

„CONSUL

# **CONSUL Use Guide**

Versión 0.16

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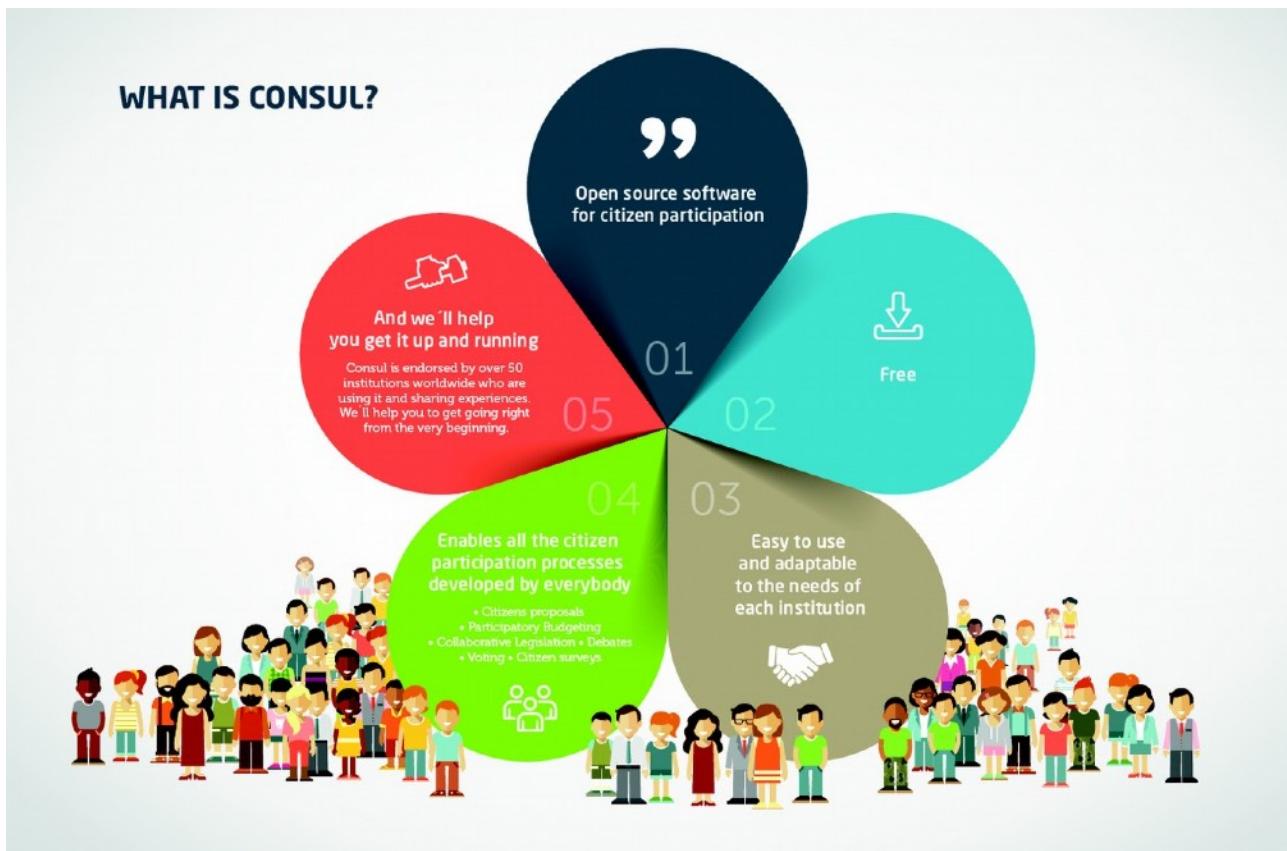
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## 0. Introduction to the CONSUL Use Guide

CONSUL is the software developed by Madrid City Council to facilitate citizen participation. CONSUL enables a direct system of communication with the administration that allows citizens to make proposals for action to be supported by other users, express their decision on particularly significant issues of the institutional action, participate in the process of developing regulations or decide on the destination of part of the institutional budget.

CONSUL makes it possible to carry out all the most relevant participatory processes and to adapt them to the specific needs of each situation. It has been designed in a totally configurable way so that the different processes can be activated or deactivated, and configured in different ways. In this way it can be adapted to any need.



The main participation processes that can be carried out in CONSUL are the following:

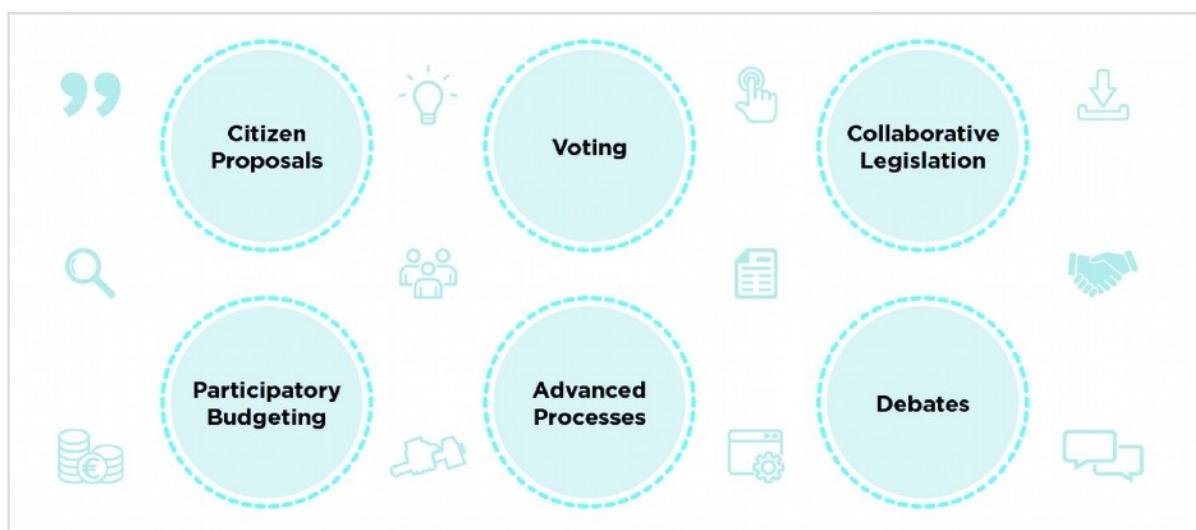
- **Citizen Proposals.** Anyone can make proposals to improve their city. The proposals can gather supports and in case of reaching a certain threshold pass to vote.
- **Voting.** Voting can be carried out on proposals from both the citizenry and the institution. In addition, they can be directed to the whole territory or only to certain zones.
- **Collaborative Legislation.** It allows citizens to participate actively in the drafting of legislation and action plans.

- **Participatory Budgets.** Citizens directly propose and decide how to spend part of the institution's budget. Each person can make proposals and vote on the initiatives of others. The most voted proposals will be carried out.

- **Debates.** Citizens can open threads of discussion on any topic and create independent spaces where they can debate and give their opinion on a specific topic. Institutional representatives also have verified profiles in order to be able to open the debates they consider appropriate.

- **Advanced Processes.** The tool makes it possible to design more complex participation processes with different phases of participation that are defined specifically for each process. These phases may include open debates, selection of proposals, proposal and prioritization of measures, comments on texts, etc.

In addition to the advanced process modality, which allows the configuration of customized processes, CONSUL developers from all over the world work together to include any new type of process or modality that is proposed but not contemplated. CONSUL is free software, which implies that developers around the world work together continuously to improve it, and anyone can join that development, or propose changes and new features to be included. You can also use and modify the platform directly without any restrictions. The code is yours and you can do whatever you want with it freely.



In the following sections we will present concrete examples of participatory processes that can be carried out to better understand what we can do with CONSUL.

## 1. Citizen proposals

The screenshot shows the 'PROPOSALS' section of the CONSUL platform. At the top, there are navigation links: Debates, Proposals (which is underlined), Voting, Legislation processes, Participatory budgeting, and Help. There is also a search bar and a 'Create a proposal' button. On the left, there are sorting options: most active, highest rated, newest, and archived. A 'Create a proposal' button is located at the top right. The main content area displays two proposals:

- Strategic plan for a 100% green city**: This proposal features a thumbnail of a modern building with greenery, a title, a description about creating a pollution-free city, and a support progress bar (0.7% / 100%) with a 'Support' button. It includes tags: environment, sustainable, green.
- The right to play: for a more child-friendly city**: This proposal features a thumbnail of children playing, a title, a description about improving public spaces for children, and a support progress bar (0.6% / 100%) with a 'Support' button. It includes tags: human rights, children, Social Rights.

On the right side, there are sections for 'CATEGORIES' (Culture, Districts, Economy, Environment, Equity, Health, Media, Mobility, Participation, Safety and Emergencies, Social Rights, Sports, Sustainability, Transparency, Urbanism) and 'TRENDING' (human rights, bus, cars, children, cycling, food, green, pollution, sustainable, transport). A 'TOP WEEKLY' section is also present.

The proposals section allows anyone to submit proposals. These proposals gather supports up to a decided threshold to select the most relevant ones. When they reach this threshold, the proposals can be moved to the voting section, where a vote can be taken for or against the proposal, or directly considered to be carried out.

The list of proposals changes regularly, showing new proposals and also those that generate more interest. It is also possible to sort proposals by other criteria (more supported, more recent, etc.).

Proposals can include tags, images, documentation, videos, location on a map or other relevant information. It also has a comment space where anyone can discuss the proposal, as well as vote on other comments to select the most relevant ones.

The author of the proposal can create notifications, which will be published on the proposal page, in addition to being sent by email to everyone who has supported the proposal. In this way the author can communicate any news about the proposal, or encourage the necessary support to be gathered.

Comments (4) Notifications (1)

**2x1! Make your people sign!**

2018-12-05

Hey!

I am the person who created this proposal, and I allow myself to write to you because we are halfway there and I think we need a push. As you know, it takes a lot of signatures for the proposal to be discussed and voted on in the Town Hall Plenary. That's why I want to encourage you to get some of the people closest to you to sign for this proposal.

Proposals have a Related Content section, where any user can point to other proposals or similar discussions. This helps to concentrate efforts on similar proposals, and to create communities of users who work together.

**Related content (2)**

Add related content

PROPOSAL  
[Change the city's public transport ticket for easier transfers](#)

PROPOSAL  
[Prevent supermarkets from wasting food](#)

When a proposal is created, a Community space is automatically generated for the proposal.

**Strategic plan for a 100% green city**

Participate in the community of this proposal. An active community can help to improve the content of the proposal and boost its dissemination to get more support.

Sort by Newest first

**Contacting Greenpeace to join the proposal**

No comments • 2018-11-30 • Joe Sanders

**Create topic**

**Let's make a communication campaign**

1 comment • 2018-11-30 • Tiffany Castro

**Participants (3)**

J Joe Sanders T Tiffany Castro A admin • Author

In this space users can open all the debates they want, to work together around the proposal. It is a space designed for users who want to get more involved in the success of the idea.

## 2. Voting

The voting module allows to vote on citizens proposals, or specific questions that are raised by the institution.

The screenshot shows the CONSUL platform interface for the 'Voting' module. At the top, there's a navigation bar with links for 'Debates', 'Proposals', 'Voting' (which is underlined, indicating the current section), 'Legislation processes', 'Participatory budgeting', and 'Help'. On the right side of the header, there are links for 'Admin', 'Polling officers', 'My activity' (with a notification bell icon), 'My account', and 'Sign out'. Below the header, the main content area has a title 'Refurbishment of the North Square' and a subtitle 'Decided now what the Town Hall is going to do with this square.' A paragraph of text explains that this is one of 10 squares selected for remodeling, and a participatory process has ended with a final voting phase. The text discusses decisions regarding whether squares should be remodeled and which projects will be carried out. On the right side of this section, there are social sharing icons for Twitter, Facebook, and Google+. Below the main text, there are two sections with buttons for voting: 'Do you consider it necessary to remodel the square?' with 'Yes' and 'No' options, and 'Which of the two finalist projects do you prefer to be carried out?' with 'Light of the City' and 'Square with History' options. At the bottom left of the page, there's a footer link 'CONSUL Use Guide Version 0.16' and at the bottom right, the 'CONSUL' logo.

One of the specific questions to be voted on could be, for example, the redevelopment of a square. In this case for example we could include two questions: If you want to remodel the square or not, and which of the finalist projects should be selected in case of remodeling:

Each of the voting options can include images, documentation, videos, etc.

**Light of the City**



square-1.jpg

• • •

**Square with History**



square-b-1.jpg

• • •

'Light of the City' responds to the will of the citizens to create a centrality in the district, through a new public space: the civic square. The proposal must respond to very different situations from the most technical point of view: topography, roads, accessibility...even the most social. For this reason, 'Light of the City' is understood as an integrator, an element in which to converge. Urban integrator: the new square is the point of connection of the great green extension of the park with the most consolidated and dense part of the district. In addition to the opportunity to continue an important point of public transport connection. Social integrator: the identity of a neighborhood is nourished by the neighborhood association and the sense of belonging to a place. The social diversity present in the district needs a place like the new

[Read more about Light of the City](#)

**Documents**

[Light of the city](#)

**External video**

[Light of the City](#)

The identification of an urban image in an area must be worked on, reading pre-existences and placing new elements that endow it with character. Citizens must identify these urban elements as their own in the civic square. The project tries to bring together the needs of a population and its relationship with the city. A social reference of appropriation of public space. An attempt is made to set up a meeting place and enjoy the district's own activities, increasing urban quality, especially the network of bordering spaces. The bases are raised to achieve over time a new area of centrality through the realization of a 'square equipped' that one of the most important milestones of use of the district. This is where the importance of degenerating activity in the square lies, taking advantage of the efficient value of the itineraries that run

[Read more about Square with History](#)

**Documents**

[Project report](#)

Voting can be configured to involve all users, or only users in certain areas.

### 3. Collaborative Legislation

A common use of CONSUL is to open legislation, regulations or any type of plan or document to citizen participation.

This is carried out mainly through three phases. These phases can be activated all of them or only some, choosing how to be done independently in each process.

**3.1. Preliminary discussion.** A first phase of participation may consist of a preliminary discussion. It is common to use this phase when the process begins and no initial text is yet available. It is useful for deciding issues around the main issues to be addressed, and thus steering the process in the most appropriate direction.

At this stage, information is published about the regulation or plan that you want to start dealing with as well as any additional documentation that may be useful.

## Air Quality and Climate Change Plan

### DESCRIPTION

One of the main responsibilities of city councils is to look after the health of their citizens, implementing actions aimed at reducing risk situations and, among them, preventing climate change and monitoring and improving the quality of the air we breathe.

The reduction of air pollution and the fight against climate change must not be delayed, given that air pollution in cities is already the fourth cause of premature death in the world, according to a report published by the World Bank last September, and that cities are also important emitters of greenhouse gases.

In the City Council we are working so that next year we have an Air Quality and Climate Change Plan that responds to these needs. Right now we are defining thirty proposals in collaboration with neighbourhood and social organisations, technicians, administrations, academic institutions, social and trade associations and collectives, trade unions, business organisations and political groups. At the same time, we want our neighbours to be able to get to know them.

Now is the time for you to tell us here how you think these measures would work in your street, in your neighbourhood, in your district.

### Additional documentation

 [Pollution information report \(PDF | 1010 KB\)](#)

 [Air quality regulation \(PDF | 333 KB\)](#)

### Key dates

#### Debate

20 Nov 2018 - 31 Dec 2019

Then there are some questions about the main issues of the topic to be addressed, which users will be able to answer openly.

**DEBATE**  

**Do you think that restricting the access of private vehicles to certain areas of your district can improve pollution, noise levels and generally improve the quality of public space?**

 3 comments · 29 Nov 2018

**DEBATE**  

**Do you think that in order to improve pedestrian mobility in the neighbourhoods of your district it would be positive to limit the speed of vehicles to 30 km/h?**

 5 comments · 29 Nov 2018

**DEBATE**  

**What improvements or measures would you propose to encourage the use of public transport?**

 3 comments · 29 Nov 2018

**DEBATE**  

**What actions do you propose that the City Council should implement in the fight against pollution?**

 3 comments · 29 Nov 2018

Users can answer the questions, debate with other people and vote on all the answers to identify the most interesting ones.

COLLABORATIVE LEGISLATION PROCESS

Air Quality and Climate Change Plan

NEXT QUESTION >

**Do you think that restricting the access of private vehicles to certain areas of your district can improve pollution, noise levels and generally improve the quality of public space?**

Share   

**Open answers**

Sort by

Leave your answer

  Comment as admin

J Judy Garrett · 2018-11-30 19:03:22

Absolutely! Pollution would be reduced by 40% of the city

▼ 1 response | Reply |  Hide · Hide author 3 votes |  3 

J Joe Sanders · 2018-11-30 19:54:02

What is that figure based on?

No responses | Reply |  Hide · Hide author 1 vote |  1 

**3.2. Proposals.** A possible second phase may consist of selecting the best ideas to include in the text. You can publish the ideas that have been worked on from the institution, and also open it up to people to send their ideas. All ideas can be supported, to identify which ones have the greatest approval to be included.

### Plan for the reception and care of asylum-seekers and refugees

No comments • 2018-11-30 • admin

Adoption of a Reception and Care Plan for Asylum Seekers and Refugees



100%



0%

1 vote

Health housing

### Measures to protect people suffering from xenophobia and racism

No comments • 2018-11-30 • admin

Measures to protect people suffering from racism, intolerance, xenophobia, Islamophobia.



100%



0%

1 vote

Health Education

### Full realization of the right to adequate and adequate food.

No comments • 2018-11-30 • admin

To achieve progressively the full realization of the fundamental right to adequate and adequate food.



100%



0%

1 vote

Food and quality water

**3.3. Comments on texts.** This third phase is useful at the end of the process, at a time when there is already a text proposal to open to citizen participation. The platform allows to publish the text and for users to select any part of the text and add a comment to that part.

In addition, comments can be voted, allowing to detect if they have citizen support and which are the most interesting.

TEXT

TABLE OF CONTENTS

TITLE I GENERAL PROVISIONS

Article 1: Subject matter and scope

The purpose of this Ordinance is to establish those requirements that may be demanded in the municipality, for the keeping of pets, and also those used for lucrative purposes, sports and recreation, in order to achieve, on the one hand, the proper conditions of health and safety for the environment and, on the other, adequate protection of animals.

Article 2: Regulatory framework

The holding and protection of animals in the municipality of Madrid shall be subject to the provisions of this Ordinance, as well as the Epizootics Law of 20 December 1952, Law 1/1990 on the Protection of Animals, and Law 1/1990 on the Protection of Animals.

Domestic Animals, the Law 2/1991 of Protection of the Fauna and Wild Flora of the Community, and other regulations that can be for him of application.

Article 3: Definitions

1. Pet: is maintained by man, mainly in his home, for pleasure and pleasure. company, without constituting the object of any lucrative activity.

2. Domestic animal of exploitation: it is the one that, adapted to the human environment, is maintained by the man. for profit or otherwise, and may in no case constitute a danger to persons or property.

3. Wild pet animal: is that belonging to the native or foreign fauna, which has required a period of adaptation to the human environment and that is maintained by man, mainly in his home, by the pleasure and company, without being the object of any lucrative activity.

COMMENTS

3 comments

It is important to separate the reference to recreation in order to have a special impact on this part of the protection.

0 replies 4 votes | like 4 comment 0

That was already commented in the previous spectacle ordinance

0 replies No votes | like 0 comment 0

I agree. That should be included in article 4.

0 replies No votes | like 0 comment 0

Publish Comment

## 4. Participatory Budgets

The participatory budgeting module allows citizens to directly propose and decide how to spend part of the institution's budget. Each person can make proposals and vote on the initiatives of others. The most voted proposals will be carried out.

The budget can be divided into different categories and groups of categories, and you can choose how you participate in the different categories. For example, in a city you can create two budget groups: one for projects that affect the whole city and another for projects that only affect a specific district. In this case you could configure whether users can vote for projects from all districts or only from one or a limited number of districts.

Another possibility would be to make thematic groups, distributing a part of the budget for a specific theme of budgets: education, health, transparency, etc.

In order to develop participatory budgets, various phases of participation can be activated. It is not necessary to activate all of them, and the parameters of each phase and its duration can be configured as appropriate.

## City projects

City  
€60,000,000

## Districts projects

East district  
€10,000,000

North district  
€10,000,000

South district  
€10,000,000

West district  
€10,000,000

The available phases are as follows:

- **Presentation of projects.** Citizens can submit budget expenditure projects.
- **Initial review of projects.** During this phase it is no longer possible to submit projects, but they still cannot be supported or voted on. It is a useful phase for all users to see their projects published, and to detect and correct any errors that exist.
- **Support phase.** This phase allows users to support projects. It is common to receive more projects than what can be evaluated in the next phase, so this phase allows to prioritize which ones should be evaluated because having more support.
- **Evaluation of projects.** During the evaluation period, projects can be evaluated by the institution. This evaluation makes it possible to mark projects as viable or unfeasible, and in the first case also to assign them a cost. Evaluated viable projects can move on to the voting phase.
- **Review of projects.** During this phase it is published the selection of projects that pass to the final vote, as well as their cost. That way the users can detect errors in the selection or in the cost.
- **Final vote.** Users can vote on projects to decide which are the winners.

# Budget investment's phases

## Accepting projects

November 30, 2018 - February 27, 2019

## Reviewing projects

February 28, 2019 - March 27, 2019

## Selecting projects

March 28, 2019 - April 27, 2019

## Valuating projects

April 28, 2019 - May 27, 2019

## Publishing projects prices

May 28, 2019 - June 27, 2019

## Voting projects

June 28, 2019 - July 27, 2019

The projects have all the functionalities that are available in the proposals section (see more information in that section): Projects can include tags, images, documentation, videos, location on a map or other relevant information. It also has a comment space, with the possibility for the author to send notifications, with a space for detecting similar projects, and with a community space for users to work together.

The evaluation of projects is done in a decentralized manner. As many evaluators can be registered as needed, and each one will only see in their evaluation interface the projects assigned to them. The administrators of the platform will be able to follow in real time the work of all the evaluators.

**Feasibility**

Pending       Feasible       Not feasible

**Price (€)**       **Cost during the first year (€) (optional, data not public)**

**Price explanation**  
The cost of the project includes the installation of bicycle racks at each of the 63 bus stops in the district.

**Time scope**

Valuation finished

**Save changes**

During the final voting phase a "shopping cart" type voting can be used. Each person will have the full budget to spend, and will be able to vote on projects based on their cost until the budget is spent.

Language: English ▾

**CONSUL** Sign in Register

Debates Proposals Voting Processes **Participatory budgeting** Help

Search proposals... ▾

**Investment projects with scope: City**

30.000.000 €

6.140.000 €  
Available: 23.860.000 €

most active highest rated newest archived Advanced search

**'Smart light' project**  
2018-12-07 • electrocronopio • Toda la ciudad  
Create a project similar to the existing one in Amsterdam to manage the light of the city. It is the "intelligent light" project. It consists of a public lighting that allows to adjust the lighting remotely depending on the situation or need of the place where they are

 **€5,000,000**  
[Remove vote](#)

**Create safe and independent bike lanes on main north-south roads.**  
2018-12-07 • electrocronopio • Toda la ciudad  
There are no bicycle lanes of this type on these axes, however their construction would encourage more direct and safer journeys. It would also encourage the use of the bike for more users who do not usually use it. It would be necessary to take advantage of the

**€6,000,000**  
**Vote**

**CATEGORIES**  
Culture Districts Economy  
Environment Equity Health Media  
Mobility Participation  
Safety and Emergencies Social Rights  
Sports Sustainability Transparency  
Urbanism

**MY BALLOT**  
You voted 4 proposals with a cost of 6.140.000 €

Once the participation process is finished, all the winning projects can be made visible, according to their state of realisation.

# Participatory budgeting 2019

Results Stats Milestones

## By district

Estado actual del proyecto  
Finalizado (63)

District	Project Name	Description	Amount	Image
Toda la ciudad	Barajas (6)	Acera Av. Logroño	100.000 €	
Arganzuela	Construcción circuito BMX para bicis, zona ensanche de Barajas "Milla Verde"	JorgeFC	16.000 €	
Barajas	Crear una página web cultural y de ocio del distrito de Barajas	DSG	100.000 €	
Carabanchel				
Centro				
Chamartín				
Chamberí				
Ciudad Lineal				
Fuencarral-El Pardo				
Latina				
Moncloa-Aravaca				
Moratalaz				

In addition, in each project a timeline is published where any progress made in the realisation of the project can be reported.

Published 2019-04-17

Status changed to

In study and analysis

Published 2019-05-22

Status changed to

In process

The contracting process has been initiated: The project is being drafted. At the end of July they present the project for processing through the Reform Framework Agreement. Execution is expected to start at the end of September.

Published 2019-06-11

Safety studies have been drawn up and the installation of solar panels has begun in October. Completion is expected in December. Twenty-three installations are under action.

Published 2019-08-15

Status changed to

Finished

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CONSUL

## 5. Debates

The debates module makes it easier for citizens to make visible the issues that seem important to them, and for them to meet each other to debate or collaborate on these issues. It is a space for listening, but also for citizen gathering.

Users can vote for or against the debates, so that the most highly valued debates are those that are regularly displayed on the main debates page.

The screenshot shows the 'DEBATES' section of the CONSUL platform. At the top, there are navigation links: Debates, Proposals, Voting, Legislation processes, Participatory budgeting, and Help. A search bar is also present. Below the navigation, there are four sorting options: most active, highest rated, newest, and recommendations. A 'Start a debate' button is located on the right.

The first discussion is titled 'Would it be okay if the city surrounded itself with a green belt by the highway?'. It has 3 comments, was posted on 2018-11-29 by admin, and has 7 votes. The second discussion is titled '#YouAsk: Julio Airroa, city council expert on environmental pollution'. It has 4 comments, was posted on 2018-11-29 by admin, and has 6 votes. Both discussions include a 'Trending' sidebar with various tags like transport, benches, fountains, housing, metro, pollution, price, regulation, squares, and trees.

Discussion Title	Comments	Posted By	Votes
'Would it be okay if the city surrounded itself with a green belt by the highway?'	3	admin	7
#YouAsk: Julio Airroa, city council expert on environmental pollution	4	admin	6

All discussions have a comments section, where users can debate them with each other. Comments are also voted for or against.

**J** Joe Sanders • 2018-11-30 19:37:31

No, it would be better a network of night buses

No responses | Reply | Hide | Hide author

3 votes | 3 0

**T** Tiffany Castro • 2018-11-30 19:07:01

It would be necessary to study the frequency of displacements at night. It is not clear to me that the number of people is relevant.

▼ 1 response | Reply | Hide | Hide author

4 votes | 3 1

**H** Henry Hall • 2018-11-30 19:22:46

How could that number be known?

No responses | Reply | Hide | Hide author

3 votes | 3 0

Institutional representatives have verified profiles in order to be able to open the debates they consider appropriate, as well as to respond to any comments. Their interventions are highlighted to give them more visibility.

Language: English

**CONSUL**

Sign in | Register

Debates Proposals Voting Legislation processes Participatory budgeting Help

[Go back](#)

## #YouAsk: Julio Airroa, city council expert on environmental pollution

**A** admin • City Council Expert • 2018-11-29 • 4 comments •

Glad to answer your questions about city pollution.

I introduce myself first. I have a PhD in Industrial Engineering from the Polytechnic University. Professor of Environmental Engineering at the School of Industrial Engineers of the Polytechnic University. Deputy Director of Academic Planning at the School of Industrial Engineers. National representative in the Geneva Convention working group on modelling and integral assessment of air quality. Co-author of 28 books and 40 articles in international journals. Participant in more than forty national and international congresses or workshops, in 33 competitive projects and more than 30 projects with private organizations.

You can leave your questions about the environment, pollution or air quality.

**J** Judy Garrett • 2018-11-30 18:49:22

I would like to know if the closure of the city centre to private traffic would have a major impact on pollution or not so relevant?

No responses | Reply | Hide | Hide author

5 votes | 5 0

**A** admin • City Council Expert • Author • 2018-12-05 19:27:58

According with this study of the city university it would have an impact around the 40%: <https://googl/dfX45dds>

No responses | Reply

No votes | 0 0

**SUPPORTS**

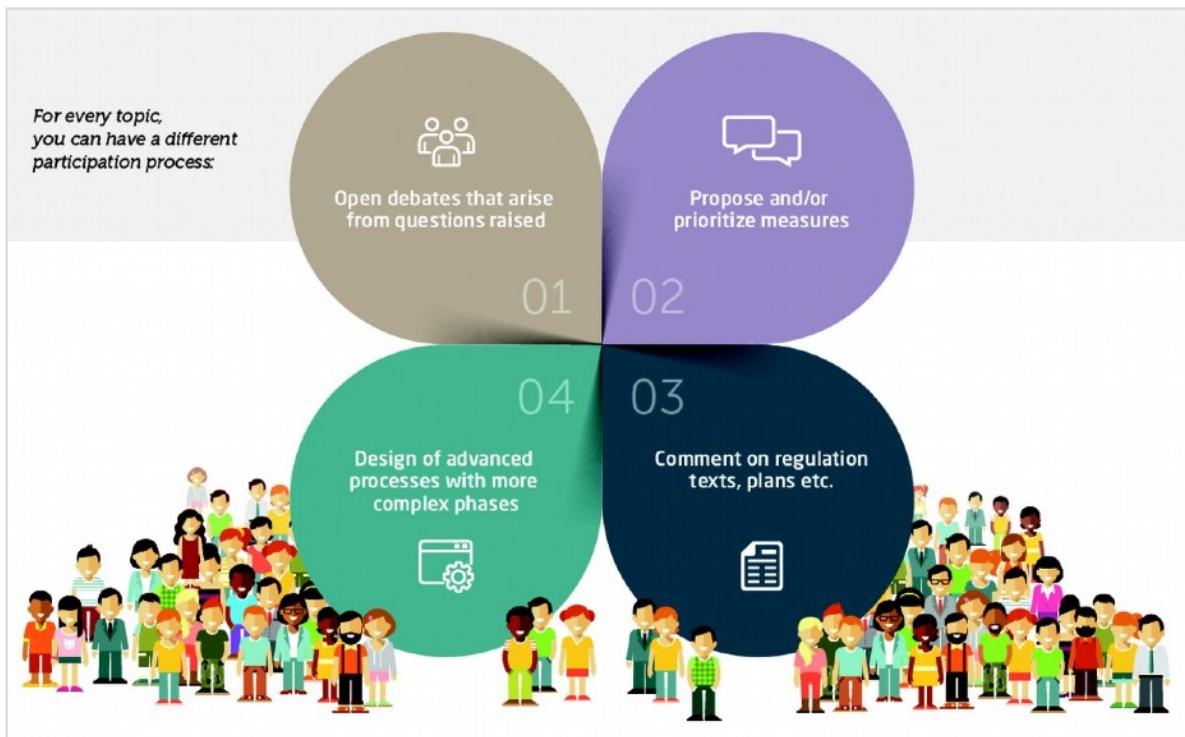
100% 0%

**6 votes**

**SHARE**

## 6. Advanced processes

The advanced processes module has been previously shown to be applied to collaborative legislation uses, but it allows other types of uses. The most relevant aspect of this module is the fact of being able to define and combine generic phases of participation in a free way. Thanks to this, it can be adjusted to any new type of participatory process that has not been contemplated before.



Next we will show some examples of the use of this module.

**1. Discussion Phase.** The platform allows to open debates on any relevant issue. The users can answer in an open way, dialogue among themselves, and vote the most interesting answers. This allows not only to deal with regulations, but also to deal directly and in a concrete way with any problem or issue that is of special importance.

Unlike the general Debates section of the platform, in this case the debates are not opened by the citizens, but by the institution. Selecting the topics for discussion and the relevant information.

For example here we see an open debate on the situation of a city park:

[Go back](#)

## Reforestation of the North Park

**DESCRIPTION**

A space for consultation and debate with the neighbors of the northern district in particular and with all the neighborhood interested in participating, in order to identify and collect ideas for the study and analysis of the reforestation project of the North Park to be carried out by the City Council.

The reforestation of the North Park is motivated because the park in some of its areas is quite degraded and with little vegetation. This is especially so in the hillside area, in the sports area and in the "embankment" area that can be seen on the map that is published in additional documentation.

**Key dates**

**Debate**  
06 Dec 2018 - 12 Jun 2019

---

**DEBATE**  

**What needs or problems do you consider the park has today?**

No comments · 07 Dec 2018 Participate in the debate

---

**DEBATE**  

**What is the area you use the most and what do you usually do in it?**

No comments · 07 Dec 2018

---

**DEBATE**  

**What other activities would you like to be able to do in the park if it were conditioned for it?**

No comments · 07 Dec 2018

In this case, questions are asked about the situation of the park, its use, activities, etc. In this way, we can easily find out what people think about the subject.

**2. Proposals Phase.** Another phase of participation, which can be combined with the previous one, or used independently, is the proposals phase. In this case it is not about answering a question, but about proposing ideas on a topic.

Ideas can come from the institution, the users, or both, depending on how the process is configured. All ideas can be supported, in order to detect which ones have more citizen support.

One possible use of this phase that we see below is the Open Plenary. This process consisted of the possibility for citizens to send proposals to the City Council Plenary. The most supported were those selected and their authors were given the opportunity to present their proposals in person at the Plenary, where the spokespersons of the political groups would respond to the proposals.

[Go back](#)

## OPEN PLENARY

**DESCRIPTION**

On 18 and 19 November, the Open Day of the Town Hall will take place. In this environment you can participate by formulating your questions or proposals for the Mayoress and the political groups of the City Council. The 3 most supported questions and 3 most supported proposals will be formulated in person by their authors in the Open Plenary that will be held on November 18 to be answered by the Government team and the spokespersons of the political groups.

[Additional information](#)

**Key dates**

**Proposals**  
07 Dec 2018 - 31 May 2019

**Random   Selected**

**Create a proposal**

**CATEGORIES**

**Open subway at night and free transfer between buses**

No comments • 2018-12-07 • admin

The subway should be open at night and free transfer between buses should be provided by the city council.

0%   0%

**No votes**

**Eliminate the cost of calls to the Local Police and to the information telephone**

No comments • 2018-12-07 • admin

There are some basic calls that should be free. Regarding the city council I consider that Local Police and information service fit into this category.

0%   0%

**No votes**

**3. Phase of comments of texts.** In this phase any text can be open to comments from people. Comments can be voted and answered, generating debates about them.

An interesting use of this phase has been to create a Human Rights Plan at the city level, looking at how to apply Human Rights principles in the local and concrete daily life of a city.

TABLE OF CONTENTS	TEXT	COMMENTS
	<p><b>TITLE I GENERAL PROVISIONS</b></p> <p>Article 1: Subject matter and scope</p> <p>The purpose of this Ordinance is to establish those requirements that may be demanded in the municipality, for the keeping of pets, and also those used for <u>lucrative purposes, sports and recreation</u>, in order to achieve, on the one hand, the proper conditions of health and safety for the environment and, on the other, adequate protection of animals.</p> <p>Article 2: Regulatory framework</p> <p>The holding and protection of animals in the municipality of Madrid shall be subject to the provisions of this Ordinance, as well as the Epizootics Law of 20 December 1952, Law 1/1990 on the Protection of Animals, and Law 1/1990 on the Protection of Animals.</p> <p>Domestic Animals, the <u>Law 2/1991</u> of Protection of the Fauna and Wild Flora of the Community, and other regulations that can be for him of application.</p> <p>Article 3: Definitions</p> <ol style="list-style-type: none"><li>1. Pet: is maintained by man, mainly in his home, for pleasure and pleasure. company, without constituting the object of any lucrative activity.</li><li>2. Domestic animal of exploitation: it is the one that, adapted to the human environment, is maintained by the man. for profit or otherwise, and may in no case constitute a danger to persons or property.</li><li>3. Wild pet animal: is that belonging to the native or foreign fauna, which has required a period of adaptation to the human environment and that is maintained by man, mainly in his home, by the pleasure and company, without being the object of any lucrative activity.</li></ol>	<p> 3 comments </p> <p>It is important to separate the reference to recreation in order to have a special impact on this part of the protection. 0 replies 4 votes    4  0</p> <p>That was already commented in the previous spectacle ordinance 0 replies No votes    0  0</p> <p>I agree. That should be included in article 4. 0 replies No votes    0  0</p> <p style="text-align: right;"><b>Publish Comment</b></p>

As explained above, the phases of participation can be combined in the same process, with the possibility of starting with a first phase of debate, continuing with the collection of proposals and ending with comments on a text.

The advanced processes module is prepared to include any new phase of participation that has not been considered and that can complement those that currently exist on the platform.

## 7. Customizable home page

CONSUL has a home page when accessing the platform, which is completely customizable. This page allows us to highlight the most interesting processes, to link graphically to internal or external contents, or to make visible the most supported proposals and debates.

The screenshot shows the CONSUL home page with a dark blue header. The header includes a language dropdown (English), the CONSUL logo, navigation links (Admin, Polling officers, My activity, My account, Sign out), and a notification bell icon.

**Main Content Area:**

- Vote the participatory budgeting!**: A large section with a dark background featuring the text "100 MILLION IDEAS" in white, surrounded by small icons of a sun, a bicycle, a book, a drop, and a star. Below it is a button labeled "Vote".
- You have 100 million euros to imagine a new city**
- Most active proposals**: A section with a thumbnail image of a green building, the title "Strategic plan for a 100% green city", and a brief description: "We want a city that does not dawn with a cloud of grey pollution, that bets on sustainability, promotes renewables and ensures that no family is cut off the light this winter."
- The right to play: for a more child-friendly city**: A section with a thumbnail image of a child playing, the title, and a brief description: "We want to improve public spaces for children to play. We propose clean, creative parks, play again in squares and streets (as before) and create a network of public toy libraries."
- See all proposals**
- Most active debates**: A section with a thumbnail image of a person, the title "Would it be okay if the city surrounded itself with a green belt by the highway?", and a brief description: "#YouAsk: Julio Airroa, city council expert on environmental pollution".
- Metro at night (on weekends). Is it positive?**
- See all debates**
- Featured**: A section with a thumbnail image of a park, the title "DECIDE WHICH SHOULD BE THE NEW SQUARE", and a brief description: "This is one of the 10 squares that have been selected for a possible remodeling to improve its use for the population." Below it is a link: "Decide the new square".
- Comment the ANIMAL PROTECTION ORDINANCE**: A section with a thumbnail image of a dog, the title, and a brief description: "Give your opinion about the new Regulatory Ordinance of the tenancy and protection of the animals." Below it is a link: "Comment the text".
- See process**
- Open processes**: A section with a thumbnail image of a document, the title "PROCESS HUMAN RIGHTS PLAN FOR THE CITY", and a brief description: "The City Council wants to reinforce its commitment to Human Rights with the elaboration of a Plan that will be the instrument for the development of its public policies with a transversal approach that affects all municipal action." Below it is a link: "See process".

As we can see in the previous example, the initial page is divided into different blocks. All the blocks can be activated or deactivated at any time depending on whether you want to show one information or another.

In the first place we have a block with the initial header, to highlight what seems to us to be the most priority, which will have maximum visibility.

Two other blocks that can be activated are the blocks of Proposals and Active Debates. These blocks automatically show the Proposals and Debates created by the citizens who have the most support.

You can then activate the Process block. This block automatically displays the last open processes.

Finally we find the block of Highlighted Contents. In this block you can create cards on topics that seem important to us to highlight. The title, image, text and link of the card is configurable.

All these blocks are configured and modified in a simple way from the platform administration interface, allowing it to be changed as regularly as needed.

## **8. Custom Information Pages**

CONSUL allows you to create pages with personalized content. These pages can be used for anything related to the platform: information about processes, news, communication campaigns, repository, and so on.

The pages are created from the administration interface in a simple way, using an interface similar to that of a text editing program. Here you can choose the different text formats, including images, links, files, etc.

It also allows you to customize the URLs, so you can use Internet addresses that are easy to remember and access by users.

Here we see an example of one of these custom pages, with some custom text and images:

## Action Plans

Action Plans

Government self-assessments

Consultation documents

The second Open Government Partnership (OGP) National Action Plan was published at the OGP Europe Regional Conference in January 2018. The NAP outlines a variety of actions that will be taken over a two-year period towards a number of Open Government objectives.



**SECOND OPEN  
GOVERNMENT NATIONAL  
ACTION PLAN 2018-20**

A National Action Plan is a document that outlines what a government is going to do about its processes, to make them embody the Open Government core principles of Accountability, Citizen Participation, Technology and Innovation, and Transparency.

The plan is available to read here:

[!\[\]\(2fff3c9e4afb192f04e878e77fb552ed\_img.jpg\) National Action Plan](#)

You can access the relevant information regarding the development of the action plan:

[!\[\]\(424424d14aba49c86d1c60a64247128f\_img.jpg\) Timelines](#)

[!\[\]\(c6faaa65325805483013e4324c1f0b1d\_img.jpg\) External invitations](#)

## 9. Newsletters and notifications

CONSUL has an internal communication system that allows administrators to send e-mails and notifications to users. This system is essential when inviting users to participate in new processes or to communicate the latest news.

Sending can be segmented by users. For example, we could send an email to all users, or only to users whose proposals have won in the participatory budgeting process.

### Newsletter preview

Sent at	E-mail address that will appear as sending the newsletter	Subject
Draft	consul@consul.dev	Submit your ideas for the 100 million participative budgets
<b>Recipients</b>		
All users		
0 emails sent		

**Email content**  
*This is how the users will see the email*

**CONSUL**

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For the fourth year you can decide how the City Council should spend part of its budget.

**Send your ideas for participatory budgets**

You have 100 million euros to make the Madrid you like the most.

You can be inspired by the winning projects of 2016, 2017 and 2018.

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CONSUL

This message was sent from an email address that does not accept replies.

The same possibilities exist for sending internal notifications through the platform.

**New process**

Participatory budgets have entered the voting phase. Now you can vote! You have 100 million euros to make the Madrid you like the most. You can be inspired by the winning projects of 2016, 2017 and 2018.

2018-12-05 19:41:56

## 10. Administration, Moderation, Evaluation, Voting and Management Interfaces

CONSUL has a system of user roles, which allows assigning different permissions and functions to each user. The main roles of the platform are administrator, moderator, evaluator, manager and poll officers.

Each of these roles allows access to a special interface, where they have special functionalities:

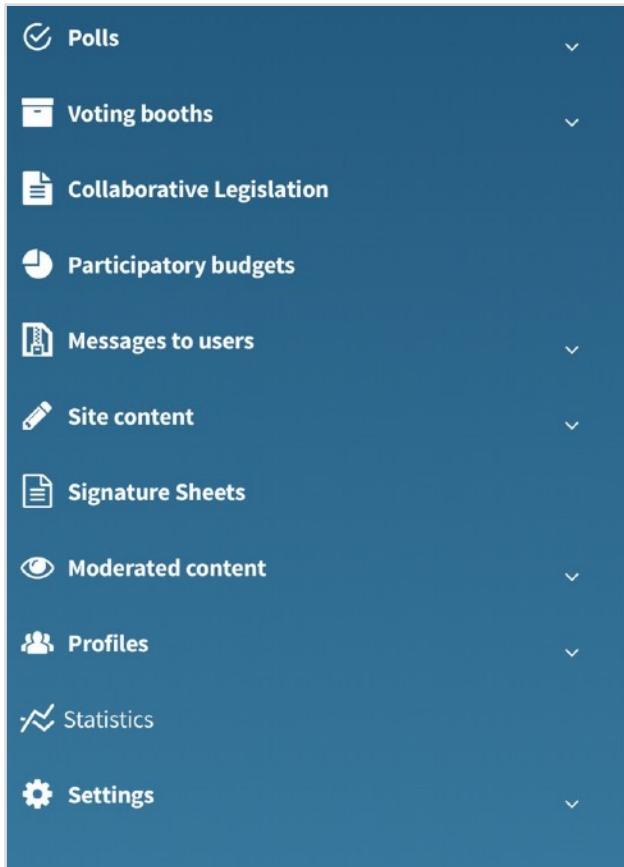
- **Administration Interface.** Administrators are the highest level users. They are responsible for managing all the participation processes, as well as the configuration of the platform.

- **Moderation Interface.** This interface lists all the content of the platform indicated as 'inappropriate' by users. Moderators have the option to hide or confirm the content and block users.

- **Evaluation Interface.** Evaluators can access this interface to evaluate participatory budget projects. Administrators can assign projects to different evaluators or groups of evaluators. Each evaluator can see only the projects assigned to him in this interface and complete the evaluation report for each project. The evaluation can thus be done in a decentralised way, simplifying the work for each evaluator.

- **Management Interface.** Managers can create and verify user accounts and perform tasks for users to create or support proposals, etc. The most common destination of this functionality are the public workers of the offices of attention to the citizenship of the institution, to help citizens interact with the process of participation.

- **Poll officers Interface.** Poll officers can access this interface during a general voting or during the final vote on participatory budgets. This interface is used by those responsible for the face-to-face voting booths, to check that the person who wants to vote can do so, and in case he does so to confirm the vote so that he can not vote a second time at another booth or through the digital platform. It also allows you to enter the results of the vote once it has finished.



## ADMINISTRATION

Welcome to the CONSUL admin panel.

### 11. Face-to-face participation in the processes

CONSUL allows you to activate face-to-face participation spaces for all the processes that take place on the web. The management of face-to-face spaces is carried out from the web, ensuring that there is coherence between both spaces, and for example no one can vote twice in the same process through the face-to-face space and the web.

Different participation channels can be activated:

- **Voting booths.** For the general voting and for the voting of participative budgets it is possible to place ballot boxes in the public space. These ballot boxes are monitored in real time from the participation platform, and the participation census is common to the web, in order not to allow double voting.

- **Participation through managers.** Users marked as managers can perform tasks to help participation, such as creating user accounts, modify their data, or upload proposals or support them on behalf of a user. These managers are usually staff of the institution that help citizens participate. In this way people can participate without having to use a computer.

- **Signature sheets.** Citizens' proposals and participatory budget projects can collect support on traditional signature sheets. Then these signature sheets can be entered into the platform through the appropriate interface, to count the supports on the web, and discard those that are not valid. Thanks to this, authors of proposals can ask for support for their ideas without the need for a computer.