

Helsinki Participatory Budgeting and User Experience

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Helsinki



Helsinki PB overview

In May 2019, full meeting of the Helsinki City Council decided to launch city-wide participatory budgeting.

Helsinki opens up 4.4 million euros (ca. 7€ pp) of its budget annually to implement ideas of its residents.

The budget is divided between seven major districts. One fifth of the sum is reserved for plans benefiting the entire City.

Anyone can suggest ideas. Anyone aged 12 or over and living permanently in Helsinki can vote.

Money can be spent on investments as well as operational expenses.

Decidim was selected as technical solution based on a small pilot and study comparing 12 different platforms



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Helsinki PB is a multiphase process



1

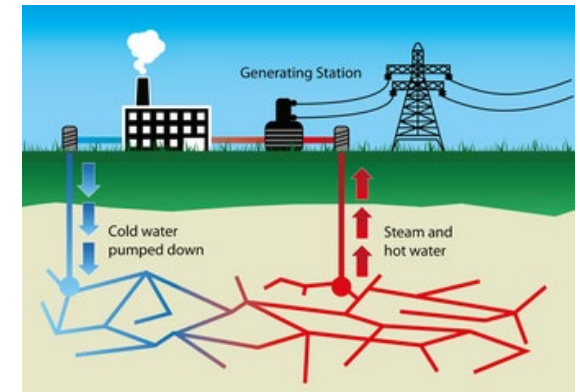
1,273 suggestions submitted



2

All suggestions assessed by city, 839 accepted to the next phase

Citizens and city planning experts drafted 359 detailed plans based on proposals



3

Cost estimates created for the plans, 299 plans accepted to go under vote

Voting is under way, over 54 246 registered users by 30 Oct 2019 (5-10 % turnout)



Borough liaisons coordinate PB



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Karttalähde: Helsingin kaupungin karttapalvelu

Helsinki develops Decidim

Helsinki has contributed to Decidim development by fixing bugs and publishing custom modules, e.g.

- Virus detection (*Decidim Anti-Virus*)
- Structured collaborative forms (*Decidim Plans*)
- User authentication with Finnish bank/mobile ids (*Decidim Suomi.fi*) and pupil id (*Decidim mPass*)
- Improved user experienced for budgeting phase (*Combined Budgeting and Echanged budjeting*).

Everything is published under an AGPL licence and v0.18 compatible Ruby gems are made available online.

Key partner: MainioTech Oy

Other partners: Open Source Politics, Futurice

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Voting is open 1-31.10.2019

Helsinki

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OmaStadi

Participatory budgeting makes your ideas and voice heard

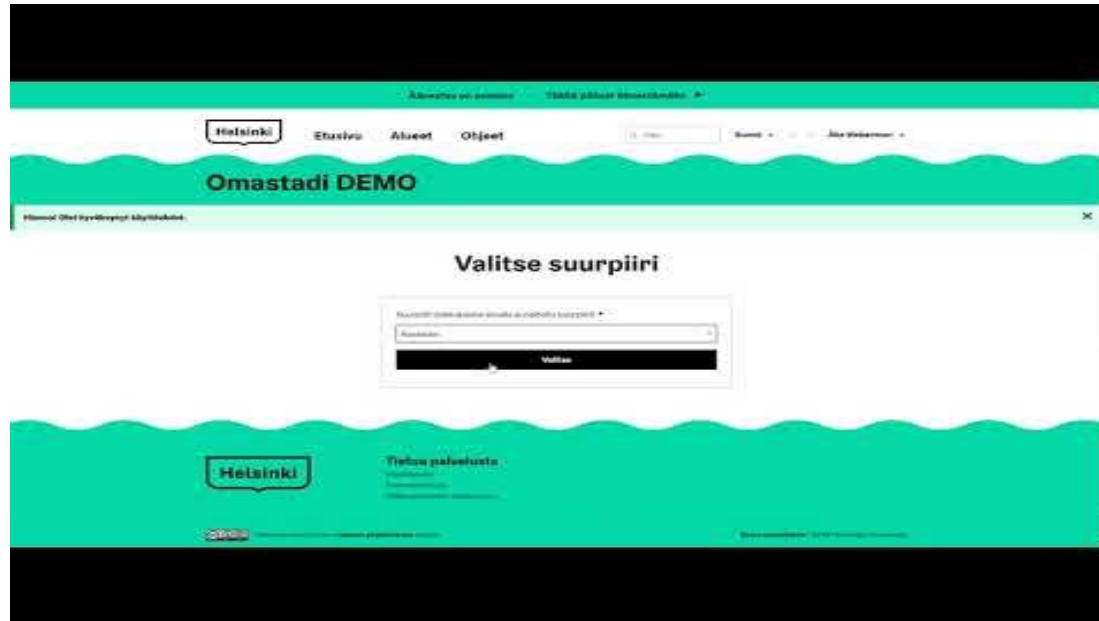
OmaStadi – Helsinki's participatory
budgeting



How to make single task easy?

Helsinki PB also tries to attract citizens, who busy and uncommitted to participation, but perhaps willing to make a few mouse clicks once a year.

How to make a single task easy on multi-purpose platform like Decidim?



User feedback is mixed

Feedback on user experience has been very mixed. The website has been described both as “super easy to use” and “totally impossible to use”.

Several applauding comments regarding transparency and user rights (e.g. ability to download all data associated with own user account.)

Many inquires from public and civil sector organizations, who are interested in adopting Decidim.

People with limited digital and/or literal skills have felt they have not been given equal chance to participate because

- process and/or software is perceived too complicated
- strong identification (bank id or student id) is a barrier to many
- software requires modern browsers to work properly

Assisted voting in libraries did not compensate effectively.

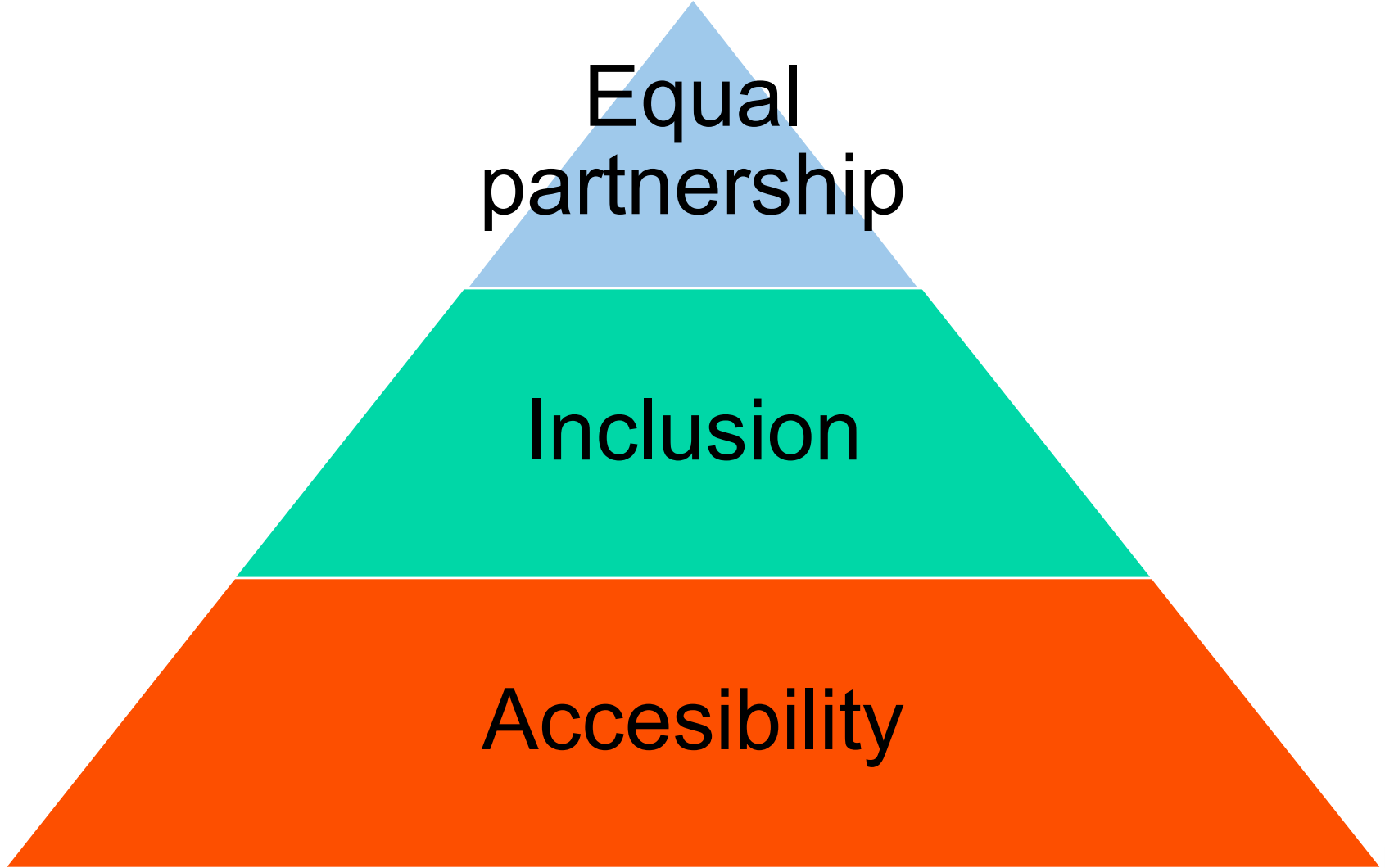
Who should be the target group?



Helsinki

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User-Driven Design



More information

Decidim Helsinki:

- info: dev.hel.fi/projects/decidim-helsinki
- source code: github.com/City-of-Helsinki/decidim-helsinki
- contact: Katja Henttonen, katja.m.henttonen@hel.fi

Helsinki Participatory Budgeting:

main website: omastadi.hel.fi

participation model: hel.fi/participationmodel

contact: Kirsi Verkka, kirsi.verkka@hel.fi

