



Our mission

Today, local democracies are facing **two main issues**: a lack of trust from citizens, and difficulties reaching these same citizens. Although 55% of citizens say they would like to be involved in local decision-making, 83% say there is a lack of transparency preventing them from doing so. When trying to reach out to citizens through town halls or paper consultations, local governments hit barriers: these consultation methods are costly, time-consuming, and not representative of their population.

CitizenLab aims to solve these issues by providing governments with a digital platform to **easily consult their citizens**. By implicating citizens in the decision-making process, local governments can improve efficiency, shape better policies and increase trust.

The tool

CitizenLab provides cities with a tool to consult their constituents on any given topics in just a few clicks. The platform combines top-down and bottom-up approaches: cities can ask citizens to vote on specific projects, but citizens can also debate the propositions and add their ideas. These features help **empower citizens** and **increase the transparency** of the decision-making process.

Once input from citizens has been collected on the platform, CitizenLab makes it easy for cities to manage and use this input. In addition to traditional moderation and assignment features (designed to make the tool fit seamlessly into existing administrative workflows), CitizenLab has also developed its own Natural Language Processing technology.

The integrated machine-learning algorithms process text input from citizens and turn unstructured data into clear and actionable snippets of information. The comments are grouped, classified and located on a map, therefore helping civil servants gather **meaningful insights** from their constituents. By having access to reliable data, governments are able to make better decisions, thus improving support for policy decisions.

Examples of our platform include [Leuven](#) and [YouthForClimate](#)

CitizenLab in 6 key facts

3 co-founders: CitizenLab was founded by Wietse Van Ransbeeck (26), Aline Muylaert (26) and Koen Gremmelprez (31).

Just over 5 years old: the company was founded in September 2015.

A team of 30 people, based in Brussels. The team is a mix of developers and citizen participation experts. We've recruited profiles from tech, politics, government, design and culture. Spread the word: [we're currently hiring!](#)

200+ clients in 15+ countries: in the past 5 years, we've worked with over 150 cities and governments in Belgium, Canada, the United Kingdom, Chile, the United States, France, The Netherlands, Norway, Denmark, Austria and Germany.

8 local partners via our partner program: we're currently working together with local experts to develop digital citizen participation in Chile, Denmark, Poland, Germany, Romania, Argentina, Brazil and Colombia. [We're always open to new partnerships.](#)

2,1 million euros: that's the amount of our last fundraising round, announced in May 2019.

Awards and Accolades

2020: awarded the “**Innovative Starters Award**” by Innoviris.

2020: awarded as **World Summit Awards Winner** Best Sustainable and Innovative Startup in the “Government and Citizen Participation” category.

2019: awarded the “**Best Social Impact Startup**” DT50 Prize at the TechCrunch Berlin conference.

2019 : awarded the **Nesta Collective Intelligence Programme** grant to study the use of artificial intelligence in local governments.

Our clients

We’ve worked with over 200 cities and governments across the world, from Lancaster (PA) to Grand Paris Sud (France). Some of our recent references include:



CITY OF
SEATTLE



LONDON BOROUGH
OF **NEWHAM**



STIRLING
COUNCIL, UK



CITY OF
LANCASTER, PA



CITY OF
LEUVEN



linz CITY OF
LINZ



COMMUNE OF
PENALOEN



COMMUNE OF
GRAND PARIS SUD



GOVERNMENT OF
BERMUDA



WWF
BELGIUM



UNDP
JORDAN



MUNICIPALITY OF
BOWEN ISLAND,
CANADA

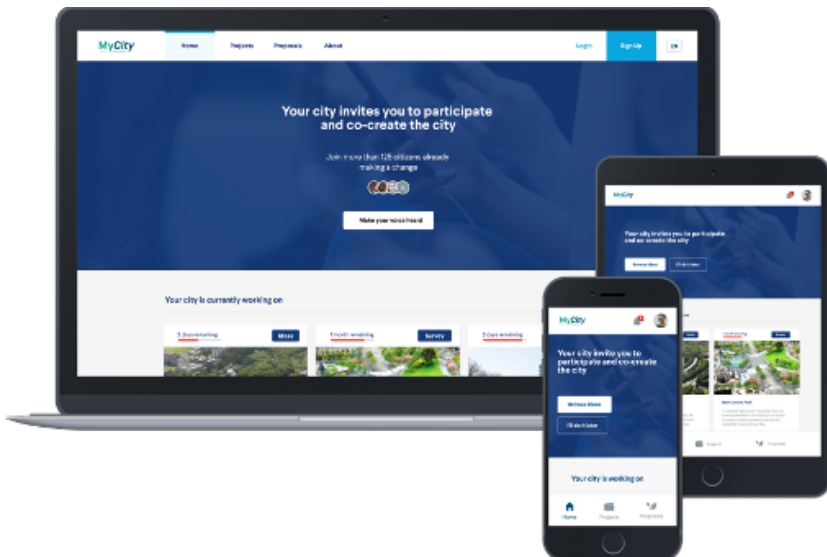
Our founders



From left to right: Koen Gremmelpez, Aline Muylaert, Wietse Van Ransbeeck

All images, team photos and the CitizenLab logo can be [downloaded here](#) in high quality.

Our platform



Press references

- **Government Technology, July 2020** - [*GovTech company recruits Noveck for US expansion*](#): GovTech news reports on Professor Beth Noveck, Director of the GovLab, joining CitizenLab's board as the company expands into the US.
- **Nesta, February 2020** – [*AI and Collective Intelligence: case studies*](#): Nesta reports on the CitizenLab platform and how it used artificial intelligence to categorise, prioritise and summarise citizen input.
- **De Morgen, January 2020** – [*Three startups from Brussels receive half a million each*](#): De Morgen reports on the winners of the Innovative Starters award 2020 (the article is in Dutch).
- **Sillicon Canal, May 2019** - [*This Belgian startup brings civic engagement into the digital age*](#): 4 things you need to know : Sillicon Canal reports on CitizenLab's recent fundraising round (2.1 million euros) and its ambitions for the year ahead.
- **Cities Today, May 2019** - [*New grant to improve AI use in cities*](#): Cities Today reports on the grant awarded to CitizenLab by the Nesta Collective Intelligence Grants Programme in order to research the use of artificial intelligence in local governments.
- **Forbes, August 2018** - [*Meet the 30 under 30 who is bringing Digital Democracy to European cities*](#): Forbes interviews co-founder Aline Muylaert on the topic of digital innovation and citizen participation.

Press contacts

For more information, please contact Coline Cuau, Head of Marketing:
coline@citizenlab.co, +33 (0) 7 66 66 88 90