

Approaches to Online Public Engagement

Organization	Approach	Distinguishing Characteristics	Notable Examples
<p><b>1. Ascentum</b></p>	<p><i>Dialogue Circles</i></p>	<ul style="list-style-type: none"> <li>• Provides consultation and dialogue tools to government, business, and not-for-profits organizations</li> <li>• Can accommodate large and small groups, organized into “tables” of up to 14 participants</li> <li>• Can support synchronous and asynchronous dialogues</li> <li>• Offers a range of customizable participant and administrator tools, including background materials (video, text, images etc), surveys, scenarios, workbooks, and calendars.</li> </ul>	<p>For more information, visit:  <a href="http://www.dialoguecircle.com">http://www.dialoguecircle.com</a></p>
<p><b>2. ByDesign/eLab</b></p>	<p><i>Large Group Dialogue, eCommons</i></p>	<ul style="list-style-type: none"> <li>• Asynchronous online dialogue in a public space built to include background information</li> <li>• Through eCommons.net, provide an affordable and accessible public space to all, including both the media-rich and –poor</li> <li>• Aims of the Dialogue include fostering widespread participation in electronic public space for community and human development</li> </ul>	<ul style="list-style-type: none"> <li>• A Dialogue on Foreign Policy</li> <li>• Electronic Commons</li> <li>• Survival to Sustainability, 2001</li> <li>• The Association for Media Literacy web site</li> </ul> <p>For more information, visit  <a href="http://www.bydesign-elab.net">http://www.bydesign-elab.net</a></p>
<p><b>3. CitizenScape</b></p>	<p><i>Link to Government Consultation Spaces</i></p>	<ul style="list-style-type: none"> <li>• Provide concentrated list of government actions available for consultation and the links to get there</li> <li>• Online dialogue to affect how government actions proceed from planning to completion</li> </ul>	<ul style="list-style-type: none"> <li>• Western Australia Citizenship Strategy, 2004</li> <li>• Consulting Citizens: Engaging with Aboriginal Western Australians, 2004</li> </ul> <p>For more information, visit  <a href="http://www.citizenscape.wa.gov.au">http://www.citizenscape.wa.gov.au</a></p>
<p><b>4. Community People</b></p>	<p><i>eDecide and eConsult</i></p>	<ul style="list-style-type: none"> <li>• Includes four products: a consultation finder, creator, issue clarification tool, and a mobile service.</li> <li>• Promotes rapid turn-around for publishing and reporting on consultations</li> <li>• Emphasizes combination of consultation, market research, and building interactive online communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Scottish Parliament LIVE (Interactive discussion boards, 2004)</li> </ul> <p>For more information visit:  <a href="http://www.communitypeople.net/">http://www.communitypeople.net/</a></p>
<p><b>5. DELIB</b></p>	<p><i>CitizenSpace</i></p>	<ul style="list-style-type: none"> <li>• Enables participants to search for, participate in, see results of, and propose new consultations</li> <li>• “Consultation” limited to reading background materials, responding to poll questions, and adding comments</li> <li>• Clean interface includes a progress tracker and “Fact Bank”</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation on Prostitution Law Reform, 2004</li> </ul> <p>For more information, visit  <a href="http://www.citizenspace.co.uk">http://www.citizenspace.co.uk</a></p>

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<p><b>6. Denmark National IT and Telecom Agency</b></p>	<p><i>Danmarks Debatten</i></p>	<ul style="list-style-type: none"> <li>• Free eDialogue tool developed by the Danish National IT and Telecom Agency to encourage public debate of issues</li> <li>• Tool for public officials to use to “qualify” their decisions</li> <li>• Emphasizes well-defined topics, clear purposes and (pro)active and dedicated debate management/moderation</li> <li>• Seeks to promote public debate at the national, county and municipal level</li> </ul>	<ul style="list-style-type: none"> <li>• County of Funen, Public Debate on the Regional Plan, 2004</li> <li>• City of Aarhus, Public Debate on Traffic Planning and Expenditures, 2003</li> </ul> <p style="text-align: right;">For more information, visit: <a href="http://www.danmarksdebatten.dk">http://www.danmarksdebatten.dk</a></p>
<p><b>7. Dialogue by Design</b></p>	<p><i>Small to Large Group Dialogue</i></p>	<ul style="list-style-type: none"> <li>• Provides a range of engagement services, including consultation, online stakeholder engagement, and public debate</li> <li>• Developed proprietary DialogueDX platform to collect, collate, and report information easily and rapidly</li> <li>• Breaks consultations into “sessions,” to first collect individual responses to consultation questions then share and invite response to results</li> <li>• Participants interact via facilitator proxy using email</li> </ul>	<ul style="list-style-type: none"> <li>• Surrey County Council Waste Plan, 2004</li> <li>• Taking It On, DEFRA Sustainable Development Strategy, 2004</li> <li>• International Finance Corporation Consultation on Disclosure Policy, 2004</li> </ul> <p style="text-align: right;">For more information, visit <a href="http://www.dialoguebydesign.net">www.dialoguebydesign.net</a></p>
<p><b>8. Fraunhofer Institut Autonome Intelligente Systeme</b></p>	<p><i>Dito2.0</i></p>	<ul style="list-style-type: none"> <li>• Platform for goal-oriented moderated online discussion</li> <li>• Seeks to apply tools for e-participation in municipal decision-making, especially consensus, stakeholder and planning processes</li> <li>• Tools-set includes brainstorming, mindmapping and content mining</li> </ul>	<ul style="list-style-type: none"> <li>• City of Cologne, “Cologne Rings” Discussions, 2004</li> <li>• Esslingen City Dialogue on Budget, 2003</li> <li>• “Growing City,” Hamburg, 2002</li> </ul> <p style="text-align: right;">For more information visit: <a href="http://zeno8.ais.fraunhofer.de/zeno/">http://zeno8.ais.fraunhofer.de/zeno/</a></p>
<p><b>9. Human Sciences</b></p>	<p><i>CivicChat and Consult.gov</i></p>	<ul style="list-style-type: none"> <li>• Moderated and unmoderated threaded discussions for communities in Australia</li> <li>• Citizens can use the discussion board system to host and convene discussions while council members pay for the service</li> </ul>	<p style="text-align: right;">For more information visit: <a href="http://humansciences.com.au/">http://humansciences.com.au/</a></p>
<p><b>10. Information Renaissance</b></p>	<p><i>Large-Scale Online Dialogue</i></p>	<ul style="list-style-type: none"> <li>• Asynchronous online dialogues, several weeks long, engage large groups in discussions of public issues.</li> <li>• Dialogues include panelists – public officials, issue experts and advocacy groups – and extensive background materials.</li> <li>• Regular summaries encapsulate daily discussion and enable participants to remain current without reading all comments.</li> <li>• Often sponsored by public agencies as part of their policy-making processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Master Plan for Education, CA 2002</li> <li>• Public Involvement in EPA Decisions, 2001</li> <li>• Dialogue on Campaign Finance Reform, 2001</li> <li>• Americans Discuss Social Security, 1999</li> </ul> <p style="text-align: right;">For more information, visit : <a href="http://www.info-ren.org">www.info-ren.org</a></p>

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<b>11. Partnership for Internet Equity and Community Engagement (PIECE)</b>	<i>Platform for Online Deliberation (DEME)</i>	<ul style="list-style-type: none"> <li>• POD allows asynchronous online dialogues for small to medium sized groups of people. Groups can download the free version of the POD to facilitate decision-making online without having to meet face-to-face.</li> <li>• Includes online collaboration tools for collaborative writing, item-structured and document-centered commentary, straw polling and decision-making, and storing and displaying group information.</li> </ul>	<ul style="list-style-type: none"> <li>• Language Communities, 2002</li> <li>• Platform for Online Deliberation, 2003</li> <li>• User Research for EPA.net and DEME, 2004</li> </ul> <p style="text-align: right;">For more information, visit <a href="http://piece.stanford.edu">http://piece.stanford.edu</a></p>
<b>12. Public Voice Lab</b>	<i>eDiscourse/net.boards</i>	<ul style="list-style-type: none"> <li>• Forum-based participation tools including discussion and voting</li> <li>• "Multi-protocol accessibility," including web, email, Usenet, and voice mail</li> <li>• Notification protocols include email, text message, and voice mail</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• City of Bremen, 2003 (?)</li> </ul> <p style="text-align: right;">For more information, visit: <a href="http://www.pvl.at/solutions/ediscours/">http://www.pvl.at/solutions/ediscours/</a></p>
<b>13. Regulations.gov</b>		<ul style="list-style-type: none"> <li>• Cross-agency federal docket management system for public comment on proposed agency rules and regulations</li> <li>• Notifies users whether the sponsoring agency accepts electronic comments, which are enabled, otherwise provides instruction for submitting written comment</li> </ul>	<ul style="list-style-type: none"> <li>• Numerous ongoing comment periods across federal agencies in the US</li> </ul> <p style="text-align: right;">For more information, visit: <a href="http://www.regulations.gov">http://www.regulations.gov</a></p>
<b>14. ParTecs</b>	<i>Deliberative Discussion Areas (DDAs)</i>	<ul style="list-style-type: none"> <li>• Multi-mode e-participation system includes Internet, Email, Mail-in and Fax-in forms</li> <li>• Platform seeks to support two-way information sharing, deliberation, petitioning, and voting</li> <li>• Heavily emphasizes procedural aspects of democratic participation, including representation and decision-making</li> </ul>	<p style="text-align: right;">For more information, visit: <a href="http://www.partecs.org">http://www.partecs.org</a></p>
<b>15. Bodies Electric</b>	<i>UnChat</i>	<ul style="list-style-type: none"> <li>• Synchronous and asynchronous moderated discussion tool</li> <li>• Enable multiple modes of "speaking" to differentiate individual and group</li> <li>• Enables decision-making through voting</li> </ul>	<p style="text-align: right;">For more information, visit: <a href="http://www.unchat.com">http://www.unchat.com</a></p>
<b>16. Web Lab</b>	<i>Small Group Dialogue</i>	<ul style="list-style-type: none"> <li>• Asynchronous online dialogues convene citizens in small groups over multiple weeks, encouraging greater interaction, investment and accountability amongst participants.</li> <li>• Groups can be facilitated or self-facilitated. Monitors track group activity and intervene as needed.</li> <li>• Document libraries provide background material</li> <li>• Polls often used to "pulse" participants.</li> <li>• Dialogue objectives may be to impact policymaking or to influence change among participants.</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to the City: Rebuilding Lower Manhattan, 2002</li> <li>• Project 540, High School Civic Engagement, 2002</li> <li>• What Now: Politics, the Economy, Your Life, 2001</li> </ul> <p style="text-align: right;">For more information, visit <a href="http://www.weblab.org">http://www.weblab.org</a></p>

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<b>17. Wornex WorldDirector</b>	<i>Delphi Online Mediation System</i>	<ul style="list-style-type: none"><li>• Emphasizes user interface design, forum management, survey organization and idea/content clustering</li><li>• Asynchronous dialogue for extended periods of time among large groups of people</li><li>• Goal-oriented and structured debate</li><li>• Individual users can bring up a topic which a sufficient number of users can qualify for an "issue promotion space" where the topic is more prominently located</li><li>• DEMOS structure allows for entire process of taking an online forum and polling, surveying, and formulating results in the form of impacting legislation</li></ul>	<ul style="list-style-type: none"><li>• City of Hamburg online with DEMOS, 2002</li><li>• City of Bologna online with DEMOS, 2003</li></ul> <p>For more information, visit <a href="http://www.demos-project.org">http://www.demos-project.org</a></p>
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