ASSOCIATION CIVIC TECH EUROPE

TIME FOR INTEROPERABILITY

How civic tech solutions integrate to engage citizens at scale

June 2025

ACTE ASSOCIATION CIVIC TECH EUROPE

The Association Civic Tech Europe (ACTE) was founded in December 2019 to represent civic techs at the European level.

Civic tech actors are independent of any political or economic movement and rely on technological innovations to strengthen citizens' participation in democracy and forge new links between voters and institutions.

EUROPEAN CIVIC TECH ECOSYSTEM

ACTE MEMBERS

Citizen Participation

Engaging the wider public
in political processes

ACTE MEMBERS

Supporting organisations to run their campaigns online and offline

Campaign Management

Citipo

QOMON

TECTONICA

Supporting facilitation of offline Deliberations

Deliberation Support

Enabling easier access to institutional information

Access to Institutions

MAKE.ORG

STATELESS

ACTE ❤️🇪🇺 COLLABORATION

We help institutions to empower citizens and respond to the crisis of democracy.

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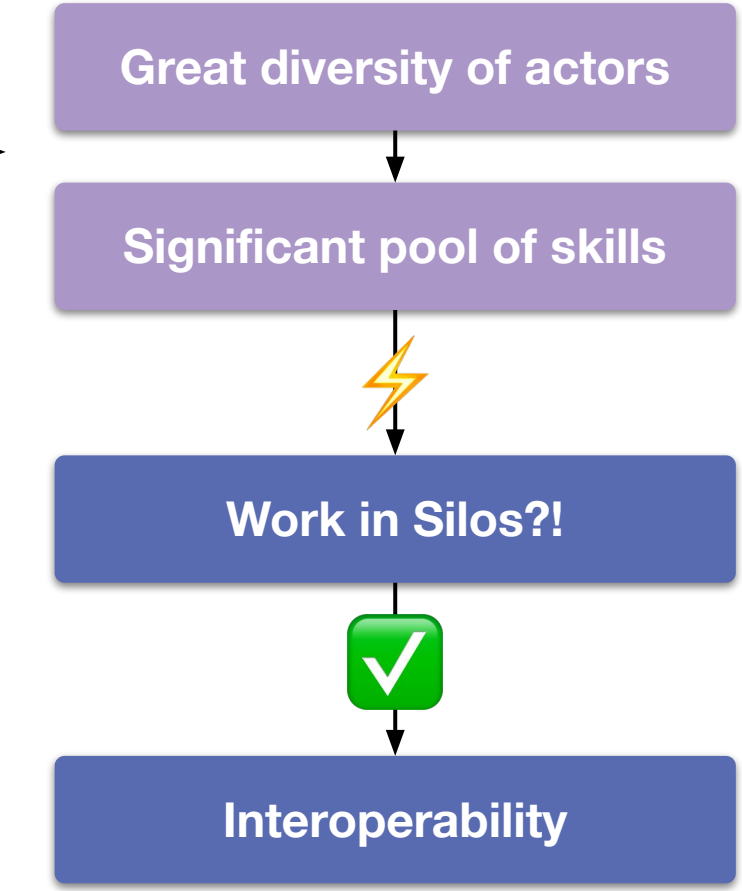

Interoperability

Citizen Engagement is never about one single tool.

It is about the goods tools used at the proper moment and at the good scale.

In practise, Civic Tech tools are interoperable.

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EXAMPLE 1

Mini & Maxi Public

Low entry barriers

Massive online participation

Specialised on large-scale engagement

Simplicity

Modularity

wide range of multilingual participatory processes

10 features

Combined strengths between 2 tools

Technical integration via widget

Strong collaboration between tech teams

Bringing many people on board

Providing option to provide more depth

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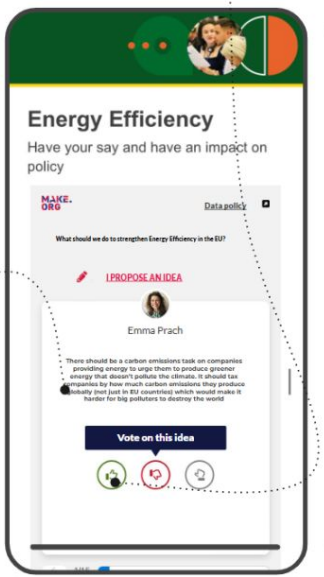
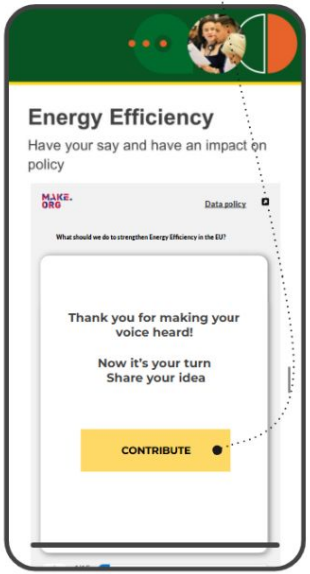
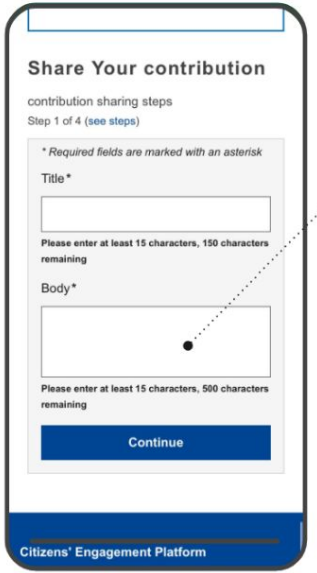
Counted votes could be displayed on Decidim (after development)

Invitation to leave the sequence and contribute (on Decidim)

A Decidim idea integrated in a vote only sequence







Space to contribute on Decidim after EU login registration

Unregistered voting on Make widget

Contribute button

Contribution Form on decidim (OSP)

EXAMPLE 2

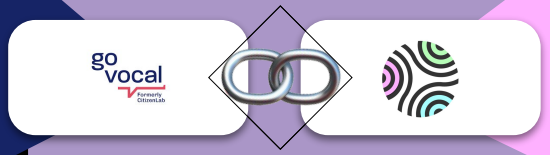
BLENDED ENGAGEMENT

Used by 500 cities

Built for large orgs and efficient internal collaboration

AI sensemaking to understand diversity of opinions

Participation hub with full toolbox



Combines the power of **Online** & **Offline**

- ★ Learning & collaborating teams
- ★ Market Leader + Start-Up
- ★ Best of quantitative and qualitative

In-person dialogue: Capture the full stories

(Live) Transcription & (AI) Analysis

Rapid feedback & iteration within a session

Verified ideas & suggestions

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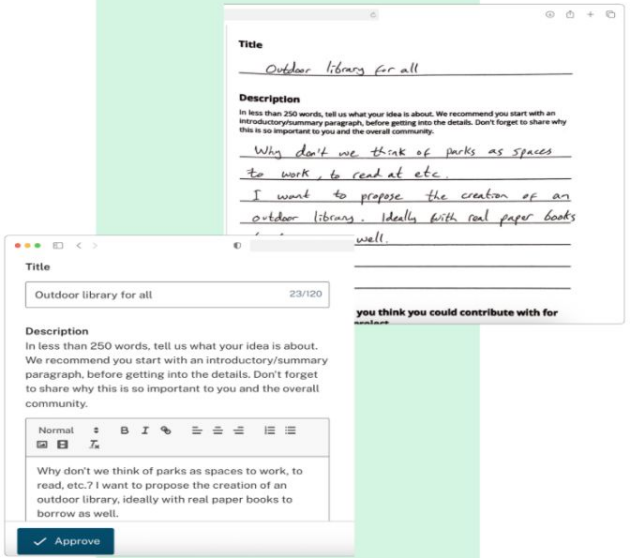
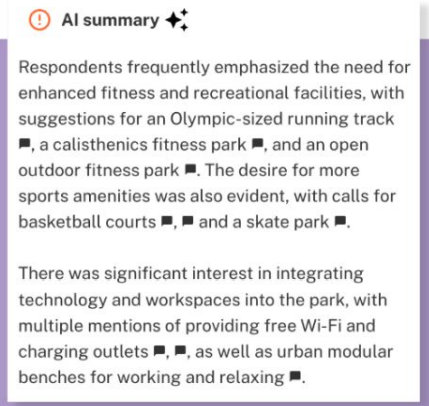
Vision for blended engagement





Inclusive participation: Complementing online with offline for representativeness

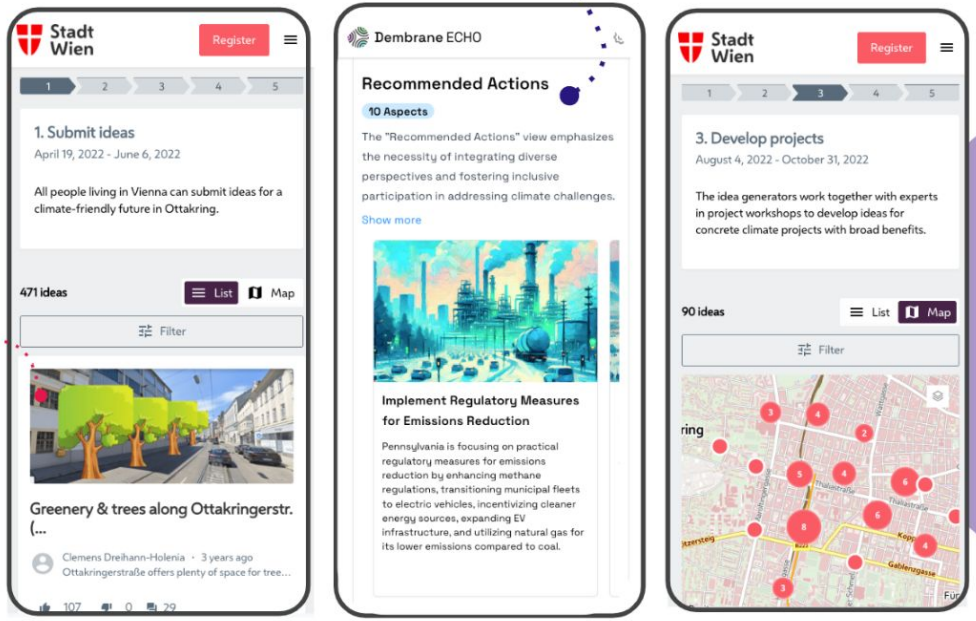
Blended data repository: Combining textual and voice-based inputs in one place

AI sensemaking: Integrating audio snippets for storytelling

Example project

Recommendations from Dembrane get pushed into Go Vocal's "blended input repository"

Ideas serve as starting point to in-person workshops



AI summary

Respondents frequently emphasized the need for enhanced fitness and recreational facilities, with suggestions for an Olympic-sized running track, a calisthenics fitness park, and an open outdoor fitness park. The desire for more sports amenities was also evident, with calls for basketball courts, and a skate park.

There was significant interest in integrating technology and workspaces into the park, with multiple mentions of providing free Wi-Fi and charging outlets, as well as urban modular benches for working and relaxing.

Go Vocal ideas (*maxi*) → **Dembrane recommendations (*mini*)** → **Go Vocal projects (*maxi*)** → **Combined sensemaking: textual + audio input**

EXAMPLE 3

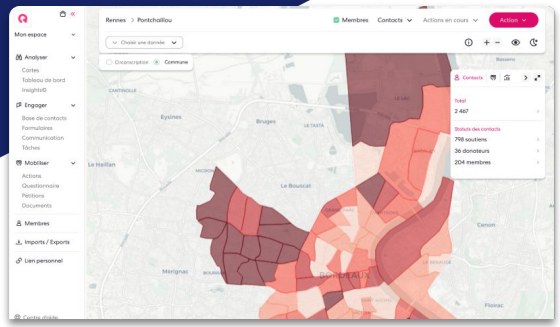
COMPREHENSIVE CAMPAIGN

Mapping & Electoral Data

Built for canvassing and field operations.

Volunteer Management system

Mobile App

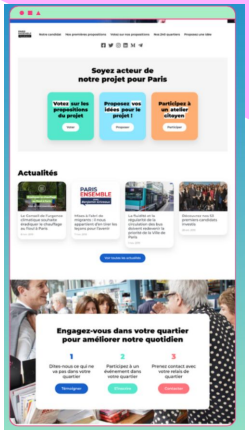


Website Factory

Built for content creation and online mobilization

Social Network Management

Online Fundraising tools



Combines the power of **Online** & **Offline**

- ★ Reach voters wherever they are.
- ★ Manage volunteers at scale
- ★ Centralized database

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Contact us !

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