



Das Bürgercockpit

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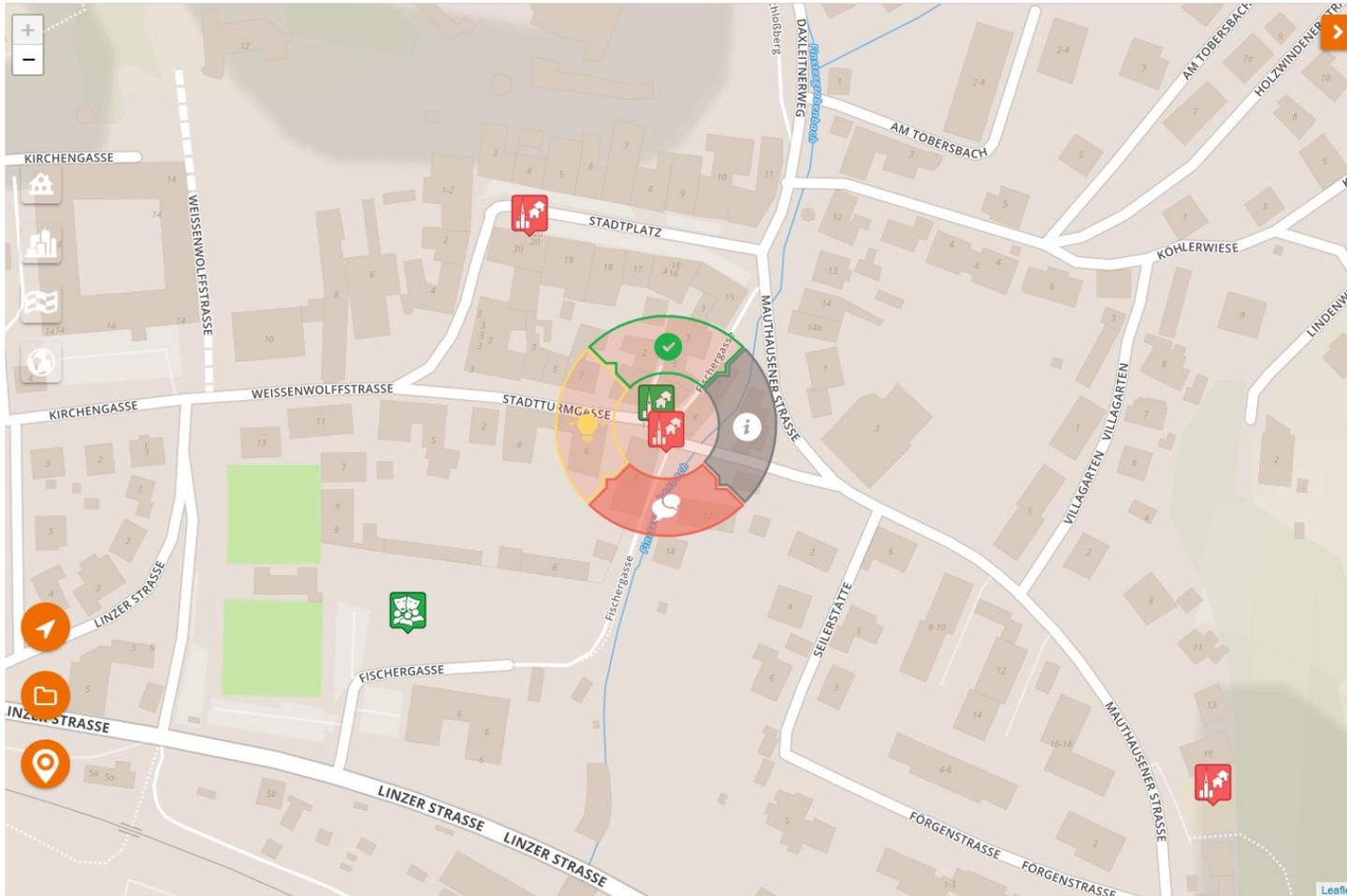
The ‚Bürgercockpit‘

... is a **digital tool (App)** for **participatory community management**, based on transparent, structured and information-based communication between all stakeholders of decision making processes.

It amends **existing participatory processes** (e.g. Agenda 21) and facilitates participatory processes on a **local** and **regional level**.



Konzeption Bürgercockpit



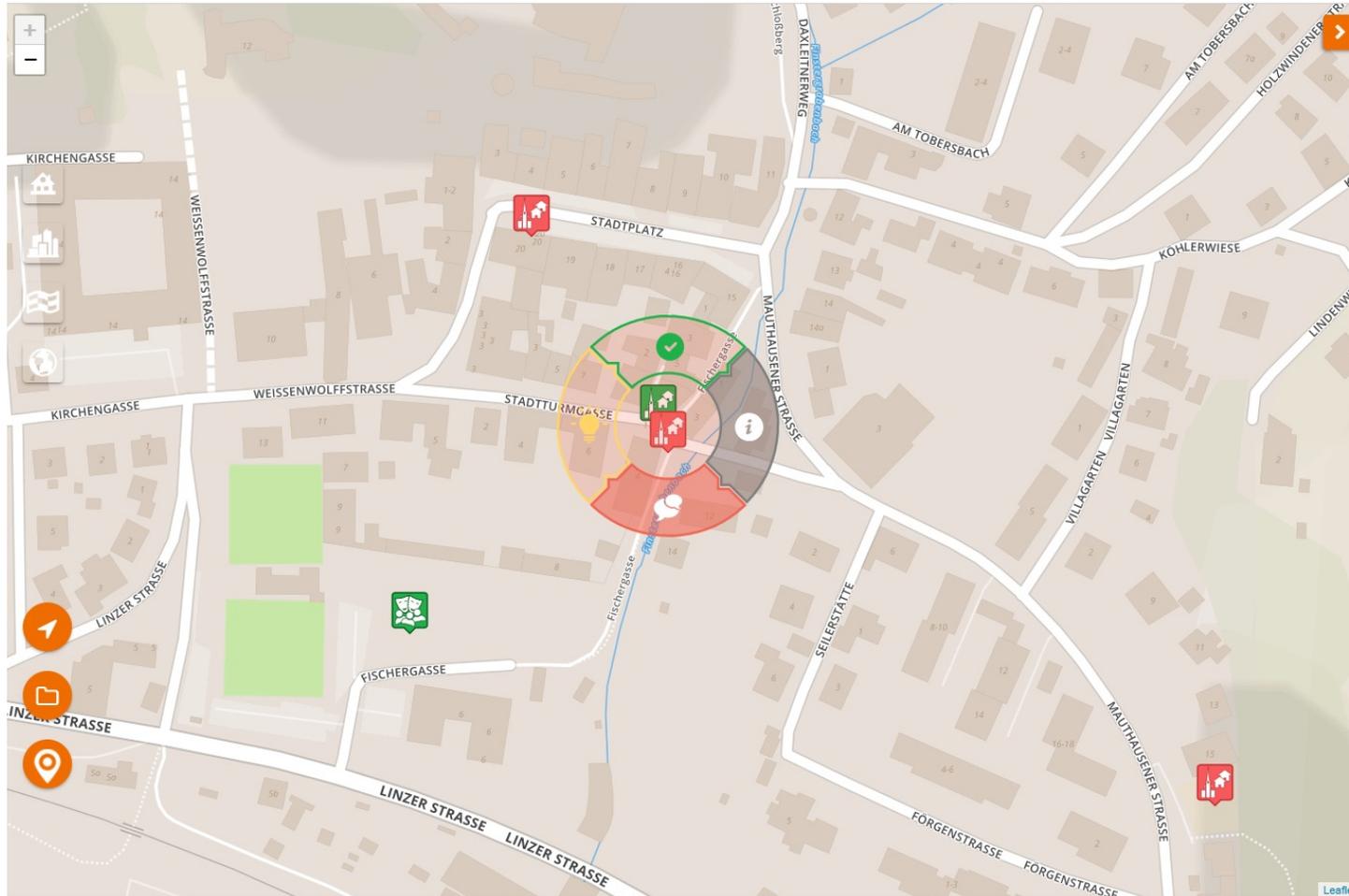
Module

- UMFRAGE
- FRAGE
- IDEE
- BEST PRACTICE
- PROBLEM

Prozess

- ✓ Umfrage
- ✓ Diskussion
- ✓ Vorschlag
- ✓ Umsetzung/Implementierung

The Bürgercockpit-Framework



Modules

-  SURVEY
-  QUESTION
-  IDEA
-  BEST PRACTICE
-  PROBLEM

Process

- ✓ Survey
- ✓ Discussion
- ✓ Proposal
- ✓ Implementation

2011-2014: How it started



2015: Research Project GeoCitizen – Barrio Bonito



2017-2018: Pilotprojects Steyregg and Michaelnbach (Upper Austria)

- ✓ Municipality Michaelnbach – ‚Youth Cockpit Michaelnbach‘: target group of young people < 22 years embedded in on-site workshops (‚ideas fair‘). Task: elaborating and discussing of community youth projects (e.g. ‚youth club‘)
- ✓ Municipality Steyregg – ‚Bürgercockpit Steyregg‘: as part of an Agenda 21 process – focussed on surveys (Quality of Life). Small implementation projects (e.g. urban park)

since 2019:
regional management agency
Upper Austria / Agenda 21



Sales and marketing:





Further Information:

<https://www.spatial-services.com/buergercockpit/>

<https://buergercockpit.org>

<https://geocitizen.org/>

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Critical Success Factors (CSF) for participatory geo-web frameworks

Motivation of the Crowd

Vision of the Initiative

Usability and User Skills

Platform mix (smartphones/web)

Marketing and PR

Data privacy and Ownership

Inter-Operability

Spatial Data Quality

Process Management and User Feedback

Social Networking and Reward for Participation

Governance Support and Political Will

Lessons Learnt: 'from GrassRoots to Institutions'

Geo-web tools are an effective add-on to existing analogue (!) participation methods: **Use well established structures of participation (e.g. Agenda 21) and let them be managed by professional process managers!**

Geo-referenced survey data are a valuable input to start processes: **Build a common ground by asking your community how it feels!**

Mapping, reporting and surveying is easy – discussing, voting and problem solving isn't at all: **Run small and straightforward projects!**

Your community needs to be well informed: **Use proper marketing strategies and established communication channels!**

Be careful about not setting the bar too high when it comes to what your community expects: **It is NOT the geo-web tool, but the process management!**

Consider who takes the final decisions: **Ensure stable institutional and political support ...**

How can the **private sector** (local enterprises) be integrated into participatory process?