



**12TH "BEST PRACTICE IN  
CITIZENS' PARTICIPATION" Award  
AWARD APPLICATION FORM**

**1ST PART: BASIC DATA**

Title of the experience: Bogotá Abierta – <a href="http://www.bogotaabierta.co">www.bogotaabierta.co</a>		
Name of the city/region: Bogota		
Country: Colombia		
Institution presenting the candidacy: Instituto Distrital de la Participación Ciudadana (IDPAC)		
Start date of the experience: February 2016		
End date of the experience: Permanent		
Type of candidacy	New experience	x
	Innovation on an existing experience	
Type of experience	Participatory budgeting	
	Urban planning	
	Council	
	Workshop/meeting for diagnose, monitoring, etc.	
	Audience/forum	
	Poll/referendum	
	Citizen jury	
	E-government/open government	x
	Citizen initiative	
	Others (say which one):	
Objective of the experience	To achieve higher levels of equality in terms of participation and to incorporate diversity as a criteria for inclusion	x
	Community empowerment	
	To empower non-organised citizens	x
	To increase citizen's rights in terms of political participation	x
	To connect different tools of participation within a participatory democracy "ecosystem"	x
	To improve the effectiveness and efficiency of the mechanisms of participatory democracy	x
	To improve the quality of public decision making through the mechanisms of participatory democracy	x
	To improve the evaluation and accountability of the mechanisms of participatory democracy	x
Territorial area	All the territory	



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	District	x
	Neighbourhood	
Thematic area	Governance	
	Education	
	Transport	
	Urban management	
	Health	
	Security	
	Environment and/or urban agriculture	
	New social movements and associationism	
	Culture	
	Housing	
	Job creation	
	Decentralization	
	Local development	
	Training/learning	
	Economy and/or finances	
	Legal regulations	
	Social inclusion	
All	x	
Others		

**2ND PART: DESCRIPTION OF THE EXPERIENCE (4 pages maximum)**

**Objectives**

<p><b>Main objective of the innovative experience:</b> <i>Choose one of the objectives mentioned in part 1, the one that you think is the most important</i></p> <p>Main goal:</p> <ul style="list-style-type: none"> <li>• *** Improve the quality of public decisions through mechanisms of participatory democracy.</li> </ul> <p><b>How have you achieved this objective?</b></p> <ul style="list-style-type: none"> <li>• Through their participation with ideas in Bogotá Abierta, citizens have played a leading role in strategic processes of city planning and management, as well as in making important process decisions. For example: <ul style="list-style-type: none"> <li>▪ District Development Plan 2016-2020</li> <li>▪ New Territorial Ordering Plan</li> <li>▪ District Public Policies</li> </ul> </li> </ul>
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- District entities have found in Bogotá Abierta a strategic management tool to validate and support different decision-making processes
- It is a fun, accessible and easy tool that promotes a fluid and proactive approach between city government entities and citizens. At the beginning of the process through the digital interaction proposed by Bogotá Abierta through its challenges, and later in the process, with face-to-face exchange meetings and work sessions where participating citizens and public officials responsible for the issues share consulted.
- Public participation in Bogotá Abierta through ideas, opinions and content allows district officials to get a valuable sample of the perception of citizens on different issues and problems of the city.

**Interactive and Fun**

- The interactive operation of the platform, similar to that of a social network, where participants are allowed to vote and comment on ideas, encourages the arrival of citizens to the proposed conversations about the city.
- The incentive to participate is also achieved through the concept of gamification that is behind the design of the platform, which raises the participation of citizens as a positive and constructive competition of ideas and contents about the city. In general, challenges are accompanied by incentives associated with the implementation of the idea and also by prizes for the best participations.

**Systematization of Citizen Participation**

- The platform provides the entities of the district, responsible for the analysis of the content resulting from citizen participation, an orderly systematization of the information captured.
- On the other hand, the dynamics of voting for the different ideas and the proposed contents help the entities to better understand the citizens' preferences and the assessment that citizens make about the different topics.

**To what extent has this objective been achieved?**

The following decision-making processes in Bogota have been supported by citizen participation exercises carried out through the Bogotá Abierta platform:

1. The process of formulating the District Development Plan 2016-2020 had more than 20,300 citizen ideas on a wide range of crucial issues for the management and development of the city.
2. Diagnostic Process of the New Land Management Plan.
3. Design process of the New Bogota Web Portal.



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4. Formulation of District Public Policies.
5. Definition of the new name for the District System of Complaints and Complaints - (Bogotá Te Escucha).
6. Initial ideation process for the winning proposal of the Bloomberg Mayor's Challenge Philanthropies-Children First. Earn 1 M USD to implement idea.

### Dimensions of the experience

#### **Which is the most innovative aspect of the experience?**

*Explain what you think that is the most innovative aspect of the practice. It is not necessary for you to repeat what you have already presented in the initial candidacy through the PARTICIPATE OIDP platform (the jury will have direct access to that proposal). It is not enough to explain that it is the first time which this kind of practice is implemented in your city, village or region. However, it will be considered innovative if this involves a significant adaptation of this kind of practice to the particular context.*

- The most innovative element of the project is:
  - ✓ Offer the citizens a participation proposal of easy access and use, fun, and that puts its participants in a role of solvers and creative managers of their city.
  - ✓ The collective intelligence of citizens and new technologies are used to support decision-making processes in the management of the city.
    - ✓ The citizen participation process of the main management project of the city government, which is its Development Plan, was comprehensively and visibly supported.
    - ✓ \*\*\* Both the use of the digital platform to achieve a broad process of participation, and the format of the participation proposal that invited citizens to give their ideas to solve the major issues and problems of the city, they are the most innovative elements of the initiative.

#### **To what extent is the procedure transferable?**

*Explain to what extent the experience has the capacity to allow the repetition of the essential elements which constitutes it in a different context to that of its creation, with a great chance of success. Which elements do you think that are replicable? How can other institutions access to these elements?*

- The experience of Bogotá Abierta can easily be replicated in other scenarios and levels of government.
- To replicate the experience, it is necessary to have a digital platform similar to Bogotá Abierta. Medellín in Colombia (MiMedellín) and Quito in Ecuador (MiQuito) have a similar tool. The Decide Madrid project of participatory budgets also developed a digital platform that enables the participation and voting of citizens in a great process of defining projects for the city.
  - It is fundamental to understand that having the tool is only a small part of the project and that perhaps the most determining factor is the political will of the governments to give the participation of citizens a real and tangible role in



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making important decisions. That is to say, that the governments really bet to him that the participation of the citizens is more and more transcendental, definitive and protagonist in the management of the public thing.

- So, while the development of the technological tool is important, the most valuable thing for an initiative such as Bogotá Abierta is to learn and try to replicate new concepts, processes and dynamics of citizen participation for the management of public affairs.
- Regarding the design of the digital platform, we consider it essential to pay great attention to everything that determines the usability of the tool. The easier, clear and direct their access and use, the better their possibilities for people to accept and adopt. This is perhaps one of the greatest virtues of Bogotá Abierta.

**Why do you consider that the experience is feasible?**

*Explain how the economical, technical, organizational and socio-political context were taken into account when designing the experience and how this improved the chances of success of the experience. Which measures were taken when considering the context?*

- The penetration of social networks and interactive technologies into the daily life of many aspects of our lives is getting deeper. In this sense, it is inevitable that over time many of the decisions and efforts of our governments will increasingly access digital and technological channels to relate to citizens.
- On the other hand, concepts such as crowdsourcing of ideas or open innovation, which are supported by the recognition of the collective intelligence of people (citizens) as a valuable tool to solve challenges of all kinds, have been demonstrating their value in the management of the public. In other words, the importance of designing and managing the city, through a lens that prioritizes the voice, feelings and ideas of its citizens, seeking to solve problems, provide legitimacy to government actions and projects and win political sustainability. and social to the processes of the city.

**How has the experience been coordinated with other actors and processes?**

*Explain how the experience has been coordinated with simultaneous or pre-existing actors and processes. Explain the success rate of this coordination.*

- After 2 years of implementation, the tool has supported initiatives and processes of more than 15 entities of the city government. (List of entities and topics).
- Among the topics worked:
  - District Development Plan - Secretariat of Planning
  - Territorial Planning Plan - Planning Secretariat
  - Day without a Car - Secretary of Mobility
  - Annual Accountability Process - District Oversight
  - District Policy on Citizen Culture - Ministry of Culture



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- New Web Portal - Communications Mayor's Office
- Police Code - Government Secretariat
- Graffiti Responsible Practice - Participation Bogotá
- Children Mobility - Bloomberg Mayor's Challenge
- The project began under a coordinated effort between the High Council for ICT, the District Planning and Participation Secretariat Bogotá- IDPAC, around the formulation of the District Development Plan of the current city government.
  - Upon completion of the District Development Plan process at the end of the first semester of 2016, Bogotá Abierta came under the leadership of Participación Bogotá- IDPAC as a permanent strategy in the time of taking advantage of new technologies to expand and modernize citizen participation in the public processes of the city.

**Which has been the level of co-responsibility?**

*Explain the kind of implication of other political or technical actors and citizens (organised and non-organised). Which roles did these participants undertake?*

- Participation Bogotá - IDPAC - Entity in charge of project management. Articulate with the other entities of the city for the design of proposals for open challenges that on different topics are presented to citizens. Accompanies and advises the comprehensive development of the challenges from start to finish - formulation, promotion, completion.
- District Entities - Propose the themes and formulate the challenges proposals with the support / accompaniment of the Bogotá Abierta team - Bogotá Participation.
  - ✓ Define incentives associated with the implementation of ideas and manage awards.
  - ✓ They are the main responsible for the promotion and dissemination of the challenges. They must take advantage of all their resources and communication channels to invite them to participate in the challenge.
- Citizens - Their ideas and contents are the raw material of the project. They are the true protagonists of the project.

**Which evaluation and accountability mechanisms were used?**

*Explain the kind of evaluation and accountability which are part of the planning of the experience and how they have worked in practice. You can mention some results for exemplify it. How has the information been disseminated to the citizens? How was the feedback done once the procedure had finished? Which have been the conclusions of the evaluation (if they currently exist and, if not: when are they planned to be disclosed?)?*

- The Bogotá Abierta team maintains a fluid communication with the participating citizens. The success of the platform, its positioning and consolidation process, depends to a large extent on it; we have to tell them in a fluid and permanent way to the citizens what is in Bogotá Abierta and what happens with their ideas. The initiative needs a strong culture of accountability that is expressed through good and constant communication with its users.



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- The communication is supported in several communication channels such as: Email, social networks, Mayor mailing, face-to-face promotion, face-to-face working days, other
- To date we have not done user satisfaction surveys, but whenever we introduce and promote the platform, we ask citizens for their opinion about the project and their perception of the technological tool.