

If you've ended up here, I recommend you check out the updated document at: <https://bit.ly/DigitalCivicEngagementTools>

Digital Public Engagement Tools

In the age of physical distancing, digital civic engagement is a critical tool for keeping our communities, governments and organizations thriving.

This list was initially developed in 2017 as part of [IAP2 Canada whitepaper, Digital Engagement, Social Media & Public Participation](#) written by Susanna Haas Lyons, Civic Engagement Specialist. Since April 2020, Susanna has updated the list (see below), and many others have contributed.

Please Contribute

Please add tools (and link to them), add new categories, edit the definitions, and share with your colleagues. Thanks! [@zannalyons](#) or find me on [LinkedIn](#).

Share this document with the shortlink <https://bit.ly/digitalP2tools2020>

Other Resources

Other resources to support virtual engagement Susanna has recently contributed to:

- [Best practices for engagement during COVID-19](#), Salt Lake City
- Public Participation Technology in a Time of social distancing [slides](#) and [webinar recording](#)
- Online courses with IAP2 Canada and USA on [Social Media and Public Participation: How to design and host effective digital public engagement \(search for the latest class\)](#)

The need is great to ensure equity, diversity and inclusion are at the forefront of our digital engagement strategies. Some resources I'm inspired by are:

- [Safe and Equitable Engagement Spaces in the Age of COVID-19](#), Simon Fraser University

- [Principles For Equitable Public Outreach & Engagement During Covid-19 and Beyond](#), Nelson\Nygaard

Categories & Examples of Digital Public Engagement Tools (version 2)

Tools hosted in Canada (please add others:

Engagement Platform: EngagementHQ, Cocoriko, 76engage, CivilSpace

Interactive Survey: MetroQuest, Ethelo, Consider.it

Ideation: ThoughtExchange

Whiteboard: Stormboard

Surveys: almost all the big ones have Canadian servers

Tool Suites

Engagement Suites Mix of tools from one provider to get input from the public or stakeholders	
Top Pics: BangTheTable , Citizen Space , The Hive , 76Engage , Cap-collectif , Neighborland , Konveio , PublicInput , CivilSpace , SitePodium , Social Pinpoint , Popdat , Publivate , Social Pinpoint , CitizenLab , Mind Mixer , CivicPlus , e-Democracia, OpenTownHall , PlaceSpeak , Cocoriko , Kuorum , Participate.Online	

Collaboratively identifying, exploring and prioritizing ideas

Dialogue and deliberation Discussion platforms to foster civic exploration of choices to be made	Ideation Elicit ideas and levels of support for the ideas	Mapping and Wikis Collect and display geographic data	Interactive Budgeting
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Top Pics: Ethelo, Consul, Common Ground for Action, Neighborland, Consider.it, Citizen's Foundation CivilSpace, Loomio, Decidim, PlaceSpeak, CitizenOS, Fluicity, TextTalkAct, civil dialogues, Deliberations.US	Top Pics: Thoughtexchange, Pol.is, Neighborland, Consul, IdeaScale, Spigit, Citizenlab, PV Collab, Ideation360, Crowdicity, Discuto, UserVoice, Insights, Your Priorities, Tricider, Wayblaze, BangTheTable;	Top Pics: Social Pinpoint, Courbanize, BangTheTable ESRI including StoryMap?, ArcGIS Hub, Ushadi, Trailmark, Maptionnaire, Urban Footprint, Maphub, Plan together; Google Earth, Vertiscee, History Pin	Consul, CitizenBudget, OpenGov, Fluicity, BalancingAct/BangTheTable
Serious Games Playful tools to engage on serious issues	Document Commenting	Synchronous Dialogue & Deliberation	Decision Making
Charlotte Future City on Tabletopia, Kahoot, Block By Block, New Shores, Games for Sustainability, 2050 Pathway, Virtual Energy Hero, see ideas at Games for Cities	Konveio, PubPub, Google docs (commenting)	Video Kazm/Deliberations.us Text Common Ground for Action In person Cortico	Borda Vote

Facilitation tools

Workshop Facilitation Suites	Fun / Ice Breakers		
Howspace, Sheshboard, Facilitate Pro Engagement Planning: Scaffle	Piccles		

Social Media and Information Sharing

Social media Users create and share content with others in their networks	Social Listening and Communication Monitor social media for relevant discussions; social media communications management	Knowledge Sharing Sharing knowledge via collaborative Q&A's
Facebook, Twitter, LinkedIn, Instagram, Reddit, YouTube, Snapchat, Tik-Tok ClickToTweet	Hootsuite , Sprout Social , Buffer , Google Alerts , ZenCity	Quora , Ask Us , Reddit , Discord
Microsites Share project updates for public or participant communication		
Google sites, SquareSpace		

Citizen action and reporting

Citizen Reporting Residents to notify their (municipal) government of items in need of attention	Hyper-Local Groups Neighbourhood or school-based forums for social and issue based conversations	Citizen Science Contribute data to a common collection	Volunteer Organizing Self-organized individual volunteer efforts
SeeClickFix , FixMyStreet , PublicStuff , Open 311 , CoastSnap	Nextdoor , E.democracy.org , various online forums, blogs, social media groups, LocalWiki , Front Porch Forum	Ushahidi , Zooniverse , CitizenScience.gov , Lake Observer , BCWF Conservation App , eBird , Journey North , Eureka , iNaturalist	SnowCrew , Volunteer Spot , Recovers.org , Volgistics, SignUp.com

Surveys & Polls

Ongoing Survey Group Volunteer group shares demographics and takes part in ongoing survey responses	Surveys Collect responses to questions	Polling Qualitative or quantitative poll via text message or internet browser; Can be used to solicit and rank speaker questions	SMS Notifications send bulk text messages
Cherp , BangtheTable , Vision Critical , Publivate , Cspace , FlashVote	Top Pics: MetroQuest , Survey Monkey , Simple Survey , Voxco , Jitsutech , Lime surveys , SurveyGizmo , Google Forms , Popdat , Microsoft Forms , Limesurvey , Thoughtexchange , PlaceSpeak , Survey123 by ESRI , ArcGIS StoryMaps , QuestionPro , Qualtrics	Top pics: Mentimeter , Sli.do , PollEverywhere , Kahoot Textizen , Pigeonhole , PublicInput , Rank.it , TurningTechnologies , Glisser , AhaSlides	SimpleTexting , MobileCommons , Mindiply , Community Connect Labs , Meeting Pulse , Community , Message Media, WhatsApp, Connect Rocket
Bots			
Hello lampost			

Live Events

Live Streaming Share live video of event	Video meetings	Public Meetings	Large-scale Phone Meeting
Facebook Live, YouTube Live, Streamyard , CrowdCast OpenBroadcaster, CrowdCast, Periscope, BeLive, Twitch, MS Team Live Events,	Top Pics: Zoom, MaestroConference, Google Meet Qigo , Lifesize, PublicInput.com , Blue Jeans , escribe meetings , Jitsi , Skype, Microsoft Teams, WebEx, Flipgrid , Gather.town , Remo , KumoSpace , Butter, VoiceVoice, Customizable online meeting spaces: Wonder , Trember, Spatial, Inspace, Teooh, Topia, Butter	Realtime Public Meetings eScribe , OpenTownHall , ProudCity , On-demand Presentations EnCiv	MaestroConference, Tele-Town Hall , Telephone Town Hall Meeting , Stratcom, Converso ,
Event platforms	Training Learning spaces	Asynchronous Activities	Webinar
Hopin , Remo , Adobe Connect, Shindig , On24, Hangouts Meet, Eventmobi, Microsoft Teams, Pheedloop, WHOVA , GatherTown , Crowdpurr	Mighty networks , Canvas, Webex Training , Moodle ,	Scavenger hunt with Goosechase	Big Marker

Advocacy

Petitions Collect signatures for or against something	Advocacy Platforms Digital tool suites to facilitate political or community organizing		
Change.org , WeThePeople , Care2 , Online Collection Software proca.foundation	proca.foundation New Mode , Phone2Action , ActBlue,		

Logistics & Team Collaboration

Event RSVPs Help groups assemble offline or sign up for online events	Team Coordination	Whiteboard, Brainstorming, Sticky Notes	Collaborative Documents
Eventbrite , Attending.io , TicketTailor	Slack, Microsoft Teams, Asana, Lucid WebEx, Milanote , Basecamp , Trello	Top Pics: Mural , Miro, Jamboard , Padlet , Groupmap AWW , Stormboard , Flinga , Allo , Draw.io , Concept Board , Scribbblar , Twiddla , Limnu , Groupboard , Ideaflyp , IdeaBoardz , Retrium, PowerNoodle , MeetingSphere, Pinup.com, Cardsmith , Microsoft Whiteboard	Google Docs , Etherpad , Dropbox Paper , Microsoft SharePoint Word document
Calendaring			

Signupgenius , Doodle, Clockwise , Calendly			
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Transparency

Legislative Process
WhatDoTheyKnow , TheyWorkForYou , TownHallApp , Fact Check

Communication Tools

Stakeholder Engagement Database	Visual Communication	Virtual Open Houses	Bulk Email
Borealis , Consultation Manager , Darzin , Quorum , Vuelio , Airtable , StakeTracker, Sto:loConnect, Constant Contact Client Relationship Management (CRM) System CiviCRM, ArcGIS Hub, Blackbaud, Praxis, Silvacom, hubspot ,	Graphic Design/ Slide Tools beautiful.ai , Canva, Slides.Go , Xtensio , MS Sway , Royalty free Images Unsplash, Pixabay Morguefile, Pexels, Gratisography, IM Free, Raw Pixel, Reshot, FancyCrave, New Old Stock, The noun project (icons) Royalty Free Images with Diverse Subjects Burst , affecttheverb , Nappy.co Digital Storytelling	Information Civil Space , StoryMaps , Virtual Reality Spatial Media Document Commenting Konveio , Synchronous Meeting PublicInput.com , 76 Engage , Facebook, Zoom	

	Video Peel Video Presentations Mmhmm.app		
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Input Analysis

Qualitative Analysis - Natural language processing	Qualitative Analysis - Manual coding	
Natural language processing ConsultationManager , Publivate , LIWC Iramuteg Qualtrics , Python (to build a specialized tool)	Manual coding Nvivo , Dedoose , MAXQDA , ATLAS, f5analyse, Recollective,	

Categories & Examples of Digital Public Engagement Tools - VERSION 1 (unorganized)

Dialogue and deliberation Discussion platforms to foster civic exploration of choices to be made	Ideation Elicit ideas and levels of support for the ideas	Mapping and Wikis Collect and display geographic data	Social media Users create and share content with others in their networks
Top Pics: Ethelo , Consul , Common Ground for Action , Neighborland , Consider.it , CivilSpace , Loomio , Decidim , PlaceSpeak , CitizenOS , Fluicity , TextTalkAct ,	Top Pics: Thoughtexchange , Pol.is , Neighborland , Consul , IdeaScale , Spigit , Citizenlab , PV Collab , Ideation360 , Crowdicity , Discuto , UserVoice , Insights , Your Priorities , Tricider ,	Top Pics: Social Pinpoint , Courbanize , BangTheTable ESRI , ArcGIS Hub , Ushadi , Trailmark , Maptionnaire, Urban Footprint,	Facebook, Twitter, LinkedIn, Instagram, Reddit, YouTube
Serious Games Playful tools to engage on serious issues	Citizen Reporting Residents to notify their (municipal) government of items in need of attention	Ongoing Survey Group Volunteer group shares demographics and takes part in ongoing survey responses	Hyper-Local Groups Neighbourhood or school-based forums for social and issue based conversations
Block By Block , New Shores , Games for Sustainability , 2050 Pathway , Virtual Energy Hero , see ideas at Games for Cities	SeeClickFix , FixMyStreet , PublicStuff , Open 311 ,	Cherp , BangtheTable , Vision Critical , Publivate , Cspace , FlashVote	Nextdoor , E.democracy.org , various online forums, blogs, social media groups, LocalWiki

Legislative Process Transparency	Citizen Science Contribute data to a common collection		Petitions Collect signatures for or against something
WhatDoTheyKnow , TheyWorkForYou , TownHallApp , Fact Check	Ushahidi , Zooniverse , CitizenScience.gov Lake Observer , BCWF Conservation App , eBird , Journey North , Eureka	Quora , Ask Us	Change.org , WeThePeople , Care2 , Online Collection Software
Engagement Suites Mix of engagement tools from one provider	Advocacy Platforms Digital tool suites to facilitate political or community organizing	SMS Polling and Notifications Poll via text message or send bulk text messages	Event RSVPs Help groups assemble offline or sign up for online events
Top Pics: BangTheTable , Citizen Space , The Hive , 76Engage , Cap-collectif , Neighborland , Konveio , PublicInput , Popdat , Publivate , Social Pinpoint , CitizenLab , Mind Mixer , CivicPlus , e-Democracia	New Mode , Phone2Action , ActBlue,	PollEverywhere , Textizen , Sli.do , Pigeonhole , PublicInput , Metimeter , Rank.it SimpleTexting , MobileCommons , Mindiply , Community Connect Labs , Meeting Pulse , Glisser , Community	Eventbrite , Attending.io , TicketTailor Calendaring Signupgenious
Surveys Collect responses to questions	Volunteer Organizing Self-organize individual volunteer efforts	Live Streaming Share live video of event	Social Listening and Communication Monitor social media for relevant discussions; social media communications management

Top Pics: MetroQuest ,	SnowCrew , Volunteer Spot , Recovers.org , Volgistics, SignUp.com	Facebook Live, YouTube Live Streamyard , CrowdCast OpenBroadcaster, CrowdCast, Periscope,	Hootsuite , Sprout Social , Buffer , Google Alerts , ZenCity
Virtual meetings	Team Collaboration	Visual Communication	Training Learning spaces
Video Meetings Zoom, Qiqo , Lifesize, PublicInput.com , Blue Jeans , escribe meetings , Jitsi , Google Hangout, Skype, Microsoft Teams Realtime Public Meetings eScribe , OpenTownHall , ProudCity , Decidim On-demand Presentations EnCiv Event platforms Hopin , Remo , Adobe Connect, Shindig , On24, Hangouts Meet, Eventmobi, Microsoft Teams	Slack, Microsoft Teams, Asana, Lucid Milanote	Visual Tools beautiful.ai , Canva, Slides.Go , Xtensio Royalty free Images Unsplash, Pixabay Morguefile, Pexels, Gratisography, IM Free, Raw Pixel, Reshot, FancyCrave, New Old Stock, The noun project (icons) Royalty Free Images with Diverse Subjects Burst , affecttheverb Digital Storytelling Video Peel	Mighty networks, Canvas, Webex Training, Moodle, Kahoot
Whiteboard, Brainstorming, Sticky Notes, Collaborative Documents	Qualitative Analysis	Large-scale Phone Meeting	Document Commenting

Top Pics: Mural, Jamboard, Padlet, Groupmap AWW, Stormboard, Flinga Draw.io, Concept Board, Scribbblar, Twiddla, Limnu, Groupboard, Ideaflip, IdeaBoardz, Retrium, PowerNoodle, MeetingSphere, Collaborative Documents Google Docs, Microsoft Word Life, Etherpad, Dropbox Paper	Natural language processing ConsultationManager, Publivate, LIWC Manual coding Nvivo, Dedoose, MAXQDA, ATLAS, f5analyse	MaestroConference, TeleTownHall, Stratcom, Converso	Konveio, PubPub
Interactive Budgeting	Stakeholder Engagement Database	Websites	Bulk Email
Consul, CitizenBudget, OpenGov, Fluicity, BalancingAct	Borealis, Consultation Manager, Darzin, Quorum, Vuelio		

To be categorized

<https://www.collabito.com/>

[howspace.com/](https://www.howspace.com/)

<https://stormz.me/en>

<https://www.meetingsphere.com/meetingsphere-collaborative-meeting-solutions>

Other Resources

Jason Diceman's [review of collaborative tools](#)

Great resource of tools for remote teams

<https://www.collaborationsuperpowers.com/tools/#collaboration>

Canadian Center for Cyber Security, Considerations when using video-teleconference products and services

<https://www.cyber.gc.ca/en/alerts/considerations-when-using-video-teleconference-products-and-services>

<https://blog.lucidmeetings.com/blog/25-tools-for-online-brainstorming-and-decision-making-in-meetings>

<http://www.participatedb.com/tools>

<http://www.fullcirc.com/wp/wp-content/uploads/2015/12/SoYouWanttoHostaWebMeeting.pdf>

<http://www.publicvoice.co.nz/online-engagement-tools/>

Examples

<https://resources.centreforpublicimpact.org/production/2019/09/tackling-challenges-together.pdf>