

Online Communication Forums

Facts and Features

Civic Engagement Platforms Designed to Build Public Trust in Government

Common Features of All Platforms

Metroquest, MySidewalk, Peak Democracy

Software responsive to all mobile devices	Software embedded in Agency's website and designed with Agency branding
Capable of real-time polling at live meetings	Supports both external and Agency-only surveys for employees
Supports multiple survey formats (i.e. polling, prioritizing, etc.)	Site licensing with no user limit
Allows for end-user registration or anonymity-Agency choice	Supports multiple languages
Provides initial training on use of software	Mapping of survey data
Unlimited number of surveys	

Features Exclusive to Platform

Exclusive to Metro Quest

- ✦ Attractive and robust use interface
- ✦ High quality reports
- ✦ Cost: \$21,000-\$60,000, based on population

Exclusive to MySidewalk

- ✦ Access to demographic, economic, and other data from multiple governmental and other databases
- ✦ Data incorporated into sophisticated mapping
- ✦ Cost: \$6,000-\$60,000, based on population

Exclusive to Peak Democracy

- ✦ Superior civility and fraud monitoring
- ✦ Support to creating and posting surveys; unlimited staff and end-user support
- ✦ Cost: \$5,800-\$18,800, based on population (10% discount for multiple county agency contracts)
- ✦ Agencies in Contra Costa County using Peak Democracy: Brentwood, Danville, El Cerrito, Moraga, Oakley, San Ramon, and Walnut Creek

Evaluation Criteria - The Big 6

- 1 User Interface - Ease of use for the city and public
- 2 Support - Variety of user support options for user and government agency
- 3 Civility Monitoring - Options available to monitor civility
- 4 Fraud Monitoring - Software include fraud monitoring options to ensure feedback is coming from those who live in the community
- 5 Data Reporting - Variety of exportable data, charts, and graphs
- 6 Total Cost: Overall price for the software package commensurate with the software "Menu of Options"?

Best Practices

- Have an "evergreen" topic always open for citizen engagements
- Include topics that are fun/community building (i.e. naming a park, time capsule contents, etc.)
- Provide introductory information to educate public about the project or topic
- Utilize social media, email lists, press and flyers to drive citizens to the platform
- Allow for free form commentary on all survey types for feedback that may not be included in the content of the survey

Recommendation

Peak Democracy has the best combination of full support, survey flexibility, reporting options, civility and fraud monitoring at an affordable annual subscription rate.

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