

Interactiveinfo.com Inc.

Citizen Participation Feedback System

An overview

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ESSENTIAL ELEMENTS OF CITIZEN PARTICIPATION PLAN

- *Participation:* Planning processes are designed to encourage and facilitate citizen participation,
- *Access to Information:* Citizens are given ample opportunity to receive relevant information, review documents, and submit their comments for consideration..
- *Public Meetings:* Public meeting locations are convenient for the people to voice their opinions. The meetings are intended to obtain views from citizens, public agencies, and other interested parties in response to proposals and comments throughout the planning process. Meeting locations are handicapped accessible and thoroughly publicized, especially in low income areas.
- *Public Input:* Convenient way to provide citizens input – The Electronic Citizen Participation Feedback System.

Goals

- The goals of the Electronic Citizen Participation project were:
 - To allow easy an easy way for citizens of the US and Canada to voice their preferences for their favorite bridge design based on an educational process
 - Keep the process simple while implementing constraints to keep people from participating more than the project intended
 - To allow the Peace Bridge Expansion Project leaders to easily interpret the raw data collected into meaningful information

Challenges

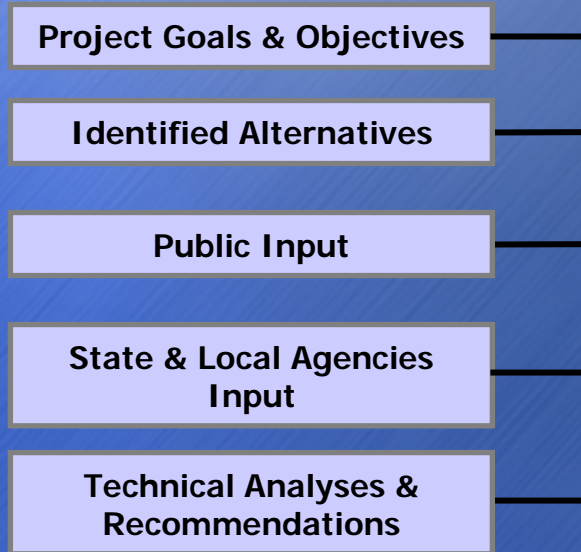
- To get as many people to participate as possible to avert special interest groups from affecting the outcome
- Secure the process to limit the number of times they can participate without disallowing legitimate entries

Project Overview

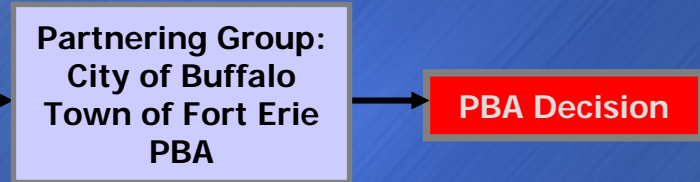
- The Peace Bridge Expansion Project narrowed the Bridge Concepts to 13.
- Workshop #6 would show the 13 bridge Concepts and educate the public as to the benefits of a companion / replacement bridges as well as the virtues of each of the designs.
- To solicit public input as to their views on their favorite design as well as the view on the type of bridge to build

Decision Making Process

Considerations



Decision Makers



Education of Public

- 13 concepts for consideration
- Public Input Methods
 - Live Workshop w/ questionnaire
 - ½ Hour Television Program w/ call in
 - Live internet site w/ detailed information and feedback form

General Polling Protocol

- Three sources,
 - Workshop comment forms
 - Internet
 - Telephone
- Each internet entry is identified by time and IP address/ telephone.
- Internet entries were only allowed via the project web site.
- The telephone and internet sites were reviewed and validated prior to implementation.

Screening Protocol


- Only the first 2 votes from any IP address will be allowed except for proxy ISP's that reassign IP address, such as AOL.
- From proxy ISP's, like AOL, data will be screened to identify if identical or similar entries from the same IP address within a short time frame (e.g., 14 consecutive votes in 15 minutes), suggesting the same person. In these cases, only the first two entries will be counted.

Internet – Website Input.

- For demographic information, the user is asked to enter their ZIP/Postal code of where they live.



The banner features a collage of images: autumn leaves, a woman and child, a Canadian flag, a traffic jam, and a snowy landscape with birds.



The logo consists of a stylized red maple leaf above a white star, with two blue curved lines extending outwards.

PEACE BRIDGE EXPANSION PROJECT

Peace Bridge Citizen Feedback

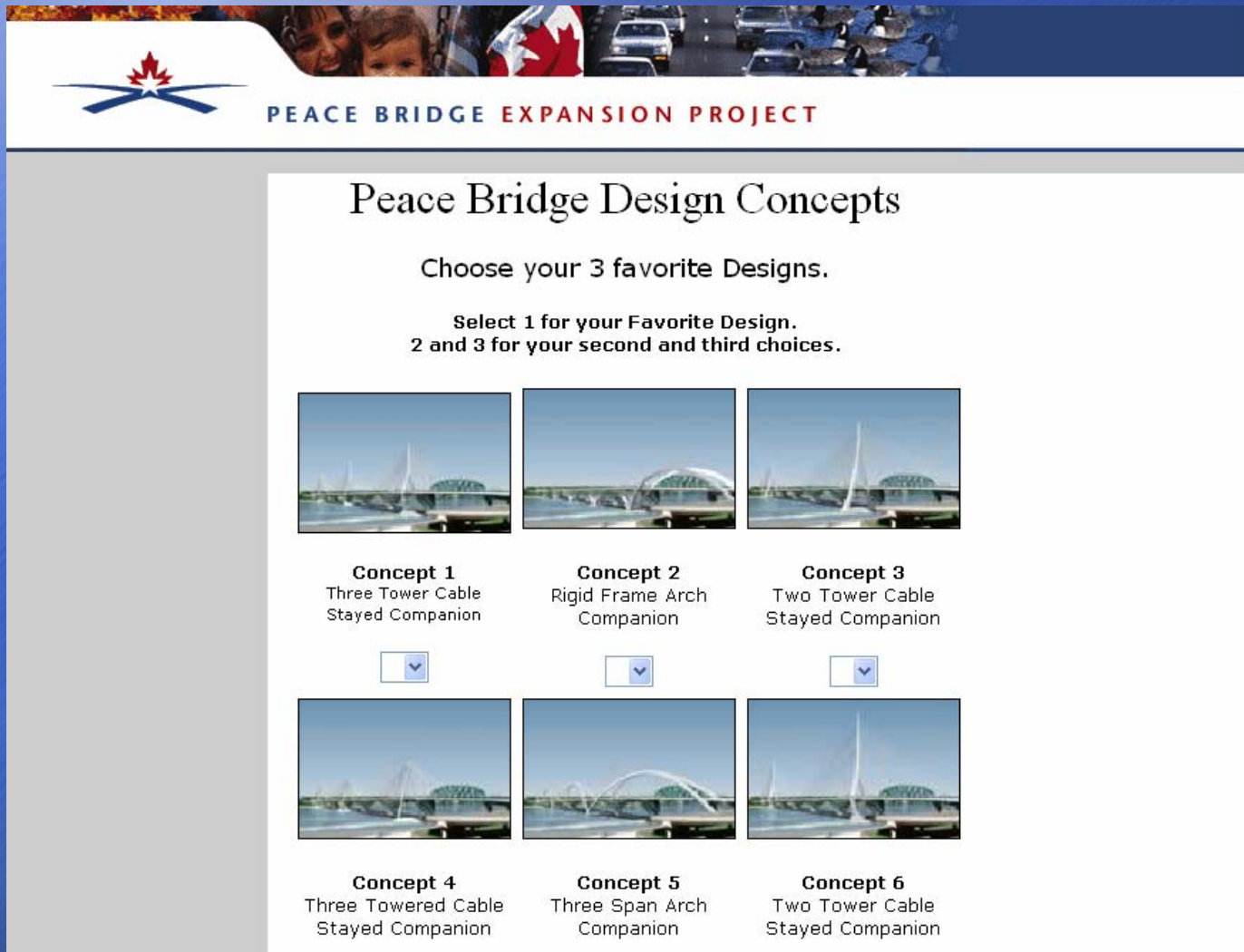
Please enter your ZIP/Postal code of where you live:

Parts of Feedback System


- The Citizen Participation Feedback System is composed of:
 - A Standalone Website hosted by Interactiveinfo.com
 - A Standalone Voice Site – an Interactive Voice Response system
 - A SQL database to house the data collected from the Website and the VoiceSite

13 Designs

- 13 Designs were shown on the webpage and the user is asked to enter their top 3 choices









The screenshot shows the 'Peace Bridge Design Concepts' webpage. At the top, there is a banner with a logo on the left and a collage of images on the right. The logo features a red maple leaf above a stylized blue bridge. The text 'PEACE BRIDGE EXPANSION PROJECT' is centered below the banner. The main content area has a white background with a grey border. The title 'Peace Bridge Design Concepts' is in a large, black, serif font. Below the title, the text 'Choose your 3 favorite Designs.' is centered. Underneath, instructions state 'Select 1 for your Favorite Design. 2 and 3 for your second and third choices.' There are six design concepts arranged in a 2x3 grid. Each concept consists of a small image of the bridge design, a title, a description, and a dropdown menu. The concepts are: Concept 1 (Three Tower Cable Stayed Companion), Concept 2 (Rigid Frame Arch Companion), Concept 3 (Two Tower Cable Stayed Companion), Concept 4 (Three Towered Cable Stayed Companion), Concept 5 (Three Span Arch Companion), and Concept 6 (Two Tower Cable Stayed Companion).

 PEACE BRIDGE EXPANSION PROJECT

Peace Bridge Design Concepts


Choose your 3 favorite Designs.

Select 1 for your Favorite Design.
2 and 3 for your second and third choices.

		
Concept 1 Three Tower Cable Stayed Companion	Concept 2 Rigid Frame Arch Companion	Concept 3 Two Tower Cable Stayed Companion
<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
		
Concept 4 Three Towered Cable Stayed Companion	Concept 5 Three Span Arch Companion	Concept 6 Two Tower Cable Stayed Companion

Type of Bridge

- The user is asked for the type of bridge they prefer.



PEACE BRIDGE EXPANSION PROJECT

Replacement vs. Companion

Where do you stand on the Companion vs. Replacement Bridge Issue?

I prefer,

<p>Replacement Bridge</p> <p><input type="radio"/></p>	<p>Companion Bridge</p> <p><input type="radio"/></p>	<p>Either</p> <p><input type="radio"/></p>
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Verify Choices

- The user was given a screen to verify their choices.



 **PEACE BRIDGE EXPANSION PROJECT**

Peace Bridge Designs

Your 3 favorite Designs are:

Bridge Design Number 1	Bridge Design Number 2	Bridge Design Number 3
		
1st Choice	2nd Choice	3rd Choice

Your stand on the Companion vs. Replacement Bridge Issue: **Companion Bridge**

Thank you.

- The website instructs the user when they may find the results and thanks them for participating.
- The data is sent to the database and security measures are engaged



Thank You!

Thank you for participating in the Peace Bridge Citizen Feedback initiative.

Polling will conclude on Sunday, May 9th at 8:00 pm. The results will be announced in the local news media and on the project web site www.peacebridgex.com.

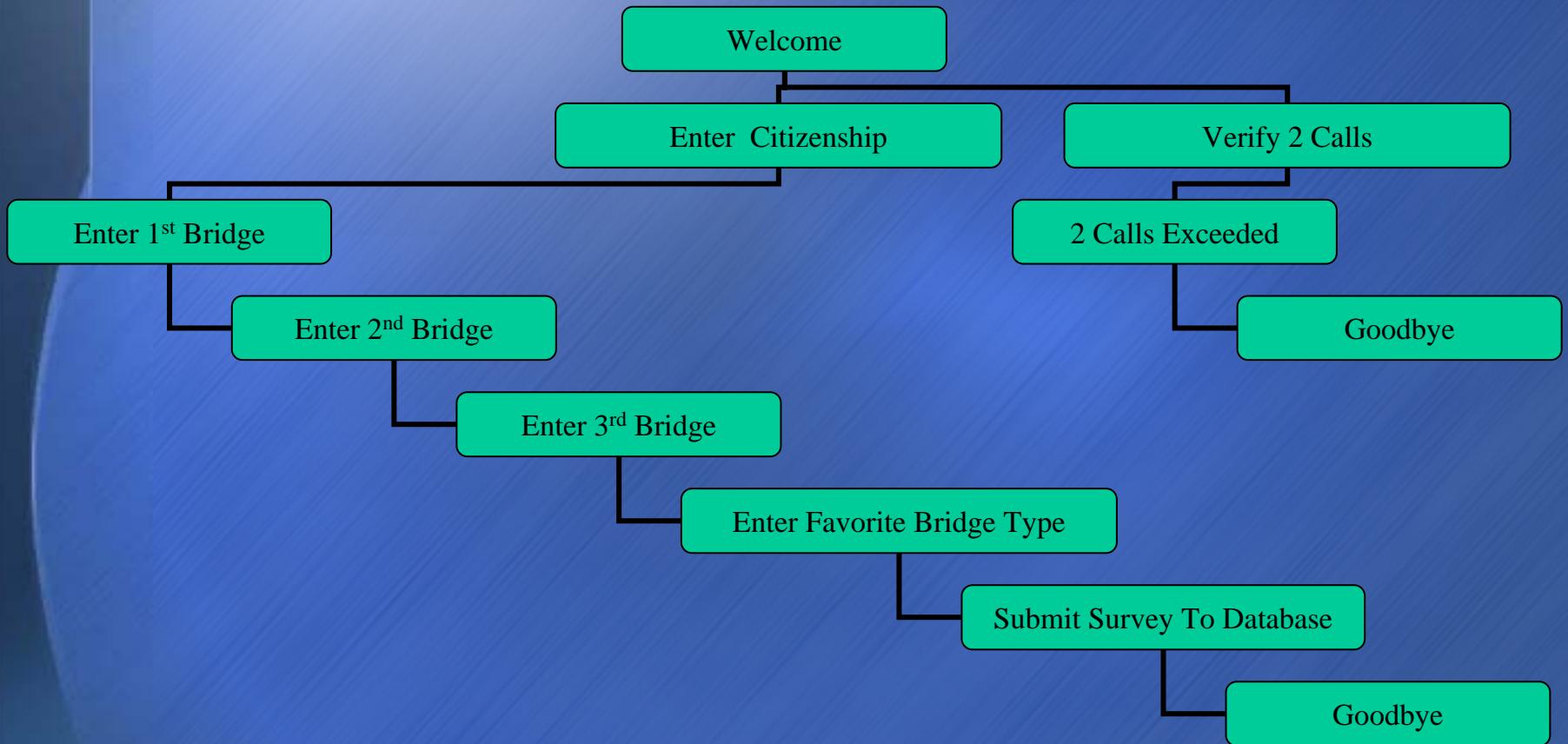
To submit other comments or register your email to receive updates and results, visit www.peacebridgex.com.

Please direct website comments to webmaster@peacebridgexpoll.com

VoiceSite

- The VoiceSite is an Interactive Voice Response system programmed to solicit information from a telephone and submit the information into the same database the Website data is stored in.
- A Voice site can also garner information not volunteered such as phone number, Name and Address.
- A Voice site can play back information stored in a database that runs a website. Such information may be results or instructions.

Voice Site Flow Chart



Database

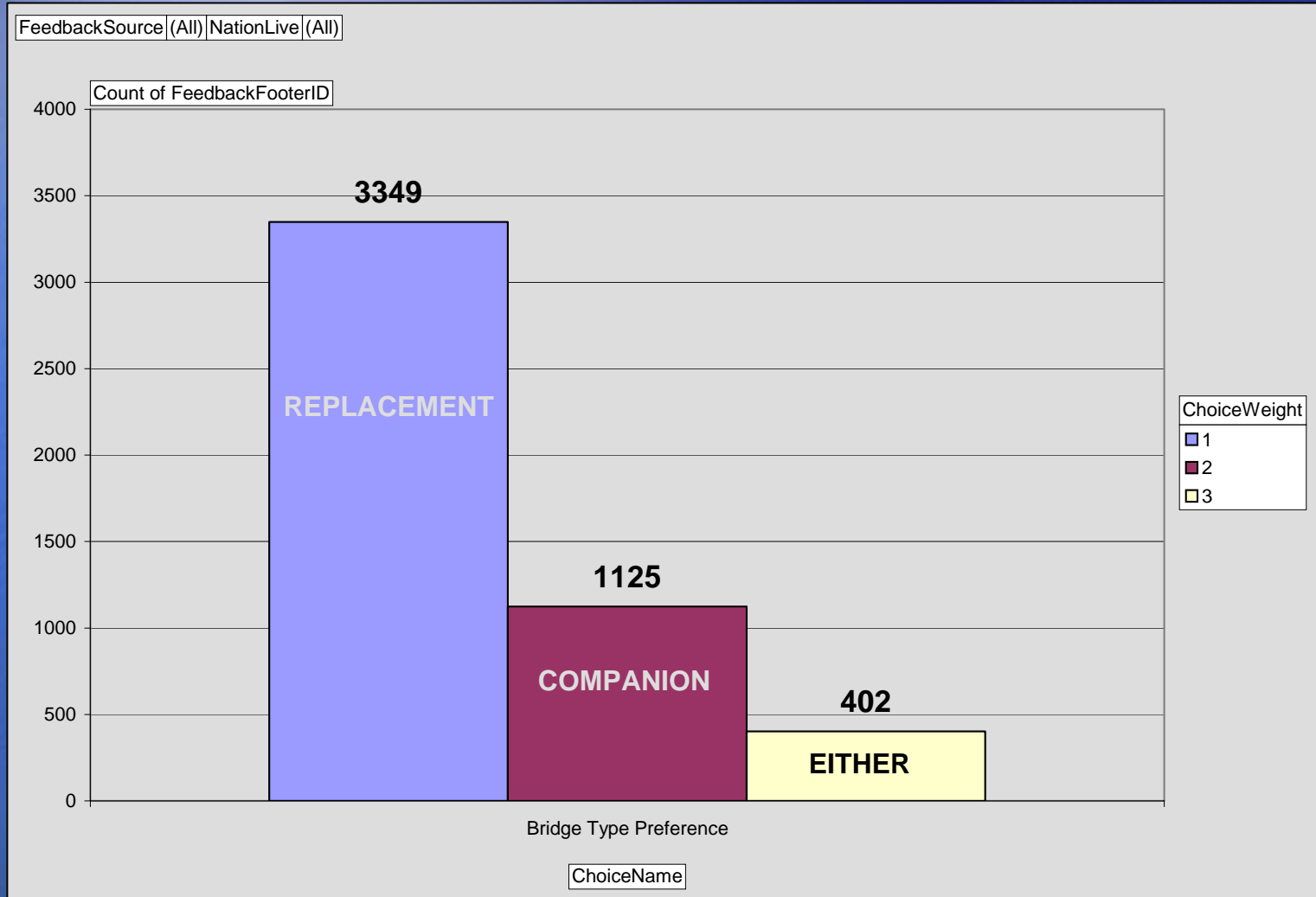
- Information is stored in a relational database that allowed The Peace Bridge Expansion Project to view the data in many ways.
- The information was available in real time.
- Information was filtered by using a screening protocol not known to users before polling began
- Data was exported to Excel in Pivot Tables for easy viewing of the data.

Public Input Polling Protocol

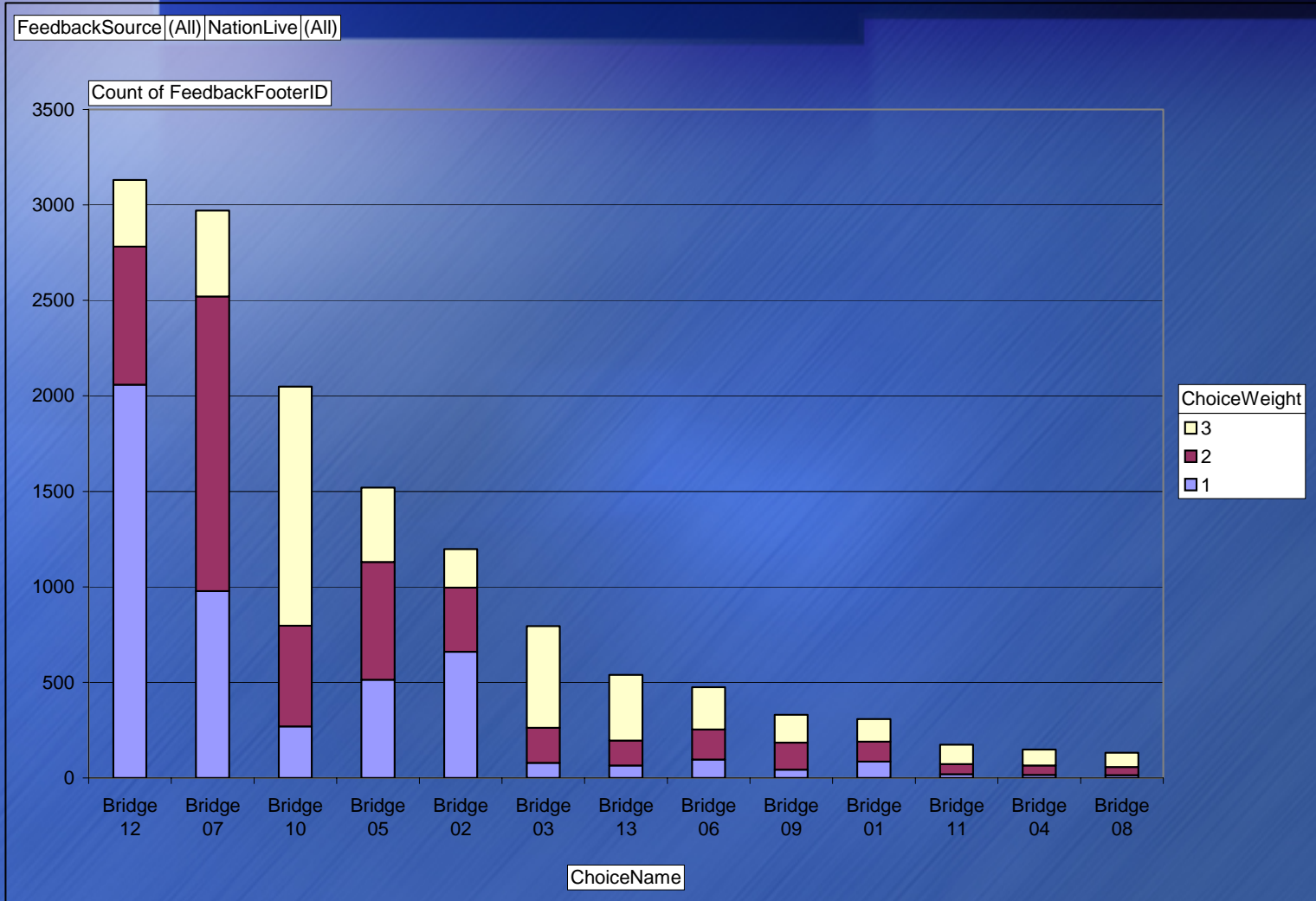
- **General**
- All raw data will be available for public review.
- Only screened data will be published for decision making purposes.
- Identified abusers of the polling system will not be penalized but will only have their first two votes counted.
- **Internet**
- Polling data will be screened according to the following:
- Only the first 2 votes from any IP address will be allowed with the exception of those ISP's identified as reassigning IP address, such as AOL.
- Only the first 2 of any sequential votes from an aforementioned ISP that occur in a short consecutive time frame (e.g., 14 consecutive votes in 15 seconds) will be counted.
- Only the first 2 of any sequential votes from an aforementioned ISP with different zip or postal codes and similar input will be counted.
- **Telephone**
- Individual telephone numbers will be redacted from the raw and screened data for privacy.
- Where the telephone number could not be determined by the exchange (identified as "unknown" in the data) the data will be screened according to the following:
 - Only the first two of any sequential votes from an unknown number that occur in a short consecutive time frame (e.g., 4 consecutive calls in 10 seconds) that have similar identical choices will be counted.

Companion vs. Replacement

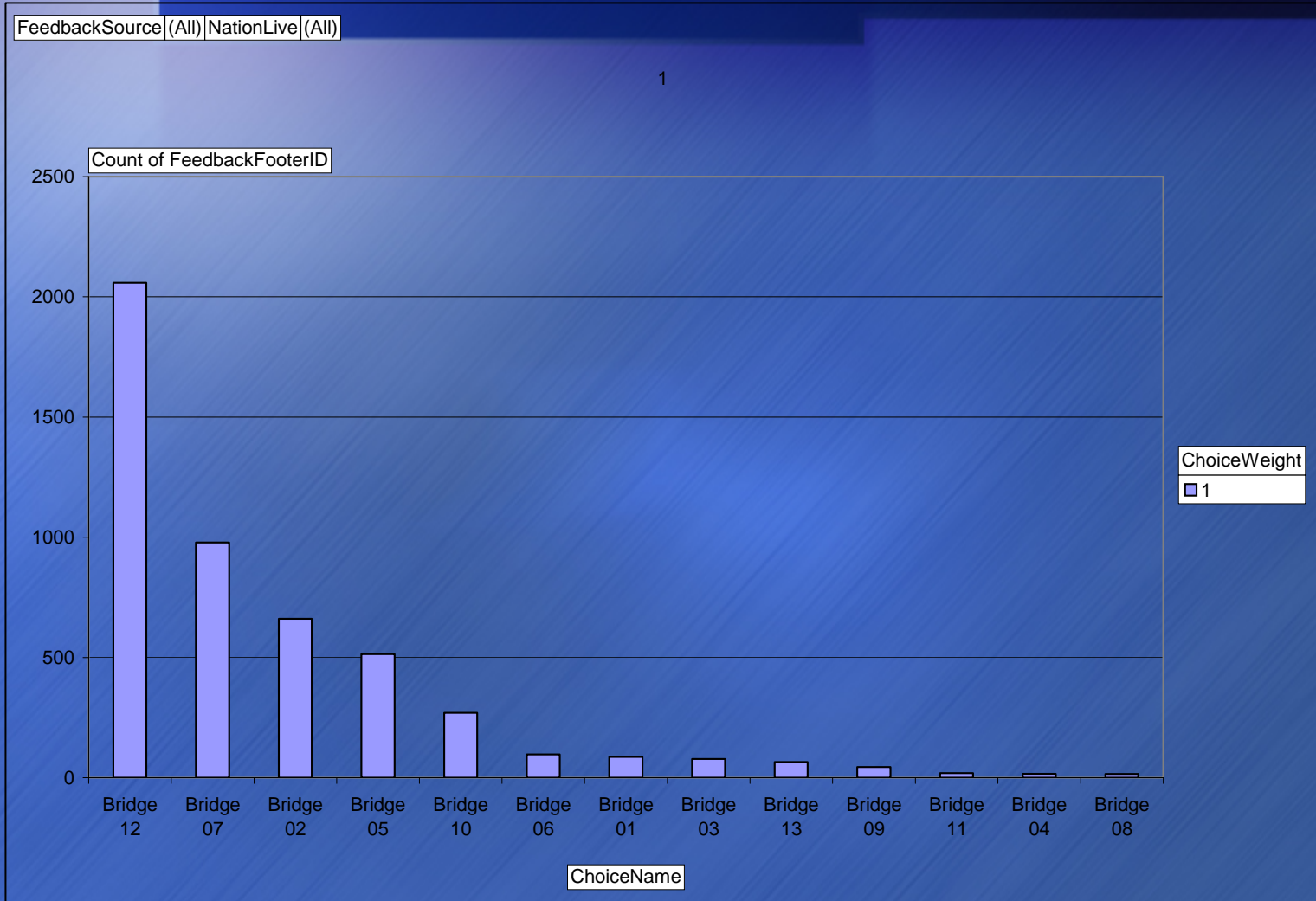
All Sources/Nationalities



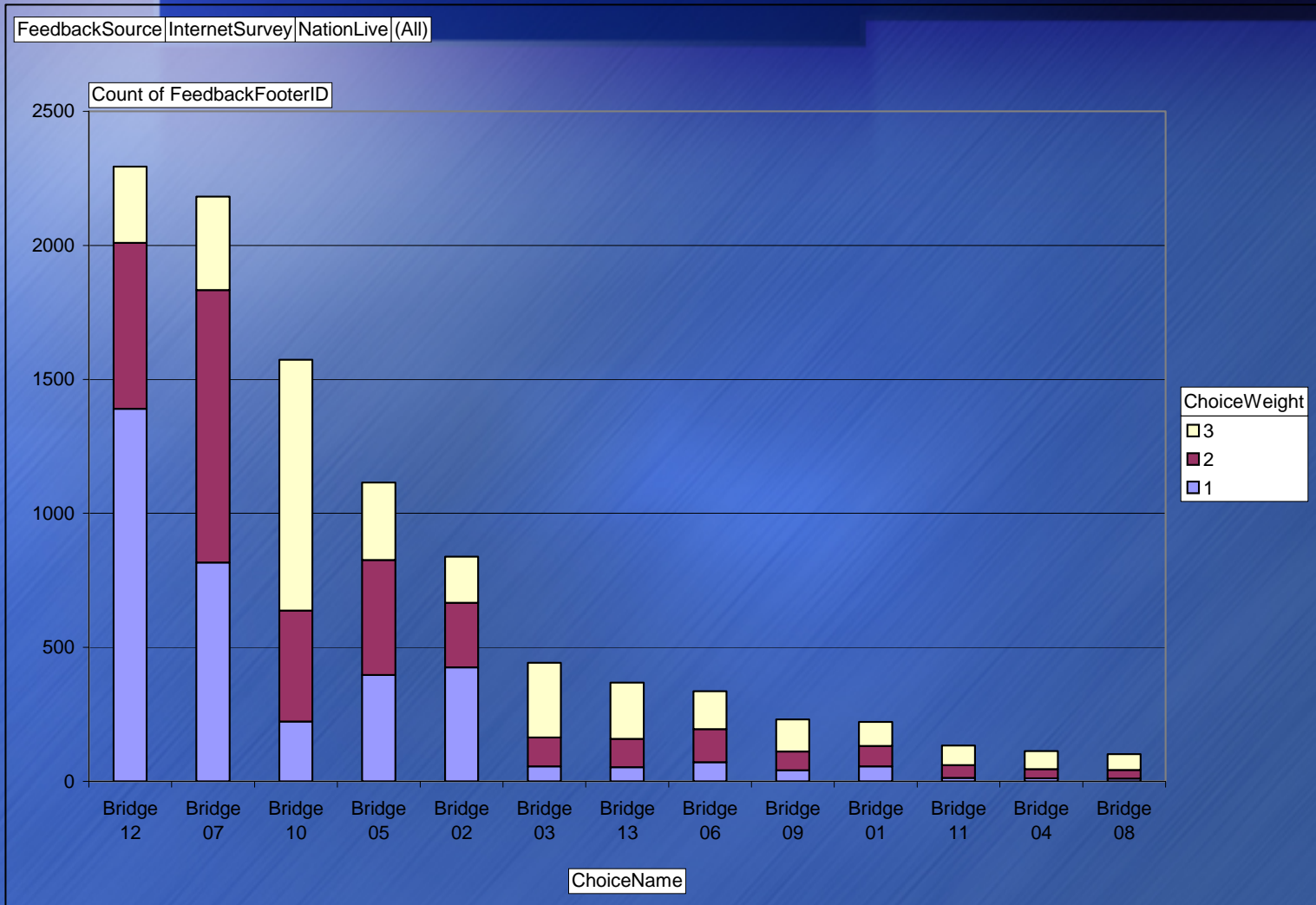
All Sources/Nationalities: Top 3 Favorites



All Sources/Nationalities: Favorite



Internet/All Nationalities: 3 Favorites

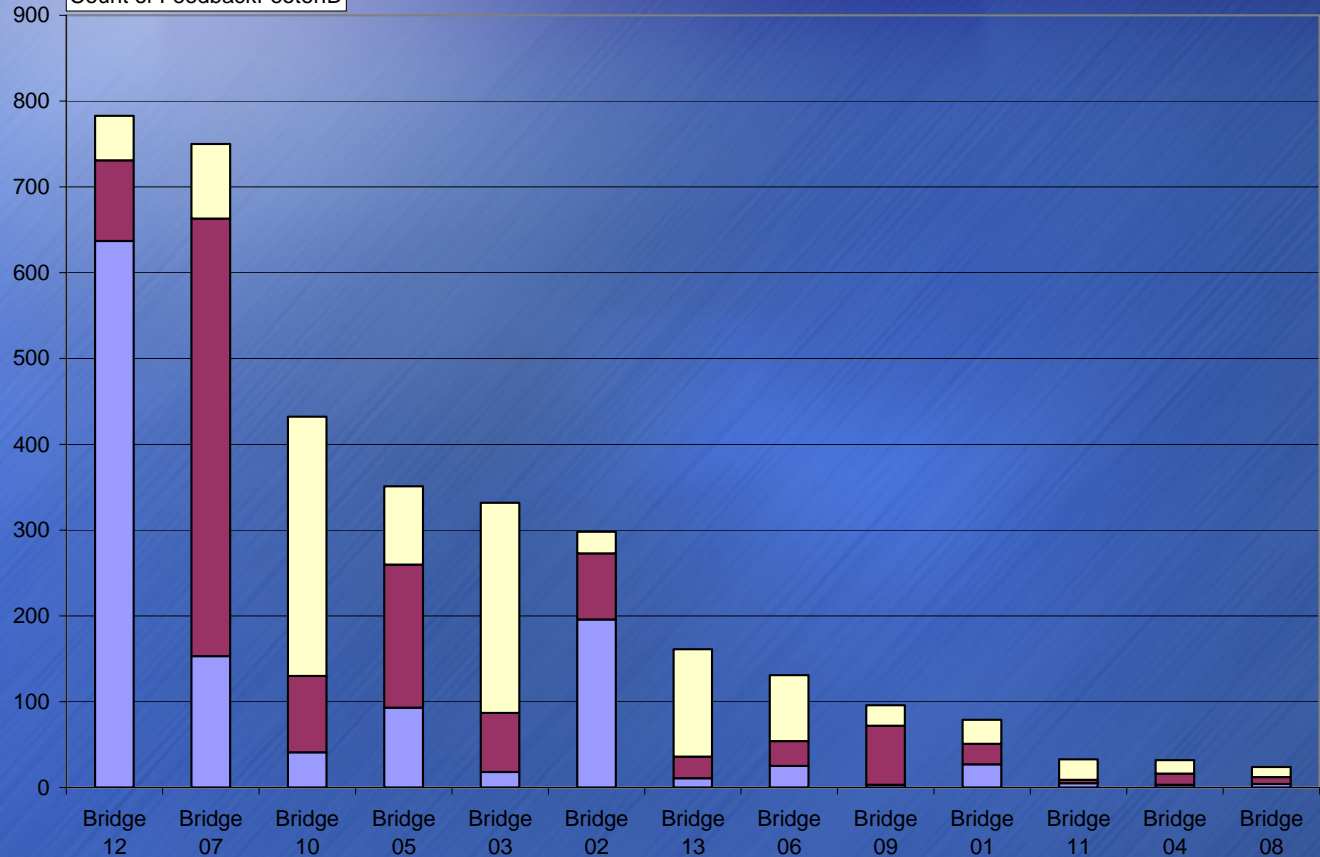


Telephone/All Nationalities: 3

Favorite

FeedbackSource | PhoneSurvey | NationLive | (All)

Count of FeedbackFooterID

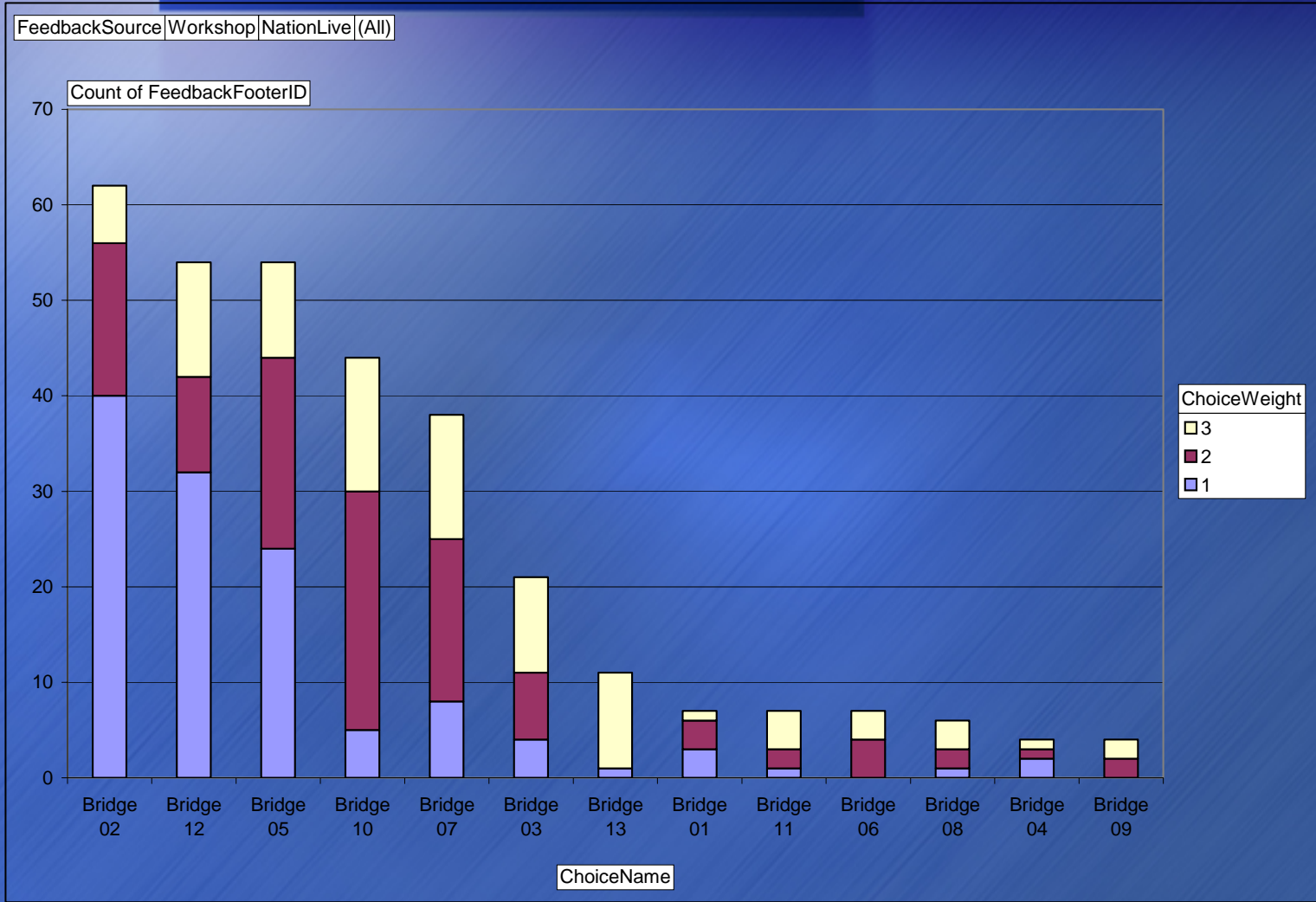


ChoiceWeight
□ 3
■ 2
■ 1

ChoiceName



Workshop/All Nationalities: 3 Favorites



Four Concepts Carried Forward



Conclusion

- The goals of the Electronic Citizen Participation project were realized:
 - Citizens of the US and Canada were able to voice their preferences for their favorite bridge design based on an educational process
 - The process was kept simple while implementing constraints to keep people from participating more than the project intended
 - The Peace Bridge Expansion Project leaders to easily interpret the raw data collected into meaningful information and present it to the public to dispell any manipulation of data.

Contact Information

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