on any other platform based on CONSUL.

Before the 'Proposal Dashboard' was implemented, users of the Decide Madrid platform had a user panel where they could manage their login information, preferences, fast access to the list of proposals, published proposals and related notifications. This pilot focuses on the development of a specific space for the Management of Citizen Proposals on Decide Madrid, where proposals can be edited, published or archived, but above all, where resources are provided in stages according to key variables: time and endorsements gathered. In this way and at any time, new resources or actions can be created from the Decide Madrid administration panel, and the visualisation of these resources and actions can be programmed based on the key variables. The action or resource can be activated or deactivated as needed just by indicating so on the administration

## A proposal in the draft phase

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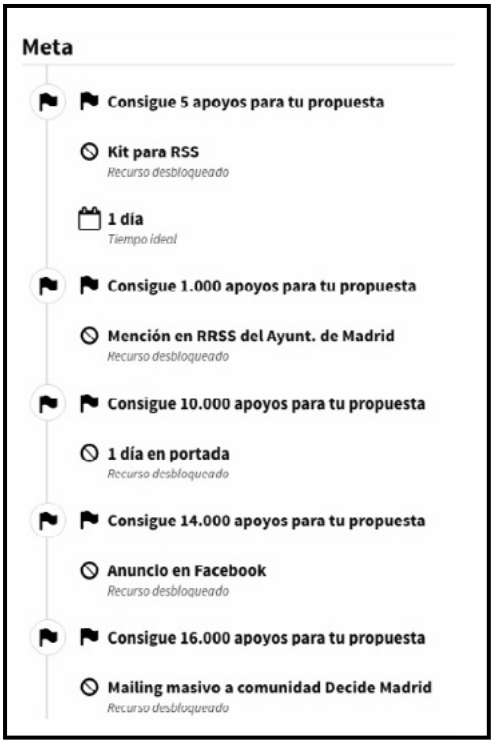
One important improvement on Decide Madrid, for users with citizen proposals, is being able to save the proposal in Draft mode. Until now, the user would fill out the proposal form and it would be published right away. This did not help the user bear in mind the need to mobilise the proposal, and much less to be ready on the first day of diffusion. So the vast majority of proposals missed out on one of the moments of highest visibility: the first day that the new citizen proposals appear by default on the Decide Madrid homepage. With this new option, the user can better prepare to spread the word of the proposal and include more people in its definition and defense before publishing it. By this time, a series of actions will have been proposed on the Dashboard, and the resource Survey will appear as available.

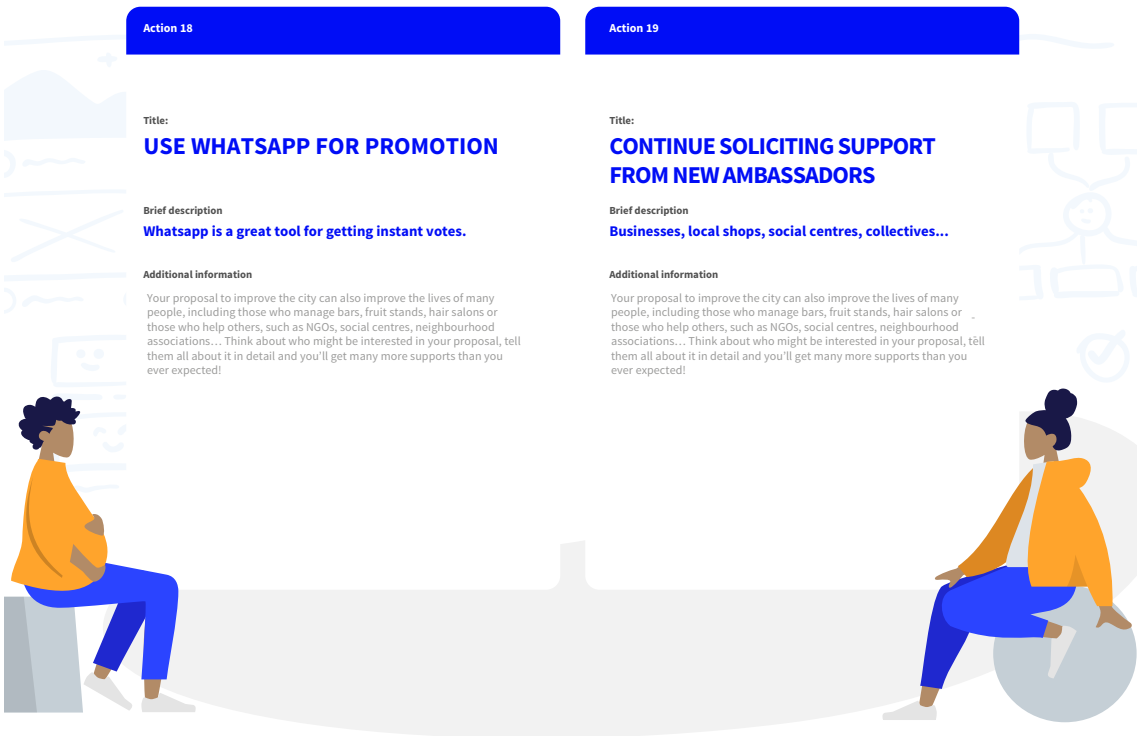
panel. If it is active, it will be possible for all of the users with citizen proposals which fit the criteria of preconfigured days and endorsements, to gain this new resource or show the action on the Progress page. This function follows the model of offering rewards for meeting goals.

Reaching a goal on the Dashboard is equivalent to getting a new resource. Therefore, the resource settings (according to days and endorsements) will define the structure of the goals that are presented to the user. Introducing a new resource will by default make a new goal appear and, likewise, the resource will appear in the form of a card on the Progress page of the Proposal Dashboard.

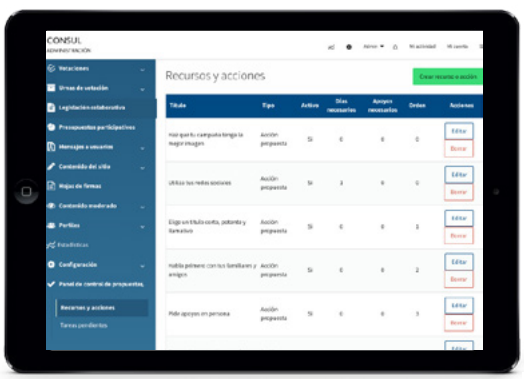
Resources and actions have the same structure on the database and are created in the same way in the Decide Madrid'Administrator'. The form for introducing a new action or resource in the system has headings, a brief description and a long description; additionally, documents and links can be included in the form. The same form also includes settings options such as: indicating whether it is an action or a resource; whether the latter should be requested from the administrator; the number of days and endorsements needed to be activated; and its order in the visualisation (this last criterion is useful when we have actions or resources that are activated with the same number of days or endorsements).




*Depiction of how goals related to obtaining new resources are displayed on the Progress page.*



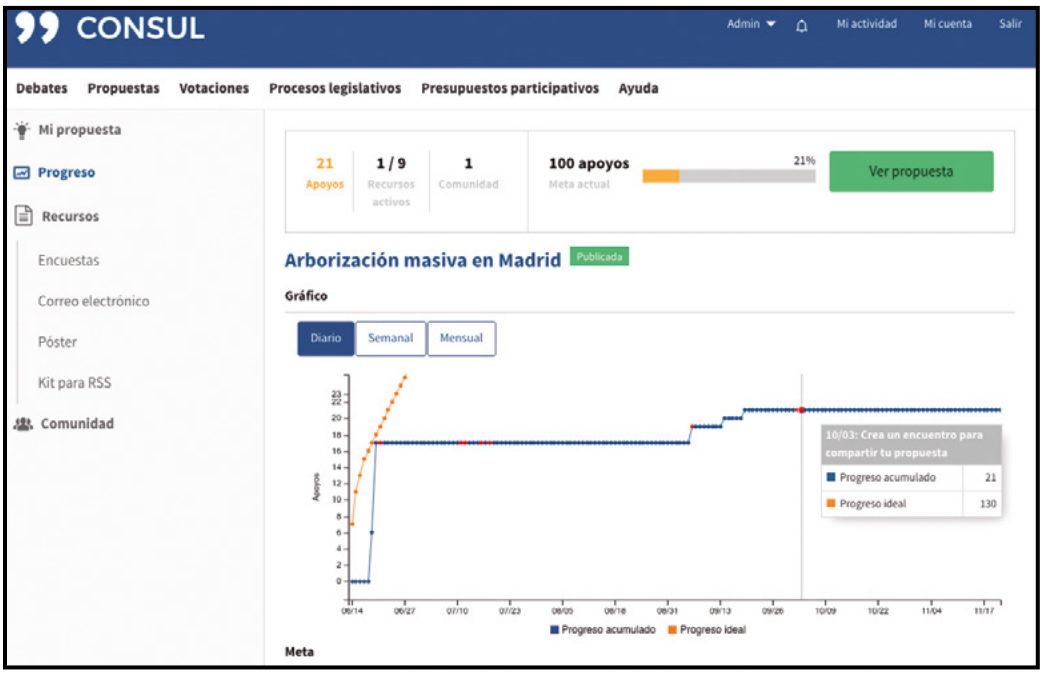

*Examples of possible actions on the Dashboard for those diffusing proposals.*




*Action settings on the CONSUL administration panel.*

Although actions and resources are created in the same way, they are visualised differently on the Progress page. The action only shows its title and a brief description. It acts as an item on a to-do list with a corresponding tickbox. When it is pending, the brief description can be accessed and when the user has marked it as done, it stops appearing and is replaced by the date and 'task completed' icon. Actions are a dynamic mechanism for giving users advice on diffusion as well as a way to encourage them to use the platform's various functions[2].

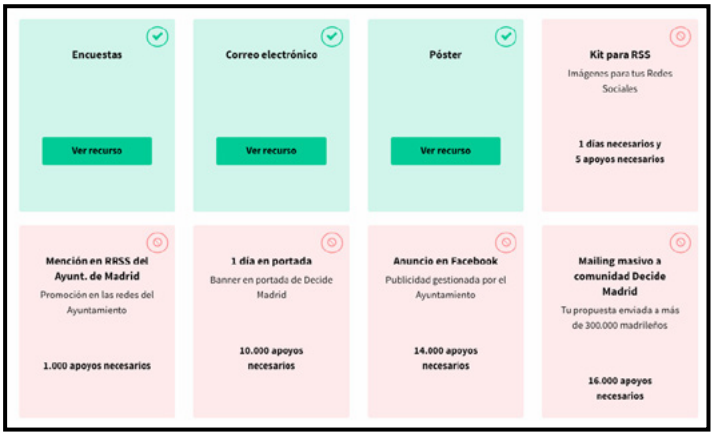
2 All of the copies of the proposed actions can be consulted in Platoniq's final report: 'Recursos y mecánicas para el nuevo Dashboard de Propuestas Ciudadanas' on the Medialab Prado website.




*Progress chart showing the support generated according to time.*

If the proposal is published and no longer in Draft mode, the user will see a chart of the accumulated endorsements represented by blue dots. Each dot corresponds to a day, a week or a month, depending on the selected visualisation mode. A red dot, in place of blue, means that the user interacted with the Recommended Actions section on that date. Red indicates the day when the action was marked complete. If the user did end up applying the action recommended by the Dashboard, they will be able to easily detect what effect that action had on the number of endorsements gained that day. This function follows a simple feedback model.

In the Progress chart, there are two lines: the one made of blue dots that correspond to the endorsements obtained to date, and an orange line that corresponds to the ideal or recommended progress. Currently, the ideal progress line is based on




*Enabled resources are visualised in green.*

## Social connectivity: collaboration and community

Social connectivity is one of the most widely used strategies in gamification, and it is found in many of the gamified tools that are oriented to users classified as sociable. In this Dashboard pilot, a feature was implemented to be able to follow the community around a proposal, visualise the number of users that follow, and connect the Dashboard with the area frequented by the community. In this area private messages can be sent to a user, as can a collective private message be sent to all of the users that follow the community. The strategy of the special resource Survey has to do with generating community and new content for the proposal and having the feedback and data of interested users remain on Decide Madrid. To that end, a public link is provided that allows for the surveys to be exported outside the platform.The Draft feature also enables a group to unite in order to collectively write the text of a proposal, giving it greater meaning and creating group cohesion as regards the dissemination phase.

real endorsements accumulated by one of the successful Decide Madrid proposals. This offers users a comparison of the progress of their proposals with the progress of other proposals that gained enough support to be put to a vote. If a user's proposal does not follow the same curve of progress, or a similar one, as the successful proposal, the orange line will only show a difference of 10 endorsements, maximum. This allows users to seek out comparative information without getting discouraged.

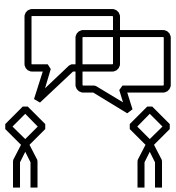
The resources section is found at the bottom of the progress page; they are designed as cards colour-coded according to whether they are available or pending release. A resource is unblocked once the established target amount of endorsements is reached. Resources are configured in the Decide MadridAdministrator, in the section for managing actions and resources. From the moment the draft of a proposal is created, some special resources are available by default on the Dashboard. Some examples of this are the Survey, Poster or Email, already formatted. All of the resources that do not entail advanced functions can be easily created or managed from the Administration panel. These resources can be: templates that facilitate diffusion, instructional manuals for specific tasks, useful documentation, etc. The activation of limited, or premium, resources must be requested from an institutional administrator. Therefore, they come with a management fee for the City Council and should be limited or monitored. Most of these requestable premium resources would become accessible upon reaching a high number of endorsements. Some examples are: a presence in the homepage banner, advertisements on social media paid for by the City Council, advertising in public spaces, the reservation of locations for gathering signatures in person, in-person training, etc.

_the Dashboard enables the unorganised public to face the challenge of gathering enough signatures to call a vote.

*Example of the resource 'formatted poster' available on the proposal Dashboard.*

Resources, gamification, collaboration, collective action... The possibilities of the Dashboard are endless. Users who make proposals and truly want to achieve their goal in CONSUL tend to be very active users. The Dashboard generates a custom user experience for people who step up to the challenge of publishing a proposal. The development of specific functions for this class of super user does not affect the experience of the average participant, who mostly just reads, explores content, endorsements proposals and perhaps occasionally leaves comments.

Transferring initiatives or citizen proposals to a digital tool with a Dashboard enables: processes of creation for quality proposals, the coordination of self-managed communities, and opportunities for the unorganised public to face the challenge of gathering enough signatures to go to consultation. It is therefore an innovation that could be inspiring for governments – whether state, regional or municipal – that have mechanisms of citizen initiative via the gathering of signatures.



G1000
13

# 7. Democracy and sortition.

_the G1000 tried to bring 1000 people together from all over Belgium, chosen at random, to deliberate about key national issues.

*The G1000 Summit in Belgium.*

The City Observatory is the clearest example of ParticipaLab's success as a governance laboratory. This initiative, implemented by the City Council in 2019, was developed in the depths of the laboratory over the course of three years, eventually being passed on to the city government.

At the end of 2015, as described in Chapter 3, BetaDemic pointed out the absence of deliberation, which should be an intrinsic part of the process of creating proposals and making decisions. In addition, the segment of the population using Decide Madrid– in the best case, no more than 8% of those registered in Madrid and older than 16 – did not fully represent the city. This meant that not enough people were participating for these decision-making processes to reflect the wishes of all Madrid residents.

In search of real deliberative practices, G1000 organiser Cato Leonard[1] was invited from Belgium. The G1000 tried to bring 1000 people[2] together from all over Belgium, chosen at random, to deliberate about key national issues. Another one of its organisers David Van Reybrouck, later published a book which offers the key points of the deeply democratic significance of sortition[3]. Deliberative democracy that employs sortition would bring two essential components into participatory processes, both of which were absent from the Decide Madrid project: structural deliberation and representativity of the population sample.

1 See the meeting: 'Herramientas para la democracia: abriendo la participación', on the Medialab Prado website.

2 A little over 700 people ended up attending. More information in: 'G1000 Final report', issuu.com/fgffg/docs/g1000_final_report_en.

3 David Van Reybrouck, *Against Elections*, Penguin Random House, 2016.

# G1000 Madrid

If the G8 or the G20 are meetings for the leaders of the world, the G1000 put the general public at centre stage, showing that the people have a voice and, in the case of Madrid, that anyone has the capacity to think about their city and make public policy proposals. Furthermore, thanks to the city's open participatory proposal process, these ideas can actually become real projects.

_the recruitment process tries to attain a representative sample of the city of Madrid.

The main challenges of this large gathering did not only involve logistics, but also methodology. How do we manage to gather 1,000 people without giving them incentives for participating? How do we organise 1,000 people to come up with proposals for the city in one morning?

The randomised recruitment process was carried out by the company IMOP by conducting a street survey in different strategic spots throughout the city. Thus, they were able to establish a sample based on certain demographic criteria, namely: gender, place of residence, employment status, level of education and memory of previous vote. This ensured that the thousand people selected would be representative of the city of Madrid. In practice, every time a person confirms their participation, it helps to satisfy quotas based on these criteria. If a certain quota is more difficult to fulfill, then it is given more attention in order to compensate. For example, if it is more difficult to get confirmation from potential participants who 'remember to have voted for the Partido Popular' [conservative party], this criterion is given more attention in order to compensate. That is, more people are contacted until there is a

sufficient number of confirmed participants who 'remember to have voted for the Partido Popular'. After confirming their participation at the street level, participants are called a few days before the meeting to ensure their attendance. At this time, many of them end up deciding not to attend. Even so, IMOP works with the intention of making up for these drops in numbers at the last minute. Analysing the recruitment process proves very interesting and shows the biases of Madrid's population when it comes to participating in this kind of meeting[4]. Most noteworthy are patterns based on ideology. While at one end of the spectrum, supporters of Ahora Madrid [the progressive party in power municipally] are easy to recruit and comply with the process, at the other end, Partido Popular supporters are difficult to recruit and do not comply. This generates an significant bias in the final sample. Men and women participate equally, though there is an important reduction in the final attendance of young women. University students are clearly overrepresented; immigrants, underrepresented. Stay-at-home parents are also underrepresented; retirees and pensioners, on the other hand, are overrepresented. Geographic area and age are more or less balanced.

The leading **incentive** that may be offered to the participant is monetary compensation, which usually amounts to between €60 and €150 per session. Unfortunately, in this case it was not administratively possible. However, participants were welcomed with coffee and food and the spectacular atmosphere of the crystal gallery in City Hall. Well-designed didactic materials were also provided as well as facilitation and assistance.

*Facilitator working with a group at the G1000 Madrid.*

*The participants register upon arriving at the G1000 Madrid at Cibeles Palace.*

*Coffee, food and a warm welcome is the basic incentive of every deliberative gathering.*

4 See: 'Cuestionario utilizado para la contactación del G1000 Madrid' and 'Informe final de captación para el G1000', on the Medialab Prado website.

*Participants of the project Si te sientes gato.*

_through the project ‘Si te sientes gato’ (If you feel like a cat), young people of all ages could present projects for participatory proposals.

*Participants of the project Si te sientes gato.*

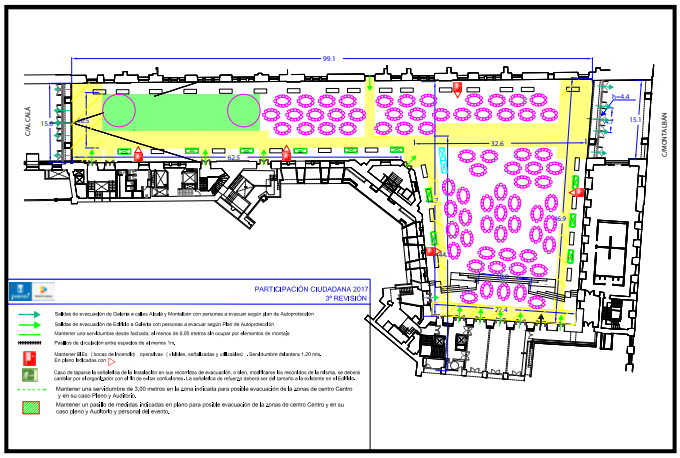
Another incentive that facilitates the participation of caregivers, fathers or mothers with children in their charge, is the provision of activity spaces for children, which allows the family to attend the event together. At the G1000 Madrid, there were various tents with trained minders that took care of more than 100 children, leading activities under the programme 'Si te sientes gato' (If you feel like a cat)[5]. In this programme, children of all ages could also carry out their proposals for participatory budgets.

5 See: 'Eso lo hace mi hijo', a report about 'Si te sientes gato' on the Medialab Prado website.

The final participation count at the event was 279 people contacted by IMOP, plus about 100 children, coming to a total of almost 400 people. This number was much lower than the expected amount, but still considerable.

The logistical work needed to adapt and design the dynamics was truly complex. It was carried out in two basic phases: the first dedicated to initiating contact and formulating ideas and the second to developing and drafting the projects. In the first phase, participants brainstormed ideas in categorised themes (urban planning, mobility, culture, etc.). In the second phase, each participant went to an area that had other ideas of the same category, i.e. everyone who was thinking about mobility went to the orange area, where mobility was hashed out. The results of this second phase were concrete projects that were drafted and uploaded to Decide Madrid at the end of the meeting[6].

In the end, 56 projects were presented on Decide Madrid. Analysing the uploaded projects, we see that 68% were not selected for the voting phase, which means that they did not have enough support to be evaluated. Of the rest of the projects that were evaluated, 89% were declared unviable. Finally, of those that passed to a vote, only one was declared a 'winner'[7]. There are two likely hypotheses to explain the lack of mileage of the G1000 proposals. Firstly, promoting projects requires a campaign via social media or group chats. The projects cannot be promoted by the proponent group, since a one-day meeting is not enough time to bond around a project or to generate a feeling of togetherness or community. Therefore, many of the projects are uploaded on the platform without anyone ever promoting them. Secondly,




*Layout of seats and groups for the G1000 Madrid.*

*Two participants upload their project to Decide Madrid at the end of the day at G1000 Madrid.*

6 See: 'Guión de facilitación para el G1000', on the Medialab Prado website.

7 For more information about all of the proposals uploaded to the Decide Madrid platform, see: 'Informe de proyectos del G1000', on the Medialab Prado website.

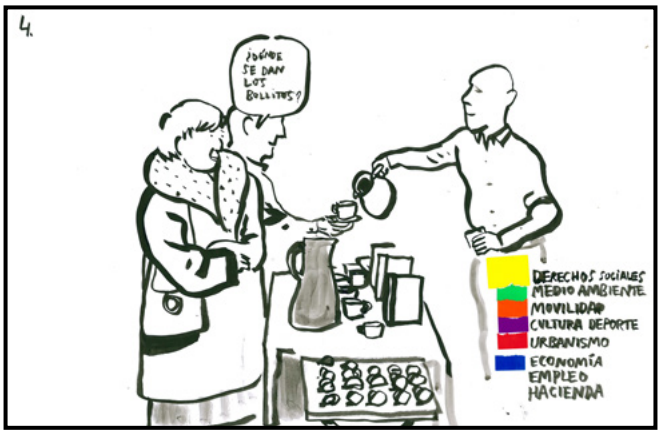
there are many reasons for evaluated projects to be classified as unviable. This is due to a clear design flaw in communication relative to visibility. Many of the reports of inviability cite existing contracts, which cannot be cancelled.

This information[8] had been considered, but it turns out to be complicated for facilitators to detect when a project could conflict with an existing contract or other specific issue. For this reason, it would be better to have the supervision of specialised government employees while creating projects.

We can conclude, from a qualitative point of view, that the general public can effectively formulate meaningful projects. This includes some that are also original and relevant. However, the difficulty in presenting proposals that are viable and can be promoted would require another type of participatory design. On the one hand, more time would have to be dedicated to better researching the proposals to avoid stumbling upon obstacles to viability. On the other hand, it would be important to hold more than one meeting and to develop the training and cohesion of the group so that it can effectively promote its project.

*Different groups deliberate during the G1000 Madrid.*

8 To better understand how to establish the proposal framework in participatory budgets, see: '¿Qué proyectos puedo plantear?', on the Decide Madrid website.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¿DÓNDE SE DAN LOS BOLLITOS?
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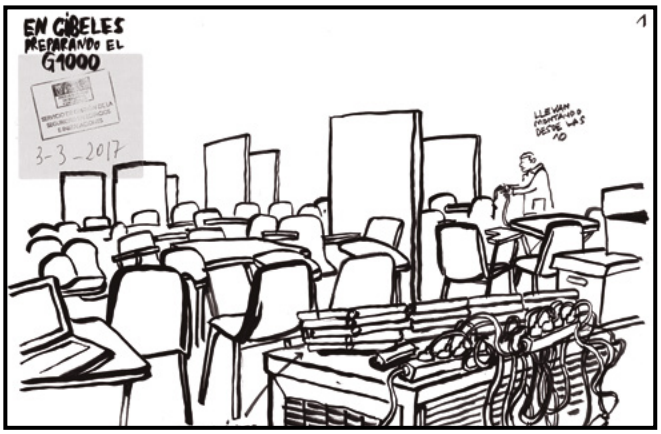
EN CIBELES PREPARANDO EL G1000
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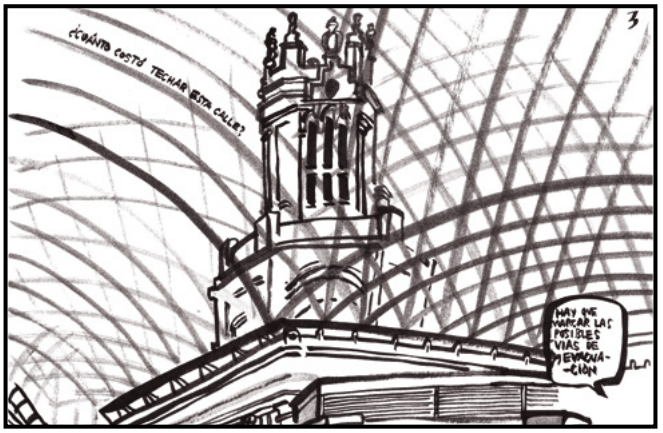
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HAY QUE MARCAR LAS POSIBLES VÍAS DE EMPRENDI-CIÓN
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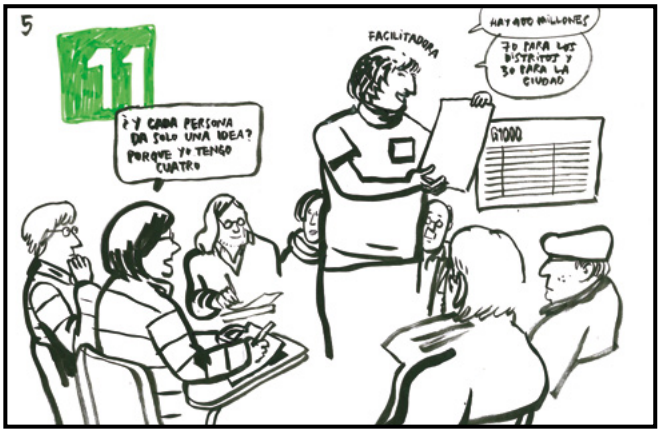
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¿Y CADA PERSONA DA SOLO UNA IDEA? PORQUE YO TENGO CUATRO
FACILITADORA
HAY 400 MILLONES 70 PARA LOS DISTRITOS Y 30 PARA LA CIUDAD
G1000

¿YO SI NO ME GRITAN NO ME ENTERO!
YAGO
4
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CALCULAN HACER 30 ENTRE-VISTAS
HE MADO UNA PROPUESTA PARA MEJORAR LA PARTICIPACIÓN
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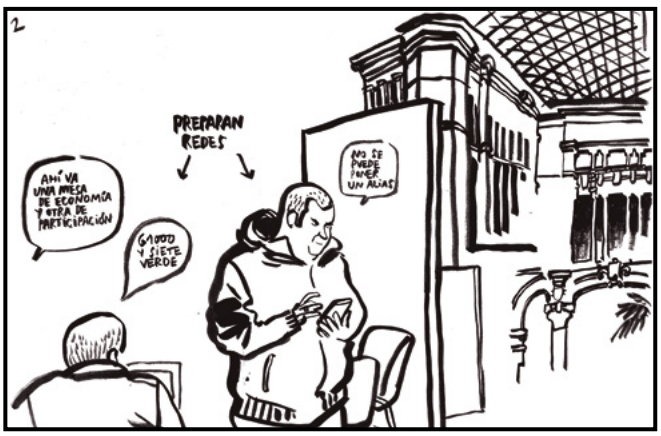
10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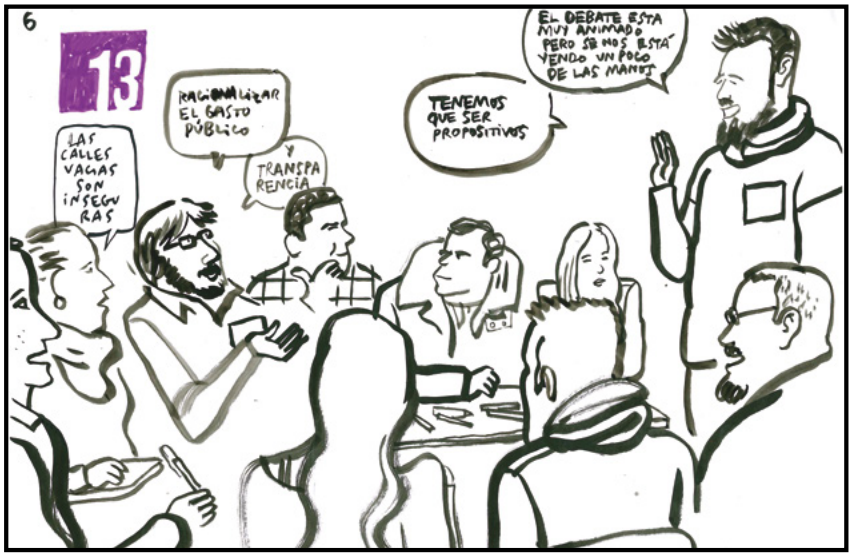
PREPARAN REDES
AHÍ VA UNA MESA DE ECONOMÍA Y OTRA DE PARTICIPACIÓN
G1000 Y SIETE VERDE
NO SE PUEDE PONER UN ALIAS



*Illustrations made by Enrique Flores during the G1000 Madrid.*

*The working group that generated the Hybrid Democracy manuals at Collective Intelligence for Democracy.*

# Hybrid democracy and the Democracy R&D network

The G1000 Madrid was a pilot experience that identified Madrid as one of the cities practicing deliberative processes with participants chosen by sortition. The result of the gathering, i.e. projects with little impact, prompted a search for a more serious format that would grant the participants more time in order to generate better deliberation. To this end, in 2017 ParticipaLab joined a deliberative-democracy network that was under construction called Democracy R&D[9], which offers the help of experts with practical experience.

In June of 2017, the second call for Collective Intelligence for Democracy[10] was launched, and the project Hybrid Democracy was selected. This project, promoted by Arantxa Mendiharat and Lyn Carson, deals with how to coordinate the citizen jury[11] with digital proposal platforms and represents one of the first international collaborations among members of Democracy R&D. Specifically, the proposal creates two practical guides: the first one about how to create a citizen jury[12]; and the second, about how to combine it with digital platforms[13]. This project has a direct impact on the Participation Area, since it resolves a Gordian knot in the citizen proposal process.

9 The Democracy R&D network, promoted by the Australian foundation NewDemocracy, seeks to spread the practice of deliberative sortition. The network celebrated its inaugural meeting at Medialab Prado. See 'Encuentro internacional de Democracia Deliberativa', on the Medialab Prado website.

10 More information about this ParticipaLab call in Chapter 10: 'Networks of democratic innovation'.

11 The citizen jury is a very common format of participation by sortition; around 30 people collaborate in sessions on a specific topic, devoting around 40 hours of work.

12 Mendiharat, A. Escudero, R. Ghotbi, S. Stortone, S. Weinhardt, E. Schecter, D. Carson, L Walker, I.,'How to organize a policy jury? A manual of use for municipalities', 2017. On the Medialab Prado website.

13 Mendiharat, A. Escudero, R. Ghotbi, S. Stortone, S. Weinhardt, E. Schecter, D. Carson, L Walker, I., 'A manual for combining online participation and policy jury', 2017. On the Medialab Prado website.

# The City Observatory

Proposals on Decide Madrid have not regularly managed to reach the established consultation threshold. In fact, only two proposals have done so, while the rest expired before reaching the more than 27,000 necessary endorsements. Why should a proposal reach a minimum threshold in order to be put to a vote? The answer is simple: a proposal must be legitimised in order to justify the resources and time that will be dedicated to holding a referendum on it. Traditionally, signatures were gathered until the appropriate minimums were met, generally between 1% and 2% of those registered. The collection of signatures is based on gathering the support of citizens who believe that the vote in question should happen. But what if there was a better way to legitimise decisions about voting? A citizen jury, chosen randomly, can serve to approximately represent a sample of the city; an approximation perhaps more representative than the almost 28,000 citizens that are needed to activate a vote. Moreover, with time to deliberate, these jurors can gather information and form arguments that justify their decision, a feature that is absent from the process of signature collection. Eureka! This is how we enable citizen consultations by further applying the principles of democracy.

*Workshop given by NewDemocracy to the facilitators of the City Observatory.*

The City Observatory was an already-existing body in the city of Madrid, formed by councillors and honorary officials whose job was to analyse public policies of the city based on official reports. The Participation Area decided to transform it completely and convert it into an entirely citizen-based body, thus linking it to the already-used participation process on the Decide Madridplatform. Starting in January 2018, the Participation Area began to work on organic regulations for the Observatory; meanwhile and in parallel, ParticipaLab started to collaborate with the NewDemocracy foundation and researcher Arantxa Mendiharat, with the aim of assisting the design process of the Observatory. Both processes, design and regulation, informed each other for many months. The design process, developed by ParticipaLab and NewDemocracy ended with the presentation of the final documents[14] by way of a proposal for the Participation Area. These documents had considerable influence over the final design of the Observatory: the delimitation of the format and times of deliberation was based on the vast experience of NewDemocracy in real processes. Parallel to this and over the following months, the Participation Area finished defining the 'Organic Regulations'[15] of the Observatory, approved in plenum on 29 January 2019. This constitutes the legal framework for the work of the first permanent deliberation chamber with randomly chosen participants in a local European government.

The City Observatory[16] meets eight saturdays per year in sessions of seven hours, including a mid-morning coffee break and a lunch break. Sessions occur at intervals of approximately one month, excluding vacation periods. The Observatory is made up of 49 participants or members, which are elected via two distinct sortitions. In the first, 30,000 mailing addresses within the municipal district are chosen by lot, and are sent the corresponding invitations with a survey asking for gender and age, as well as including the annual agenda of sessions and other information.

14 See 'Diseño del proceso del Consejo Ciudadano', and 'Diseño operacional del consejo ciudadano', both found on the Medialab Prado website.

15 See 'Reglamento Orgánico del Observatorio de la Ciudad' at madrid.es.

16 All the information relative to the City Observatory can be accessed from madrid.es.

Any person registered in Madrid who receives an invitation at their residency can volunteer by filling in an online form or returning the invitation with their personal information and the filled out survey. With all of the letters received, 49 members are selected by the City Council, meeting quotas proportionate to the city's population and following the criteria of age, gender and residential area.

The same procedure is followed for selecting stand-ins, who have the same socio-demographic characteristics as the primary participants. An allowance of €65 is given for each session, comparable to that received for participating in a polling station. In general, the sessions are structured in working tables of seven people with a team of facilitators that accompany them the entire time, suggesting specific working dynamics that could be revised and modified by the participants.

The principal task of the Observatory in each session is to evaluate the proposal with the most votes on Decide Madrid and to decide if it should be put to a public consultation. If they decide not to, the participants have the opportunity to suggest a modification to the proposal so that it could be put to a vote. Every proposal is negotiated in two consecutive sessions. In the first, the author is heard and the proposal is discussed until it is understood. Next, questions are listed as well as requests for information needed to take a decision and to decide who can respond to each question. These petitions are presented again in the next session by experts or via brief reports, and the reports must clarify concrete details or practical information. Experts are present to help answer more qualitative or abstract questions.

Diversity among the experts is important in order to be able to compare a variety of responses to questions or issues. The experts present their points in a round, moving from one table to another. Each table takes note of the most relevant findings or the key information that they feel could help in the final decision. Finally the decision is taken. In case there is no clear majority, a vote is held with

*Welcome reception at the City Council plenum hosted by Mayor Manuela Carmena for the 49 participants of the City Observatory.*

the simple majority deciding if the proposal will go to consultation. If more time or information is needed, the deliberation will continue in a third session. In each new session, it is always the most supported proposal on Decide Madridthat is considered. If a proposal is taken to a vote, a final report on the proposal will be agreed upon, gathering the most relevant findings that have helped in the decision-making, following a simplified form of the CIR Oregon[17] model. This report will be included with the voting ballot in the public consultation. The second task is one of free choice. The participants have total freedom to work on any aspect of current municipal policies. This allows them to develop some themes from session to session and submit their own proposals.

## Demographic quotas of the Observatory and secondary sortition

The first sortition, carried out in March of 2019, gathered 1,135 volunteers, assigning each one a number from 1 to 1135. The second sortition generated a random order for these numbers, which was the order by which the participants were assigned a 'box' or quota each. When a box was filled, no new participants with the same characteristics could enter and would instead be dismissed. There were 50 boxes, determined by the following criteria: residential zone, gender and age. Five residential zones were determined by grouping together districts with similar socioeconomic characteristics. The five zones, from lowest to highest socioeconomic level, were: zone 1 (Puente de Vallecas, Usera, Villaverde, Carabanchel); zone 2 (Vicálvaro, Latina, Villa de Vallecas, San Blas-Canillejas, Moratalaz); zone 3 (Ciudad Lineal, Tetuán, Fuencarral-El Pardo); zone 4 (Hortaleza, Arganzuela, Centro, Barajas, Moncloa-Aravaca); and zone 5 (Salamanca, Retiro, Chamberí, Chamartín). Similarly, 5 age categories were created: 16-31 years old; 32-42 years old; 43-53 years old; 54-68 years old; above 69 years old. To give an example, the first box was filled by a woman living in zone 1, between 16 and 31 years old; the second by a man living in zone 1, between 16 and 31 years old, etc. Once these two boxes were assigned, the rest of the volunteers belonging to zone 1 and in this age range were dismissed. The rest of the boxes were then assigned accordingly.

17 The Oregon Citizens' Initiative Review has been running on and off for about a decade. A citizen jury works on the citizen initiative before the referendum to create a report that will be included with the ballot. For more information, see: healthydemocracy.org/cir/or.

The City Observatory represents a historic and groundbreaking experience worldwide. On the one hand, it regulates or institutionalises a citizen chamber chosen by sortition with annual rotation. On the other hand, it uses a digital platform, connecting the world of citizen initiatives with deliberative practices, and materialising a system of double representativity for direct decision-making, both at random and by citizen consultation: thus controlled deliberation is connected with the possibility of spreading deliberation to the whole population.

*Methodology for soliciting information about the most supported proposal in March of 2019 on Decide Madrid: 'Derecho a jugar' (The right to play). March 30th session of the City Observatory.*

*Drafting of agreements in real time for the participants of the City Observatory to validate the final content.*

IDEAS

8.
Collaborative
legislation.

*"In an ideal state, laws are few and simple because they stem from certainties. In a corrupt state, there are many laws and they are confusing because they stem from uncertainties".*

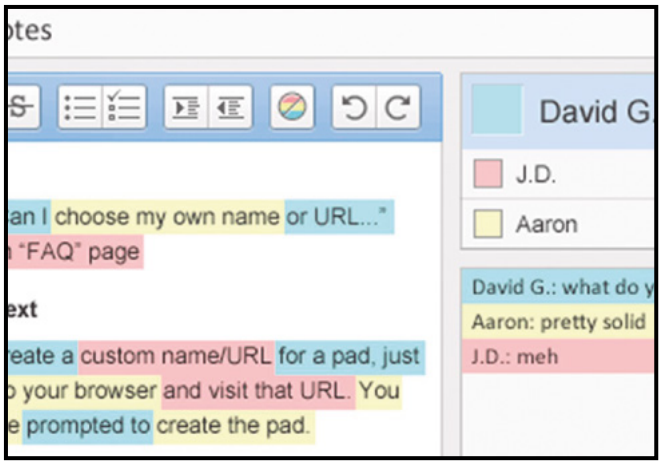
*Solon (ca. 638 BCE-558 BCE), co-founder of Athenian democracy.*

Through laws, writing has been intimately tied to governance and to democracy since time immemorial. Collective decisions are committed to writing to seal the agreement. Legislators, usually individuals belonging to the political elite of a state, have a great amount of power as mediators between the will of the people and legal texts. The technical language that they use is not accessible to the general public despite the fact that its application affects their daily lives. Therefore it is essential to pay special attention to how laws are drafted and to study how to improve transparency and participation, allowing more and more people to get involved in these processes. New technologies, related to collaborative writing, open new possibilities to democratise this critical aspect of our rule of law.

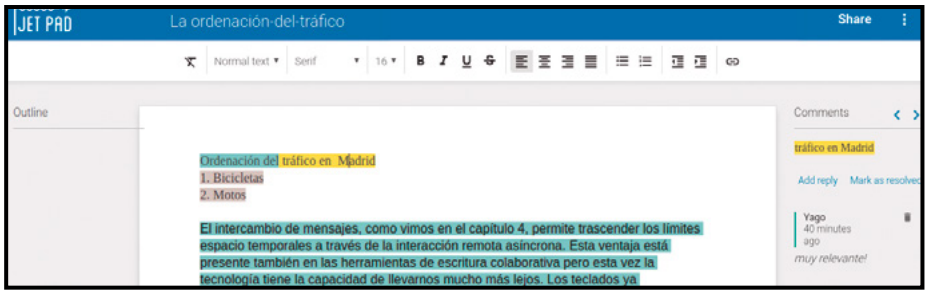
The exchange of messages, as we saw in Chapter 4: The Decide forum and online discussion, allows us to transcend the limits of space and time through remote asynchronous action. This is already an advantage of collaborative writing tools, but in this case technology is able to take us much further. Keyboards revolutionised writing long before the first personal computers. The limitations of the typewriter in terms of correcting errors disappeared with the word-processing programs of PCs. We can edit much more quickly and we can correct anything at any time. Nowadays it is possible to copy and paste text, change the format, check the spelling and countless other actions on any computer program. The arrival of the internet brought us collaborative editing in real time. The 15M and Occupy movements used web applications on a massive scale, mainly based on Etherpad[1]. The success of Etherpad is based on its collaboration-focused services, leaving format editing on the back burner and allowing online documents to be created with the utmost simplicity. Every user is identified by a colour, which indicates the text that they write. Multiple editors can write in real time, seeing who writes what and being able to discuss the changes in a discussion box to the right. It is also possible to see the history of a document, retrieving any previous version and avoiding catastrophic errors that commonly occur when so many people work on one document at the same time.

_the great power wielded by legislators originates from being the mediators between popular will and legal texts.

1 For more information, see: etherpad.org.




*Fragment of a text with parallel discussion on Titanpad.*




*Jetpad.net allows users to comment on a section of highlighted text*

## Jetpad

During the Collective Intelligence for Democracy 2016[1] workshops, the team 'Collaborative editing for citizen participation' worked on a tool developed by its coordinator Pablo Ojaranguren, called JetPad[2]. JetPad features Wave technology, which opens up important new possibilities to edit in real time. While in Etherpad, discussions about the text cannot directly refer to a word, sentence or paragraph, in JetPad, just like in other services created by large companies, they can. This is done by highlighting the text and opening a comment box, which is relevant because it allows us to focus our discussion on specific excerpts, generating a separate discussion for each highlighted segment.

1 *See chapter 11: 'Networks of democratic innovation' and Annex 2: 'ICD projects'.*

2 *See: jetpad.net.*

In 2016, Decide Madrid began to publish drafts of municipal regulations prior to their approval[2], thus improving the transparency of the legislative process and giving the opportunity to make comments by highlighting parts of the text. Starting with the '#CodingMadrid: estado del arte de legislación colaborativa' (#CodingMadrid: state-of-the-art collaborative legislation)[3], ParticipaLab initiated a project with the company Populate Tools[4] to design and develop an improved version of this feature on the Decide Madrid platform that could also accommodate stages prior to the creation of a draft. The prototype was developed at Medialab Prado and was enthusiastically adapted to fit CONSUL and Decide Madrid.

A webpage for the legislative processes of Decide Madrid, resulting from the the collaboration between ParticipaLab and Populate Tools, summarises the topic to be legislated. It also offers additional downloadable documentation to provide more information. At the bottom of the page, there are tabs corresponding to different stages of the project: Initial debate, Comments and Follow-up. Nueva ordenanza de movilidad (New mobility ordinance)[5] is shown here as an example.

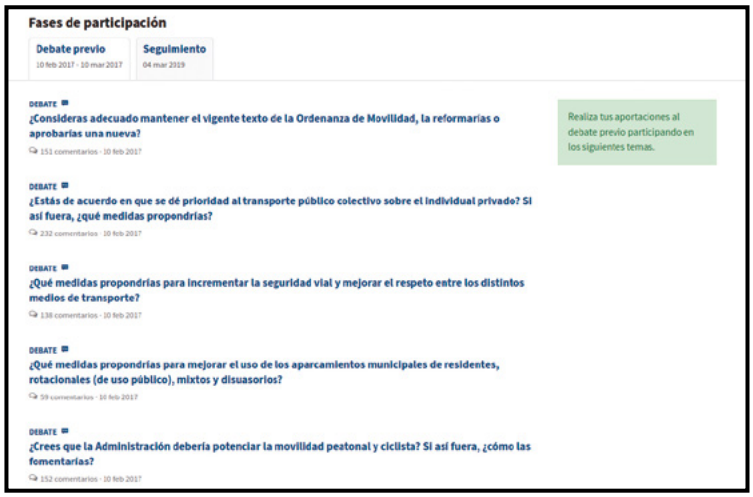
*A conversation during ICD 2016 between Pablo Soto, head of the Madrid City Council Participation Area, members of Populate Tools and the group Redacción colaborativa para participación ciudadana (Collaborative editing for citizen participation).*

2 The new law 39/2015 LPAC, which came into effect on 2 October 2016, requires administrations to publish online problems that the initiative hopes to solve, their need and opportunity for approval, the objectives of the regulation and possible alternative solutions. Additionally, this feature allows us to make statements and seek additional support from individuals or entities. The law also inspired the development initiative on Decide Madrid.

3 See: '#CodingMadrid: estado del arte de legislación colaborativa', on the Medialab Prado website.

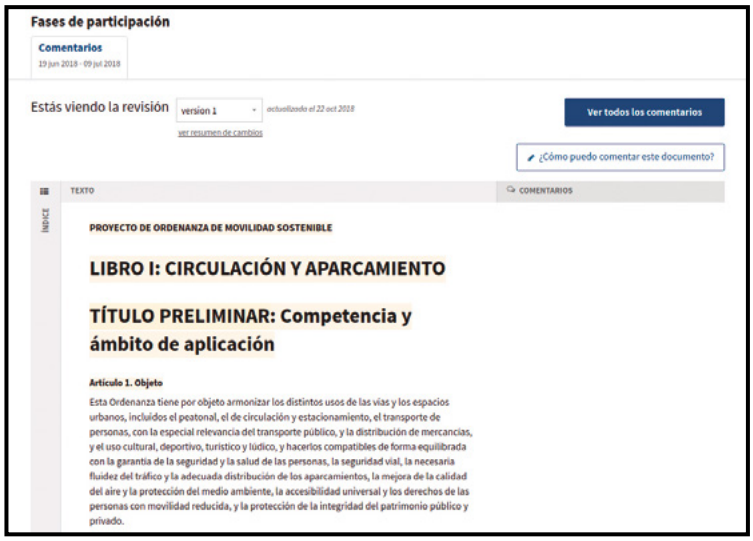
4 See: populate.tools.

5 To see examples of Initial debate, Comments, Follow-up and Legal imprint, consult the Decide Madrid website.




The first phase is Initial debate, in which a series of questions are raised. Each question sparks a separate debate in which comments can be made.

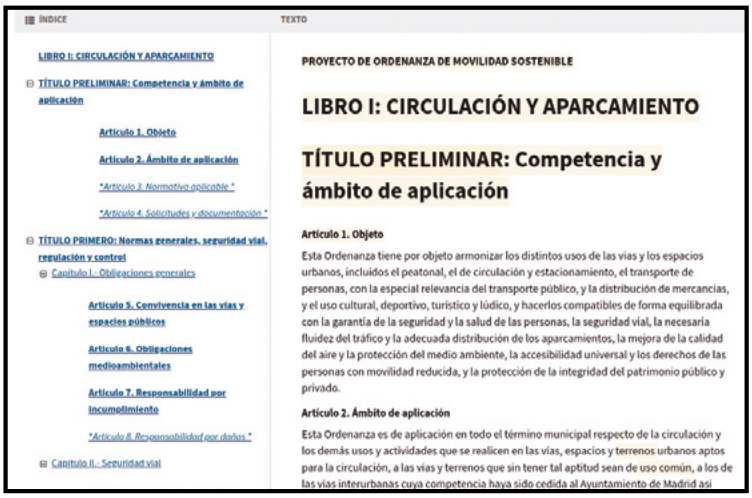
If we open up a debate, we see that the discussion works in a similar way to proposal debates. Comments can be responded to and evaluated.



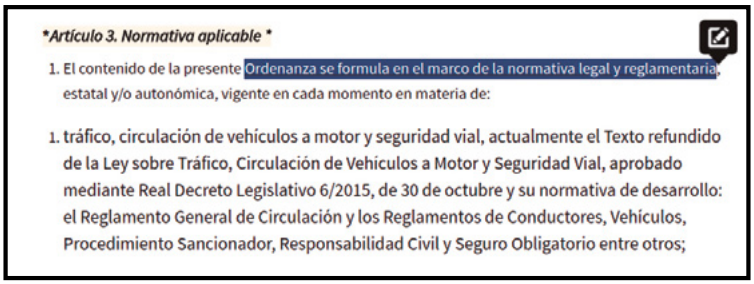

The next phase is activated by the administration upon sharing the ordinance draft; this phase is called Comments, and it is the most interesting one. First, we see that the administration can upload different versions of the draft[6]. Next, the public can 'See a summary of changes' and compare the drafts. If there was any relation between the comments and potential changes, it would be easily traceable.

6 This feature has not yet been used on Decide Madrid.

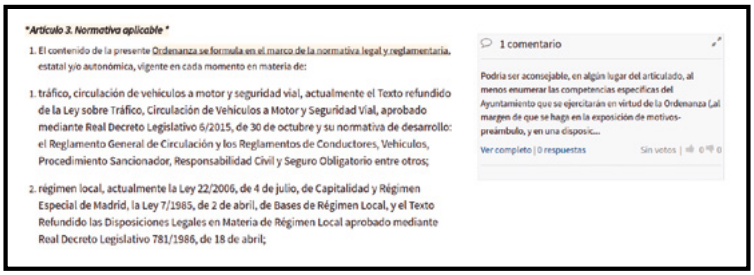
Additionally, we can expand the table of contents to explore the document. In this case, we are looking at a very large ordinance of more than 200 pages.



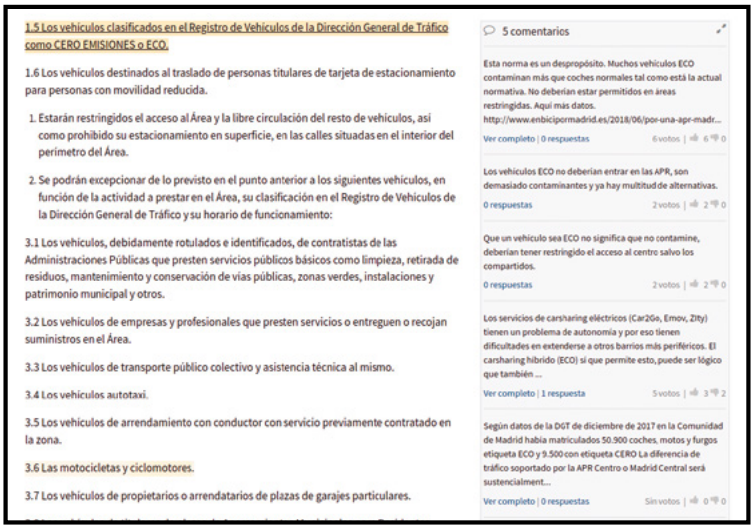

Just as indicated when clicking on 'How can I comment on the document?', comments can be made simply by highlighting the text so that a pencil symbol appears.

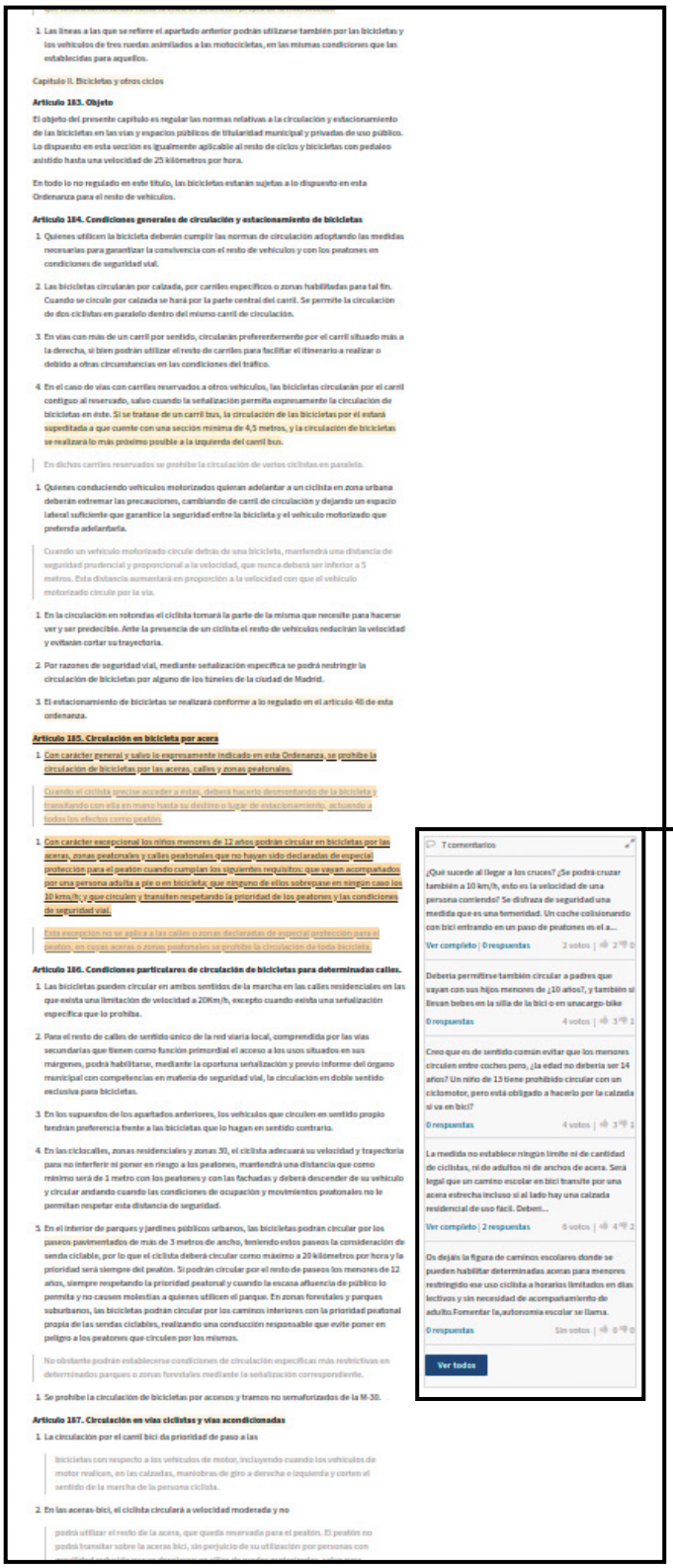



By clicking on the pencil, a box opens to the right where you can write a comment, which will be linked to the line of text.




As different comments are made on the same text, they are clustered together. The more comment activity under a highlighted area, the darker the colour. In other words, the activity generates a heat map.





1. Las líneas a las que se refiere el apartado anterior podrán utilizarse también por las bicicletas y los vehículos de tres ruedas asimilados a las motocicletas, en las mismas condiciones que las establecidas para aquellos.

Capítulo II. Bicicletas y otros ciclos

**Artículo 183. Objeto**

El objeto del presente capítulo es regular las normas relativas a la circulación y estacionamiento de las bicicletas en las vías y espacios públicos de titularidad municipal y privadas de uso público. Lo dispuesto en esta sección es igualmente aplicable al resto de ciclos y bicicletas con pedaleo asistido hasta una velocidad de 25 kilómetros por hora.

En todo lo no regulado en este título, las bicicletas estarán sujetas a lo dispuesto en esta Ordenanza para el resto de vehículos.

**Artículo 184. Condiciones generales de circulación y estacionamiento de bicicletas**

1. Quienes utilicen la bicicleta deberán cumplir las normas de circulación adoptando las medidas necesarias para garantizar la convivencia con el resto de vehículos y con los peatones en condiciones de seguridad vial.

2. Las bicicletas circularán por calzada, por carriles específicos o zonas habilitadas para tal fin. Cuando se circule por calzada se hará por la parte central del carril. Se permite la circulación de dos ciclistas en paralelo dentro del mismo carril de circulación.

3. En vías con más de un carril por sentido, circularán preferentemente por el carril situado más a la derecha, si bien podrán utilizar el resto de carriles para facilitar el itinerario a realizar o debido a otras circunstancias en las condiciones del tráfico.

4. En el caso de vías con carriles reservados a otros vehículos, las bicicletas circularán por el carril contiguo al reservado, salvo cuando la señalización permita expresamente la circulación de bicicletas en éste. Si se tratase de un carril bus, la circulación de las bicicletas por él estará supeditada a que cuente con una sección mínima de 4,5 metros, y la circulación de bicicletas se realizará lo más próximo posible a la izquierda del carril bus.

En dichos carriles reservados se prohíbe la circulación de varios ciclistas en paralelo.

1. Quienes conduciendo vehículos motorizados quieran adelantar a un ciclista en zona urbana deberán extremar las precauciones, cambiando de carril de circulación y dejando un espacio lateral suficiente que garantice la seguridad entre la bicicleta y el vehículo motorizado que pretenda adelantarla.

Cuando un vehículo motorizado circule detrás de una bicicleta, mantendrá una distancia de seguridad prudencial y proporcional a la velocidad, que nunca deberá ser inferior a 5 metros. Esta distancia aumentará en proporción a la velocidad con que el vehículo motorizado circule por la vía.

1. En la circulación en rotondas el ciclista tomará la parte de la misma que necesite para hacerse ver y ser predecible. Ante la presencia de un ciclista el resto de vehículos reducirán la velocidad y evitarán cortar su trayectoria.

2. Por razones de seguridad vial, mediante señalización específica se podrá restringir la circulación de bicicletas por alguno de los túneles de la ciudad de Madrid.

3. El estacionamiento de bicicletas se realizará conforme a lo regulado en el artículo 46 de esta ordenanza.

**Artículo 185. Circulación en bicicleta por acera**

1. Con carácter general y salvo lo expresamente indicado en esta Ordenanza, se prohíbe la circulación de bicicletas por las aceras, calles y zonas peatonales.

Cuando el ciclista precise acceder a estas, deberá hacerlo desmontando de la bicicleta y transitando con ella en mano hasta su destino o lugar de estacionamiento, actuando a todos los efectos como peatón.

1. Con carácter excepcional los niños menores de 12 años podrán circular en bicicletas por las aceras, zonas peatonales y calles peatonales que no hayan sido declaradas de especial protección para el peatón cuando cumplan los siguientes requisitos: que vayan acompañados por una persona adulta a pie o en bicicleta, que ninguno de ellos sobrepase en ningún caso los 10 km/h, y que circulen y transiten respetando la prioridad de los peatones y las condiciones de seguridad vial.

Esta excepción no se aplica a las calles o zonas declaradas de especial protección para el peatón, en cuyas aceras o zonas peatonales se prohíbe la circulación de toda bicicleta.

**Artículo 186. Condiciones particulares de circulación de bicicletas para determinadas calles.**

1. Las bicicletas pueden circular en ambos sentidos de la marcha en las calles residenciales en las que exista una limitación de velocidad a 20Km/h, excepto cuando exista una señalización específica que lo prohíba.

2. Para el resto de calles de sentido único de la red viaria local, comprendida por las vías secundarias que tienen como función primordial el acceso a los usos situados en sus márgenes, podrá habilitarse, mediante la oportuna señalización y previo informe del órgano municipal con competencias en materia de seguridad vial, la circulación en doble sentido exclusiva para bicicletas.

3. En los supuestos de los apartados anteriores, los vehículos que circulen en sentido propio tendrán preferencia frente a las bicicletas que lo hagan en sentido contrario.

4. En las ciclocalles, zonas residenciales y zonas 30, el ciclista adecuará su velocidad y trayectoria para no interferir ni poner en riesgo a los peatones, manteniendo una distancia que como mínimo será de 1 metro con los peatones y con las fachadas y deberá descender de su vehículo y circular andando cuando las condiciones de ocupación y movimientos peatonales no le permitan respetar esta distancia de seguridad.

5. En el interior de parques y jardines públicos urbanos, las bicicletas podrán circular por los paseos pavimentados de más de 3 metros de ancho, teniendo estos paseos la consideración de senda ciclable, por lo que el ciclista deberá circular como máximo a 20 kilómetros por hora y la prioridad será siempre del peatón. Si podrán circular por el resto de paseos los menores de 12 años, siempre respetando la prioridad peatonal y cuando la escasa afluencia de público lo permita y no causen molestias a quienes utilicen el parque. En zonas forestales y parques suburbanos, las bicicletas podrán circular por los caminos interiores con la prioridad peatonal propia de las sendas ciclables, realizando una conducción responsable que evite poner en peligro a los peatones que circulen por los mismos.

No obstante podrán establecerse condiciones de circulación específicas más restrictivas en determinados parques o zonas forestales mediante la señalización correspondiente.

1. Se prohíbe la circulación de bicicletas por accesos y tramos no señalizados de la M-30.

**Artículo 187. Circulación en vías ciclistas y vías acondicionadas**

1. La circulación por el carril bici da prioridad de paso a las

bicicletas con respecto a los vehículos de motor, incluyendo cuando los vehículos de motor realicen, en las calzadas, maniobras de giro a derecha o izquierda y corten el sentido de la marcha de la persona ciclista.

2. En las aceras-bici, el ciclista circulará a velocidad moderada y no

podrá utilizar el resto de la acera, que queda reservada para el peatón. El peatón no podrá transitar sobre la acera bici, sin perjuicio de su utilización por personas con



7 comentarios

¿Qué sucede al llegar a los cruces? ¿Se podrá cruzar también a 10 km/h, esto es la velocidad de una persona corriendo? Se disfraza de seguridad una medida que es una temeridad. Un coche colisionando con bici entrando en un paso de peatones es el a...

Ver completo | 0 respuestas — 2 votos | 2 0

Debería permitirse también circular a padres que vayan con sus hijos menores de ¿10 años?, y también si llevan bebes en la silla de la bici o en unacargo-bike

0 respuestas — 4 votos | 3 1

Creo que es de sentido común evitar que los menores circulen entre coches pero, ¿la edad no debería ser 14 años? Un niño de 13 tiene prohibido circular con un ciclomotor, pero está obligado a hacerlo por la calzada si va en bici?

0 respuestas — 4 votos | 3 1

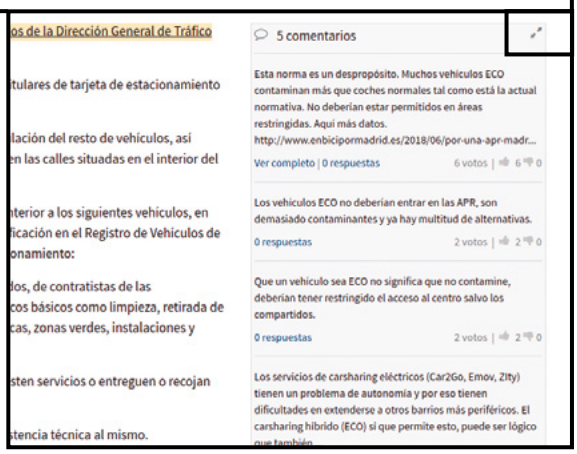
La medida no establece ningún límite ni de cantidad de ciclistas, ni de adultos ni de anchos de acera. Será legal que un camino escolar en bici transite por una acera estrecha incluso si al lado hay una calzada residencial de uso fácil. Deberí...

Ver completo | 2 respuestas — 6 votos | 4 2

Os dejáis la figura de caminos escolares donde se pueden habilitar determinadas aceras para menores restringido ese uso ciclista a horarios limitados en días lectivos y sin necesidad de acompañamiento de adulto.Fomentar la,autonomía escolar se llama.

0 respuestas — Sin votos | 0 0

Ver todos



os de la Dirección General de Tráfico

tulares de tarjeta de estacionamiento

lación del resto de vehículos, así
n las calles situadas en el interior del

nterior a los siguientes vehículos, en
ficación en el Registro de Vehículos de
onamiento:

los, de contratistas de las
cos básicos como limpieza, retirada de
cas, zonas verdes, instalaciones y

sten servicios o entreguen o recojan

tencia técnica al mismo.

5 comentarios

Esta norma es un despropósito. Muchos vehículos ECO contaminan más que coches normales tal como está la actual normativa. No deberían estar permitidos en áreas restringidas. Aquí más datos. http://www.enbicipormadrid.es/2018/06/por-una-apr-madr...

Ver completo | 0 respuestas — 6 votos | 6 0

Los vehículos ECO no deberían entrar en las APR, son demasiado contaminantes y ya hay multitud de alternativas.

0 respuestas — 2 votos | 2 0

Que un vehículo sea ECO no significa que no contamine, deberían tener restringido el acceso al centro salvo los compartidos.

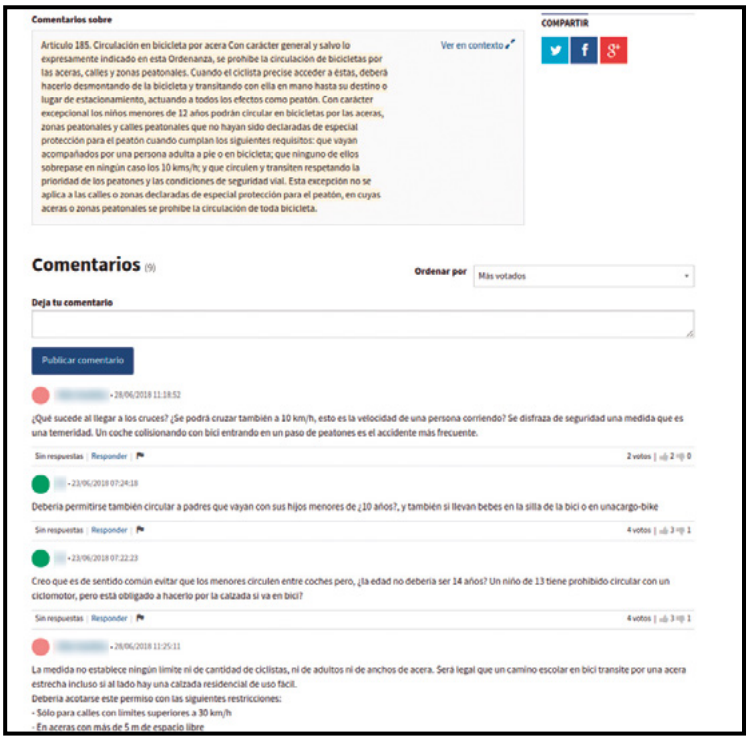
0 respuestas — 2 votos | 2 0

Los servicios de carsharing eléctricos (Car2Go, Emov, Zity) tienen un problema de autonomía y por eso tienen dificultades en extenderse a otros barrios más periféricos. El carsharing híbrido (ECO) sí que permite esto, puede ser lógico que también

Comments can also be evaluated with a 'thumbs up' or 'thumbs down'; the the most liked appear closest to the top. Only the first six comments appear in the box to the side. From the sixth comment on, they stop appearing in the sidebar. To view the whole discussion about the highlighted text, you must go to the discussion page by clicking on the double arrow.

Heat map.

The discussion page shows the highlighted paragraph as well as all of the comments in Debate format. These discussions about different 'hot' sections are separate from the complete text, allowing them to be shared on social media networks or discussion groups. Just by following a link, anyone can access a certain paragraph without having to go through the entire document.




Finally, we have the Follow-up phase, which is merely informative and allows users to follow the approval process of an ordinance.

*#DíaAlegacción*

# Submissions or comments?

Traditionally, a legislative text can be modified before its approval through submissions about the draft itself. A submission is simply a comment or statement that seeks a modification of the draft. They tend to be made by non-profit interest groups or economic lobbies. The City Council is under no obligation to respond to the submissions, but they must create a report with them[7]. The Decide Madrid's Comments phase could allow any comment to be converted into a submission, thereby breaking the bureaucratic barrier that exists to presenting such a submission.

Wouldn't it be great if any citizen could make submissions in the form of comments? Why shouldn't the general public, outside of powerful groups and organised entities, also be able to add modifications to legislative drafts? The Decide Madrid Comments phase enables just that. To experiment with this new feature, ParticipaLab organised the '#DíaAlegacción' (Day of submission action)[8] together with student Mariola Araya and collaborator Miguel Álvarez, within the framework of the Culturas de la Movilidad (Cultures of Mobility)[9] programme.

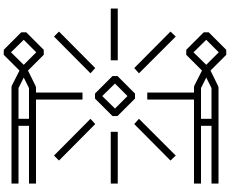
7 In the case of the mobility ordinance, there was a response to the briefs. For more information, see: 'MemoriaAlegaciones20180724' on the Medialab Prado website.

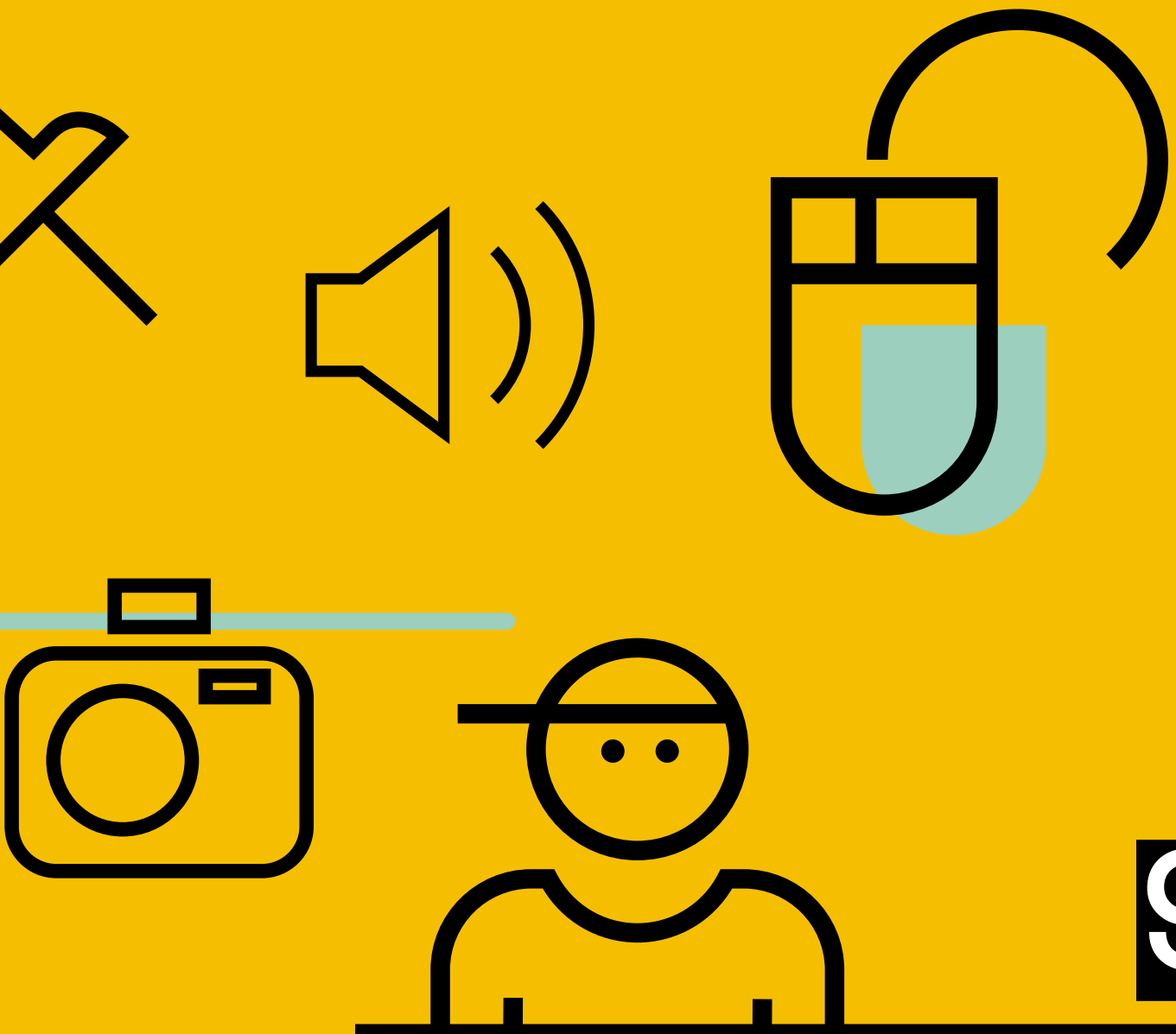
8 Find more information about '#DíaAlegacción' on the Medialab Prado website.

9 See 'Culturas de la Movilidad' on the Medialab Prado website.

Mobility affects us all equally. For a City Council, this is the ordinance with the greatest impact on the daily lives of residents. However, this 200-page text is difficult to digest and explore. How can a pedestrian who also uses a kick scooter know where to find the article that directly affects them? The Comments phase allows the public to find parts of the text that affect them directly in a distributed manner, so they can advocate for themselves in case they do not agree with any provision in the draft. Although we cannot expect just anyone to look through the whole document, there will always be adventurous users or those particularly interested who will do so. If these 'explorers' make comments and share the discussions in their spheres, they will easily draw the attention of others who feel similarly, making the text and associated discussion to go viral. As a pilot project, ParticipaLab designed a facilitated process by which the ordinance was segmented in order to emulate the role of the 'explorers' themselves. To do this, they mapped out articles that affect different communities of users and which are related to primary mobility: bicycles, pedestrians, motorcycles, kick scooters, public transit and cars. A post was created for each community, connecting all of the articles in the draft that could potentially affect them. Thus, each relevant issue had a separate webpage on Decide Madrid which could be shared on social media networks or messaging groups. At the same time, an attempt was made to get all of the users of each community involved in order to make each one of the issues go viral. At the end of the participatory process, more than 140 comments were made on the ordinance.

Although the draft discussions do not go viral organically, this could become the case with an adequate communications strategy on the part of the City Council of Madrid. It is also advisable to streamline the participatory process by holding specific meetings. The ultimate goal of this process of legal innovation could culminate in replacing the traditional process of making submissions with an open online system of commenting on a draft. This would also force organised lobbies to use this transparent channel, through which the 'Track changes' feature could also be used to see which comments lead to changes in the documents. By reducing the procedural gap, the general public could situate itself on par with these lobbies and influence legislative changes.





# 9. Narratives of participation.

*'CócTELL, narrativas de la participación', held 14-15 December 2016.*

# La CocTELLera

ParticipaLab began a research, work and action project about narratives of participation in December of 2016. The gathering 'CócTELL, narrativas de la participación' (CocTELL, narratives of participation)[1], held 14-15 December 2016, launched a line of work with the aim of enriching citizen participation by way of different narratives, languages and formats. The 'CócTELL' gathering established a format (co-creation with the public) and a working group for transmedia narratives, La CocTELLera[2]. La CocTELLera, a research and action group that developed under the ParticipaLab umbrella, creates narratives and language to strengthen the symbolic framework of citizen participation and to promote collective and deliberative political action by the public.

The CocTELLera is composed of people with diverse professional background[3], grouped around various forms of language and organised to carry out collective work. The group serves as a bridge with the different communities convened at open events that are held at Medialab Prado. Some of the meetings have specific requirements or petitions from ParticipaLab, although La CocTELLera decides how it will work and in what direction to steer the collective creation.

1 See 'CócTELL, narrativas de la participación' on the Medialab Prado website.

2 See 'Proyectos La CocTELLera' on the Medialab Prado website.

3 The following is a list of those most involved in La CocTELLera:
Design and art direction: Natalia Mirapeix, Fernando Rapa and María LaMuy. Comics and Self Publishing: Hostia Un Libro, Elisabeth Falomir, Alberto Haj-Saleh and Pedro Toro. Storytelling: Daniel Yustos. Territories: Rachel Congosto. Relatogramas (Story-grammes): Clara Megías and Álvaro Valls. Guerrilla Remix: Iván Sánchez and Ana Torbe. Participatory methodologies: David Leal. Audiovisual: Antonio Girón. Coordination: Bernardo Gutiérrez.

*Graphics from 'CócTELL, narrativas de la participación', held December 14-15, 2016.*

# Gatherings

La CocTELLera has organised different creative gatherings:

- Gatherings to research about how different language and narratives can streamline participation in the public sphere and within the scope of the commons.
- Meetings to discover new forms of mobilisation and collective action around targets shared by the general public.
- Workshops to help with the development of proposals and citizen campaigns.
- The development of citizen proposals created by this collective.

The gatherings hosted by La CocTELLera are collective, participatory and open. They come in two different formats:

- **CÓCTELL**: a meeting to boost research and collective creation with inspiration provided by the shared experiences of a few speakers. When the specific objective of a CócTELL requires more meetings, a 'Designathon' is organised.
- **DESIGNATHON**: This event is focused on collective work to develop ideas that have been set in motion.

# Chronology

## CócTELL 1

14-15 December 2016

In this first CócTELL launch, the gathering was organised in the form of thematic tables linked to kinds of language or specific approaches: **Comics and Self-Publishing, Audiovisual, Design, etc. Relatogramas** ('Story-grammes'), **Storytelling, Territories** and **Guerrilla Remix**. In turn, four prestigious international speakers gave inspiring presentations that sparked an explosion of ideas for the working tables: **Pedro Inoue** (Brasil), art director of the magazine Adbusters; **Noel Douglas** (UK), artist, designer and activist, Occupy Design UK collective; **Oriana Eliçabe** (Argentina/Spain), photographer, activist and member of the collective Enmedio; **Felipe Gil** (Spain), member of the collective Zemos 98. Together, their talks and different points of view painted a panorama of the shapes and sounds that collective action assumes in publications, campaigns, creations and actions.

Aside from these guests, other activists, designers, communicators and artists spoke briefly, adding further views to the collective participation imaginary. During the gathering, the different tables started a process or creative campaign related to citizen participation, which was followed up in subsequent events.

As a result of the first CócTELL, specific campaigns were formed around participation or that involved participation as a crucial part of their development. To promote these campaigns, two Designathons were organised (4 and 11 February 2017), open to all creative types: designers, illustrators, video makers, zinesters, communicators, social media lovers, urban planners, hackers, youtubers and neighbours interested in processes of collective creation.

At the Designathons, there were seven tables with specific campaigns and one central table called Guerrilla Remix that connected them all. All of the campaigns were developed by taking an interdisciplinary and transmedia approach. The following projects[4] came about: **Fotovotón** (Photovote), **Fir-mad** (Sign!), **Plataforma de las pequeñas cosas** (Platform of little things), **#Abretedepuertas** (#Openyourdoors), **Los de abajo** (Underdogs), **Apadrina una bici** (Sponsor a bike) and **Casting Project**.

4 To see all of the projects developed at CócTELL 1, consult scribd.com.

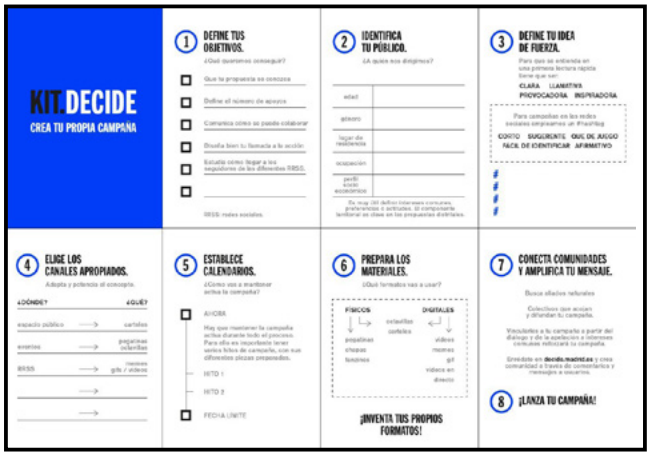
*CócTELL 1 - Relatogramas by Clara Megías.*

# CócTELL 2

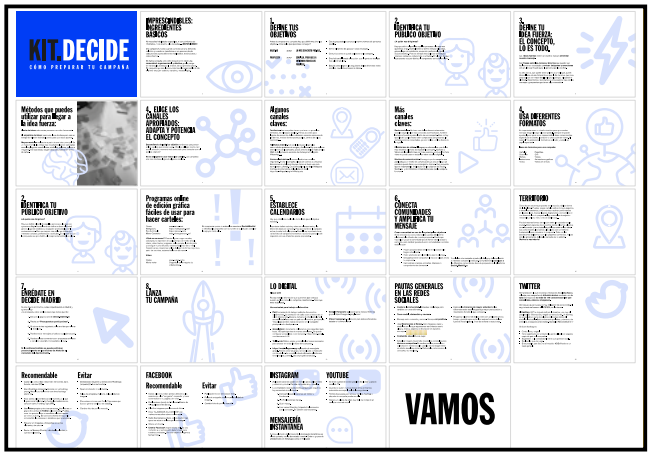
11 March 2017

The objective of the second edition of CócTELL was to provide the public with a set of methodologies and techniques for developing campaigns for the Decide Madrid participatory budgets[5] that resulted from the G1000 meeting[6]. La CocTELLera worked together with the individuals who attended the open gathering, and a Kit/Guide[7] was created on how to create and execute citizen campaigns. There were also some presentations[8] that served to inspire campaign creation processes.

A Designathon was held (21 March), focused on continuing the work begun by the citizen campaigns from CócTELL 2.




*Kit.Decide, developed collaboratively during CócTELL 2.*




5 Decide Madrid's budgets can be found on their website.

6 See Encuentro G1000, on the Decide Madrid website.

7 See 'Kit.Decide, crea tu propia campaña', on the Decide Madrid website.

8 'Cómo montar campañas' by Ana Torbe and Zuloark; and 'Campañas que crean ciudadanía' by Gema Arias (Agencia Kitchen).

# CócTELL 3

14 December 2017

CócTELL 3 featured the talk 'Singing the map', by the Italian collective Wu Ming[9]. La CocTELLera collaborated with the group 'Comunidades propositivas' (Proponent communities), of ParticipaLab, on the processes 'Derecho a jugar' (The right to play) and 'Por un Madrid más verde' (For a greener Madrid). La CocTELLera[10] worked on the emotional bond of these emerging proponent communities. The symbolic framework of 'Derecho a jugar' was a result of the co-creative gathering 'CócTELL 3'[11], from the 'Un Madrid amigable' (A friendly Madrid) working table. La CocTELLera openly and collaboratively developed graphic transmedia materials (design work, slogans, videos, animated GIFs, etc.) to strengthen the call for this event. The materials developed were aimed at reinforcing the sense of belonging and feeling of community around 'Derecho a jugar'.

*Campaign poster for 'Derecho a jugar', developed at CócTELL 3.*

*Campaign materials for 'Derecho a jugar', developed at CócTELL 3.*

9 To see the presentation, visit: https://prezi.com/q_sjcdcskfq7/singing-the-map.

10 Find 'La CocTELLera: Narrativas de Participación Ciudadana', on scribd.com.

11 For more information about CócTELL 3, go to the Medialab Prado website.

# CócTELL 4

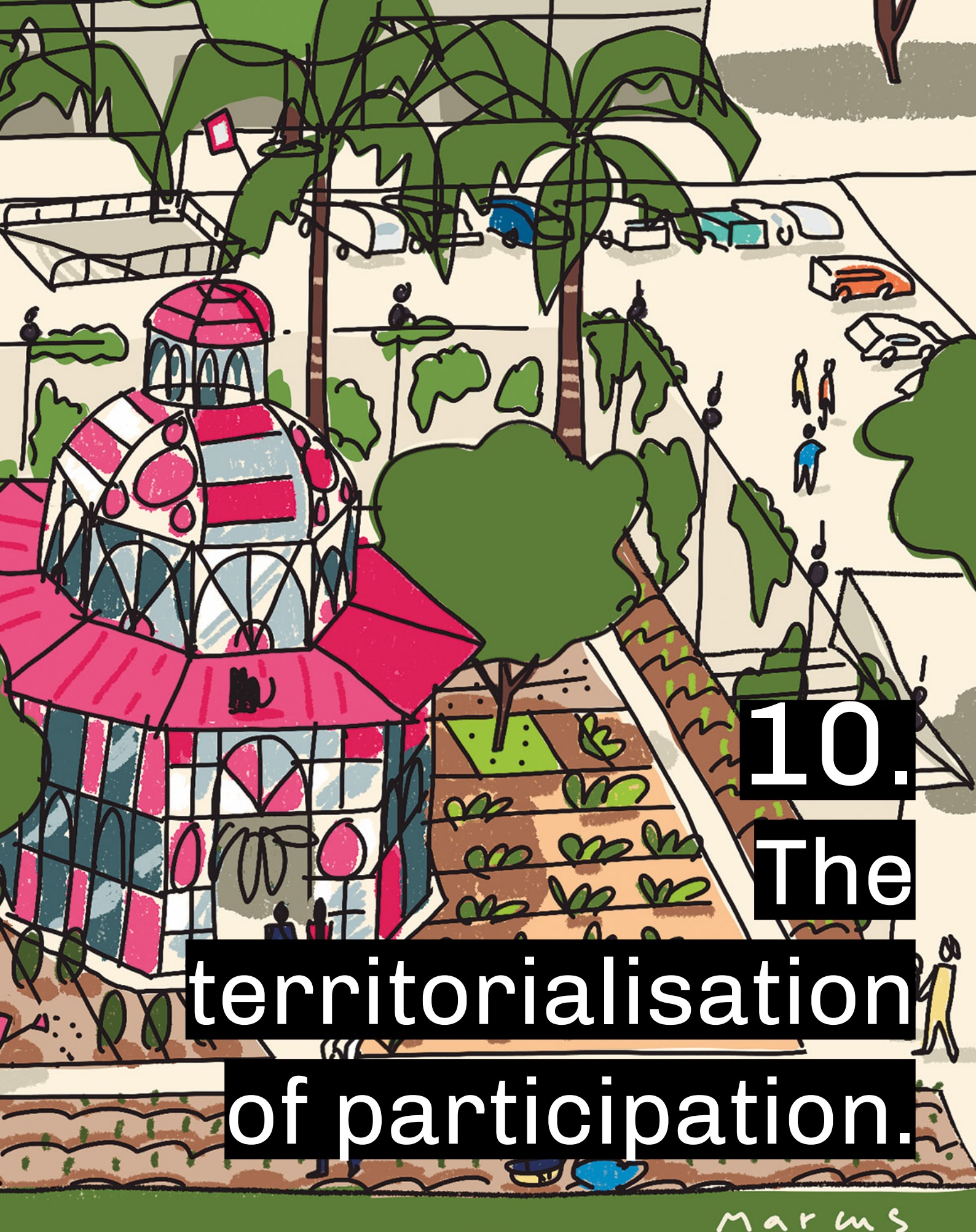
December 4, 2018

CócTELL 4 featured John Jordan[12], from the Laboratory of Insurrectionary Imagination in London, as the keynote speaker. CócTELL 4 developed three open working sessions to address the paradigm of 'democratic radicality.' The session on 14 February included the talk 'Narrativas colectivas en el documental y la animación en Latinoamérica' (Collective narratives in documentary films and animation in Latin America) by Claudia Rodríguez Valencia, from the Colombian production company preciosamedia.com. The session on 21 February featured a double talk under the umbrella title 'Tramas en común' (Common stories) by Daniel Henríquez and Concepción Cascajosa.

The final product of CócTELL 4 was the project 'Story Cracia' (Story Cracy): a transmedia website featuring stories of social transformation linked to mechanisms that shape democratic radicality.

*Prototype of the website 'Story Cracia'.*

12 Video of John Jordan's full talk in YouTube.com.


10.
The
territorialisation
of participation.

# Introduction

The majority of projects implemented by ParticipaLab have been rooted in physical locations to some degree. Despite the crucial importance of the digital sphere in the development of these projects, the idea was always to combine online and offline processes into a kind of hybrid reality. As such, the physical infrastructure of Medialab Prado has played a key role in co-creating and implementing many of ParticipaLab's projects. Without this infrastructure, the prototyping workshops by Collective Intelligence for Democracy[1] (CID) would not have been possible. Co-creative processes such as 'CócTELL', '#CodingMadrid', 'Si te sientes gato' (If you feel like a cat), 'Co-incidimos' (We co-incide) or 'Rutas para la realidad democrática' (Paths to democratic reality)[2] would not have been possible either.

ParticipaLab carried out two processes that were particularly important for the territorialisation of participation: 'Residencia Hacker' and 'Ciudad. Decide'.

## Residencia Hacker

Residencia Hacker (Hacker Residency) was an initiative aimed at analysing, imagining and prototyping functions, tools and methodologies to help communities manage the implementation of participatory budget projects. A collective called CivicWise[3] was engaged to bring #ResidenciaHacker to fruition. CivicWise is a an open and distributed, transdisciplinary community of professionals whose mission is to empower the public through collective intelligence, civic innovation and open design. They spent the residency at Medialab Prado analysing and imagining new technologies of participation, production and/or citizen deliberation with a focus on online collaboration. CivicWise's #ResidenciaCívica created a prototype design to use in assembling communities for urban transformation projects in the area. This idea stemmed from the need to include community members in a structured way – not only in the design of participatory budget projects, but in their execution as well.
The resulting designs can be seen on the Medialab Prado website: 'Marco Teórico de la Residencia Hacker' (Theoretical Framework of Residencia Hacker)[4] and 'Descripción técnica de la Residencia Hacker-Civicwise' (Technical description of Residencia Hacker-CivicWise)[5].

1 See Anexo 2 'CID projects'.

2 ParticipaLab organised a series of meetings called 'Rutas para la radicalidad democrática' (Paths to democratic radicality) to tackle some issues related to the paradigm of democratic radicality. For more information about the project, visit the Medialab Prado website.

3 See: Civicwise.org.

4 See: 'Marco Teórico de la Residencia Hacker' on the Medialab Prado website.

5 See: 'Descripción técnica de la Residencia Hacker-CivicWise' on the Medialab Prado website.

## Ciudad Decide

Ciudad.Decide (City Decides) is a pilot project to territorialise the City Council of Madrid's participatory tool Decide Madrid. The project aims to incentivise citizen participation within certain areas, to hold in-person community meetings and to create citizen proposals. A specific district pilot (Fuencarral.Decide) was developed in the Fuencarral-El Pardo district of Madrid as well. This project works jointly with various already existing public policy projects and with active social agents in the district.

FUENCARRAL .DECIDE

*Installation of the project's arch-shaped sign: an entertainment apparatus that can be disassembled and reconfigured, featuring a self-sufficient sound and light system.*

## Fuencarral.Decide: citizen proposals by and for the community

The pilot project Ciudad.Decide[6] originally emerged out of ParticipaLab. Its first stop was the neighbourhood of Valverde in the district of Fuencarral-El Pardo. Its goal was to give visibility to and strengthen the relationships between local participatory processes, the urban landscape and the municipal platform Decide Madrid.

Initiatives and projects originating in both the local administration and the district's socially-changing society fuel Fuencarral.Decide. This local initiative's goal is to make the digital tool Decide Madrid more accessible and to assert that it is also necessary to rebuild a community's social and emotional fabric in order to improve the physical and symbolic surroundings of our neighbourhoods and cities through participation.

Fuencarral.Decide works with projects such as Fuencarral Experimenta (Fuencarral Experiments), the Centro Social Autogestionado Playa Gata (the Playa Gata Self-Run Social Centre) – which uses a space provided by the City Council of Madrid – and other ParticipaLab groups. At the same time, Fuencarral.Decide looks for alliances with other local participation endeavours, such as the Local Fuencarral Forum, the District Municipal Council's Participation Service, the 'COPIA' project for children and teens, neighbourhood social agents and movements and other projects and initiatives in the sphere of local public policy ('Concurso Plazer', 'Imagina Madrid', 'Ciudad Distrito', etc.).

6 For more information about 'Ciudad.Decide', see the Medialab Prado website.

# Development

Through the pilot **Fuencarral.Decide**, we are trying to come up with a methodology that is replicable and adaptable to other areas of the city.

## Goals of Fuencarral.Decide

The following are the specific goals that shape Fuencarral.Decide and its methodology:

- **Creative and active mediation:** revitalising a concrete public space, linking it with citizen participation on the Decide Madrid platform.
- **Open forum:** transforming this public space into a forum for deliberating on citizen proposals and ideas.
- **Open tools:** putting different communities and local agents in dialogue with each other, thus familiarising the neighbourhood with the Decide Madrid platform.
- **Effective debate:** channelling proposals into three categories of reach: the physical space in which we work (the square at the Fuencarral metro station), the neighbourhood and district, and the whole city of Madrid
- **Local synergy:** looking for opportunities to cooperate with other participatory initiatives in the district, other public projects and other independent projects.
- **Equipped landscapes:** generating stimulating participatory landscapes entails working on the design of infrastructures that promote action and imagination.

## Diagnostic Actions

We began with Fuencarral.Decide in the neighbourhood of Valverde. To carry out a diagnostic analysis, we completed several tasks:

- **A collection of information from Decide Madrid:** We developed an exhaustive analysis of each and every one of the proposals by residents of the Fuencarral district on the Decide Madrid platform. We grouped the proposals into five themes: culture; sports, dance or physical movement; sustainable mobility and cycling; childhood and adolescence; and green spaces.
- **Institutional entities:** We outlined a series of meetings, a compilation of proposals and a diagnostic analysis for the district of Fuencarral. This included population data and diagnostics of the following: sociocultural proposals from Ciudad Distrito in Fuencarral, local forums and thematic tables, participation services in Fuencarral, ParticipaLab, Medialab Prado and Experimenta Distrito.
- **Interviews with active projects:** We investigated projects already underway in Fuencarral: 'Fuencarral Experimenta' (Fuencarral experiments), 'Los pobladores' (The settlers), 'Imagina Madrid' (Imagine Madrid), 'Plazer' ('Plazure') and 'Madrid Escucha' (Madrid is listening).
- **Social fabric entities:** We established dialogue and got to know the collectives and associations of Playa Gata residents as well as active local associations in nearby neighbourhoods.
- **Mapping out spaces:** We mapped out possible public spaces that needed transformation; we analysed existing resources and explored new ones.

## Localisation

Mapping was done to help locate spaces that are accessible to many people and are in need of improvements in order to meet the needs expressed by the public – places that we can imagine being transformed beyond the simple functional improvements that can be done through other administrative channels.

Next a public space was selected that, aside from needing improvements itself, could serve as a place to create collective proposals; a public space as an active meeting point. The plaza at the Fuencarral metro station, in its deteriorated state, seemed to be the perfect spot to be reactivated.

## Methodological Proposal and Action Protocol

We developed a basic methodology for linking together existing proposals, active projects, the Decide Madridplatform and the local area. We adapted this methodology to the selected location and to existing resources. The idea is to link participation to action in a specific space in order to cultivate creative collective imagination around participation.

## Strategies

The goal of every event is to test out participation, involvement and connection. In order to do this, we establish transverse strategies that serve as design criteria for meetings and actions:

- **Strengthening communities:** We try to establish dynamics that generate community and strengthen existing collectives.
- **Listening:** Many dynamics and events are designed to get to know agents who are not yet organised or visible.
- **Imagining:** We try to provide tools to increase collective imagination.
- **Regenerating:** We promote actions and interactions within the neighbourhood to brainstorm collective needs and challenges related to public space.
- **Equipping:** The methodology is designed to include building infrastructure that strengthens actions that happen in public space.
- **Communicate:** Other strategies include establishing close communication with the users of a public space and making their voices and ideas heard within their own context.

## Collaborative Actions

We design actions jointly with the public by listening to their needs and employing methods of activation of local areas. This is how we promote regeneration and self-sufficiency.

## Portraits

Personal portraits of the different agents involved in the project are created in collaboration with Marcus Pixel.

## Postcards

The project's communication team designs a postcard as a means of outreach in a convenient compact format.

## Collective imaginaries

'Nuevos Imaginarios'[7] (New Imaginaries) is an action that has participants make large scale illustrations depicting five possible scenes of how the plaza could be transformed, each based on a topic of interest. Every imagined scene is accompanied by a slogan to reflect on.

## Ground Art

A restoration action was carried out on the pavement of the plaza, filling in imperfections with colour and creating an artistic design to spruce up the current state of the space and give it a unique look by working with its cracks and blemishes. The empty tree pits were then decorated with geometric designs, creating 3D images that play with perspective but also bring awareness to the underground network of roots, representing layers of time and geological strata, for a diverse aesthetic experience. We cleaned up and painted the plaza together with '@e1000', the young adults of 'Plena Inclusión' (Full inclusion)[8] and the neighbourhood children, leaving behind a children's playground.

## Collective Dome

This inflatable dome is a simple and very visible installation made out of hexagonal pieces of transparent plastic for drawing, writing out wishes, etc. This dome was developed through participatory sessions with collectives that are active in the district. It provides a surface for instantly collecting proposals and ideas.

## Mobile art-and-play installation

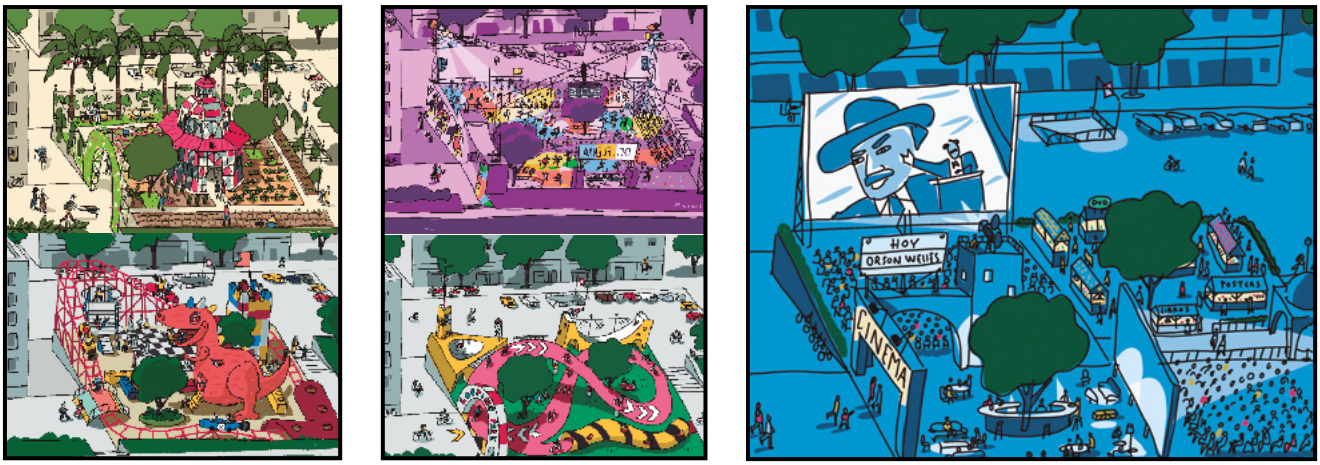
To accompany the proposal-collecting meetings, an installation was designed, a kind of easy-to-assemble/disassemble arch made of wood and other recycled materials (e.g. bicycle wheels). Its arch-like shape allowed the piece to double as a sign and its self-sufficient audiovisual system lit up the plaza and played music, perfect for throwing portable parties. This installation was built with the help of 'Carpintería Expandida' (Expanded carpentry) and 'Creática' ('Creatic'), local collectives specialised in wood, energy and recycled materials.

## Programme

A series of actions was proposed in the chosen plaza to develop the strategies that had been laid out. Later, the idea was proposed to independently create activities that are fully designed by local collectives and make use of the built infrastructure.

7 The imaginations coincide with the five themes identified in Decide Madrid's proposal analysis.

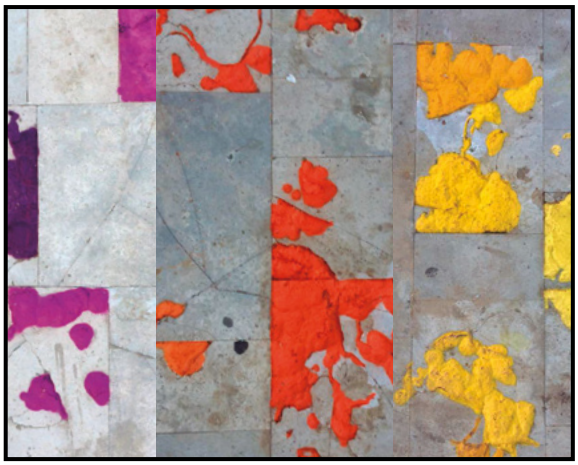
8 See: plenainclusionmadrid.org.



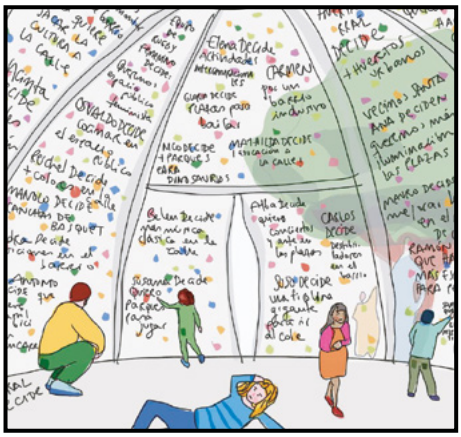

*Designs of how the plaza could be transformed, arranged by key themes: re-naturalisation (green belts), games (childhood), body and movement (health), cycling (sustainable movement), film (culture), by @marcuscarusart.*

*Personalised portraits: collection of personalised proposals from participants and members of Plena Inclusión, by @marcuscarusart.*

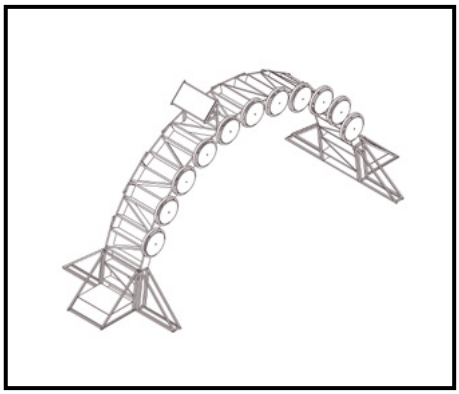
*Personalised postcards: created to develop the graphic identity of the project, the postcards serve to collect proposals, and as a promotional tool and personalised image, by @ marcuscarusart.*



*Ground art: actions to restore the pavement of the plaza with the personalised participation of children, using already existing elements in the plaza and artistic interventions by @e1000.*



*Collective dome: a playful, collectively-built dome as a space for discovery and play, where citizen proposals are made visible. It was built with @ConjuntosEmpaticos, Plena Inclusión and other participants.*



*Sign arch: a self-sufficient entertainment contraption with device-charging capabilities and a sound and light system powered by solar panels and built in collaboration with @ carpinteriaexpandida. It features ecological installations by @CreaticaONG and was set up with the help of Guillermo Diego and Rafael Munhoz Mansano Siqueira.*

The intention was to provide the programme with equipment that would improve popular activities and make them more self-sufficient (energy, games, etc.). This series of actions was carried out before holding the first 'Propositona'[9], an event organised to summarise and collect citizen proposals.

## Proposa-thons

We managed to listen, brainstorm and come up with solutions to improve our surroundings, thanks to all of the proposals developed individually and collectively and gathered at the 'Proposa-thons.' The following are the three 'Proposa-thons' that have been held:

📌 **Proposa-thon I:** Thursday, 31 May; Friday, 16 June; and Saturday, 23 June 2018.

We held a 'Proposa-thon' on the plaza at the Fuencarral metro station: a celebration of ideas connected to the Decide Madrid platform.

📌 **Proposa-thon II:** Monday, 17 December 2018.

In this second phase, the project focused on making public space more inclusive for various collectives. We hosted the 'Proposa-thon II'[10] within the framework of #MadridInclusiva on Monday, 17 December with a session in Playa Gata to collect concrete Fuencarral residents' proposals for the neighbourhood, the district and the city

📌 **Proposa-thon III**[11] **and #MadridInclusiva:** Friday, 5 April 2019.

The methodology of the previous meetings was developed out of individual proposals and debate, always contextualised from/in Fuencarral, but looking outward towards other public spaces in Madrid. At this meeting, we proposed **going one step further and developing citizen proposals collectively** from shared interests, in order to upload the proposals to the Decide Madrid platform. The **Parques Inclusivos** (Inclusive parks) **community and other sectoral roundtables** operating out of the Parque de la Vaguada, offered pivotal collaboration in the development of this last phase.

The *Fuencarral.Decide* project concluded with a collective citizen proposal called #MadridInclusiva. It sought to share what it learned about how public spaces and parks of any Madrid neighbourhood could be more inclusive for all of the minority collectives, sharing lessons and knowledge gained in the Fuencarral-El Pardo district.

9 See: 'Ciudad.Decide: llega la Propositona vecinal a Fuencarral', on the Medialab Prado website.

10 See: 'Propositona final de Ciudad.Decide en Fuencarral' on the Medialab Prado website.

11 See: '#MadridInclusiva: tercera propositona de Fuencarral.Decide', on the Medialab Prado website.

# Conclusions

During the development of this project we have learned that the following actions are key:

## Gathering and developing citizen proposals

📌 It is necessary to understand and study the **existing local proposals** already on the Decide Madrid digital platform by analysing all of the proposals in the district. This digital tool serves more as an outlet for citizen concerns than as a proponent system.

📌 There is a lack of awareness, information and usefulness around the Decide Madriddigital tool. It is not clear where the proposals go and difficulties arise in getting them further developed.

📌 There is a lack of guidance and advice on the **limitations of the proposals**. There is also a generalised confusion about the profusion of participatory platforms.

## Localisation of action

📌 Due to budgetary constraints, the regeneration of a run-down space becomes a long-term challenge for this type of project, so the best thing is to **design actions in places that people already frequent**.

## Mediación creativa

📌 It is absolutely necessary to listen to the people in order to understand local dynamics.

## Tools and methodology

📌 It is important to propose thematic key issues that take a constructive and **proponent approach**, **putting a new spin** on the general themes that appear in the tool through citizen proposals.

📌 A **global appeal** (city-wide) can be made out of an extremely local proposal so that other communities can also advance autonomously.

📌 The creation of a **good slogan** can connect many people with the whole city, even if it comes from a local effort.

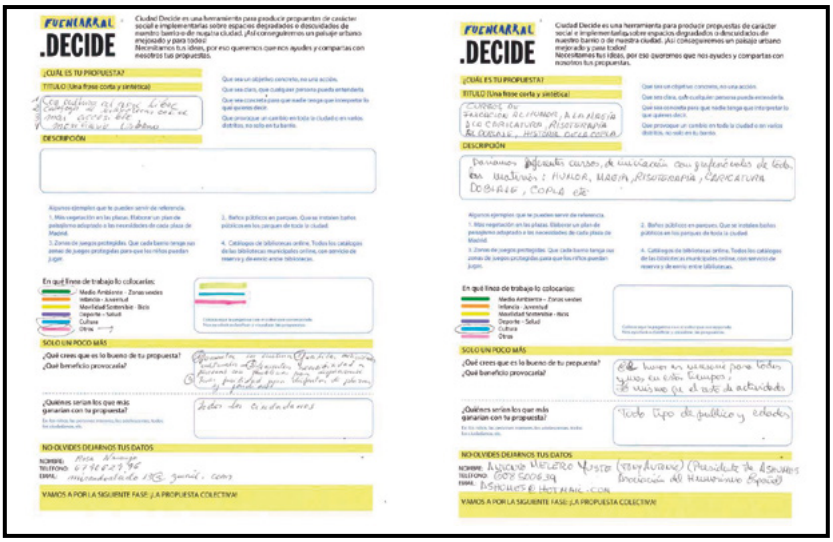
📌 A nearby community space, in this case Playa Gata, is necessary as a **base** infrastructure, both on a spatial (work & storage) and personal level (using the network generated by other projects or resident collectives).

## Results

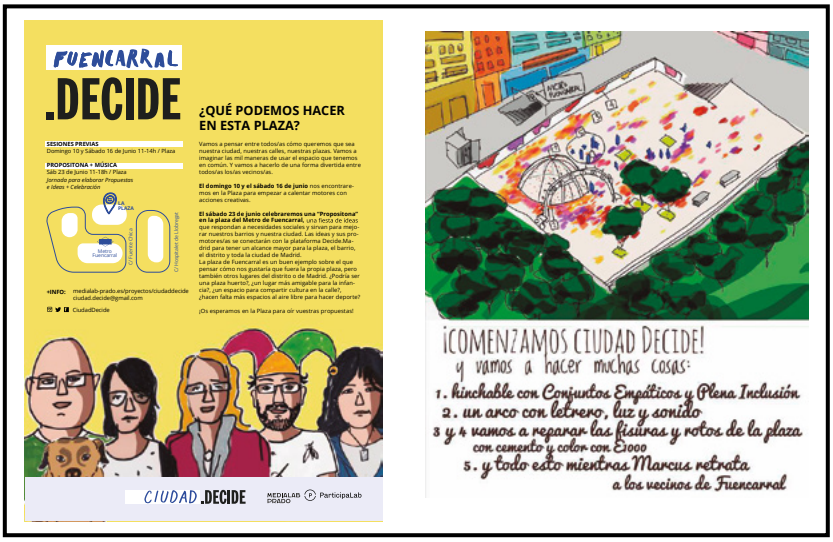
📌 It is rewarding to produce c**reative imaginaries** from existing demands, and build them collectively in **public space**.

📌 A key contribution is **designing long-lasting infrastructures** that **outlive their original use** and are able to support future activities.

📌 The final proposals can be connected with a technical community that guides the community resulting from the sum of the two.




*Fuencarral.Decide Files: at the citizen proposal collection events, called Propositonas, proposals were gathered for the different central themes as a first step towards the later development of collective proposals.*




*Graphic works for the promotion of calls to action in the Fuencarral metro station square, designed by Natalia Mirapeix and Daniel Yustos, and locally distributed by Jorge Marrón Abascal and Beatriz García-Ajofrín García-Largo.*

*The promotion of graphic and audiovisual works on social media networks by Antonio Girón @antonio_giron..*

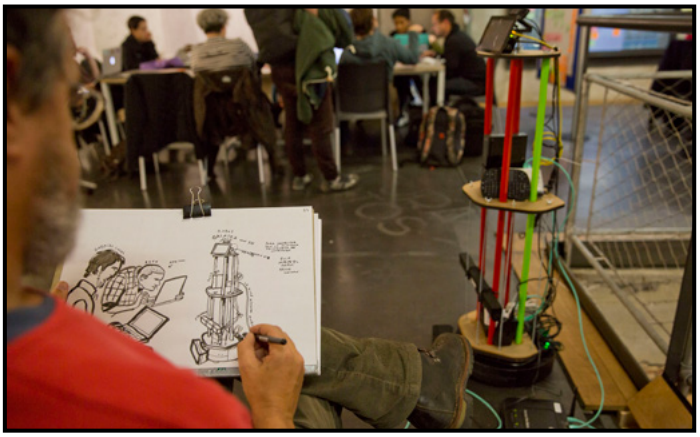
# 11. Networks of democratic innovation.

_"When we see 'Internet of things',
let's make it an Internet of beings.
When we see 'virtual reality',
let's make it a shared reality.
When we see 'machine learning',
let's make it collaborative learning.
When we see 'user experience',
let's make it about human experience.
When we hear 'the singularity is near',
let us remember: the Plurality is here."

Audrey Tang

*Audrey Tang, Digital Minister of Taiwan, during her mentorship at the Collective Intelligence for Democracy 2016 workshops.*

Over the project's three years, ParticipaLab sponsored multiple gatherings, conferences and workshops. In total, more than 300 collaborators participated in the Collective Intelligence for Democracy workshops. This number takes on another dimension if we keep in mind that each collaborator dedicated two weeks of continuous work to the prototypes. This is a considerable amount of time that led to important technical connections as well as very intense emotional and professional relationships. Furthermore, around 150 speakers came to share their experience and knowledge at the Democratic Cities Conference and CONSULCON. Participation specialists, activists, journalists, academics, designers, programmers and many others came from all over the planet. These rich interactions in Madrid built a network of democratic innovation that now unites people and organisations around the world.



*Telepresence robot designed in Medialab Prado and used by Audrey Tang in her presentation at CID16.*

## Co-incidimos

There are many tools that, when combined with cooperation-based methodologies of co-creation, can be of great use for the development of models specifically adapted to the users' needs. One example is the working group for participatory methodologies and tools known as 'Co-incidimos' (We co-incide)[1], formed at ParticipaLab. Its goal is to improve participatory methodologies and techniques through research and experimentation in order to enrich processes by combining physical spaces and digital tools. Their work involved carrying out an analysis that grouped the development of collaborative or participatory processes into phases. To do this, they created a special methodology called 'The eight vertebral spaces of collaborative processes'. This methodology was used – in co-analysis sessions and debates with people of diverse experiences in citizen participation – in order to identify tools and methodologies suited to and useful for each phase. This group completed their work by combining in-person sessions with remote working sessions connected by digital tools. These tools and their many possibilities are an opportunity to develop collaborative networks, and enable the development of asynchronous processes of collective intelligence, adapted to today's daily rhythms and to what the 'Proponent communities for participation'[2] group at Medialab Prado identified as the 'physical divide': i.e. the impossibility of reconciling being physically present with the demands of life's routines, work, caregiving, leisure, etc.

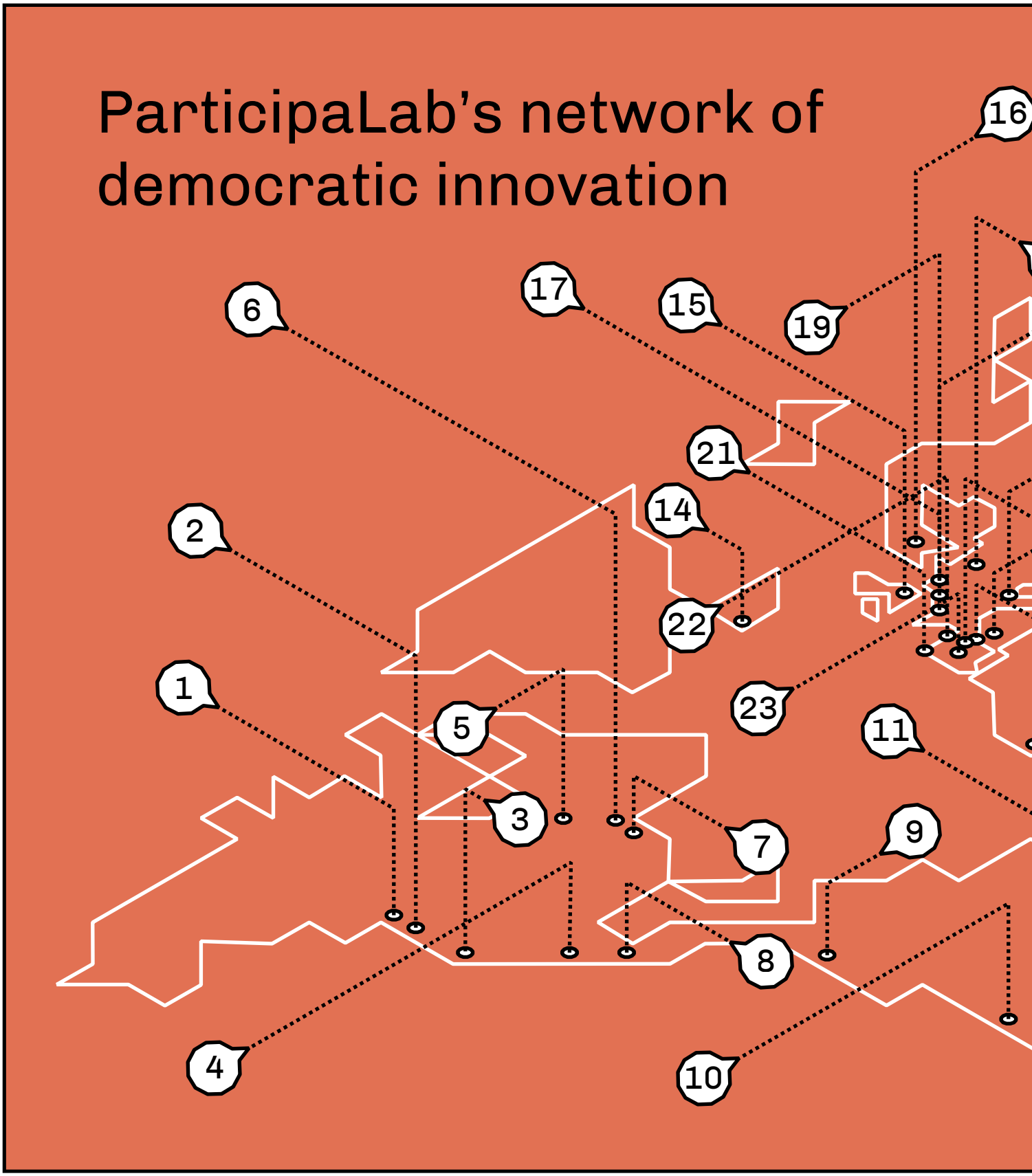
*1 For more information about the project, see 'Co-incidimos' on the Medialab Prado website.*

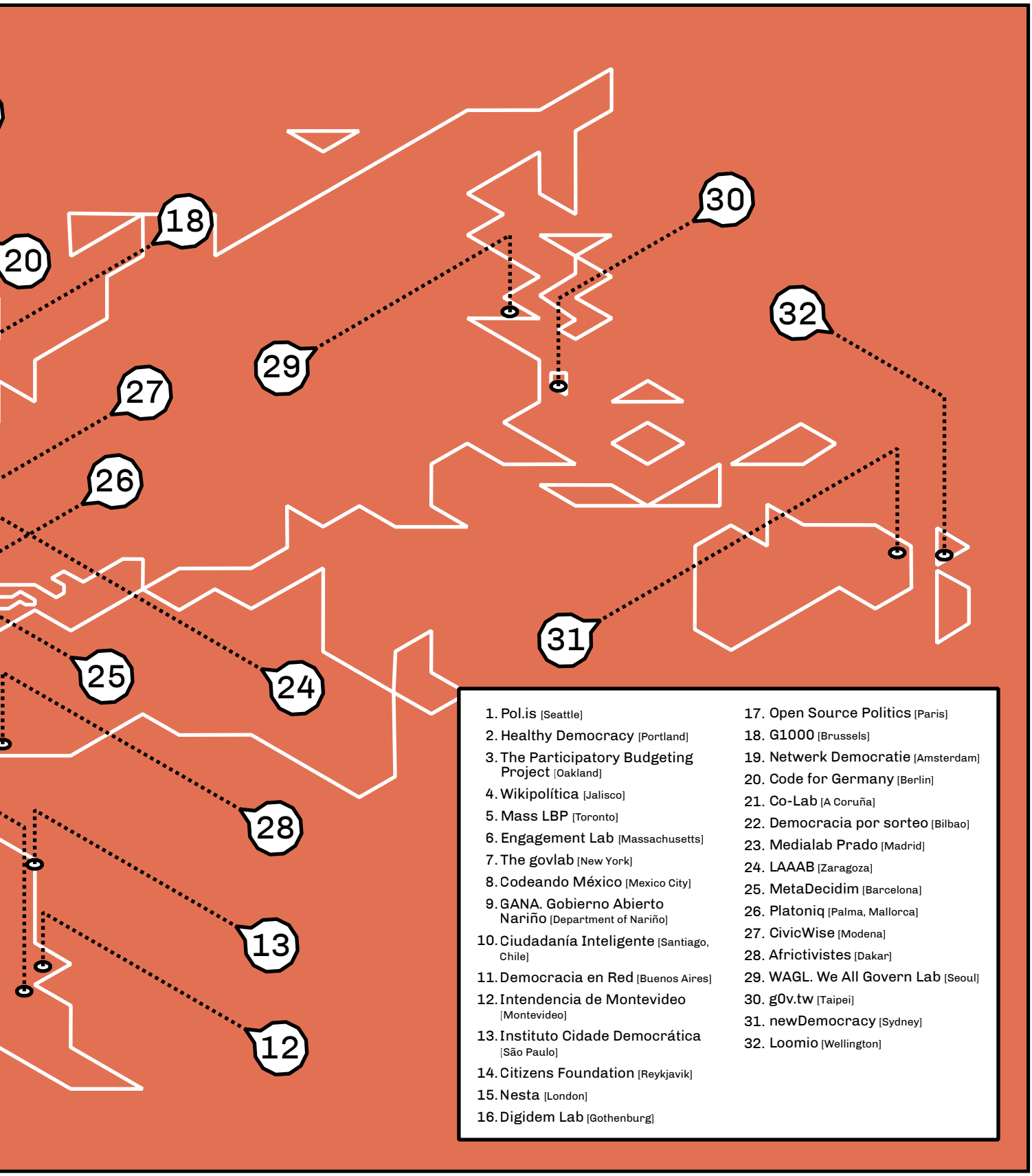
*2 See 'Comunidades propositivas para la participación' on the Medialab Prado website.*

A network can be an informal organisation simply woven together by the conversations or exchanges of information within a community. A more ambitious approach, however, is to plunge straight into collaboration. The aim of a collaborative network is to work jointly in order to carry out projects beyond what would be possible by working in isolated nodes. The Collective Intelligence prototype workshops achieve this objective, transforming a network of affinity and information exchange into a network of informal collaboration, and offering an infrastructure and resources to facilitate meeting together. Parallel to these workshops, ParticipaLab helped to establish other collaborative networks. In May 2016, at the first meeting of Democratic Cities[1], ParticipaLab coordinated the workshop 'Creando una red de comunes democráticos' (Creating a network of democratic commons), which became the catalyst for the participatory network 'DemoComunes'. This network, still active today, brings together experts in participation and activists interested in techno-politics from all over Spain.

1 For more information about 'Democratic cities: collaborative transnational networks', see the Medialab Prado website.

# ParticipaLab's network of democratic innovation






1. Pol.is [Seattle]
2. Healthy Democracy [Portland]
3. The Participatory Budgeting Project [Oakland]
4. Wikipolítica [Jalisco]
5. Mass LBP [Toronto]
6. Engagement Lab [Massachusetts]
7. The govlab [New York]
8. Codeando México [Mexico City]
9. GANA. Gobierno Abierto Nariño [Department of Nariño]
10. Ciudadanía Inteligente [Santiago, Chile]
11. Democracia en Red [Buenos Aires]
12. Intendencia de Montevideo [Montevideo]
13. Instituto Cidade Democrática [São Paulo]
14. Citizens Foundation [Reykjavik]
15. Nesta [London]
16. Digidem Lab [Gothenburg]
17. Open Source Politics [Paris]
18. G1000 [Brussels]
19. Netwerk Democratie [Amsterdam]
20. Code for Germany [Berlin]
21. Co-Lab [A Coruña]
22. Democracia por sorteo [Bilbao]
23. Medialab Prado [Madrid]
24. LAAAB [Zaragoza]
25. MetaDecidim [Barcelona]
26. Platoniq [Palma, Mallorca]
27. CivicWise [Modena]
28. Africtivistes [Dakar]
29. WAGL. We All Govern Lab [Seoul]
30. g0v.tw [Taipei]
31. newDemocracy [Sydney]
32. Loomio [Wellington]

# Collective Intelligence for Democracy

## Open call and prototype workshops

How are processes of collective intelligence activated? How can they make democracy work better? Can public policies be created using tools, platforms and methodologies of democratic participation created collaboratively by the pubic? Many questions, but also a good amount of answers, have resulted from the three editions of the Collective Intelligence for Democracy (CID) workshops. These workshops followed the so-called 'Medialab Prado methodology', in which ideas, projects and knowledge are brought together around a theme over a set period of time. This theme is then worked on by a team of people with diverse backgrounds, talents and experiences, who pool their knowledge together around a common goal. The call for projects is open and international, receiving a range of ideas from all over the world. The 'Medialab methodology' offers space, support and coverage, as well as a pleasant work atmosphere in which people who have similar interests can gather, get to know each other and share.

These workshops aim to have a prototype as the final result. Although, as Audrey Tang[2], Digital Minister of Taiwan and mentor in the first edition of CID 2016 says, 'the process itself is the product'. If we consider Royal Academy of Language's definition, a prototype is the model or primary mould by which a figure or other object is made, but here the prototype can simply be the process. The key is that that work process, created by trial and error, may not have a physical result, but it will create a collaborative experience that, with correct documentation, can serve as a starting point for any other collective to pick up where others left off. Therein lies the importance of not just documenting processes in an open source manner, but executing them in the same spirit to ensure their replicability.

_"the process itself is the product".

Audrey Tang

Every working group takes on a life of its own for the duration of the workshop. Some of the developers bring their well-thought-out ideas with a very defined roadmap in mind, and that can cause conflict with the wishes

2 See the complete interview with Audrey Tang on the Medialab Prado website.

## What is the role of mentorship and mediation?

Each edition included two or three specialists in topics related to the workshop, whose role was to advise, guide and channel each project's energies as well as to assist with any technical or other kind of problem that could arise. The mentors of the three editions have had diverse personal and professional backgrounds: those attending Collective Intelligence for Democracy have ranged from hacktivists to government experts, such as Audrey Tang, Digital Minister of Taiwan, and Dinorah Cantú, representative of GovLab New York. The mediators have also been key figures at the workshops. Their work is fundamental since they guide every edition and support each group on an interpersonal level. They try to mediate when internal conflicts arise; they break the deadlocks during collaborative work processes; they try to get the members of the group in tune with the practices and methodologies being used; they help with and advise regarding documentation; they complete production tasks and share daily life with the collaborators.

*Mediation also makes sure that participants leave Medialab Prado and get to know citizen initiatives around Madrid. This photo shows the visit to 'Esto es una plaza' (This is a plaza), a space given by the City Council and self-managed by the neighbourhood.*

of some of the collaborators. It is hoped that the initial idea does not remain the property of the person who proposes it, but rather gets moulded into something new by all of the participants.

In the case of ParticipaLab, the projects focus more deeply on democratic radicality, starting with collaboratively developed citizen initiatives. One of main purposes is to broaden democratic participation using the tools and potential that the internet offers. Over the course of two weeks, these multidisciplinary teams bring to life projects that are related to democracy, citizen participation and the tools and methodologies that facilitate these processes.

The three editions of the Collective Intelligence for Democracy workshops were hosted in Medialab Prado. In total, taking collaborators, mentors and promoters into account, some 300 people of more than twenty different nationalities attended the CID workshops. The first edition was held from 18 November to 2 December 2016[3]; the second, 6-18 November 2017[4]; and the final one, 5-17 November 2018[5].

3 See the Collective Intelligence for Democracy 2016 video on the Medialab Prado website.

4 See the Collective Intelligence for Democracy 2017 video on the Medialab Prado website.

5 See the Collective Intelligence for Democracy 2018 video on the Medialab Prado website.

*Participants at the 2017 edition of the Collective Intelligence for Democracy workshop.*

*Collaborators working during the first edition of Collective Intelligence for Democracy in 2016.*

*Work outline for CID 2016.*

# Democratic Cities

The ParticipaLab project kicked off by organising the Democratic Cities[6] conference in 2016[7]. The first year, co-organised with the European project D-Cent[8], brought together intellectuals and activists from all over Europe who are involved with digital participation and data sovereignty. In the words of speaker Eva Rueda, 'The city and its spaces, participation, shared management, citizens, our politicians, technology that allows us to connect through networks, post-capitalism, basic income, the uberisation of the economy, the business of information, referendums, neoliberalism, the tools that democratise the city, civic innovation, shared networks, Wikileaks, the mayor, who wants to continue being a normal person... Democratic Cities is about all of this and more'.

*The audience at the Democratic Cities Conference 2016.*

In 2017, Democratic Cities[9] coincided with the end of the Collective Intelligence for Democracy workshops and CONSULCON. This marked the beginning of cooperation with the City of Barcelona and the visit from its mayor Ada Colau. Barcelona's backing of the 'Decidim' (We decide) project and citizen consultations was politically aligned with both governments. In 2018, both cities co-organised the Democratic Cities conference. The talks began in Madrid (and later included CONSULCON18), continued in Barcelona with the International Observatory on Participatory Democracy (OIDP)'s events Direct Democracy and Citizen Initiative[10] as well as Metadecidim's Jam, and concluded again with Democratic Cities. This final event offered a framework for collaboration between the two cities that included this broad series of events related to technopolitics and direct, deliberative democracy.

6 See: 2016.ciudades-democraticas.cc, or find related information on the Medialab Prado website.

7 See the Democratic Cities 2016 video on YouTube.

8 See: dcentproject.eu.

9 See the Democratic Cities 2017 video on the Medialab Prado website.

10 See more information on the event Direct Democracy and Citizen Initiative on the webpage: barcelona2018.oidp.net/en.

"protesting is not enough, we have to break the structures of power".

*Julian Assange in conversation with Pablo Soto, Participation councillor in the City Council of Madrid.*

*Natalie Fenton, professor and co-director of the Centre for the Study of Global Media and Democracy, Goldsmiths, University of London.*

"capitalism is dead, but we live inside its corpse".

*Franco Berardi, writer and philosopher.*

"we are at a pivotal moment of constructing the commons: we need imagination".

*Raquel Rolnik, professor, Faculty of Architecture and Urban Planning, University of São Paulo.*

"we have to build open platforms that enable cooperativism through technology, and develop a collaborative economy that gives priority back to the workers".

*Trebor Scholz, activist and academic at The New School.*

*Francesca Bria, coordinator of D-Cent.*

"the idea of developing proposals, policies and laws collaboratively is a model for the future that creates more responsible and effective governments".

*Beth Noveck, founder of thegovlab.org, together with Mayor Manuela Carmena at CONSULCON18.*

*Julia Kloiber (codefor.de) at the Democratic Cities conference in 2017.*

"when you approve measures that expand the rights of citizens, and those citizens exercise them, they cannot be taken away".

*Dinorah Cantú Pedraza (thegovlab.org) presenting the projects of the 2017 edition of Collective Intelligence for Democracy.*

*Claudia Delso, Participation Councillor from A Coruña, a city where CONSUL is used through the portal aportaaberta.coruna.es.*

"when they look back, they will be able to see the 21st century as the moment when the true democracy that we wish for was formulated".

_Pablo Soto.

*Presentation at the 2017 Democratic Cities conference, with the mayors of Barcelona and Madrid, Ada Colau and Manuela Carmena. In the centre, Pablo Soto.*

*Robin Teater, executive director of Healthy Democracy. Her flagship programme The Citizens' Initiative Review, brings together panels of randomly chosen citizens to evaluate electoral measures and provide trustworthy information to voters.*

Jacinta Decide Bailes de Salón en el espacio público
Quereremos espacio público feminista
Osvaldo Decide cocinar en el espacio público
Reichel Decide + colores en la calle
Manolo Decide canchas de basquet
Sandra Decide exposiciones en el barrio
Antonio Decide que quiere carril bici en Fuencarr
Sara estuvo aquí
Fuencarral Decide
Belen Decide más música clásica en la calle
Susana Decide quiero parques para jugar
Gloria Decide plazas
Nico Decide + parques para dinosaurios

# 12. Democracy of the future.

*Terrill Bouricius presenting his model of citizen democracy through chamber sortition, based on practices from ancient Greece, at the Democratic Cities conference in 2017.*

# The democracy of the future

Based on ParticipaLab's three years of work, this final chapter describes different mechanisms that have been undergoing analysis and development in the laboratory and that, together, point towards a prototype principle of citizen democracy, i.e. a political system in which the people assume different political roles and functions at different levels.

With that in mind, we will take the mechanisms and devices described throughout this publication and combine them to propose what could be considered a (partial) governance model of citizen democracy. These ideas may then be applied or adapted to any level of government, including globally.

We suggest this model from the angle of acquiring new **democratic rights**. These rights should be guaranteed, with adequate institutional infrastructures to make it easy for any citizen to exercise them. In addition to these rights, a political culture should be generated that understands the democracy of the future as **distributed** democracy, in which every citizen has the opportunity to spend time towards **governing the commons**, to share the respective tasks involved and, when appropriate, to receive adequate remuneration for it. This is a model in which the people who define the rules of the system are different from those who will operate within it.

## The right to understand

In the future, there will be a paradigm of public information, private information and commons, with open governance rules that will allow the general public and its communities to manage their own digital capital democratically. The management of this information will be based on free licenses and open infrastructures that can be audited by any interested individual, guaranteeing that the results can be interpreted by anyone and that no algorithmic discrimination occurs. **Networks of experts**[1] from different disciplines will join forces to analyse this information and other sources of knowledge, allowing them to offer different interpretations to the public debate. Furthermore, in order to democratise not only access to information but also the extraction of value for the common good, these tools for exploring and visualising information must be free and effective.

_The democracy of the future is a distributed democracy in which the public has the opportunity to spend time governing the commons.

## The right to speak

Everybody has a **local forum**[2] in their neighbourhood where they can bring up different issues that affect or interest them. These spaces are connected with **online platforms**[3] where users can easily share feelings, problems, ideas, complaints and proposals, choosing to remain anonymous if they wish.

## The right to collaborate

Whenever people speak out about their interests or worries, they are labelling themselves in a certain way. This lets us **map out emotions**[4] and citizen ideas to connect people and open the doors to collaboration. The infrastructure that enables this collaboration consists of **Citizen Laboratories**[5]: centres that are open to the public and distributed throughout the city. These deliberative spaces offer everything needed to work in a group. They offer ongoing **facilitation and mediation** to help create agendas for meetings, channel the development of different themes and establish ongoing work groups[6]. Many of these groups are either hybrids or entirely digital, and each group can consult with networks of experts to get information specific to their problem. The conclusions they draw can lead to the generation of proposals for political transformation or to the creation of testable prototypes for the public.

1 See: David Weinberger, *Too Big to Know: Rethinking Knowledge Now That the Facts Aren't the Facts, Experts are Everywhere, and the Smartest Person in the Room Is the Room*, Basic Books, 2011.

2 See the local forums in Chapter 1: Decide Madrid.

3 Idem.

4 See Chapter 5: Proponent communities, about grouping proposals according to similar themes.

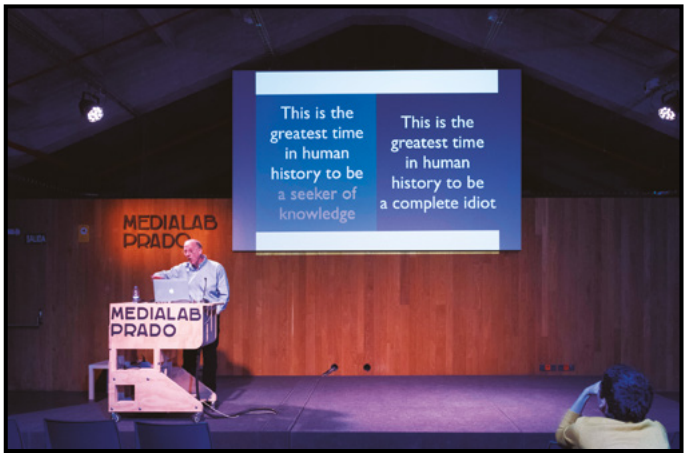
5 See Chapter 0: ParticipaLab..., about Medialab Prado.

6 See Appendix 1: Building collaborative communities.

Thus, these laboratories are focal points of innovation that have the capacity to spark social endeavours for the development of the common good.

## The right to propose

Any proposal[7], no matter where it comes from, should have the opportunity to be circulated publicly. For this purpose, spaces are dedicated to making citizen proposals or initiatives visible in the public sphere and for organising fairs and festivals to spread the word about citizen initiatives, etc. The proposals do not need to be representative of everyone's wishes, given that they are generally developed by interest groups, but this is why proposals do need to be validated by a decision-making body.




*David Weinberger giving his talk during the Collective Intelligence for Democracy gathering in 2018. His book Too Big to Know deals with expert networks, giving practical examples.*

## The right to dissent

We cannot think about a future democracy without considering dissent as a driving force for advancing, transforming and improving our society. A citizen initiative can serve to not only propose something positively but also to point out conflict and possibly block public policies already in effect. The streets should be able to influence our institutions, and the mechanisms of participation our tools of anti-establishment action. In this way, together with proposals, unrest can also be understood as an important catalyst towards changing the status quo.

*Residents of the Villaverde neighbourhood in Madrid making a prototype of sporting facilities as part of the citizen laboratory replication project Experimenta Distrito in 2016.*

7 Find more information about citizen proposals in Chapter 1: Decide Madrid.

Therefore, discord and critical thinking can give rise to the assessment needed to improve processes of democratic outreach, based on continuous interactions. These mechanisms could end up being the best source of ideas for making results more successful and, of course, changing how these results are appropriated by the public at large.

## The right to care

In order to guarantee all of these rights that expand our democracy, the lives of the people must be the focus – voices all over the world are demanding it. This entails making governance a kind of welcoming space for people coming from different walks of life, and this can be done by facilitating participation in mechanisms that make daily rhythms an essential part of the collective-thinking, proposal and decision-making processes. It is not possible to think about a future democracy that is not inclusive. On the contrary, we want to think about a new form of citizen participation that maintains care as the starting point for its implementation.

## The right to decide

The right to decide is articulated through randomly chosen bodies[8] that serve as descriptive samples of the populations they represent. These bodies are structured through a **deliberative process**[9] and operate in smaller groups with access to facilitation and resources for seeking out any kind of expert or information. Everybody should have the opportunity to be selected to make decisions. For this, **sortition** should be used to guarantee equal opportunities. The selection process should be as free as possible from sociodemographic biases and should include minorities potentially affected by the issues at hand. The deliberative bodies, in turn, should also work with facilitation and information that is as free from bias as possible.

8 This section is a summarised translation with minor changes of Terrill Bouricius' research 'Democracy through multi-body sortition: Athenian lessons for the modern day'. Journal of Public Deliberation, 9(1), 2013. Terrill Bouricius was a speaker at the Democratic Cities conference in 2017. Terrill is a theorist and politician. In 1981 he was elected to the City Council in Burlington, Vermont, USA, together with Bernie Sanders as mayor. Bouricius served on this council for ten years and for ten more years in the Vermont House of Representatives. He has published a range of articles and chapters in a book about democracy and sortition.

9 See Chapter 7: Democracy and sortition.

## The chamber sortition model

Next we present a possible example of chamber sortition, based on Terrill's model with some minor modification.

► **An assembly to establish the agenda**[1]**.** The assembly is made up of 400 people. It establishes thematic priorities for political action and rotates every three years (one third of the participants change each year).

► **Review panels.** These panels are made up of 150 people in five groups of 30. They revise the citizen proposals, keeping in mind the priorities determined by the Agenda Assembly. Their job is to filter, classify and select the most relevant proposals, but they may also modify them as they see fit. They allocate the resources and budget that each proposal will require in order to be carried out. The panels rotate every three years as well (one third of the participants changing each year).

► **Public policy assembly.** This assembly is made up of 400 people. It decides if proposals that come from the review panels will be carried out or not. The assembly can decide to call a referendum for any decision that creates general interest, providing a page-long report with information developed by the review panel[2]. It rotates every five days with a new theme each time.

► **Executive board.** The executive board contains 50 people. It establishes and monitors the execution of the proposals chosen by the 'Public policy assembly.' It rotates every three years (one third of the participants changing every year).

► **Control jury.** The control jury supervises the work process, the role of facilitation and information sources. It is made up of 30 randomly selected people who have prior experience as participants in juries or assemblies as well as four deliberation experts with different ideological orientations, chosen by the jury itself. It rotates every three years (one third of the participants changing every year).

► **Regulatory board.** The regulatory board decides on the modification of regulations governing the democratic process as a whole. It essentially calibrates the procedures. The board is made up of 30 people and rotates every three years (one third of the participants **changing every year).**

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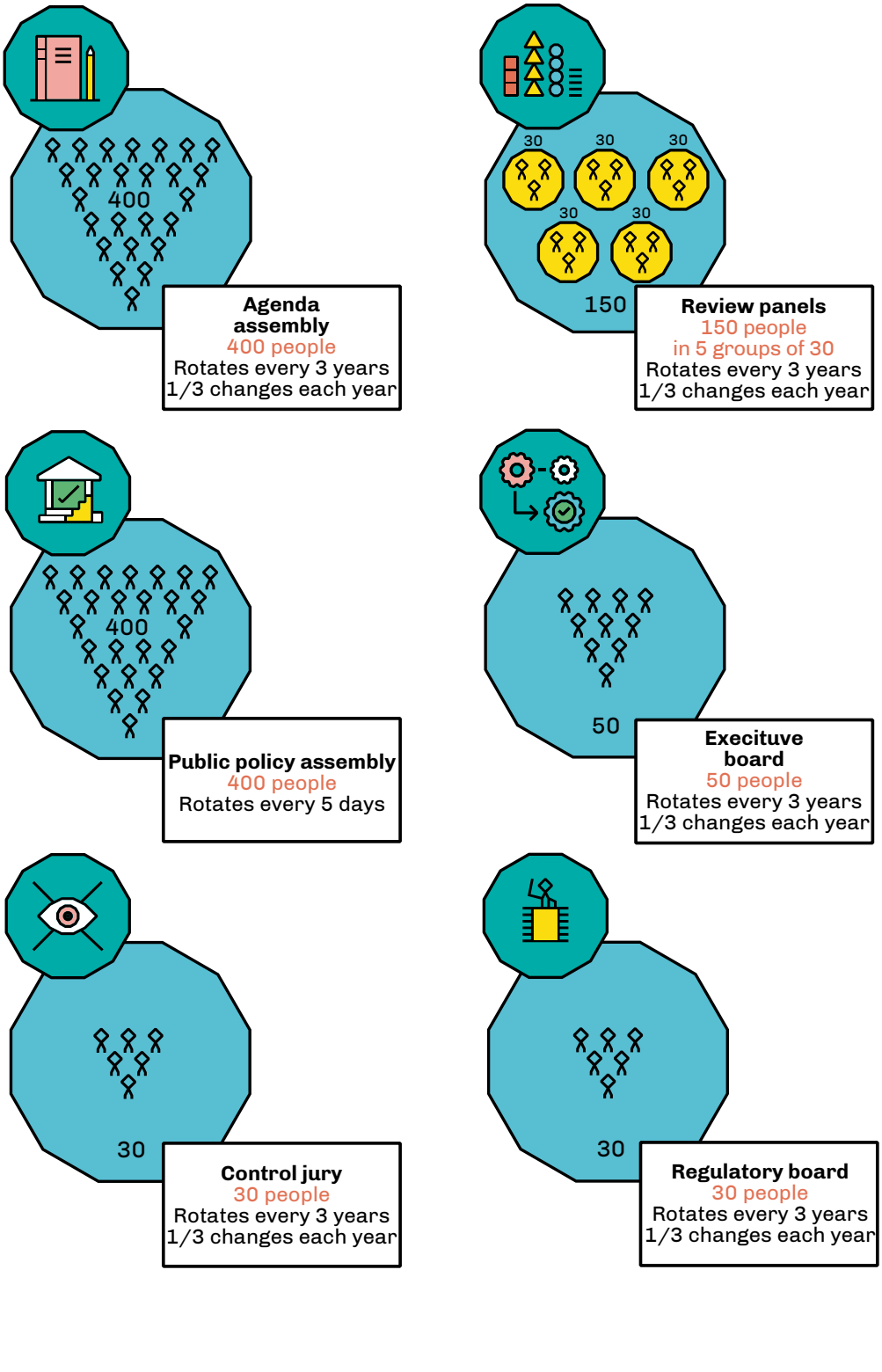
*1 In February of 2019, the government of Ostbelgien, the German-speaking region of Belgium, approved the first permanent agenda council of the modern world to which members are elected by sortition.*

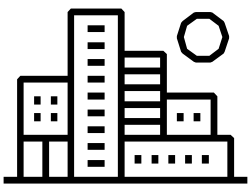
*2 See the CIR initiative in Oregon, USA: healthydemocracy.org/cir.*


400
Agenda assembly
400 people
Rotates every 3 years
1/3 changes each year
30
30
30
30
30
150
Review panels
150 people
in 5 groups of 30
Rotates every 3 years
1/3 changes each year
400
Public policy assembly
400 people
Rotates every 5 days
50
Execituve board
50 people
Rotates every 3 years
1/3 changes each year
30
Control jury
30 people
Rotates every 3 years
1/3 changes each year
30
Regulatory board
30 people
Rotates every 3 years
1/3 changes each year

# The need to carry the work forward

Humanity is in a crucial moment in which big decisions must be made. The economic expansion of the developing world, together with the population growth in Africa, will test the limits of the planet's natural resources, which have already been overexploited by developed nations for decades. These are global problems without global governance: without democratic governance. A life that is respectful of the environment, and in which all of the earth's inhabitants can fairly choose from the same resources, requires democratic decisions at all levels. Everyone on the planet must be able to take control of their destiny and the destiny of their children and grandchildren, freeing themselves from economic oppression and electoral constraints.

Three years of Participalab in the city of Madrid have enabled us to dedicate important resources to researching, prototyping and experimenting with new models of governance. We hope we have contributed in some small way to working towards the future that we all need, and we also hope that other laboratories, governments and organisations of any kind will be able to carry the work forward.



# Appendices.

# APPENDIX I:
## Building collaborative communities.

### Decide Madrid and the challenge of transforming individual participation into collective participation

In this Appendix we will explain in more detail the methodology and findings of the pilot project described in Chapter 5 that seeks to create collaborative, strategic communities around the mechanism of Decide Madrid citizen proposals. The project was implemented with the collaboration of Komons[1], a team of digital researchers and technological mediators. The project design began with the intuition that it was possible to transform individual and fragmented participation into digital and in-person community participation with collective intelligence by using hybrid methodologies and processes. In this Appendix, we describe the strategies implemented to transform Decide Madrid users into collaborative players that make up a community. We then illustrate this principle with a case study on 'Derecho a jugar' (The right to play), showing the creativity, collaboration, initiative and strategic decisions taken by this community to get closer to calling a vote. To conclude, we outline the paths of investigation that are being explored in order to strengthen collective intelligence in digital democracy.

### How do we detect potential communities on digital platforms such as Decide Madrid?[2]

After capturing data from Decide Madrid[3], major social networking sites (Facebook and Twitter) as well as smaller ones (Forocoches and neighbourhood forums), interactions and topics of interest among the users[4] were mapped.

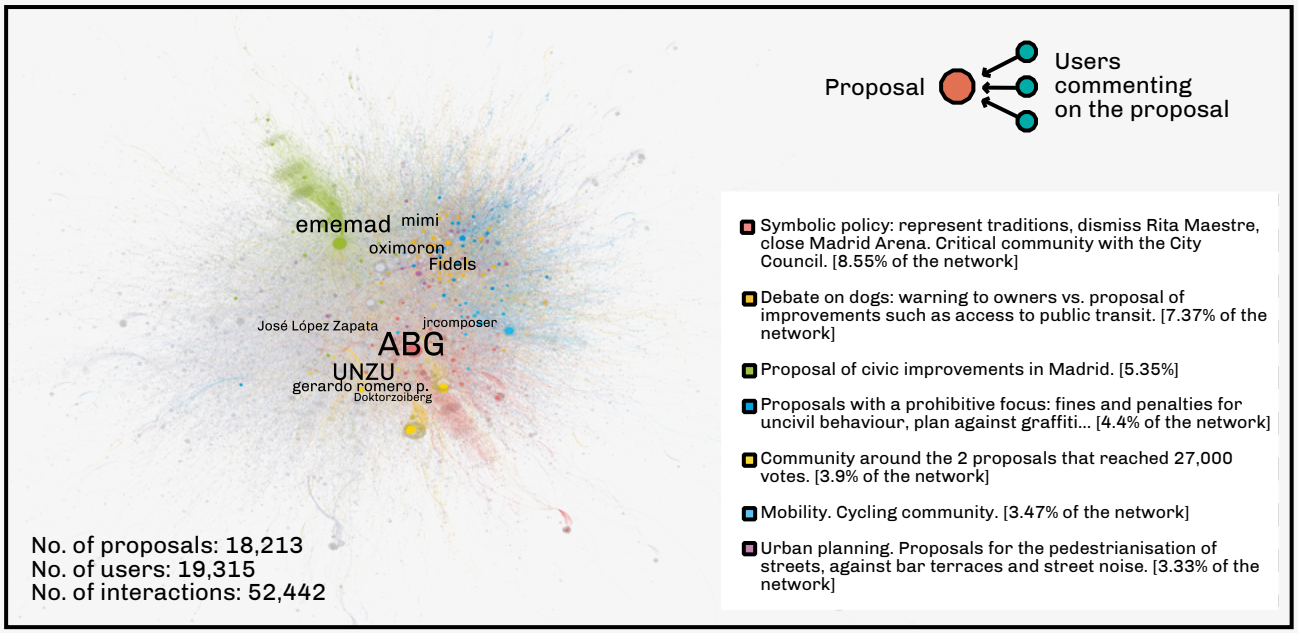
First, Social Network Analysis (SNA) was applied to get to know the internal dynamics of the platform. Then, social network data was gathered to determine if there were parallel communities outside of the platform. For this, SNA was used as a methodology to represent complex social systems and to detect communities based on their digital interactions. As indicated in Chapter 3, we can observe that there are no communities that are consolidated through the Decide Madrid Citizen Proposals. The network analysis of users who comment on citizen proposals shows that the communities organise themselves primarily according to cognitive frameworks (urban improvement, driving bans, ideological debates, lifestyles...) and then by theme or topic. Resulting from this analysis, our intuition tells us that the best way to consolidate communities is around themes, but many more aspects must be considered when organising a community.

1 See: komons.org.

2 For more information, see: 'Análisis digital de Decide Madrid-Comunidades colaborativas', on the Medialab Prado website. Much additional methodological information can be found in Cristina Herranz, Rebeca Díez Escudero, David Muelas and Saya Saulière, 'Estrategias en Comunidades y Redes Sociales Digitales para Fomentar las Prácticas Participativas', *GIGAPP Estudios*, Vol. 6, 1, 2019.

3 Citizen proposals, budgets, debates, comments (via API).

4 See the report: 'Análisis digital de Decide Madrid: Usuarios, temáticas y estrategias para el fortalecimiento de comunidades y de propuestas'.




*Graphic representing citizen proposals and their respective comments. The size of the nodes reflects the influence of the participant on the network. The colours represent clusters (potential communities) that were formed organically on the platform.*

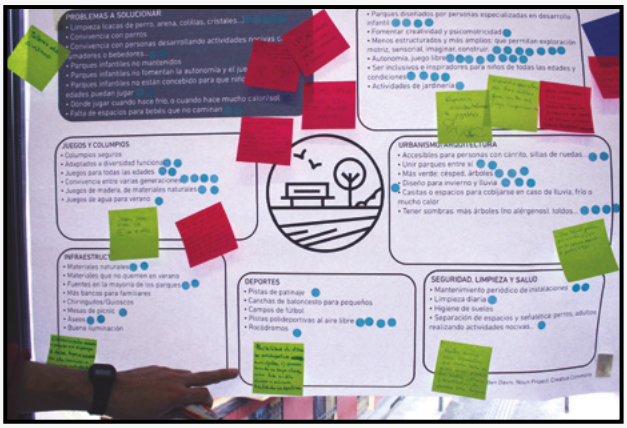
Second, citizen proposals were analysed qualitatively (by representative sample to identify topics, cognitive frameworks and approaches) and quantitatively (to identify the topics of greatest interest, those with more proposals and those with more support). Finally, semi-structured interviews were held as a way to construct a hypothesis based on accessible data and without prior knowledge of other investigations or theoretical frameworks. Open-listening interviews were also held and, following the categories and trains of thought brought up by the interviewees, concepts and hypotheses were created using the Grounded Theory method[5].

This analysis yielded the following results: on Decide Madrid, there are many people with diverse knowledge bases, ideas, experiences and motivations, who participate in an individual and fragmented way. Many users with common interests create proposals but have no useful spaces for interaction, aggregation and exchange. This leads to competition, instead of collaboration, between people with the same objectives. Furthermore, most people do not know how to operate the tool. It turns out that gaining 27,662 votes of support is very complicated, if not impossible, for those who participate in an isolated and disconnected way. This results in a strong lack of motivation and much frustration among participants.

After conducting this investigation, we came to the following hypothesis: some of the users who make proposals on Decide Madrid wish to see an improvement in their topic of interest. These users will participate in a collaborative community if it can make this improvement a reality and as long as they can participate in a flexible and for the most part digital manner (depending on availability, motivation and capacity); if their participation in the community proves beneficial (see the incentives described below); and if the digital interface is user-friendly.

5 **Grounded Theory (GT)** is a systematic methodology used in social sciences to create theories through the gathering and analysis of information. Grounded Theory is inductive, in contrast to hypothetical-deductive methods.

*'Paperography' for a collaborative project at the 'Madrid más verde' (A greener Madrid) gathering.*




*Prioritisation panel at the first meeting of 'Madrid más verde' (A greener Madrid).*

## What are the essential ingredients needed to create a strategic and collaborative community?

In order to discern which of the recurrent topics of interest would be most likely to generate a collaborative community, a series of criteria are applied, some generic to the formation of communities and others intrinsic to the Decide Madridplatform:

► **Passion:** The topic should stir passion and emotion. There are many proposals about 'less dog shit on the street in Madrid', but they do not exactly generate passion. On the other hand, the possibility of 'planting a tree for every person in Madrid' does appeal to people's emotions.

► **Common good:** There should be a common interest among proponents, a similar take on the problem without polarised views on the solutions.

► **Real change:** There should be a real possibility of change. It should be an ambitious challenge, but achievable through participation, organisation and collaboration. Therefore, the proposed theme has to fall within the jurisdiction of the City Council.

► **Common concerns:** There should be the possibility that, through collaborative community efforts, the proposal will generate enough interest in the general population to attain the 27,662 necessary votes of support (if the interest is very specific, it is difficult to motivate people around it: free software, e.g.).

► **Aggregate:** Choose a subject that serves as the central theme of at least 200 other proposals in order to ensure that there are many proponent users interested in the topic. Make sure that all of these proposals together have at least 28,000 votes of support in order to assure that they generate interest among interested users registered on Decide Madrid.

► **Proponent:** The proposals of these users should be proponent, rather than just responding to a complaint. A proponent attitude is needed in order to come up with a solution for a topic of interest (even if the proposal is local and involves infrastructure).

Decide Madrid proposals can be categorised into two types[6]. The first type includes different proposals involving the improvement of a service or a space: parks, tree-planting, allotment gardens, the Metro, bicycle sharing, bicycle mobility. The second type includes proposals to improve a service or space aimed at a specific segment of the population: children, seniors, the differently abled, dog owners.

6 See page 32 of the report: 'Análisis digital de Decide Madrid: Usuarios, temáticas y estrategias para el fortalecimiento de comunidades y de propuestas' on the Medialab Prado website.

After applying different criteria and choosing proposals that respond to the above-mentioned two categories, two themes were chosen to be studied in the project lab:

1. **Madrid and public spaces for children:** the need to improve outdoor and indoor public spaces in Madrid for the child population.

2. **A greener Madrid:** more trees, more vegetation, more gardens, more parks.

As a foundational milestone, an in-person meeting of users was organised for each community with the objective of constructing the collaborative proposal or meta-proposal[7]. Furthermore, these events allowed us to: a) create social capital: mutual confidence among participants and a collective vision of the process; b) generate motivation among the participants, which revealed the strength of the collective, the inspiration of international experiences on the topic and the workings of the mechanism for calling a referendum; c) scale a citywide vision: most of the proponents had locally-based proposals; d) clarify the rules of the mechanism[8].

After the event, two collaborative communities came into operation (impulse groups), made up of some 40 people active in the different phases of the mechanism: collective proposal drafting, publication on the Decide Madrid platform, and campaign launching and implementation. As there was no digital space in which to collaborate[9] on Decide Madrid and no accessible, open-source, user-friendly platform for collaboration/communication to be found anywhere else, the two communities decided to collaborate in digital realms that were already familiar: WhatsApp, Facebook groups and Google Drive.

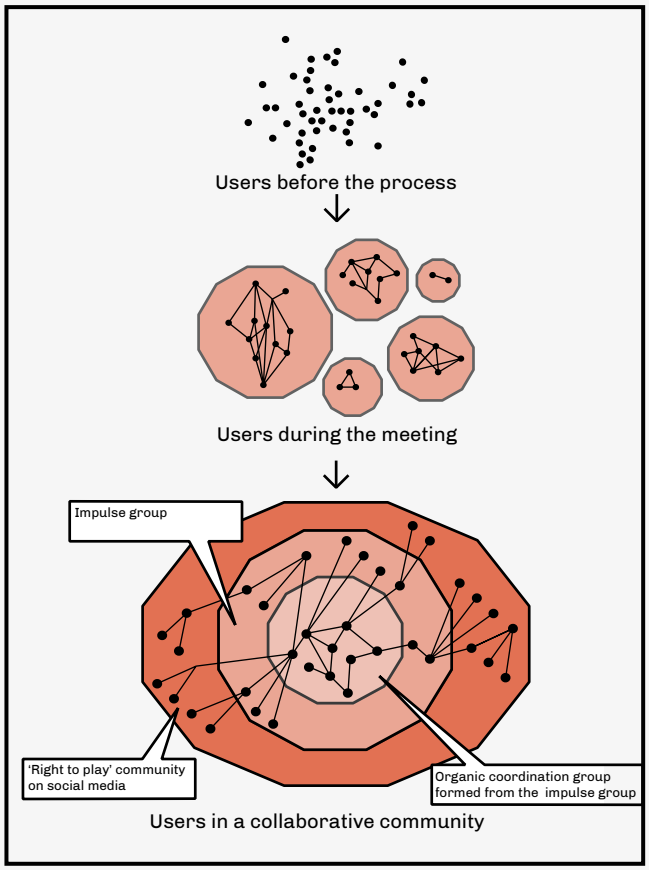



*Diagram of the clustering process of Decide Madrid participants in a collaborative community.*

7 The video of the first 'Derecho a jugar' meeting can be seen here: bit.ly/video_eventofundador.

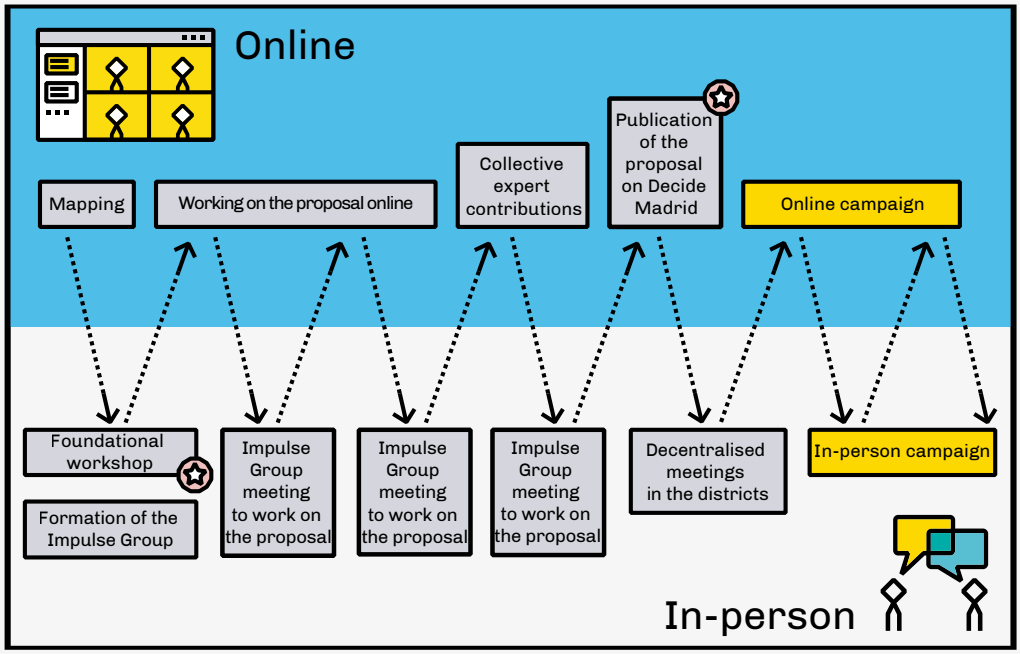
8 Many of the platform users lack awareness about this.

9 References about participatory designs and digital platforms: Jenny Preece and Diane Maloney-Krichmar. 'Online communities: Design, theory, and practice.' *Journal of Computer-Mediated Communication,* 2005. Katarina Stanoevska-Slabeva y Beat Schmid, 'A typology of online communities and community supporting platforms.' *Proceedings of the 34th Hawaii International Conference on System Sciences,* 2001. Katarina Stanoevska-Slabeva, 'Toward a Community-Oriented Design of internet Platforms,' *International Journal of Electronic Commerce,* 2002.

The researchers took care of the incentives stipulated in the academic literature on the interests of participation[10] in order to ensure the generation, consolidation and energising of the community: fun, accomplishment of personal/professional goals, acquisition of new knowledge and skills, recognition, reputation building, socialisation and ideology/ altruism.

External facilitation was important at the outset and had the initial role of ensuring that all channels ran smoothly by sharing technical knowledge about effective communication and then gradually transferring this role to members of the community interested in facilitation.

The communities became established, growing and continuously linking more people to the group and their actions. The back and forth movement between the digital and in-person realms was key for this consolidation (digital work online, in-person creative brainstorming, coordination online, in person meetings for implementation, etc.)[11].




*Hybrid process of consolidating of collaborative communities and workflow around the creation of a collective Citizen Proposal.*

10 Alexander Hars and Shaosong Ou, 'Working for Free? Motivations for Participating in Open-Source Projects.' International Journal of Electronic Commerce. Vol 6, 2002. Sanna Malinen, 'Understanding user participation in online communities: A systematic literature review of empirical studies', *Computers in Human Behavior*, 46, 228–238, 2015. Gerard Beenen, Kimberly Ling, et al., 'Using Social Psychology to Motivate Contributions to Online Communities.' *CSCW 04: Proceedings of the ACM Conference On Computer Supported Cooperative Work*, ACM Press Chicago, 2014.

11 References about in-person and digital articulation: Lucía Camarero Cano, 'Comunidades tecnosociales. Evolución de la comunicación analógica hacia la interacción analógico-digital.' *Revista Mediterránea de Comunicación*, 187-195, 2015. Henry Jenkins, *Convergence Culture: Where Old and New Media Collide.* New York University Press, 2006.

## Case study: 'Derecho a jugar', a strategic and collaborative community.

Currently, the proposal designed and promoted by the community 'Derecho a jugar' (The right to play) is the most supported proposal on Decide Madrid with around 15,000 endorsements[12]. At the end of March, it was presented to the City Observatory, a new mechanism of democracy by sortition that will evaluate it and decide if it will proceed to a referendum should the current government be re-elected.

► **Founding event on 3 March[13]:** 65 people participated in this event, including Decide Madrid authors and people that had responded to an online survey about how to make Madrid more child-friendly. The gathering resulted in much enthusiasm, an impulse group active in channels of communication and a proposal draft.

► **Expeditor group:** After the event 20 people joined and, a year later, 50 more, of which 10 are very active and take part in the impulse group. There is also a community of 1,000 followers on Facebook. The impulse group was organised to formulate the proposal, consult experts, publish and launch the campaign, implement promotional strategies online, carry out campaign actions in the street, create a video, etc.

► **Collaborative formulation of the proposal and consultation with experts:** Some members of the impulse group gathered, and various online community members collaborated on an investigation, making contributions and corrections. The proposal was then circulated to groups of experts who made technical suggestions. As a result, the quality and thoroughness of the proposal was applauded by international experts on the subject.

*The process itself was depicted by Isabel de Olano, an illustrator from the 'Derecho a jugar' community.*

► **Proposal launch:** The proposal was launched on World Play Day, hoping to gain media attention. It was accompanied by a strategy implemented via WhatsApp that drew in 1,000 votes of support in one week.

► **Strategic alliances:** One of the weak points of the process, identified by the community members themselves, was the lack of voice and participation of children in formulating the proposal. As there was no opportunity or technical capacity to carry out a participation process for children, the community decided to approach institutions experienced in this area. These institutions responded enthusiastically and carried out a process for 'Derecho a jugar' in which 200,000 children from their COPIAs[14] participated. They came up with ideas and proposals about how to improve Madrid and

12 As of 4 April 2019, the proposal has reached 14,647 endorsements.

13 See: bit.ly/video_eventofundador.

14 Comisiones de Participación de la Infancia y la Adolescencia (Commissions of Participation for Children and Adolescents).

ensure the right to play[15], which they presented in plenum to the City Council of Madrid. The principal and most supported proposals will be taken into consideration when implementing 'Derecho a jugar'.

► **Design and collaborative implementation of the campaign:** The communications team demonstrated immense creativity in their campaigning efforts. They self-organised and self-financed the production of communication materials (flyers and videoclips[16]), seeking out volunteers for acting, staging, and scripting. They also organised various activities to gather signatures on paper[17] at music festivals, fairs and other fun activities in public spaces. Furthermore, they emailed many institutions involved with children (AMPAS [Association for Parents of Students], bookstores, associations) and organised an event at Medialab Prado to recruit more people into the community.

If the current city government is re-elected, 'Derecho a jugar' will most likely be put to a vote, either through votes of support or through the City Observatory. The community is contemplating what to do in case the government is not re-elected and there is a new city government.

*During the meeting, a toy library was organised so that the parents could work without interruption.*

15 The right to play is consecrated as a children's right in the United Nations Convention on the Rights of the Child, Article 31: 1. States Parties recognize the right of the child to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts. 2. States Parties shall respect and promote the right of the child to participate fully in cultural and artistic life and shall encourage the provision of appropriate and equal opportunities for cultural, artistic, recreational and leisure activity.

16 The event video can be found here: bit.ly/Video_derechoajugar.

17 The people that visited the proposal 'Derecho a jugar' on the website had a lot of technical and user experience difficulties in supporting it. So, the community decided to organise itself to gather signatures on paper. To see the main lessons learned, visit: bit.ly/recogida_firma.

## Concluding thoughts

Beyond showing how the platform shapes and influences participation, the researchers also point out that one of the principal motivations behind participating is the possibility of reaching an ambitious goal by collaborating with others. They also identified how important it is for people to feel that their own participation is significant in achieving that goal. Therefore, the success of participation depends on how much trust is generated among users. The community must also generate value and knowledge in order to stay strong, as participants put a high value on learning as an incentive.

Decide Madrid has conjured up a lot of citizen interest, reflected in the number of registered users and in the proposals themselves. This platform has the potential to diversify and rekindle citizen participation by adding new actors (those not accustomed to participating in forums, associations or activism) and by participating with different habitus[18] in terms of the knowledge, capacity, interests and availability of each person. It is important to capture this civic energy and not allow it to fade but rather transform its desire for change into strategic, collaborative projects.

This investigation leaves a few paths open for continuing to strengthen collective intelligence in digital democracy; exploring how artificial intelligence could identify potential communities to increase collaboration; delving deeper into which of the platform's functions would enable effective collaborative participation; finding a way to transfer lessons learned from crowdsourcing and micro-tasking to citizen participation[19]; consolidating knowledge about the implementation of incentives and the dimensions to consider when managing communities.

Collective intelligence in participatory platforms is key, not only to meet the challenges that these platforms pose, but also to generate an active and critical mass of individuals with the capacity to deliberate, take collective decisions and improve the quality of municipal democracy.

18 The *habitus* is one of the central concepts of Pierre Bourdieu's sociological theory. The *habitus* makes people of a homogenous social sphere tend to share similar lifestyles, given that their resources, strategies and ways of assessing the world are similar.

19 References of interest: Elizabeth Gerber, Julie Hui and Pei-Yi Kuo, 'Crowdfunding: Why People Are Motivated to Post and Fund Projects on Crowdfunding Platforms', *Northwestern University Creative Action Lab,* 2012. Mokter Hossain, 'Users' motivation to participate in online crowdsourcing platforms', *Innovation Management and Technology Research (ICIMTR)*, 310-315, 2012. Jiahua Jin, Yihun Li, Xiaojia Zhong and Li Zhai, 'Why users contribute knowledge to online communities: An empirical study of an online social Q&A community.' *Information and Management*, 52, 840-849, 2015.

# APPENDIX II:

## Collective Intelligence for Democracy Participant Projects 2016, 2017 and 2018.

## #CID_2016

Collective intelligence as applied to democracy is the common basis of the eight selected projects in this first year. The topics of this first edition, held between November and December of 2016, revolved around collaborative legislation, digital tools, gamification, democratic deliberation, the creation of processes from the ground up and distributed democracy, among others. The sixty collaborators came from thirty countries on four different continents.

*Participants of 'Collective Intelligence for Democracy' 2016.*

## **Turnómetro** (Turnometer)

Eliazar Parra Cárdenas (Guadalajara, Mexico)
Daniel Rosero Caicedo / Irene Tello Arista / Eliana Marcela Urrego Polo / Berenice Zambrano Nemegyei / Karen Cristina Hormecheas / Juan Carlos Melo Tenorio / Jonnathan Bucheli Galindo Kendy Cristina Hormecheas / Alberto Canales Galera

Turnómetro* sought to supplement in-person discussion processes with simple ideas such as visibly time-tracking participation or individually quantifying emotions and consensus. Turnómetro developed a mobile app and website, and aimed to go beyond typical practices of assembly so that discussions could be more balanced and efficient.

The team fed off the previous experience of the Wikipolitics movement, considering that 'the road to consensus cannot speed up voting processes before having many discussions, nor can it overlook the emotions and relationships of the group'.

## **Empujando juntos** (Pushing together)

Henrique Carlos Parra Parra (São Paulo, Brazil)
Maurilio Atila Carvalho de Santana / Vanessa Martinez Tonini / Jennie Lindell / Marco William Paulo Da Silva / Fabricio Solagna / Ulf Treger Tallys Martins / Rafa Ayala Gonzalez

This project dealt with the challenge of collective deliberation by creating a web app, based on free software, to facilitate processes of discussion. The web app is based on code from one of the most highly regarded collective deliberation applications: Pol.is. The project further built on the functions of Pol.is, since, until now, it did not offer the formed groups any instruments of collective action, such as notifications or shared event creation.

The web app runs on algorithms to help people organise themselves into affinity groups within public debates. It also offers a real-time control panel for all participants. With the prototype of the web application already up and running, both governmental organisations and civil society can use it as part of collective deliberation processes that combine the digital world with face-to-face strategies.

* See: Turnómetro in Google Play

## Digidem Guide

Joelson Petter (Gothenburg, Sweden)
Nicolás Díaz Montenegro / Tony Mendoça Mendes Sara Woodgate / Raúl Ballester Nortes / Gary Giancarlo Risco Reyes / Ramses Lopez Pimentel Manuel Vega-Cuberos / Athanasia Panagiotidi

The Digidem Guide is an application to orient users and enable them to access digital tools suitable for direct democratic participation via the internet. The application helps users to find suitable tools based on criteria such as field of application, scope, security needs, technical knowledge or licensing. The goal of the project was to make existing tools available to a wider range of the public who may not have any technical knowledge.

The development and design are inspired by the methods of Lean UX, especially RITE (Rapid Iterative Testing and Evaluation). The project is focused on tests of earlier phases of the product. It is worth pointing out that the work done on this project motivated the creation of a participation lab in Sweden called DigidemLab,* which has already come to be a model organisation in Europe.

## Democracy Earth

Virgile Deville (Paris, France)
Maria Haberer / Mair Williams Williams / Luana Marinho / Louis Margot-Duclot / Angeliki Angeletou Claudia Oliveira / Roxanna De La Fuente / Luan Guimarães Lacerda / José Luis Fernandez Martínez

Democracy Earth is a project with a global focus that aims to end the cycle of a representative democracy designed centuries before the arrival of the digital world: 'They wanted stability; we want change. They wanted intermediaries; we want a direct connection to the rest of the world. They wanted limits; we want our democracy to be global'.

Democracy Earth had the goal of developing a secure voting solution based on blockchain technology and on the philosophy of delegative democracy. Democracy Earth believes that blockchain technology provides the conditions to create a worldwide jurisdiction that benefits all people in cyberspace. The team designed a web application with a voting system based on Bitcoin protocols.

* See: digidemlab.org

## Integration of geographic localisation in citizen participation through connectivity between CONSUL and EMAPIC

Francisco Alberto Varela García (A Coruña, Spain)
Giovanna Paludetti / Virginia Zurdo Perlado / Laura Olivas Corominas / Carlos Augusto Mendoza Carlos Córcoles / Juliana Couto Trujillo / Arnau Pujol Cabarrocas / Soster Sandra Schmitt / María Concepción Rodríguez

The project sought to integrate the features of the software CONSUL (the base of Madrid City Council's Decide Madrid platform) and EMAPIC (a web service for the geo-localisation of opinions).

They aimed for this integration to add to the smart management of citizen participation and give value to the spatial and geographic aspect of participation. The team that participated in the workshop emphasised the value of geo-localisation: 'Incorporating the geographic representation of opinions, proposals, demands, concerns and dreams of citizens gives us new ways of understanding our society and managing our neighbourhoods.'

## Mapping Democratic Innovations

Jessica Carson (Vancouver, Canada)
Gustavo Warzocha Fernandes / Lucy J Parry / Yoav Lifshitz/ Ciro Oiticica / Laura Alejandra Parra Parra / David Ascher / Mario Alberto García Mejía / Herbert Natta / Maria Valese

The Mapping Democratic Innovations project made use of the foundational data and technology of the international research initiative Participedia. With this platform as a research space, the project had the final goal of involving collaborators in a kind of Hackathon or Idea Jam where they made a summary of existing information on participatory democracy and the current state of technologies used to put this information into practice.

## Collaborative writing for citizen participation*

Pablo Ojanguren (Madrid, Spain)
Daniel Fernando Piraquive / Pedro Fernández De Castro / María Luisa Carballo / Lia Hernández Pérez / Alejandro Garrido López / Jorge San Vicente Feduchi / Nina Alejandra Mesías / Juniar Patricia Renteria Ortiz

The drafting of laws, regulations and public statutes is nowadays generally hidden from the public. Texts are not easily accessible before their final version, except in cases of balloon probes (for example, Spain's Gag Rule) or leaks (like the TTIP leaks by Wikileaks). And even in these cases, it is very complicated both to compile evaluations en masse and generate public, open debate on texts in a transparent and constructive way. The project, which took on a similar form to JetPad, sought to provide an online tool that would solve this problem.

The tool facilitated the collaborative writing of documents while presenting an innovative way to convert the evaluations of hundreds of participants into a heat map which allows the use of this collective intelligence to quickly assess the more attractive or controversial parts of the document. This enabled a system of real-time participation that democratised the writing process for public interest documents.

## Citizen participation tool for consensus on regulations

Maite López Sánchez (Barcelona, Spain)
Dionisio Sánchez Rubio / Emmanuel Silva / Nella Patricia Chams Sanmartín /Ana Doria / Jairo David Salazar Obando / Dora Liseth Ramirez Jaimes / Jennyffer Clavijo Merchan / Marcelo Antonio Sanchez

This project aspired to transform citizen debate on whether or not to adopt certain existing proposals on citizen participation platforms such as Decide.Madrid.es.

The objectives were to develop technological tools that would make space for the opinions of all participants and to structure every debate around a specific proposal based on its pros and cons. In this way, each participant, aside from just contributing their point of view, would also evaluate the arguments of the other participants. Within this framework, the project proposed mathematical formulas that made it possible to combine all of these opinions as a basis for the final decision, such that this decision would represent a certain level of consensus among the general public.

* See Chapter 4: The Decide forum and online discussion.

*Participants of 'Collective Intelligence for Democracy' 2017.*

# #CID_2017

The Collective Intelligence for Democracy (CID) workshop 2017 coincided in time and space with Democratic Cities, the festival for participatory technologies, and CONSULCON 17. The mayor of Barcelona, Ada Colau, also participated along with her Madrid counterpart, Manuela Carmena. Together they led a talk with the councillor of Citizen Participation, Transparency and Open Government, Pablo Soto.

This second year of CID, held between 6 and 18 November 2017, once again brought together transdisciplinary individuals from all over the world. On this occasion, there were representatives from the five continents, coming from countries such as the United States, India, Tunisia, Italy, Colombia, Argentina, Spain, Bolivia, Sweden, Denmark, Gabon, Mexico, Italy, Portugal and Peru. They worked on projects and prototypes that aimed to improve participatory democracy. This edition's mentoring was lead by Dinorah Cantú of The GovLab, Agustín Frizzera of the Fundación Democracia en Red (Online Democracy Foundation) in Argentina, and Cheikh Fall from Senegal, representing Afriactivistes.

## GAUPSurvey

Fausto Bugatti Isola (Brazil)
Augusto Bott / Himanshu Zade / Marylly Silva Berta Graciela / Iván Terceros / Artur Vasconcelos Cordeiro

GAUPSurvey is an open-source online tool that proposes an alternative method through which the public produces maps and spatial information that represent their perceptions of the urban space in question. It is an early-stage prototype installed on a local server, a bifurcation of Limesurvey (a free and open-source online survey application) for creating questions that enable the localisation of places, areas and/or routes on a map.

GAUPSurvey gathers spatial data that represent public perception and add valuable information to the commons: their location. It allows information to be grouped and analysed in a GIS (Geographic Information System). The results, in the form of maps, also have the potential to support in-person public debate and inform decision makers, quickly and easily, about the opinion of the public.

During the workshop they tried to take advantage of the many possibilities of mapping, to get a hold on public perception and to develop data analysis. Three premises were taken into consideration: interaction and representation, the exportation of data and thematic flexibility.

## CONSUL going worldwide*

Vanessa Tonini & Digidem Lab (Brazil-Sweden)
Petter Joelson / Jon Skjerning-Rasmussen / Adriana Alvarado Garcia / Bruno M. Chies

The CONSUL citizen platform has turned out to be a very versatile tool, not only for cities like Madrid, but also for other kinds of organisations and movements. In the past few months, the Parisian social housing agency has used it for participatory budgeting, and the British People's Momentum for their annual meeting.

The goal of this project was to find the best way to lower the threshold of the installation and configuration process for these audiences by combining development, design and communication skills. The team established two work phases: first, identifying new audiences, their needs and their weak points; next, carrying out the process of configuration and documentation.

The project was co-directed between São Paulo and Stockholm, which made it one of the most international groups of this edition of CID. During those two weeks social, political and technical problems and obstacles to the installation of CONSUL were detected. Possible solutions were then developed, including the strengthening of a community to work collaboratively and to share experiences between the more than 50 governments and institutions that use the platform. The group conducted intensive research, interviewed CONSUL users and worked side by side with the Citizen Participation, Transparency and Open Government Government Area and the developers of CONSUL.

* See Chapter 2: CONSUL.

## SocialMaps, the Open Urban Planning Platform

Edgar Martínez / Eduardo Sierra / Eugenio Fernández / Jesús Cepeda and Graciela Reyes / Kirstin Isenberg (Monterrey, Mexico)
Alberto Escamilla Gamarra / Alberto Abellán / Graciela Reyes / Edgar Martínez / Alexandra de Jesús Santos Caravantes / Jorge Daniel Álvarez Garcia

Social Maps is a digital platform that seeks to transform the urban development model from one that is traditional, hierarchical and closed, to a collaborative and decentralised model of urban development that takes advantage of the intelligence and diverse talents in the community. The promoters called it 'open urban planning' and proposed a city planned and analysed for and by its residents.

The objective was to establish a model of open urban development based on public opinion and citizen participation and which would speed up processes needed to improve public space. This model would be used to construct an urban environment that would reflect and respond to the needs, opinions and proposals of the local population.

In this edition, a collaborative, decentralised and transparent map was developed, whereby the neighbourhood was able to participate in the design of the city taking the following three actions as a starting point: first, collective planning; second, analysing data; and finally, ranking and prioritising resources: 'A city planned by its citizens is possible'.

## VILLAGES VAGUARD: Designing a community collaboration tool for urban green space planning

Erika Whillas (Australia)
Sonia Delgado Berrocal / Trevor Croxson / Jacob Caggiano / Carles Boils Gisbert / Luke Swart / Maria de Lourdes Silva de Oliveira

Increasing urban green spaces is a successful strategy for fighting the rise of heat waves and the effects of climate change. Community participation tries to get projects involving urban green spaces to address local needs and reflect on the cultural, demographic and development history of the community. However, in-person community collaboration can be costly to prepare, execute and replicate.

The main goal of this prototype was to facilitate processes of in-person community participation for decision makers to implement, report on and replicate in the planning of urban green spaces. This was done through collaborative workshops that used combinations of geospatial data layered on an interactive map, with the ideas and needs of the participants documented in their own layer of data.

The prototype uses participatory GIS (PGIS) to help with in-person community collaboration.

The online map that they developed in Village Vanguard gives information about different categories: temperature, flood zones, zoning, public transit, bike lanes. Likewise, this web tool and mobile application is a collaborative map that involves the public in the planning of these green spaces.

## Activist bot: A tool from the Democratic toolkit

Pedro Markun (Brazil)
Atenas Abilein Vargas / Orlando Martínez Ramírez / Raquel Gálvez / Guillermo Martín / Croppi Yommi David Leonardo Núñez Amórtegui / Yuri Alexsander Tavares Pereira

The Democratic toolkit is a platform that unites a variety of tools and knowledge banks aimed at strengthening the process of dispute in institutional policy on the part of young people, activists, entrepreneurs and the general public. The democratic toolkit proposes facilitating the replication of these political experiments. The platform is open and available for other collectives and candidates. The objective was to develop a specific component of the toolkit through an exchange like the one developed at Medialab Prado in Madrid. Activist bot is a digital campaign assistant that is capable of ethically and transparently getting information from networks, producing intelligence to support the strategy and freeing up time for the campaign team in order to strengthen the results.

The group's big inspiration was Lambda, an (imaginary) friend that was there throughout the whole process. Thanks to her help and concerns, the group managed to develop this activist kit for electoral campaigns. Lambda is a part of this toolkit, made up of tools for unfinanced electoral campaigns that strive to democratise electoral processes.

## Wikum

Amy Zhang (Massachusetts, USA)
Julio Reyes Montesinos / Berenice Zambrano Nemegyei / Pablo Aragón / Alejandra Monroy Tellez / AYADI Ramla / Abhishek Srivastava

Today there are plenty of large-scale debates on the internet* about topics ranging from political arguments to the coordination of groups. However, as these discussions accumulate up to tens of thousands of messages, it becomes more and more difficult for readers to digest them. This leads to problems in discussing applications for things like collective deliberation or decision-making processes.

In this proposal, participants describe a workflow called 'recursive summary', implemented in the Wikum prototype, that allows a large population of readers, editors or people participating in conversations to work through the material in small doses. More than just a summary, the work flow produces a tree of summaries that lets the reader explore different subtopics at multiple levels of detail based on their interests.

The team collaborated with the Wikimedia Foundation and explored using the tool to help Wikipedia editors summarise and close deliberative discussions that take place on their site (called 'Requests for Comment').

The tool was tested and worked on specifically on Decide Madrid, the City Council of Madrid's space for citizen participation.

* See Chapter 4: The Decide forum and online discussion.

## @Stake

Eric Gordon (Boston, USA)
Daniel Rosero Caicedo / Tuanny Ruiz / Jose Lidier / Artavia Méndez / Shanel Daniela Reyes Palacios / Daniel Piote / Santiago Rueda

@Stake is a role-playing game for multiple participants that creates empathy and fosters creativity for deliberation in small groups. Already in use in classrooms, conferences, strategic board meetings and public events, @Stake helps the players to understand how productive conversations thrive through authentic listening and diverse perspectives.

Even when all parties have the best intentions, sometimes civic or political questions involve conflicting interests, together with profound resentment and community divisions. With @Stake, the players gain a deeper understanding of the needs of the community upon considering different perspectives before making collective decisions. In the game, three to five players introduce the perspectives of their characters, change their way of thinking to come up with creative solutions to the problem at hand, and take turns suggesting ideas and debating from the point of view of their characters, who have secret agendas. The results of the game can directly influence the decisions of the whole community.

@Stake is available online, through a mobile application and on paper cards; it is played in-person and its content can now be adapted to any community so that every organisation may use the appropriate methodologies for their processes.

## Hybrid democracy* - A new model of municipal democracy: combining self-selected participation with randomly selected participation

Arantxa Mendiharat and Lyn Carson (Spain/USA)
Sanna Ghotbi / Eduardo Weinhardt / Cristian Leon / Rebeca Díez / Stefano Stortone

Those who defend self-selection (participatory democracy) and those who defend random selection (deliberative democracy) have been working separately for the most part. This is a mistaken approach, given that a combination of the two perspectives could work much better than just one or the other. Self-selected groups are great for proposing and commenting, and randomly selected bodies (mini-samples of the public) are great for reviewing proposals, deliberating and making final recommendations. Terrill Bouricius has developed a model that combines the best characteristics of both kinds of participation, a model which could be used in national legislation; and David Schecter and Brian Sullivan have proposed an 'abridged' version that could be used effectively on the municipal level.

Nevertheless, although the components of the model have been tested in practice, the entire model has never been developed and personalised with enough detail to be tested. Cities such as Madrid and Barcelona are world leaders in the experimentation of new forms of municipal democracy, which is why the Collective Intelligence for Democracy workshop was the ideal setting to develop a specific model that was very likely to be tested out, evaluated, improved and eventually institutionalised.

* See Chapter 7: Democracy and sortition.

## docART

David Alfonsín Lareo (Spain)
Henrique Zoqui M. Parra / Mariel Rosauro Zasso / Carla Beatriz Tortul / Stephan Freudenberg / Anne Clinio / Juan David Arias

Documenting is not about recording facts but rather showing processes. It is not a profession, but an attitude towards life: a mentality rather than a skill. Processes of collective building and collaborative prototyping become invisible or disappear after the deliverables have been made because those processes elude the conventional tools of documentation. The EduCaaS team, in collaboration with Antonio Lafuente, designed a digital tool that helps to visualise these processes as well as model them so that they can be replicated, modified and evaluated. This tool is a fundamental part of the citizen laboratories, understood as listening devices and open spaces of collective creation, fundamental for the democratic renovation of our society.

'Knowledge exists in documentation and in bodies.' This was the team's slogan. They drew the path of the process again and again while documenting and recording every instant. They started with the idea that knowledge does not exist only in objective facts, but also has an emotional component. The docART prototype aimed to visualise processes of collectively creating and building prototypes, taking note of two things: first, the practical details and second, the milestones that account for environmental and emotional aspects.

Furthermore, they created a best practice manual for documenting and visualising these processes and ensuring their replicability.

## Taxi Citoyen

Bouiti Tchibinda Boursier (Gabon)
Marianna Soares Chaves Lopes / Dana Olguín Anika Gupta / Christopher Dugan / Claudia Oliveira Gary Giancarlo Risco Reyes

Africa is still an unexplored territory in terms of civic technology. The Taxi Citoyen project has the goal of spontaneously stimulating debate through videos recorded during exchanges on public transportation. Their ethics charter does not allow them to insult elected officials, but they can pass direct, clear information to those in charge. This is an innovative focus because it also tries to engage the passengers in the Taxi and strengthen the community.

Between English, Portuguese, French and Spanish, the native languages of the collaborators, the project went from being called Taxi Citoyen (Citizen Taxi in French) to MBolo Citoyen, a Gabonese expression meaning 'Hello, Citizens'.
Originating in the African country of Gabon and faced with a certain social and political context and reality, a platform was developed where the public could share ideas, reveal information and express themselves. These opinions can be divided into four categories: education, health, the environment and democracy.
The whole team, made up of people from Portugal, Mexico, Peru, Colombia, Brazil and the United States was able to blend in with Gabonese society and culture, understand its thinking, behaviours, idiosyncrasies and language. Gabon has many young technology users who are very active on social media, particularly Facebook. For this reason, a website and Facebook chatbot were developed.

*"Inteligencia Colectiva para la Democracia" participants 2018.*

# #CID_2018

What do you imagine the democracy of the future to be like? ParticipaLab is outlining possibilities for a radical democracy in which the public drafts public policy and takes direct decisions. Technology will be at the service of the people, facilitating inclusion and collaboration. Systems of participation will bring forth collective intelligence capable of solving social problems in a more effective way. Decisions will better integrate complexity and diversity. Society will be more resilient and therefore much more difficult to manipulate.

In this edition, ten projects were selected that were developed in 13 days, from 5 to 17 November 2018.

## Legislative advancements to improve participation in Spain

Francisco Jurado (Spain)
Andrea Carrasco López / Isabella Noronha Rusconi / Txema Laullón Redón / Montse Valencia León / María Fernanda Galicia

The objective: to analyse the current limits of the Spanish legal system with regard to the implementation of new forms of political participation and with a strong influence from information and communications technology. This analysis would lead to a proponent project related to updating the legal framework for political participation.

The Spanish legal framework, as far as political participation is concerned, is based on articles 9.2 and 23.1 of the Constitution. The first is considered a principle of the legal system, but it is limited to low-level political participation.

This legislation has proven to be insufficient when taking on technological, political and cultural changes in recent years. Therefore, it should be complemented by an extensive jurisprudence of the Constitutional Court, characterised by a strict interpretation of the right of direct participation. The idea was to draw up an Organic Law of Political Participation that would develop Article 23 of the Spanish Constitution, and that would integrate existing instruments (referendums, consultations, initiatives) in updated and improved forms as well as new mechanisms of participation. At the same time, this law would widen the administrative framework of autonomous communities and municipalities, and would establish the basic educational and methodological needs for participation, with regard to filling in potential gaps that could arise during the process of implementing and executing these new mechanisms.

## Expanding the operability of CONSUL for participatory budgets

Devin Balkind (United States)
Matheus Miranda Lacerda / Santiago García / Mariela Brito Luna / Nicolas Diaz / Milber Champutiz Burbano

Participatory budgets are one of the most popular models in practices of participatory democracy in the United States. They are used in dozens of cities in the USA and in hundreds of cities in the English-speaking world. For this reason, participatory budgets can serve as support for the increase of participatory democracy in the United States by including proposals raised by citizens, legislative revisions or systems for reaching consensus.

CONSUL has already incorporated the basic concepts of participatory budgets. The organisation Sarapis is currently contemplating open-source ideas that will improve CONSUL's functionality, so that it can be adapted to the process of participatory budgets.*

* This project resulted from New York City's participatory budgeting pilot project. See: pbnyc.participatorybudgeting.org.

## Quality indicators of democracy

María Becedas (Spain)
Irene Fernández Ramos / Martin King / Joanna Jiménez Martinez / Sanna Ghotbi / Is Montero

People from different fields are working on creating indicators to measure the quality of participatory processes. In some cases these tend to also be quantitative indicators, particularly in digital tools which enable data to be extracted easily.

Furthermore, processes are tending more and more towards hybridisation. Not only because they circulate in a digital/analogue sphere, but because they mix participatory processes of deliberation that either do or do not culminate in a vote; the results being advisory, but also binding. There are many typologies and currently we do not have a unified framework of quality elements for categorising processes, or for analysing and evaluating them later on.

The project sought to generate a framework of democratic quality and approximate indicators for it.

Starting with documentation and the work already done on democratic quality criteria in participatory processes, further criteria were defined as well as an evaluation matrix that would have the capacity to accommodate the aspects considered most important. Qualitative aspects of the processes and of decision making in general were captured through adaptable and flexible methodologies that were broad enough to evaluate all of the current process typologies with all of their different tools and methodologies. In addition, the team looked for strategies for different levels of evaluative depth (from the most general processes to specific methodologies).

## Levanta la Mano (Raise your hand): Methodology of citizen participation for children and adolescents

Lissett García (Chile)
Ana María García-Navas / Susana Castro León / Laura Laosa Crespo / Camilo Andrés Celis Montealegre / Isabel Fernández Domínguez

The general goal of this project was to use experiences of collective deliberation, collaboration and impact to develop a positive appreciation and internalisation of civic engagement in children and adolescents.

This project was started in 2017 with a three month pilot during the Chilean presidential and parliamentary elections. The methodology, moderated by a professor, proposed a public meeting where children and adolescents could dialogue about topics that affect them and suggest solutions to these problems. These proposals were uploaded to a web platform to give them more visibility. This resulted in the support of more than 4,500 citizens and the promise of different candidates to include these proposals in their electoral programmes. Once the elections were over, more than 40 gatherings were organised all over the country. Over 200 proposals were received and 19 successful candidates (including the president elect) committed themselves to carrying out at least one proposal.

Participation in decision making at this early age is key for developing a population that strengthens democracy. The aim is a population of citizens with experiences, skills and confidence that can get involved politically, get excited about civic engagement and collaborate for the common good.

## Minga Lab

Mariel Zasso (Brazil)
Gonzalo Inchauspe / Luis G. Sanz / Juan Manuel Gil Bordallo / Juliana Hernández / Ana Gabriel Zúñiga Aponte

*Minga* is an indigenous community practice from the Andes, focused on action for the common good, similar to *tekio* in Mexico or *mutirão* in Brazil. It involves solidarity and compromise on the part of everyone. Through a *minga* it is possible to solve any problem at all. This is what Minga Lab proposes with the release of a metaplatform for participation in public issues aimed at strengthening the capacity of communities to participate on many different levels.

The platform functions like a toolbox that draws on experiences developed by new spaces of citizen participation in cities today. However, it also draws on rural, invisibilised contexts excluded from participation to strengthen itself with a vision of what is happening globally. Minga Lab sought to set up possibilities for reflecting on, experimenting with and designing processes of participation in communities, organisations and institutions. It was a proposal that promoted initiatives oriented towards developing actions in the field of political and social work for democracy. It is a metaplatform of community participation, a shared habitat for action that integrates various functions. Some of them include strengthening the sense of belonging and advocacy in communities in relation to policies that are being developed in their regions, and promoting political participation on many levels, i.e. deliberation, decision-making, policy design, the building and organising of networks and content production.

## GANA +

EdgarJavier Arteaga (Colombia)
Guilherme Guimarães Lacerda / María Alejandra Burbano Benavides / Cecilia De Michele / Camilo Villota Ibarra / Andrea Ipinze / Santiago García Mariela Brito

Nariño, in the south of Colombia, is without a doubt one of the most diverse regions in the world. Nevertheless, its human, geographic and cultural richness have historically been victim to the continuous war in Colombia. One of the great assets that the Department has is its population diversity: peasants, indigenous people and Afro-Colombians comprise the vast majority of the population in this region.

The Open Government of Nariño, in an historic event, created a system of participatory budgeting through which it tried to reach the majority of its citizens. The main objective of the prototype was to create a participatory budgeting kit, based on experiences in Nariño, that would include social technology and communications strategies. This would enable processes to be carried out in marginalised regions and populations.

## Holopolis*: prototyping future democracy

Shu Yang Lin (Taiwan)
Ting-Yu Chang / Harold Bonilla / Marlene Ronstedt
Ana Varela Echeverria / José Manuel Barroso Galindo

Taiwan experimented with the idea of what would happen if the general public joined the government to carry out processes of civic deliberation with the goal of developing digital legislation. The process that they presented, vTaiwan, included people working with the government and helped legislators to implement decisions with a greater degree of legitimacy. Their priority was to support people in full and free participation using the power of the internet and artificial intelligence (AI) to provide an opportunity for remote participation to large, remote populations. The next step was to take the platform to the next level; in this step, participants would move around a shared virtual reality environment. This environment welcomed individuals with diverse knowledge and inclinations to participate and contribute freely in whatever way was most comfortable for them. It began from the idea that technology can be used creatively to facilitate deeper and fairer conversations, to bring about collective consensus and to create a solution that everyone can live with.

## Citoyen 2.0

Malick Lingani (Burkina Faso)
Laura Hernández / Pierre Mesure / Mariana Romiti
Bruna Pinos / Natalia Belalcazar Gamboa

Citoyen 2.0 (Citizen 2.0) is a citizen participation platform based on CONSUL, the Decide Madrid software. The situation in Burkina Faso is unique in West Africa: In 2014 there was an insurrection followed by a military coup in 2015, all of which was preceded by 27 years of authoritarian regime.

All of these changes gave way to a budding, newly born democracy where it is now possible for the people to engage politically in both spheres: online and offline, and particularly through social media networks. The team hoped to channel energy to transform complaints into proposals for the common good.

This project was a starting point for creating a civic technology application that would promote democracy in Burkina Faso and that could be shared through the whole region.

* See the result of this project at holopolis.pdis.tw.

## Better news for a better democracy

Gunnar Grimson (Iceland)
Chung Ming Tsai / Fatima-Zohra Ghedir / Tahir Iftikhar / Maria Fernanda Vazquez Vera / Santiago Rueda Montoya / Gonzalo Inchauspe

*Better news* is an open and collaborative software platform focused on somewhat revolutionary news. The mission of the project was to create a virtual place where people could document what happens around them and use this platform, as well as access to trustworthy news, to make the world better.

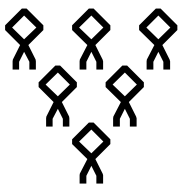
How do we connect this to democracy? Democracy is a collective method that is used to take decisions, preferably through strong processes of representation. It was not designed as a way to reach the best decisions, but as a method of self-governance. Making good use out of knowledge of the public is a good way to take decisions. And how do we take good decisions? Good decisions require access to trustworthy information as well as the ability to have deep debates and balanced processes. We create new models and ways to improve our democracy, but without good access to information, we will not be able to do much. Brexit and Trump are two recent examples of how democracy can be manipulated by unreliable information.

The news is not reliable: fake news, manipulation, fear tactics, censorship, filter bubbles, etc. Society needs trustworthy news, news of our own. Better News was the social centre for news where tests, algorithms, assessments, etc. improved the quality of the news through collaborative processes.

## Planning centre for citizen participation – CocoPlanner

Anna Aurora Sanne Göransson (Sweden)
Rómulo Fernando Lemos Gomes / Brenda Espindula / Syed Omer Husain / Lucero Chargoy Juárez Raquel Diniz Marqués Gontijo

The project Citizen Planning Hub changed its name to CocoPlanner and created a practical planning and tracking tool to facilitate processes of citizen participation, with an emphasis on representations of groups with less power. It provided a horizontal framework of methodologies based on the methods and experiences of the Participatory Budgeting Project and Community Voices Heard in New York City.

The team combined all of this with the clarity of D-Cent's participatory spiral and the Association of Open Government's rules of co-creation and participation. This digital tool provides a framework for the common appropriation of all kinds of processes on the part of public officials and civil society, especially underrepresented groups.

When power is balanced, it leaves more space for creative ideas and real solutions based on real problems. Dialogue should be for all citizens. With this in mind, the project focused on low thresholds for maximum accessibility. This excluded cities that already have a high level of participation and focused on those that need practical tools for participatory planning.