



Your community  
engagement toolbox



## OVERVIEW

CitizenLab is the all-in-one platform for public engagement. It enables local governments and organisations to consult their communities with one central tool to share information, ask for opinions, engage in dialogue, and co-create the future.

## MISSION

Today's local democracies face two main issues: difficulty reaching community members and a lack of trust. Although 55% of people say they would like to be involved in local decision-making, 83% say there is a lack of transparency preventing them from doing so. We also know that traditional engagement methods, such as town halls or paper consultations, are costly, time-consuming, and not representative of our changing communities. That's where CitizenLab comes in to provide digital platforms for efficient and meaningful community engagement.

## PEOPLE

CitizenLab's headquarters are in Brussels, where the company was founded in 2015 by Aline Muylaert, Koen Gremmelprez, and Wietse Van Ransbeeck. Today, CitizenLab's global team of 50+ people is based across more than 10 countries. Our company has a 51:49 gender balance and the average age of team members is ~31.

## AWARDS

Een selectie van recente awards en nominaties:

- Best Social Impact Startup DT50 Prize from TechCrunch
- World Summit Award in Government and Participation
- Forbes 30 Under 30
- Innovative Starters Award by Innoviris

## COMPANY OVERVIEW

- **Founded in 2015** by 3 young entrepreneurs in Belgium, CitizenLab now has a global **team of 50+**
- **50:50 gender balance** on the team
- **15+ nationalities** represented across the team

## IMPACT OVERVIEW

- The platform has been used in **18+ countries**, including Belgium, Canada, the United Kingdom, the United States, France, The Netherlands, Norway, Denmark, Austria, Germany, Chile, Brazil, Denmark, Poland and South Africa...
- **300+ governments**, of all sizes, in our global network
- **2,500+ projects** across all policy domains: from urban planning to climate action to social cohesion
- **500,000+ community members** engaged in their local democracies



## FOUNDERS

**Wietse Van Ransbeeck** is the co-founder and CEO of CitizenLab, an e-democracy platform that enables governments for more inclusive, participatory, and data-driven decision-making. Today, the platform is used by more than 300 local governments around the world, from national governments and large cities to the smallest towns. Wietse was previously named on the Forbes 30 Under 30 Europe list for his work on bringing local democracies into the digital age.

**Aline Muylaert** is co-founder and Head of GovSuccess & Impact at CitizenLab, an e-democracy platform that enables governments for more inclusive, participatory, and data-driven decision-making. She has a passion for urban planning and delivering projects that have a direct, positive impact on society. Aline was named on the Forbes 30 Under 30 Europe 2018 list and was a StartHer Awards finalist, Europe's biggest competition for female-(co)founded startups.

**Koen Gremmelprez** is the co-founder and Chief Technology Officer at CitizenLab, has been interested in coding, web development, and technology his whole life. After earning two masters in computer science and management from Brussels University, Koen spent a few years consulting for smaller companies and startups. After contributing to several apps, for everything from renting gardening tools to leveraging AI for data, Koen decided to contribute his talents to developing digital democracy with CitizenLab.

## CASES



### SUSTAINABILITY & ENVIRONMENT

Stirling's centralised community engagement promotes safe and impactful participation

[Read more](#)



### SUSTAINABILITY & ENVIRONMENT

A conversation on climate action in Cheltenham

[Read more](#)



### PLANNING AND PUBLIC SPACE

Collective urban planning in the London Borough of Newham

[Read more](#)

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## OUR TOOL

CitizenLab offers a full community engagement toolbox. With methods from across the participation ladder, local governments and organizations can use everything from surveys and polls to mapping and online workshops to engage their communities. The tool's user-friendly interface also helps you easily process community feedback and collaborate across teams to read insights quickly and make data-driven decisions.

[View our full product sheet here.](#)

## CITIZENLAB'S SUPPORTED ENGAGEMENT METHODS

- Integrated emails
- Quick polling
- Surveys
- Options analysis
- Mapping
- Ideation
- Online workshops
- Participatory budgeting
- Proposals
- Volunteering