



2022

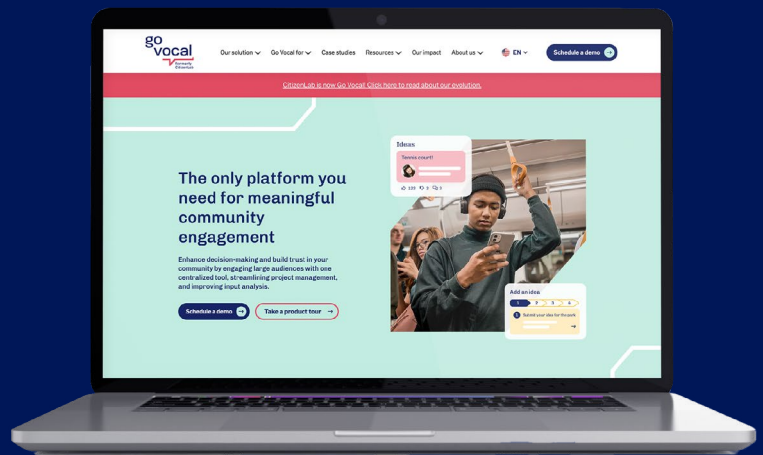
Year in review

Discover the impact
we created together in 2023



CitizenLab is now Go Vocal! [Click here to read about our evolution.](#)

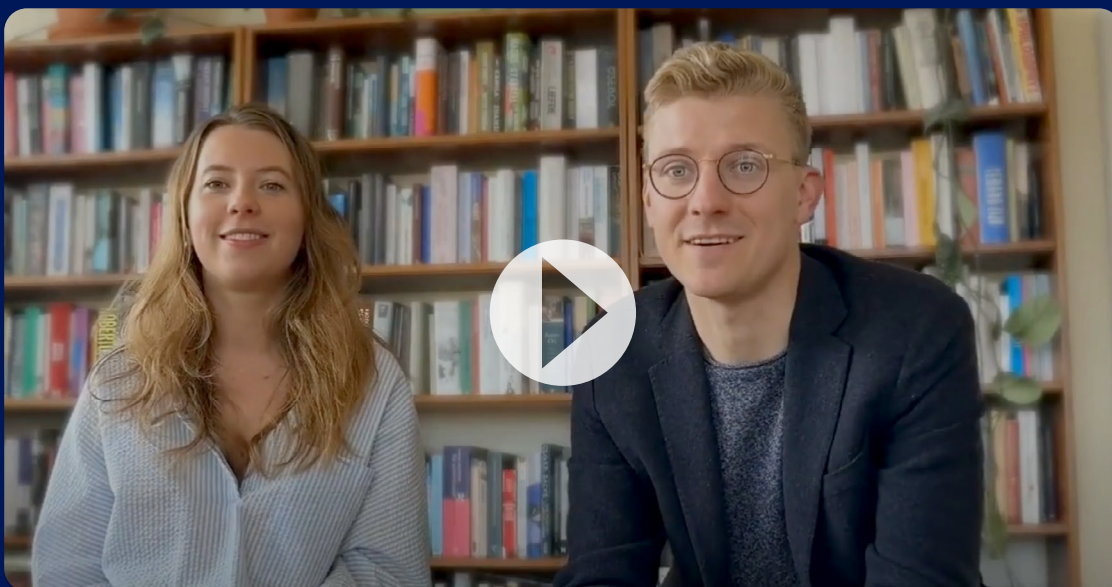
CitizenLab becomes Go Vocal!



What does the ideal world look like for you?

Here's ours. Imagine a world where governments tackle complex issues with confidence and unity. A world where community members actively participate in shaping solutions to challenges like balancing development and sustainability, building representative infrastructure, and cultivating a vibrant place where everyone feels a sense of belonging.

This vision hinges on trust. Trust that our governments are working for their residents, and trust that communities will speak up to advocate for their and others' needs. To achieve this, public servants, as true drivers of positive change, have been working their hardest to bridge the gap with residents. While there are challenges, there is also a strong desire on both sides to shape better communities, together. It is through fostering meaningful and efficient engagement that we can fully tap into the power of the community and its collective intelligence to create lasting positive impacts.



Making community engagement more accessible and decision-making more participatory

Determined to become architects of systemic change, CitizenLab was born. Our team addressed the critical issue of building trust between governments and residents with an innovative digital community engagement solution.

Initially met with skepticism, our relentless pursuit of impact and empowerment has made us the go-to partner for forward-thinking governments worldwide. And we didn't stop at just providing a tool. We have been actively shaping the industry by defining best practices, constantly refining our platform, and exploring new ways to enhance engagement processes.





From democracy and citizen lab to the centerpiece of a strong local democracy

Since CitizenLab's start in 2016, we've empowered over 1 million community members and helped 500+ local governments and organisations foster a culture of engagement for more inclusive decision-making. Welcoming and supporting all of you on your journeys has been truly inspiring!

Today, that democracy lab we once started out as no longer defines us. We've grown beyond our beginnings as an ideation tool and have become a centerpiece for local democracy, empowering communities to go vocal and be involved in local decisions, whether it's through online or offline participation, and empowering governments with the tools for efficient, inclusive, data-driven decision-making.

It's time to step into our new identity, one that reflects the partner we have become. A partner who enables you to foster meaningful and efficient engagement and helps you translate valuable community input into lasting positive impact.

We're Go Vocal



Wietse Van Ransbeeck
CEO & Co-Founder

A reflection on 2022

Putting together our annual impact report is always a critical moment of reflection to evaluate the impact we've contributed to our organisation, the governments we work with, their communities, and the world at large. We're proud of how much our community has grown and what we've accomplished together in the past year.

As an organisation, we were honoured to be certified as a B Corporation in 2022. In line with our mission, the way we do business, our workplace culture and values, and the previous year's decision to open all of our source code, this certification further engrains that we "walk our talk" and keeps us accountable to ensure best-in-class ESG practices.

In terms of impact on governments, we welcomed over 100 new governments to our CitizenLab community, and are now working across more than 20 countries. Throughout our client base, we continued to see a significant increase in the average number of participatory processes per platform, coupled with an emphasis on good internal collaboration structures. This has translated into strengthened cultures of engagement and increased organisational adoption in local governments and organisations. More than 1,000 public servants are active monthly on CitizenLab-powered engagement platforms — a milestone we're proud of!

In the coming year, we want to inspire our clients with good-practice participatory practices. To do this, we plan to develop good-practice templates and methodologies for the most pressing issues and

projects governments are working on. We also want to continue strengthening the exchange of good practices between the governments we work with by fostering conversations among peers in our community.

On the product side, we want to enhance our vision to become the 360° hub for all participation in any given city or town. In the past year, we've expanded our toolbox by introducing our own survey tool, making our platform's architecture much more flexible, and further developing our dashboarding and reporting capabilities. In the coming year, we want to focus on blending online and offline approaches, collaboration tools for admins, and integrations with the other tools governments are already using.

The local-level impact of this is what keeps us particularly motivated. We helped over 200,000 community members actively participate in projects in their cities and towns. We've made efforts not only to help engage more community members, but also to contribute to more inclusive processes. With the introduction of our Representativeness Dashboard, we can now help governments evaluate how inclusive each project is based on their community's demographics. Yet, we recognise that we have much more work to do in the coming years to help ensure that governments don't only listen to the loudest voices in the room, but actively make space for equitable participation opportunities for everyone. Our multi-channel ambition -which will explore blending offline and online channels of participation to enable more inclusive participation processes -will be one important step in that direction.

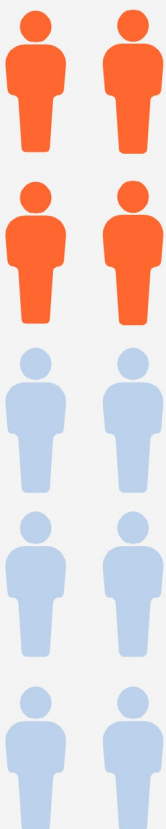
Working on this mission of participatory governance has been an incredibly rewarding journey, and we're proud of where we are today. As we reflect on what went well and what could have gone better in the past year, we're doing so with a determination to work on the significant challenges ahead of us to continue building impact with governments and communities worldwide.

A handwritten signature in black ink, appearing to read "Van Hambeek". The signature is stylized with a large, sweeping initial "V" and a horizontal line underlining the name.



The democracy challenge

Trust in government has been declining for years. And yet, the desire to be more civically engaged is on the rise. How can we reconcile these two?



On average, only about

4 in 10 people

trust their government, and only 4 in 10 believe they would have the chance to voice their opinion on local government decisions impacting their community, according to the OECD's Building Trust to Reinforce Democracy report.

Diving deeper, we also see that:

Only $\frac{1}{3}$ of people think their government would adopt opinions from public consultations

Only 4 in 10 people

say their government would improve a service, implement an innovative idea, or change national policy based on public demands

* according to the International Institute for Democracy and Electoral Assistance's (IDEA) report on the 2022 Global State of Democracy.

In addition, the same report noted that about half of the world's democracies are in decline and the global scores for representative government are the same as in 2001. That's a problem.

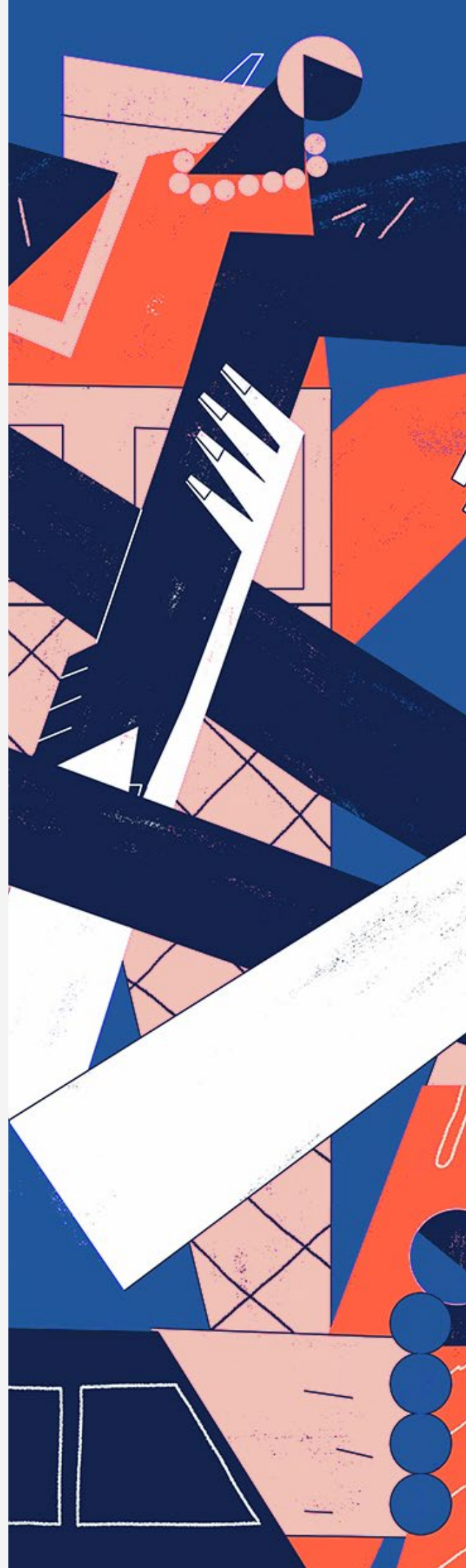
But there's hope.

If democracy is to evolve and innovate at the pace and scale needed to meet the growing needs of our communities, **we need more accountability and transparency to increase trust, collaboration, and our collective impact.** Governments must become more participatory, inclusive, and responsive to co-create the future of their communities with the public.

This is already happening across CitizenLab's network of 400+ local governments and organisations, which are injecting their democracy with participation and deliberation. By incorporating our software for digital community engagement, these institutions are:

- **Reaching a higher percentage of their population**, and including them in decision-making processes
- **Creating a culture of engagement**, in which participating in consultations to influence policy decisions is habitual for residents and public servants
- **Helping ensure a higher number of policy decisions are impacted by the views, needs, and concerns** of the population participating in public consultations.

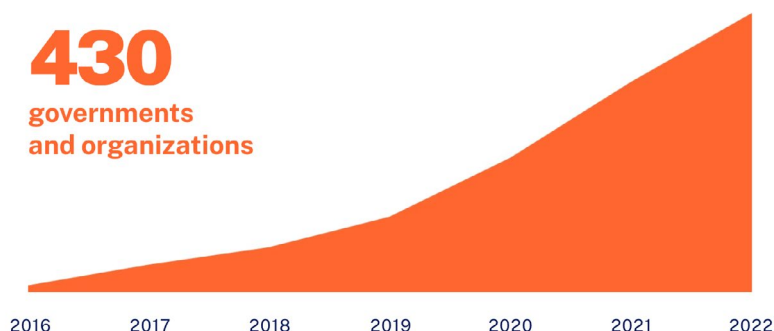
Read on for a look at the progress we made together in 2022.



Key figures: 2023 in numbers

To date, CitizenLab has worked with **430 governments and organisations** worldwide, and in 2022 we welcomed over **100 new clients** to our global network. Thank you to each of our clients for helping us advance our mission of making public decision-making more participatory, inclusive, and responsive - we couldn't do it without you!

Our growth



What do our clients say?

Our clients rate CitizenLab

8.1/10

Our global community





of clients say the CitizenLab platform **helped them engage more residents** in participation processes



of clients say the CitizenLab platform helps them **process resident input more efficiently**



CitizenLab is a one-stop shop for all of our engagement for tracking all the demographic data we need to make sure that we have representation from all areas of our city.

J Santoro, Director of Equity and Inclusion, City of Bethlehem, US



CitizenLab offers many options, good support, a network of fellow users, and an accessible and easy way to participate. CitizenLab is a welcome addition/enhancement to the physical participation we did before. We are engaging a larger (and partly more diverse) audience and I think the website works quite easily.

Ma. Visser, Omgevingsmanager, Gemeente Den helder, NL



We like the modularity of the tool and the reactivity of the team.

Rios Matthieu, Chargé de Mission implication citoyenne, Malaunay, FR



A lot of opportunities to build and monitor good participation projects. Moreover, the tool continues to innovate and respond to current needs.

Annemie Lauwaert, participation and inclusion department, City of Ninove, BE

What do community members say?

This year we had the opportunity to connect with some of the community members who have used CitizenLab-powered platforms across different local governments.

Here are some snippets of what we heard from them:



I'm typically very introverted and shy. So I sit behind my computer screen a lot, but [I went to a meeting and heard] about the platform. And that really jump-started something for me - to be able to give my feedback, have some, say, have a conversation with other residents in the city.

community member from a mid-sized city



The conversation on [the platform] was very respectful, unlike what you would see on social media, and so thought provoking. I had a couple of things where maybe I changed my mind a little better. At least I could see someone else's point of view, which was nice to have those discussions.

community member from a mid-sized city



I've managed a food pantry at the same time I was receiving help from the same food pantry [...] we've been homeless, so I feel like I have kind of a unique ability to speak for people or at least have some understanding of some of the things that go on in the world.

community member from a mid-sized city

What else happened in 2022?



20+

number of countries we worked in



2,849

projects were launched across CitizenLab-powered platforms



1,978

projects were completed across all global platforms



1,000

average number of public servants using the platform monthly



30,000

average number of monthly community member users across our platforms

What will you find in this report?



Who we are

Ensuring safe digital engagement
B Corp Certification
Global gathering
Impactathon

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Addressing our mission

More participatory
More inclusive
More responsive

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Looking to 2023

Our goals for the future

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Who we are

CitizenLab is made up of a dedicated team of innovators, strategists, and technologists committed to bringing democracy into the 21st century

Our digital community engagement platform enables local governments and organisations to consult their communities with one central tool for surveys, ideation, participatory budgeting, deliberation, and information sharing. So whether a city is expanding mobility plans, adding green spaces, developing digital learning, or anything in-between, they can create sustainable, livable, and future-oriented solutions for every community issue. How? By tapping into the collective intelligence of their residents!

Our tool has been used by **400+ governments and organisations** worldwide, helping them process over **10,000 pieces of community input** monthly. That's a lot of data going to good use!

Using technology for good

Beyond the core functionalities of our platform, we believe artificial intelligence (AI) can and should be used for good. With the help of natural language processing (NLP) technology, our platform is trained on public-sector terminology across more than 10 languages. It scans keywords across community input and feedback shared on a city project and sorts, filters, and groups it to paint a clear, visual mapping of the topics most important to a community.

Ensuring safe digital engagement

As a digital community engagement platform provider, our team understands security, safety, and privacy's essential roles in building trust between governments, organisations, and community members. So, we decided to walk the talk and work with third-party auditors to ensure that our data privacy and security processes meet the highest international standards. After all, data privacy is core to what we do.

We went through two rigorous security certification processes and in 2022 we received:

ISAE  **3000**
C E R T I F I E D





B Corp Certification

At CitizenLab, impact isn't just an afterthought - it's a core part of our business. This year, we were proud to become a Certified B Corporation and join a community of changemakers, working collectively to address society's most critical challenges.

So what exactly is a B Corp? B Corps are for-profit, mission-driven companies that seek to balance purpose and profit while boldly reimagining the role that business plays in society. More concretely, Certified B Corps meet B Lab's high standards for social and environmental impact, making a clear commitment to stakeholder governance, and demonstrating accountability and transparency.

B Lab is a non-profit that measures a company's social and environmental performance against the standards of the B Impact Assessment. The certification process looks at a business as a whole and examines how it creates value across five key areas: governance, workers, customers, community, and the environment. To become certified, a company must meet – and continue to uphold – high standards for transparency, accountability, and social and environmental performance.

Today there are over 5,000 Certified B Corporations in over 80 countries across over 150 industries, and we are proud to join their ranks!

Our B Corp score is

87.7



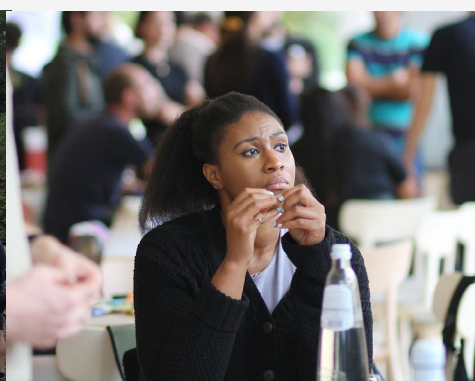
**MEANINGFUL
BUSINESS**

We were also awarded a spot on this year's Meaningful Business 100 list, which celebrates leaders combining profit and purpose to help achieve the United Nations Global Goals!

Global gathering

Each year we bring together our global team of CitizenLab-ers together to (re)connect around our purpose. As a remote company with teammates based across 17 countries, (re)connecting means getting to know team members from across continents, finding inspiration in external training sessions and internal workshops, and making fun memories together along the way!

We spent time connecting at casual meet-ups across picnic tables, in team workshops at our headquarters in the City of Brussels, and tackling our Impactathon (think: a hackathon for impact, more on that in the next section) amongst the trees in Dinant, Belgium.





Given how global our team is, coming together once a year to connect and ideate in person is invaluable. However, we also recognise that the travel required for an event of this scale is not in line with our commitment to climate action.

To do our part, we worked with the Climate Change Fund to offset the travel impact of our event, amounting to 25 tonnes of CO₂, by donating to their mission of sustainably reaching net-zero emissions globally.

The week-long gathering was also fuelled by local and organic meals, the collective use of public transportation once on-site, and ecological swag, such as reusable water bottles. One step at a time - we're committed to our part in climate action!



“

When a group of smart and innovative individuals get together, amazing things happen. Not only that, but you double your workload with too many ideas -but would we have it any other way?! The impactathon really showed us there's so much passion across the organisation to build effective engagement for citizens”

Rabi Wilson,
Government Success UK

Impactathon

Social impact is at the core of CitizenLab's mission, and year after year it comes up as a key driver for our team. Once a year, we like to take a step back and look at the big picture of the latest work and inspiration coming out of the sector and dive into thinking audaciously about how we can contribute to the evolution of participatory (digital) democracy. To get ready for 2023, we held an internal Impactathon (think: a hackathon for impact) at our annual, global team event.

We started with a simple question:

What are the challenges to making democracy more: participatory, inclusive, and responsive?

Over the course of

- 2 days
- 5 challenges
- 2 workshops





We asked ourselves, how might we:

1

Increase the levels of trust between the public and governments?

2

Enhance public influence over decision-makers?

3

Build systems conducive to conversation, healthy deliberation, and consensus-building?

4

Contribute to more pluralistic democracies?

5

Help governmental institutions tap into the know-how of the many, not the few?

We spent time ideating together and building prototypes of solutions. In true participatory fashion, each of our 5 hackathon teams presented their idea for the challenges at hand and we each voted for the winning solution. The solution is currently in development by our wonderful team, and will be announced in 2023!

So who is behind all of this? Let's take a look!



Our team & Board of directors

CitizenLab is made up of a dedicated team of innovators, strategists, and technologists committed to bringing democracy into the 21st century.

In 2022:



Our team represented **26+ nationalities** and worked in **17 countries**



24 languages were spoken across our team



We celebrated a **50:50** gender-balanced team



50% of employees chose to personally invest in CitizenLab



Our team spent **10% of hours** on personal projects for social good



Thank you to all of the team members who contributed to CitizenLab's mission in 2022!



Adrien Dessy
Alexander Rhyllitski
Alexandra Chandran
Alexandros Mexas
Alice Marquet
Aline Muylaert
Amanda Anderson
Amanda Rotella
Amir Bolouryazad
Andrea Conway
Arian Pasquali
Audrey Marty
Ben Fraser
Ben Gordon
Billy Trakas
Brent Guffens
Charlotte Lot Schuringa
Chrysann Sutton
Claire Tobback
Dan Keane
Edwin Kato
Emile Heymans
Emily Horton
Eva Mayer

Eva Rozsa
Firdaouss Rian
Francisco Pensa
Frankie Mercedes
Hugo De Brouwer
Ilona Lodewijckx
Irene Pedruelo
Isabela Sacramento
Iva Koprileva
James Aung
James Speake
Jelena Gregorius
Jeroen Van Ransbeeck
Jesse Winkelaar
Joost Vandenbroele
Jorit Hajema
Karel Verhaeghe
Kathleen Wächter
Kevin Rupidera
Koen De Hondt
Koen Gremmelprez
Kristofer Peterson
Lien Carton
Lora Botev

Luuc van der Zee
Lucas Mathis
Malak Chabar
Marius Pui
Mathilde Tournoux
Mélissa Martinay
Natalie Ricklefs
Nelise Doornenbal
Pablo Solana
Pedro Saramago
Philipp Preß
Rabi Wilson
Sara Boisseau
Sébastien Hoorens
Sébastien Levoir
Simon Floré
Simon Tharby
Sören Fillet
Stijn Zwarts
Tomas Deron
Vanja Pantic
Wietse Van Ransbeeck
Yasmina Asrarguis
Yaesul Choi
Yuri Martens



And thank you to our Board of Directors for their continued guidance on Citizenlab's journey!

Wietse Van Ransbeeck (co-founder)	Olivier de Duve
Aline Muylaert (co-founder)	Nico Cras
Koen Gremmelprez (co-founder)	Beth Noveck
Jan Verbeke	

Our partners

We partner with individuals and organisations to share our mission of strengthening democracy through community engagement. In 2022, we welcomed partners in Sweden, Türkiye, and Norway to our growing global network of community changemakers and democracy champions:

Thank you to all of our partners for helping to spread participatory democracy through CitizenLab in:

Brazil

Bruno Gomes and Regina Egger Pazzanese

Chile

Pablo Valenzuela, Magdalena Gatica Montero, Marcela Ayarza, Sebastián Brito, and Francisca Lisbona

Denmark

Søren Kielgast

Mexico

Greta Rios and Lorena Vargas

Poland

Artur Kacprzak

Serbia

Goran Segedinac

Sweden

Henrik Challis and Ylva Hamp

Türkiye

Levent Koç and Lider Kara

Norway

Ann-Heidi Paulsen Orvik



Addressing our mission

CitizenLab's mission is to build stronger democracies by making public decision-making more inclusive, participatory, and responsive.

In 2021 we had the highest impact on making decision-making more participatory (check out our 2021 impact report). This year, we're happy to report we've made even more progress, as our highest impact was on two areas:

Making decision-making more inclusive:



Making decision-making more responsive:



Let's turn the spotlight onto key projects from across our three impact areas and take a closer look at some of this year's impact.

More participatory

CitizenLab's impact starts with increasing participation levels. Whether a government chooses to consult, involve, collaborate with, or empower their residents through community engagement, we help ensure people have opportunities to participate, the quality of input and processes is elevated, and that participation influences the political agenda.

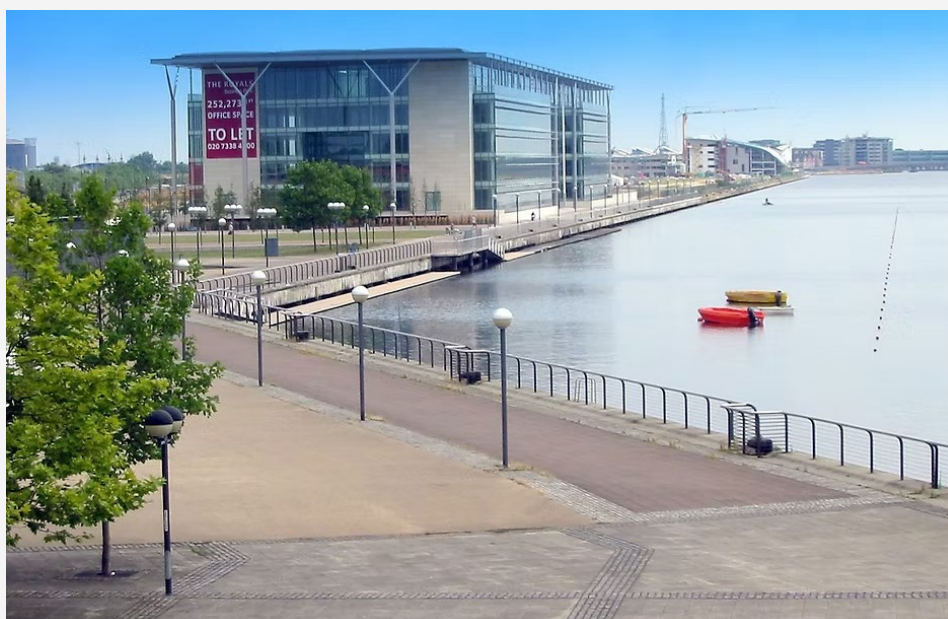


Diving deeper

One way to make public decision-making more participatory is to shift power and share agenda-setting with the community. In the United Kingdom, Newham-one of the biggest and most diverse boroughs in London-did this by using community assemblies to identify priorities for neighbourhood projects through the first permanent sortition-based citizens assembly in England. The consultation was open to all residents, who were invited to submit ideas for projects. To reach as many people as possible, Newham combined their in-person assemblies with online projects. Here's a snapshot of what they achieved:

Here's a snapshot of what Newham achieved

- Over **8,600 participants** on their platform
- An average **510 participants** in each of their **8 Community Neighbourhood Working Groups**
- An average of **26 ideas per neighbourhood**, with an average **153 comments** across ideas
- **82 projects** were chosen, approximately **10 per neighbourhood**
- The council allocated funds for the ideas-**£25,000** per neighbourhood in the first round, and **£100,000** per neighbourhood in the second round.



Newham, London

[Read more about Newham's participatory process of identifying local priorities.](#)

What others are saying



I was surprised at how many of the participants at the conference went straight home and continued the debate online. Several [community members] took ownership to reply and comment on other citizens' posts. It works really well and is something we would like to continue working with in other contexts.

Rie Kjellerup Eigtved, Chief Consultant for Rudersdal Municipality in Denmark

By the numbers

Charenton-le-Pont, in France, engaged community members on mobility and sustainable development by launching a major e-consultation on its cycling plan. The community consultation, which resulted in more than



650

active participants and

1,200

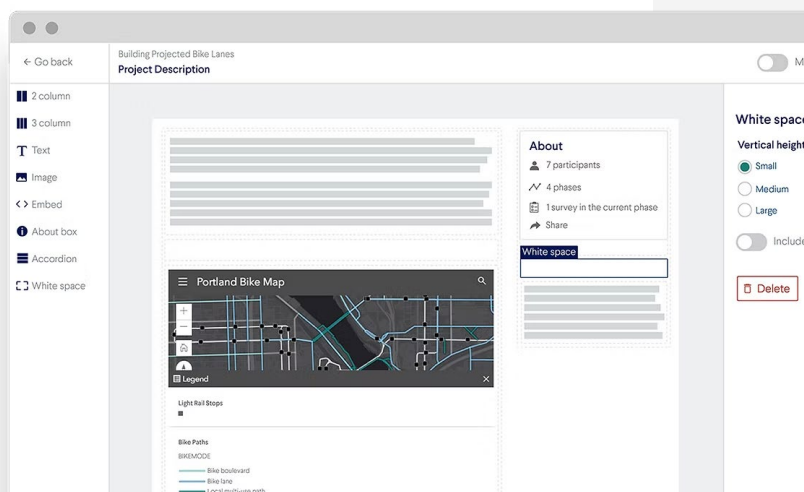
platform visits

identified improvements and fed into the municipal bicycle plan.



Evolving Solutions

This year we added a **Content Builder** feature to enable platform admins to tailor projects even further, such as by adding interactive options like maps and data visualization. This gives governments more freedom to be more creative with how they present projects to their community, helping lead to higher engagement rates.



More inclusive

Traditionally, many people have found it difficult to participate in community engagement initiatives, which often didn't account for the varied work hours, caretaking responsibilities, language access, and wide range of other barriers that can arise in life. This often meant that the diverse perspectives of community members were left out of the decision-making process. At CitizenLab, our work has an impact on engaging more people, reaching more representative groups of residents across projects, uncovering unknown community needs and interests, and building community members' civic knowledge. We do this by bringing engagement online, to meet people where they are - in their homes, on their phones, and away from traditional engagement barriers that may have previously stopped them from participating.

Diving deeper

A comprehensive plan defines the vision and activities for the city's investments and growth for the next 20 years. During the development of its last comprehensive plan, the City of Seattle, in the Pacific Northwest

of the United States, found that they were mainly hearing from groups and individuals who were already familiar with the planning process and enjoying access to power, resources, and amenities. So in 2022, with inclusion and equity being the top priority, the Office of Planning and Community Development (OPCD) set out to bring in and amplify more voices from historically underrepresented communities. Since 95% of the population has access to the internet in their homes, to meet everyone where they are, and to lower any barriers to engagement, OPCD decided to use digital engagement for their process.

As a result, the comprehensive plan will take into account feedback and input from their engaged community of residents. Here's a snapshot of their platform's reach across the community:



Seattle, USA



[Read more about Seattle's inclusive approach to community engagement.](#)

Here's a snapshot of what Seattle achieved

- **1,930** total registered users
- Over **18,000** page views from Seattle residents
- **2,348** participants in the first engagement survey, which was available in **7** languages
- **3** community-driven priorities identified: housing availability and affordability, transportation and mobility, climate

What others are saying



Equitable community engagement is not a passive process. Cities, planners, and engagement specialists need to be proactive and intentional in their efforts. That means finding populations that are often left out of the conversation and meeting them where they are. Partnering with existing institutions and organisations can make more efficient use of limited resources in the process.

Samantha Yannucci, Director of Planning and Community Development of KO Consulting of Ombud in the American City of Struthers, Ohio

By the numbers

Belgium's Saint-Hubert municipality wanted to consult its residents on the future management of its water network and aimed for a 10% participation rate. With only 7 days to run the consultation, they launched a project on their digital platform hoping for easier widespread reach. In the end,



20%

of the population participated with a clear

90%

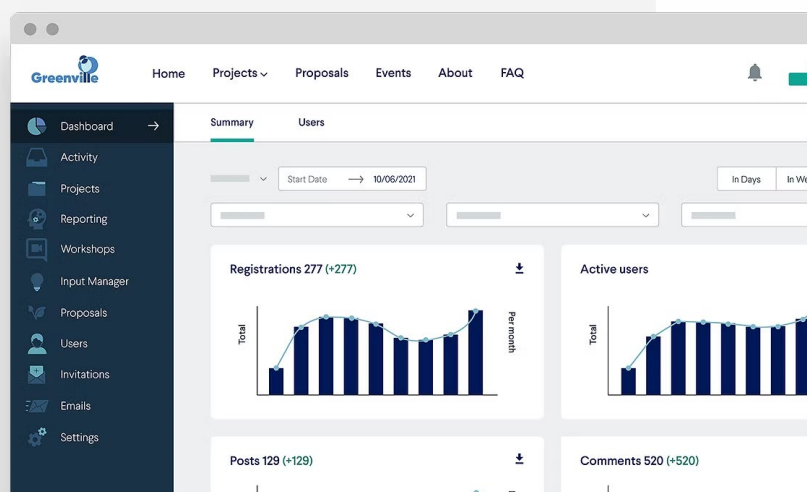
vote for continued municipal management

Talk about efficient yet inclusive reach!



Evolving Solutions

This year we introduced our **Representativeness Dashboard**, which gives local governments an overview of the demographic representation of participants on their platform compared to their overall community's population. Showing how representative community engagement projects are is a game-changer, and we're one of the first platforms to highlight inclusivity in a platform's reporting.



More responsive

It's one thing for governments to launch community engagement projects and for community members to participate. But when it comes to more responsive public decision-making, we want to see feedback loops are closed, community input and feedback efficiently processed, and decision-makers listening to community feedback when crafting policies.

Diving deeper

The City of Leuven, in Belgium, wanted to invest in a greener and more climate-robust city. In fact, Leuven wants to be a climate-neutral and smart city by 2030. So, they launched a campaign and



turned to their community for ideas for more greenery and less concrete in their city. Using the mapping feature on their engagement platform they asked residents to indicate which places were most suitable for such a change. The results?

Here's a snapshot of what Leuven achieved

- Over **300 residents** participated
- A total of **139 ideas** were proposed, and voted on over **770 times**
- **8 ideas** were chosen by the jury, and the municipality announced the winning ideas in a video on its website

After the project closed the municipality invited participants to continue engaging on the topic by providing public funds for changes like the installation of green roofs and rainwater wells and offering reduced-cost trees and plants for private greening initiatives by residents.



Leuven, Belgium

[Read more about how Leuven's community engagement influenced decisions \(only in Dutch\).](#)

What others are saying



By constantly looking at the future from a different perspective, we have identified opportunities and challenges to develop a future that is robust and takes into account a number of uncertainties. We also used those visions of the future in a broad [community engagement effort] in which more than 3,000 citizens posted more than 700 ideas or reactions. This gave us an idea of what [the community] finds important. We then defined options that are part of a robust and supported long-term vision on mobility for Flanders. Based on all these insights, we have designed a long-term vision that is future-proof.

Lydia Peeters, Flemish Minister of Mobility and Public Works in Belgium

By the numbers

The Escazú Agreement is the first environmental treaty in Latin America and the Caribbean. To elect representatives for this agreement, CEPAL (the United Nations Economic Commission for Latin America and the Caribbean) developed a new election process using their



CitizenLab platform. Community members were able to learn more about the agreement and candidates directly on the platform

in November almost

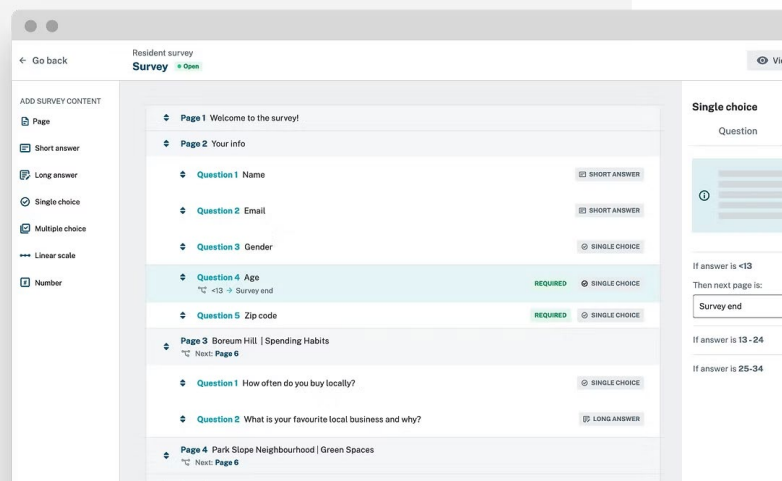
2,000

platform participants cast their votes on the platform to elect their public representatives

To close out the project, CEPAL shared the final election results with an infographic and included the full election report for download in English and Spanish. A great way to close the loop!

Evolving Solutions

This year, we added an in-platform **Survey Builder** feature. Whether a government or organisation wants to run a questionnaire with short, long, or numerical answers, multiple choice, single choice, or linear scales, it's now possible without ever leaving our secure platform, and the results can be viewed and downloaded in real time.





A look forward to 2023

After much-needed reflection, we were excited to develop our goals for the future. Here's a preview of what's in store for the year ahead.

Thank you for joining us on this reflective journey through 2022! As a team, we took the time to look back at what went well, what could have been better, and how we can further contribute to the participatory democracy space in 2023. So what are the main goals we have for the year ahead?

In 2023 we want to



Host more projects per engagement platform, so that residents have a chance to participate continuously



Help clients run high-participation projects, so they can build a culture of engagement with their teams and their community



Encourage projects across more policy domains, so the public can engage across topics and contribute their expertise in a variety of ways



Offer new ways to combine online and offline engagement, to reach more people and ensure more inclusive engagement processes.

We believe these goals will help us on the road to engaging 500,000 community members in 2023! We're excited to continue making public decision-making more inclusive, participatory, and responsive alongside our team and client base, and to welcoming more passionate individuals to this growing community.

To everyone who has contributed thus far

Thank you! Merci! Danke! Bedankt! Gracias!
Благодаря ти! Tak! Obrigado! Obrigada! متشكرم! Дзякуй! Hvala!
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1000 Brussels, Belgium - BE 0638.901.287
www.govocal.com
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