

Citizen Engagement Maturity Model

Complete this quiz to find out how advanced your organization is at engaging citizens!

START
HERE

What venues does your organization have for citizen feedback?

Online Offline Both

When citizens communicate with your organization, they have option to:

Send email or online comment Call City Hall Both

Your organization is at

LEVEL 1



One-way Communication

No

Is your organization on social media?

Yes

Rarely

Occasionally

Consistently

How often are you posting on social media?

What type of content are you posting on social media and public forums?

News Questions Both

Do you integrate feedback from online and offline channels into decisions?

Yes

No

Does a team member share citizen feedback when you're making decisions?

Yes

No

Your organization is at

LEVEL 2



Feedback Integration

Ask for feedback and ideas from citizens

When you're stuck on a project, you:

Get frustrated

Talk to coworkers

Your typical problem-solving process is:

Internal, but includes citizen ideas

Public and collaborative

Your conversations with citizens are characterized by:

One time idea exchange

Several rounds of Q&A

Continuous idea sharing and interaction

Your organization is at

LEVEL 3



Continuous Feedback Cycle

After successfully implementing citizen ideas, you:

Take all credit

Publicize citizen participation and feedback

CONGRATS!

You are a **Master of Citizen Engagement!**

