CitizenVote

Goals description

CitizenVote is a voting platform to assist municipalities in the decision making. To make voting more attractive, the bonus system is used to implement gamification. The goals of the system are as following:

1) Improve asset management for the municipality;
2) Allow municipality to collect citizens feedback on the proposed projects;
3) Facilitate the flow of citizens projects to the municipality;
4) Encourage citizens participation in the development of the city;
5) Provide citizens with updates on the city life;
6) Increase transparency of the municipality.
7) Reward citizens with bonus points for activism
8) Allow the trade of bonus points for merchandise, tickets and other goods

Requirements

1) Authorization;
2) Voting for the projects;
3) Proposing projects (citizens);
4) Publishing projects (municipality);
5) Processing of the results;
6) Reward distribution based on the activity;
7) Shop management
8) Leaderboard with different timestamps (all the time, yearly, monthly)
Optional:
9) Displaying the news of the region;
10) Publishing the news;
11) Reactions to the news (negative, positive)

Authorization
Name and phone number are asked. There should be two different user accounts - admin and regular user.

Voting for the projects
The projects in the system are separated based on the publisher.
The projects published by the municipality directly go to the voting page, where the participants should be able to vote on it. Additionally, the detailed description for each poll and the voting progress bar should be visible.

In contrast, if the idea is published on behalf of a citizen, it should be validated and checked by the municipality before getting to the main voting page.

Proposing projects (citizens)
Users are able to propose ideas only after being active in X votings to avoid spamming. There is also a limit of proposals per month.

The system should allow users to propose their own project ideas. In order to achieve this, the separate form should be available, where the user could fill in all the details of his proposal.

Following this, the system automatically checks (optionally) the form for inappropriate language, etc. and sends the form for review by the admin from the municipality. After this, the idea is either published for the validation voting stage or disregarded(depending on the decision of the admin). From this point, other citizens can vote on it and only after gathering the necessary number of votes it is sent to the municipality. The municipality service reviews the proposal and either discards it (if it is unfeasible) or takes into implication.

Publishing projects (municipality)
The system should allow municipalities to publish the projects on the main voting page. When the project is published it has a picture, description and options for voting (1-x).

Processing of the results
The system should automatically check the voting time left for each project. If at the end of the voting period the voting is successful, the project should be automatically sent to the municipality for processing(either implementation or review). If failed, the project should be archived and the municipality should be informed only if the failed project was proposed by them. There should be a dashboard for a municipal admin to view the results of the projects.

Rewards
To encourage citizen participation the system will use a bonus points system. The points can be awarded for voting, proposing successful resolutions, etc.

The system should automatically distribute the bonus points to the user if the condition is satisfied.

The points can be spent on the same platform at the bonus shop. There, different offers will be published by the municipalities and citizens will be able to use their points to get a benefit. However, as some benefits might be limited, the system should track that. Examples of the benefits are: branded clothing, tickets to museums and festivals, discounts.

The city admin needs the functionality of publishing things in the rewards shop.

Optional:
Additionally, based on the total number of points earned, the users will get different Tiers, where each one will unlock some benefits on the platform. These include higher limit of proposed ideas, higher priority of the idea (reviewed faster) and lower number of votes required for idea validation.

News
The system should display the news of the region, published by the municipality. Additionally, the municipality should be able to publish announcements on the platform. Users should have an option to leave their reaction to the news and receive points for it. Reaction is in the form of "negative, neutral, positive".

Leaderboard
The leaderboard should rank people based on the points collected for the voting. There should be an option for a user to remain anonymous. There should also be an option to display different time stamps - all the time, last year, and last month.

Voice of Amstrdam

Vote for ideas — include → Get points

Propose citizen ideas

Publish city ideas

Publish items in the rewards shop

Trade points for reward items

See the results of voting

Be published on the leaderboard

Comment on ideas

Publish news

Create account

Login in account

Read news

React to news — Include --

See the orders from the rewards shop

Citizen

Municipality