



PARLAMENTO DE ANDALUCIA



**REPORT ON BEST PRACTICES AND INNOVATIVE
PROJECTS ON E - DEMOCRACY AND
TRANSPARENCY IN PARLIAMENTS OF CALRE**

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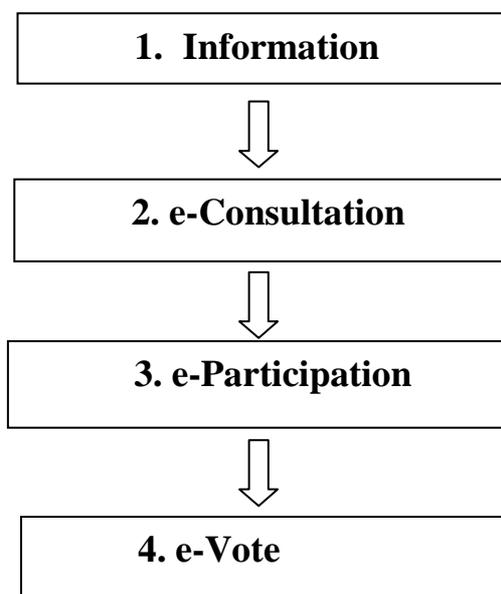
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INTRODUCTION

This report on best practices and innovative projects on e-Democracy in the Parliaments of CALRE culminates the two lines of action of the Work Plan of the Working Group on e-Democracy 2014. This study was conducted to achieve objectives that we also set in the aforementioned plan. To analyze the evolution in the field of e-Democracy over the past two years, 2013 and 2014 in Parliaments and subsequently share suggestions for improvement and commitment, a **questionnaire** was sent to all the Regional Legislative Assemblies of CALRE with the aim that the result of this comparative study is broadly representative.

The study consists of four parts: **I) Developments in e-Democracy, II) System on e-Democracy and Best Practices, III) Innovative Projects in e-Democracy and Transparency and IV) Conclusions.**

The first part of the study is to analyze the evolution of parliaments in **the phases of e-Democracy**, showing the degree of participation and interaction between citizens and parliaments.



In addition to the phases of e-democracy, this first part includes a fifth section called **Attracting young people to the Policy**, and that given the growing political disaffection of citizens and a progressive distrust of institutions and Politics, we find essential importance to attract young people to the public interest, social issues and politics, as one of the objectives of the working plan of this group of CALRE.

This analysis of evolution is to know if parliaments are implementing improvement proposals that were formulated in the conclusions of the Report of the Comparative Study of parliaments CALRE 2013 of this working group, presented to the Plenary Assembly of the CALRE in Brussels.

After know the evolution in e-Democracy, the second part of the report called **System on e-Democracy and Best Practices**, is a further step, to assess what is the impact of all these e-democracy initiatives (links to full live to plenary sessions, social networking, web spaces of Popular Legislative Initiative ... etc) **to generate proximity to citizens and recovering citizen trust**. This crucial issue, which was highlighted by the President of the CALRE in 2013, Françoise Dupuis, in the Parliament of Andalucía at the meeting of the CALRE working group on e-Democracy 28 and May 29, 2013, stating the need assess the connection between tools in e-Democracy and the objective of moving forward in the concept of Open Parliament.

The system of e-Democracy will establish **initiatives- target specific** to be developed by the parliaments in the present and future, with the agreement of the group members to implement e-democracy tools in our parliaments.

The third part of the report is on **Innovative Projects in e-Democracy and Transparency**, which have been forwarded by the parliaments participating in the study.

PART I: EUROPEAN STUDY OF EVOLUTION ON E-DEMOCRACY

I. INFORMATION OF CONTENTS ON WEB

We received completed questionnaires from **21 Regional Parliaments of CALRE**: Parliament of Upper Austria (Oberösterreichischer Landtag), Parliament of Åland (Finland), Parliament of Andalusia (Spain), Junta General of the Principality of Asturias (Spain), Legislative Assembly of the Autonomous Region of the Azores (Portugal), Parliament of Catalonia (Spain), Parliament of Styria (Austria), Parliament of Extremadura (Spain), Flemish Parliament (Belgium), National Assembly for Wales (United Kingdom), Parliament of Galicia (Spain), Regional Council of Lombardy (Italy), Regional Council of Molise (Italy), Regional Assembly of Murcia (Spain), Regional Assembly of Piedmont (Italy), Parliament of Salzburg (Austria), Regional Legislative Assembly Umbria (Italy), Parliament Wallon (Belgium), Basque Parliament (Spain), Parliament of the French Community / Federation Wallonia-Brussels (Belgium) and Parliament of Vorarlberg (Austria).

In the Report in 2013, 22 parliaments participated in this study and in this year report 21 parliaments are involved. The sample under study is different with respect to number of parliaments, as some of parliaments are different. Of the sample of this year, 10 parliaments were also in the study of the previous year and 11 parliaments are new, expanding the total number of analyzed parliaments that lets us know their situation in e-Democracy. Although the sample of parliaments is not the same, the difference in the number of parliaments has no effect on the study of evolution because the calculations are made in percentage terms. Some effect is that some of Parliaments are different, what we will explain in the report to find out what the status of the e-Democracy in the regional parliaments of CALRE.

We thank all the parliaments that have submitted their completed questionnaires in order to participate in this comparative study, thus having a large sample of regions from seven of the eight countries members CALRE regions, allowing us to analyze a greater diversity of situations and provide a better representation to results.

We begin by analyzing **the first phase of the e-Democracy: Information**, that the questionnaire under the heading *Information Web contents* includes several thematic blocks, starting with the corresponding *General Information* based on a set of items on accessibility of the web, tracking the average number of visits per month, if Parliaments have links to other regional assemblies among others.

The Table nº 1 shows the percentage analysis (proportion of Parliaments) and the total number of Parliaments that have different items and its evolution in years 2013 and 2014:

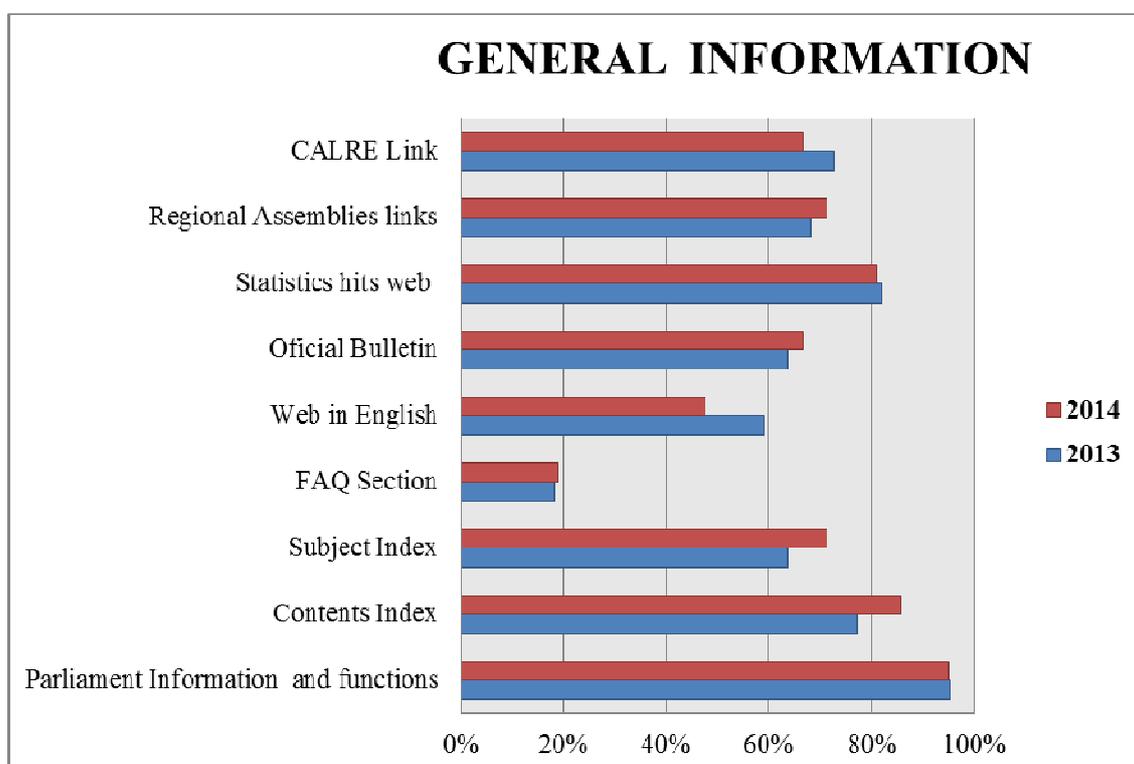
TABLE N° 1

GENERAL INFORMATION: ITEMS	PERCENTAGES 2013	TOTAL 2013	PERCENTAGES 2014	TOTAL 2014
1. Parliament Information and Functions	95,45%	21	95,24%	18
2. Contents Index	77,27%	17	85,71%	18
3. Subject Index	63,64%	14	71,43%	15
4. FAQ Section	18,18%	4	19,05%	4
5. Web accesible in English	59,09%	13	47,62%	10
6. Oficial newsletter/bulletin on web	63,64%	14	66,67%	14
7. Statistics hits web	81,82%	18	80,95%	17
10. Regional Assemblies Links	68,18%	15	71,43%	15
11. CALRE Link	72,73%	16	66,67%	14

The Table n° 1 shows broadly **positive developments in these two years with high values of the indicators**, the parliamentarians web have **index of contents**, increasing from **77.27%** in 2013 to **85.71%** in 2014. **The index of subject**, goes from **63.64%** to **71.43%**; both indicators are an important issue from the point of view of accessibility and usability of the website. Slight increases were also observed in **incorporating FAQ section and the publication of the Official newsletter on the web**. In some of the indicators that a decline does not mean a regression in the status of e-Democracy, but it is only the effect mentioned above derived from the participation of new parliaments that make different the base of the sample observed. New Parliaments incorporated this year that do not have that indicator while other parliaments in the previous study had the indicator have not participated in this study.

Observe the evolution in the following graph:

CHART N° 1



A significant positive trend is observed in the indicator of visits average of parliamentary web. Web statistics visits are essential to know what is the degree of dissemination of parliamentary web through visits recorded by the counter. If we track the evolution of this indicator we can know whether the actions developed in the other phases to promote the participation and consultation of citizens shall be effective, the first step for the interaction with citizens is that they visit the web.

It is useful to track the average number of visits per month on the web. The number of visits depends on several factors, including the date of the counter and the actions taken to promote visits.

Consider the data in Table 2013 Pointer visits to the website:

TABLE N° 2

PARLIAMENT	COUNTER DATE	N° AVERAGE HITS WEB
Flemish	2006	150.000
Lombardia	2001	110.000
Wales	jul-09	85.000
Catalonia	2006	65.000
La Rioja	jun-07	55.000
Veneto		50.000
Extremadura	6 years	22.300 - 80.000
Brussels	6 months	26.770
Andalusia	2012	25.000
Baleares	2009	20.000
Saxony		18.000
Abruzzo	17 months	15.000
Navarra	11/09/2009	11.600
French Community Wallonie	2010	11.000
Madrid	sep-07	9.100
Region Las Azores	1 year	9.000
Styria		7.500
Bremen	03/2011	6.150

In 2013 the Flemish Parliament was the first on number of visits of parliamentary web with an average of 150.000 hits per month, Catalonia second with 110.000 visits and the National Assembly for Wales with 85.000 visits.

However, as shown in Table No. 3, in 2014 the first parliaments on visits have doubled their web visits; the Flemish Parliament has 333,000 visits monthly on average, Catalonia 317,000 visits and Piedmont has 200,000 visits.

TABLE N° 3

PARLIAMENT	COUNTER DATE	N° HITS WEB AVERAGE
Flemish	2013	333.000
Catalonia	January 2014	317.000
Piedmont		200.000
Lombardia	2001	130.000
Wales	July 2009	65.246
Galicia	2007	60.242
French Community Wallonie	01/01/2012	50.000
Basque		40.000-60.000
Andalusia	2012	26.200
Umbria	1 year	25.000
Vorarlberg	2002	25.000
Extremadura	2006	21.000
Wallon	2008	15.000
Asturias	2014	12.403
Region Las Azores	2 years	8.700
Salzburg		3.000
Styria	2005	400

Also on the Phase of information and under the heading questionnaire of **Information about Web Contents**, the second thematic block is the related to the information provided on the website of the **Parliamentary Debates or Plenary sessions**, which can be seen in the table n° 4:

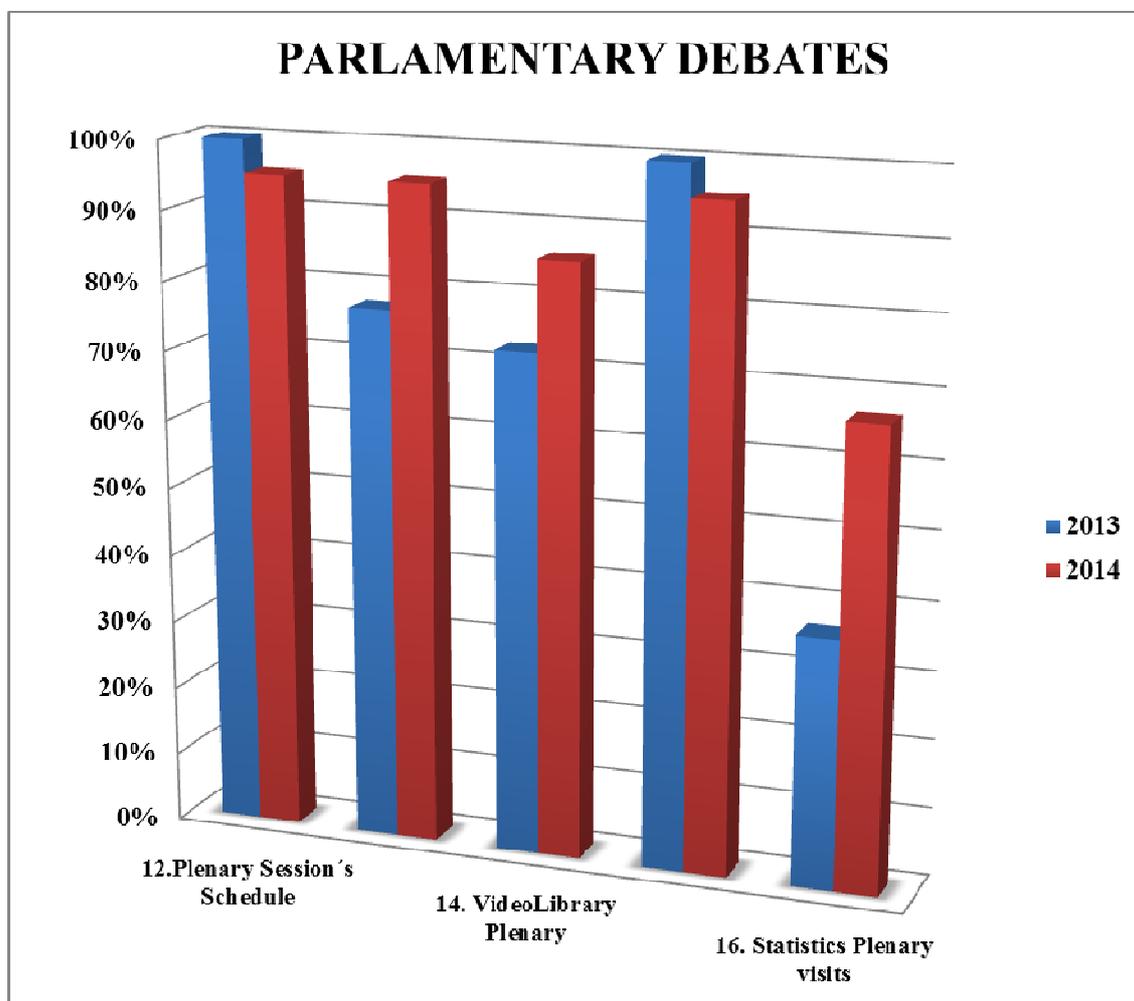
TABLE N° 4

PARLAMENTARY DEBATES INDICATORS	TOTAL 2013	% 2013	TOTAL 2014	% 2014
12. Calendar of Plenary Sessions	22	100%	20	95,24%
13. Live Plenary sessions on web	17	77,27%	20	95,24%
14. Video Library Plenary	16	72,73%	18	85,71%
15. Transcribed Text Plenary	22	100%	20	95,24%
16. Statistics tracking Plenary	8	36,36%	14	66,67%

In parliamentary debates a significant evolution is observed in almost all indicators. **All parliaments published online calendar plenary sessions in 2013 and 95,24% of Parliaments in 2014. Positive developments in the live broadcast of the plenary session on web**, which increases from **77.27%** to **95.24%**, **and on video library**, of **72.73%** to **85.71%** of parliaments of the respective samples, are produced. The indicator on the publication of the full text transcript of the plenary sessions on the web is the only indicator in this block that decreases slightly.

Especially significant is the increase in the analysis of statistics tracking the plenary sessions on the web, while in 2013 it performed the **36.36%**, in 2014 increased to **66.67%** of the Parliaments. Developments in all indicators illustrated in Chart 2.

CHART N° 2



We emphasize the high growth in the average number of visits by month of Plenary sessions on the web. Tables 5 and 6 show the growth in the first three parliaments in numbers of visits to the plenary on web in the year 2013 which are Parliaments of Catalonia, Extremadura and Andalusia. While in 2014 are the Parliaments of Catalonia, Flemish Parliament and Parliament of Andalusia. Especially relevant is the evolution of Catalonia passing **20.700 hits per month** in 2013 to **73.000 visits in 2014**. Flemish Parliament passes from **1,000 visits in 2013 to 12.500 visits in 2014**. Positive trend is observed also in the number of parliaments that monitor of visitors to the plenary on web. The data of all parliaments are shown in Tables 5 and 6.

TABLE N° 5

PARLIAMENTS 2013	N° PLENARY WEB VISITS
Catalonia	20.700
Extremadura	6.000
Andalusia	3.000
Saxony	2.600
Lombardia	2.000
Region Las Azores	1.000
Flemish	1.000
Madrid	954

TABLE N° 6

PARLIAMENTS 2014	N° PLENARY WEB VISITS
Catalonia	73.000
Flemish	12.500
Andalusia	3.600
Asturias	3.100
Azores	2.000
Lombardia	2.000
Galicia	1.757
Basque	1.500
Extremadura	1.377
Styria	1.000
Piedmont	1.000
Wales	911
Vorarlberg	400
Salzburg	300
Umbria	250

The third thematic block under the Phase of Information is *Member of Parliament on website*. Table n° 7 shows the results of the different concepts of the profile information of the deputies, if web facilitates contact between citizens

and deputies providing their email address and Transparency in the activity of deputies.

TABLE N° 7

ITEMS MEMBER OF PARLIAMENT	TOTAL 2013	% 2013	TOTAL 2014	% 2014
18. Members´ email address	17	77,27%	21	100%
19. Plenary Interventions of members	10	45,45%	15	71,43%
20. Week Depute Agenda	1	4,55%	5	23,81%
21. Visits on Agenda	0	0%	3	14,29%
22. Legislative Initiatives submitted	17	77,27%	18	85,71%
23. Biography MPs	18	81,82%	20	95,24%
24. Statement of income	9	40,91%	9	42,86%
25. Profession deputies	17	77,27%	19	90,48%

The part relating to Members of Parliament in Web shows a high increase of evolution in all items. **In 2013, 77.27% of parliaments include the email address of the deputies on the web, while in 2014 all Parliaments published it.** This information provided by the parliaments is extremely useful for creating interaction and improve communication between deputies and citizens, essential to enable citizens to communicate with their elected representatives.

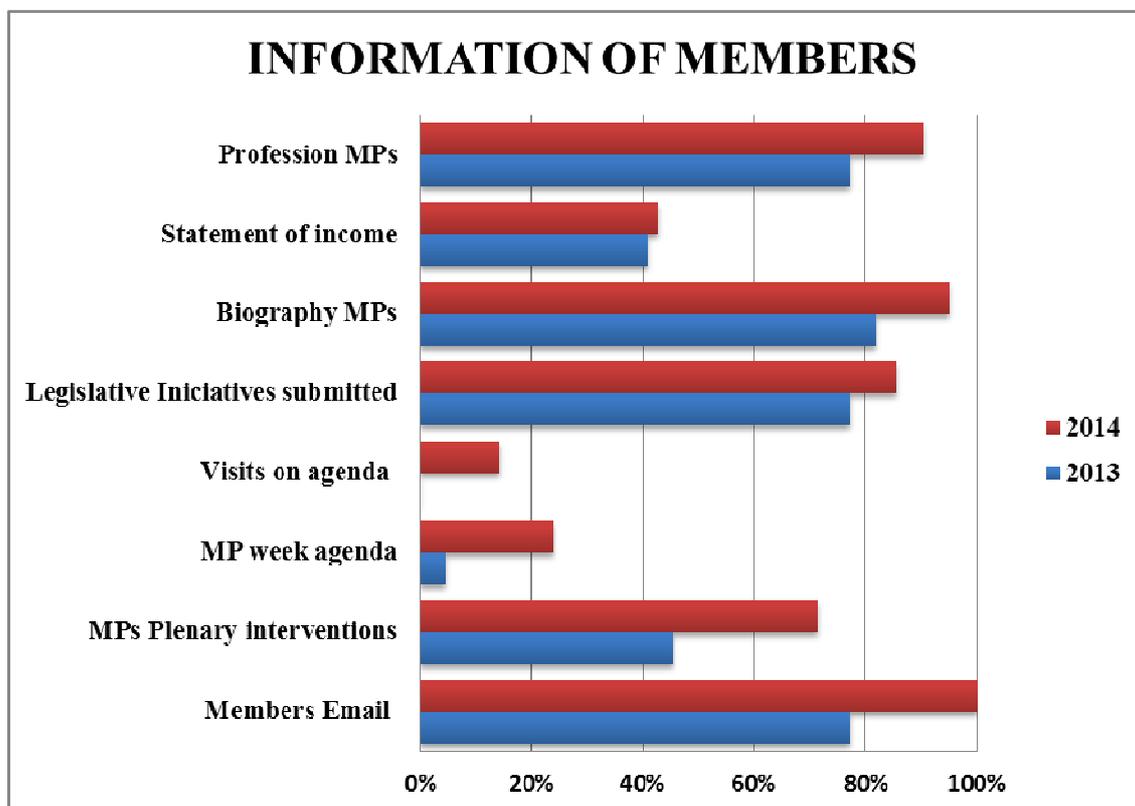
The indicator on the inclusion of the speech of Members in plenary and commissions on their personal record online shows **a significant increase from 45.45% in 2013 to 71.43% of the Parliaments in 2014.** This allows citizens to know the work done by its members individually and have more knowledge about their representatives.

We emphasize the positive increase in the **publication of Members agendas on the web from 4.55% to 23.81% of parliaments in 2014**. Perform this practice **Parliament of Åland, the National Assembly of Wales, Parliament of Galicia, Molise Regional Council and the Basque Parliament**.

An increase in the parliaments that **include the constituencies on the agenda in the web from none parliament in 2013 to 14.29% of Parliaments** is observed. Specifically, **the Parliaments of Galicia, Molise Regional Council and the Basque Parliament**.

The other indicators are experiencing growth in a positive evolution trend as seen in the following graph:

CHART N° 3



Also on the phase of **Information** and in the part of the questionnaire of *Information content of the web*, the fourth block is the *Legislation and Information of Parliamentary Committees.*

This part also shows a trend characterized by a positive increase in six of the seven indicators. **In 2013, 95.45% of Parliaments including the list of approved legislation on the web, while in 2014 95,24% of parliaments publish it.** This list makes easier for citizens to learn about the changes or additions to the laws in their region.

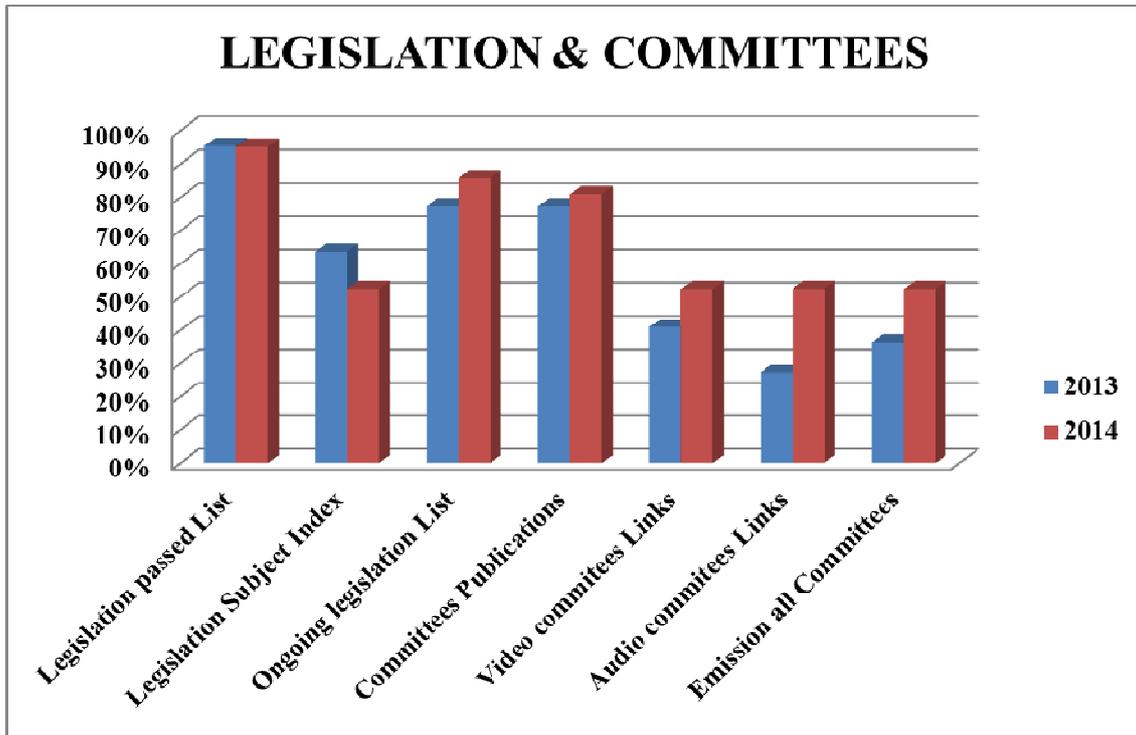
TABLE N° 8

LEGISLATION & COMMITTEES	TOTAL 2013	% 2013	TOTAL 2014	% 2014
26. Passed Legislation List	21	95,45%	20	95,24%
27. Legislation Subject Index	14	63,64%	11	52,38%
28. Pending Legislation List	17	77,27%	18	85,71%
29. Committee Publications	17	77,27%	17	80,95%
30. Committee Video List	9	40,91%	11	52,38%
31. Committee Audio List	6	27,27%	11	52,38%
32. Emission all Committees	8	36,36%	11	52,38%

A significant increase in publishing links video, audio and emission of all commissions in web them is observed. This increase facilitates access to the monitoring of commissions.

The positive trend in the graph n° 4 is observed.

CHART N° 4



II. PHASE OF e- CONSULTATION

We then analyze **the second phase of e-democracy: the e-Consultation**, based on a set of items to determine whether citizens can access information through the new instruments offered by modern technologies like RSS Subscription to the newsletter, calendar of plenary sessions, etc. Other question is if Parliaments make possible the questions of citizens through the web between other items.

In the e-Consultation Phase a positive development is seen in all indicators except the last one, as shown in the following Table:

TABLE N° 9

e-CONSULTATION	TOTAL 2013	% 2013	TOTAL 2014	% 2014
33. RSS Subscription Bulletin	7	31,82%	13	61,90%
34. RSS Subscription Subject	8	36,36%	9	42,86%
35. RSS Subscription Plenary schedules	7	31,82%	10	47,62%
36. RSS Subscription Commissions schedules	7	31,82%	10	47,62%
37. Full text Plenary subscription	9	40,91%	12	57,14%
38. Full text Commissions subscription	6	27,27%	6	28,57%
39. Citizen question webpace	6	27,27%	8	38,10%
41. Citizen questions Plenary Turn	1	4,55%	0	0%

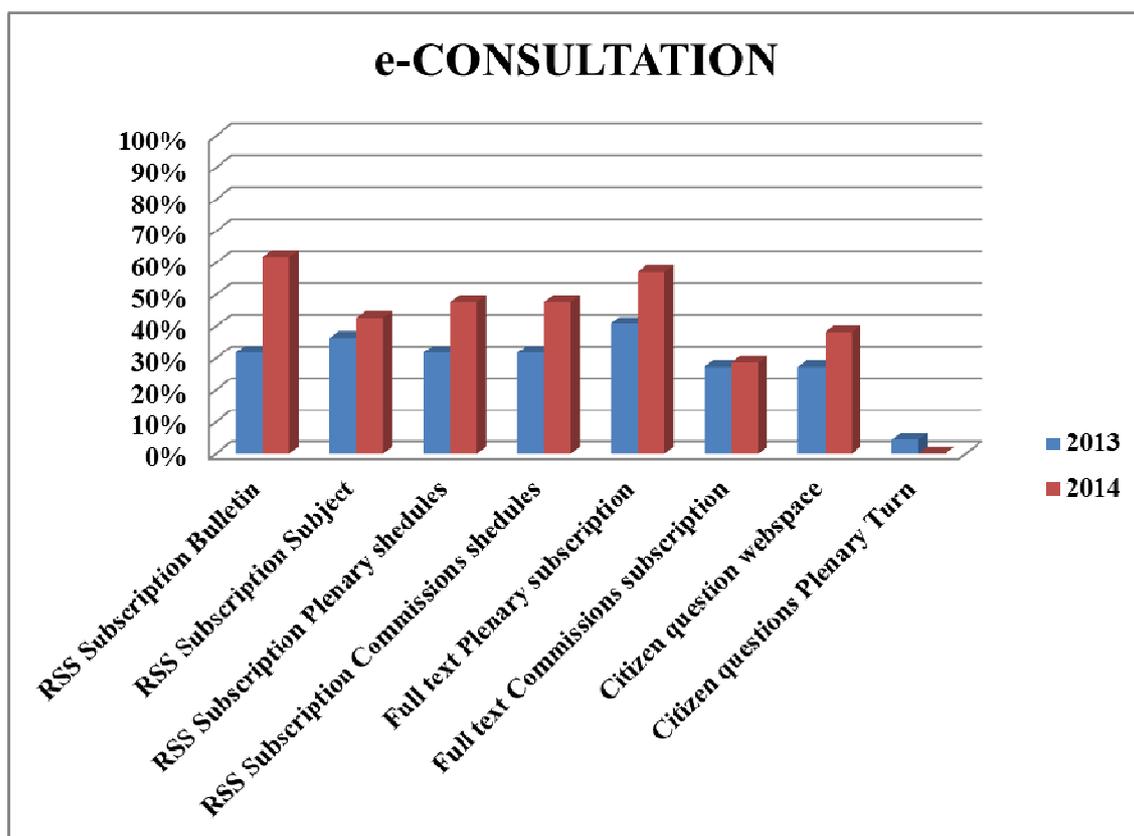
The indicator on the RSS subscription to Bulletin of Parliament is doubled, facilitating citizens receiving this information automatically, which increases from 31.82% in 2013 to 61.90% of the Parliaments in 2014.

A significant increase in the parliaments that have a **web space for citizens' questions** occurs, in 2013 the 27.27% of Parliaments had it on their website,

specifically the next 6 Parliaments: **Andalusia, Balearic Islands, Bremen, Catalonia, Madrid and Saxony.**

However, in 2014 it has increased to 38.10% of parliaments in particular 8 following: **Parliament of Andalusia, Parliament of Upper Austria (Oberösterreichischer Landtag), Parliament of Asturias, Extremadura Parliament, Flemish Parliament, Parliament of Galicia, Parliament of Murcia and the Basque Parliament.** This indicator is relevant in that it enables interaction between citizens and parliaments, not only in a sense, as information, but bidirectional.

CHART N° 5



To clarify, explain that the ultimate indicator decreased since the previous year because only one Parliament provided the citizens turn to formulate questions by MPs in Parliament in 2013, who was not involved in the study of 2014, resulting in none parliament of those in the sample has established this item. This is one of the indicators on which progress is needed in the future to increase citizen consultation.

To conclude this section, note that the e-Consultation Phase presents a positive trend in almost all indicators, while lower values are generally observed than in Phase I relative to Information. In the e-consultation phase will be necessary further progress in the future.

III. PHASE e- PARTICIPATION

The third phase of the e-Democracy is e-Participation, the analysis is based on a set of questions to see if the parliaments have channels and tools that allow the participation of citizens. The purpose is analyzing whether conduct opinion surveys online, online forums, social networks available on the web, videoconferences or promote means of direct contact with citizens.

As seen in Table 10, at this stage there is an increase in 15 of the 16 indicators. The indicator opinion surveys online increases from 9.09% to 14.29%. In 2013 were the Parliament of Extremadura and Flemish Parliament. **In 2014, three parliaments conducting opinion online surveys: National Assembly for Wales, Parliament of Galicia and Parliament of Murcia.**

In online forums indicator a significant increase of 9.09% in 2013 to 23.81% in 2014 occurs, more than doubling. In 2013, two Parliaments had online

forums: **Bremen Parliament and the Parliament of Extremadura**, while in 2014 there are five parliaments: **Catalonia, Extremadura, Galicia, Basque Parliament and Salzburg**. The Parliament of Catalonia makes this online forum for the development of Seat 136 and is developing eight online forums, corresponding to the 8 Laws Projects debated in the Seat 136.

The Parliament of Andalusia has passed the Law of the Seat 110 which allows the Popular Legislative Initiative can be presented and defended in the relevant parliamentary committees and in the plenary of the Parliament of Andalusia by a representative committee of citizen developer. The Parliament of Andalusia has 109 Members and the 110 Seat entitles citizens to have direct participation of one representative in the plenary session of the Parliament. The Parliament of Andalusia has been working on the possibility of creating an online platform in the parliamentary web for citizen participation in the Seat 110.

The Basque Parliament has articulated online forums in the **Space ADI Citizen Participation**.

An increase in the percentage of parliaments that have official account on the social networks Facebook, Twitter and YouTube Channel is also observed.

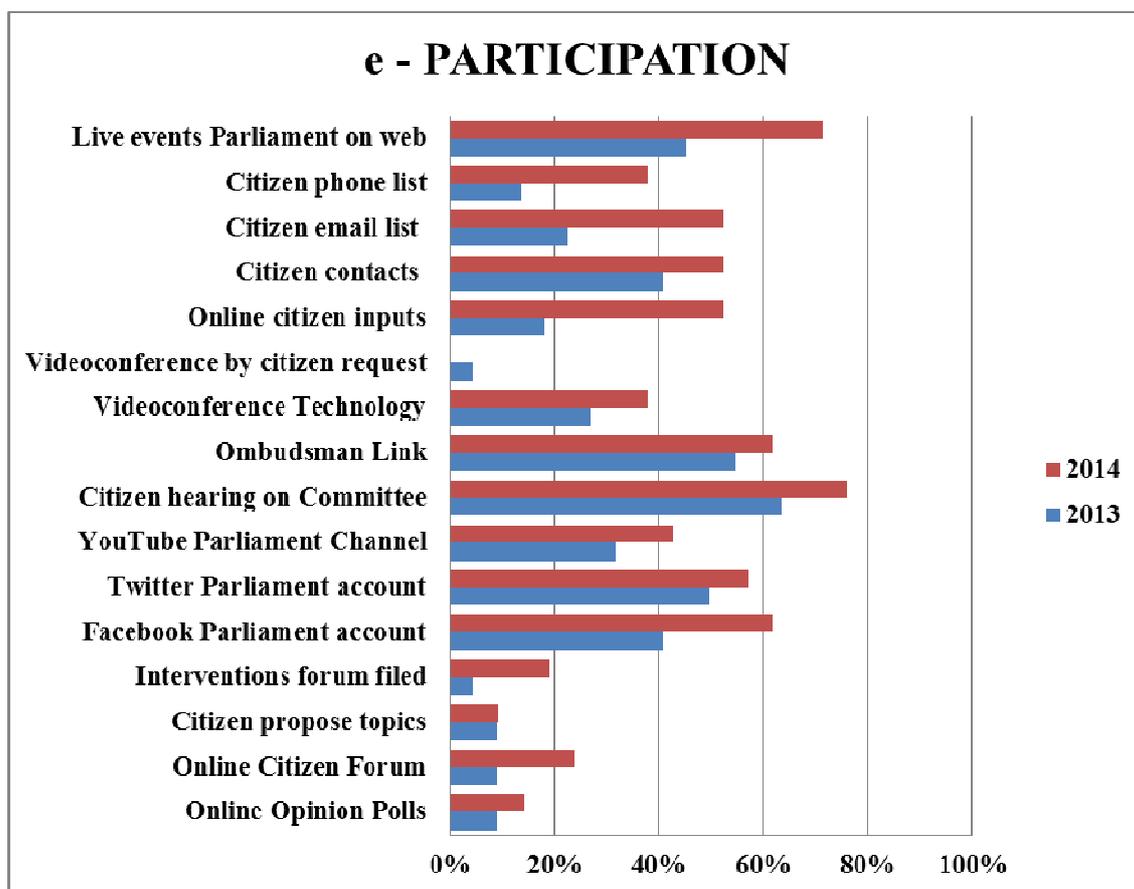
It is particularly relevant the increase of the indicator of online public input to pending legislation, which in 2013 was 18.18% and in 2014 is 52.38%.

An increase in the means of contact with the public by phone and email occurs, also **highlight by its importance the increase of parliaments who boost the concept of Open Parliament with live emission of events performed, growing from 45.45 % in 2013 to 71.43% in 2014.**

TABLE N° 10

e-PARTICIPATION	TOTAL 2013	% 2013	TOTAL 2014	% 2014
43. Online Opinion Polls	2	9,09%	3	14,29%
44. Online Citizen Forum	2	9,09%	5	23,81%
46. Citizen propose topics	2	9,09%	2	9,52%
47. Interventions forum filed	1	4,55%	4	19,05%
49. Facebook Parliament account	9	40,91%	13	61,90%
50. Twitter Parliament account	11	50,00%	12	57,14%
51. YouTube Parliament Channel	7	31,82%	9	42,86%
57. Citizen hearing on Committee	14	63,64%	16	76,19%
58. Ombudsman Link	12	54,55%	13	61,90%
59. Videoconference Technology	6	27,27%	8	38,10%
61. Videoconference by citizen request	1	4,55%	0	0%
62. Online citizen inputs	4	18,18%	11	52,38%
63. Citizen contacts	9	40,91%	11	52,38%
64. Citizen email list	5	22,73%	11	52,38%
65. Citizen phone list	3	13,64%	8	38,10%
66. Live events Parliament on web	10	45,45%	15	71,43%

CHART N° 6



Phase e-participation shows a very positive upward trend, although a significant increase was observed in most of the indicators, some others still have low percentages. At this stage Parliaments need to continue advancing with determination.

IV. PHASE OF e- VOTE

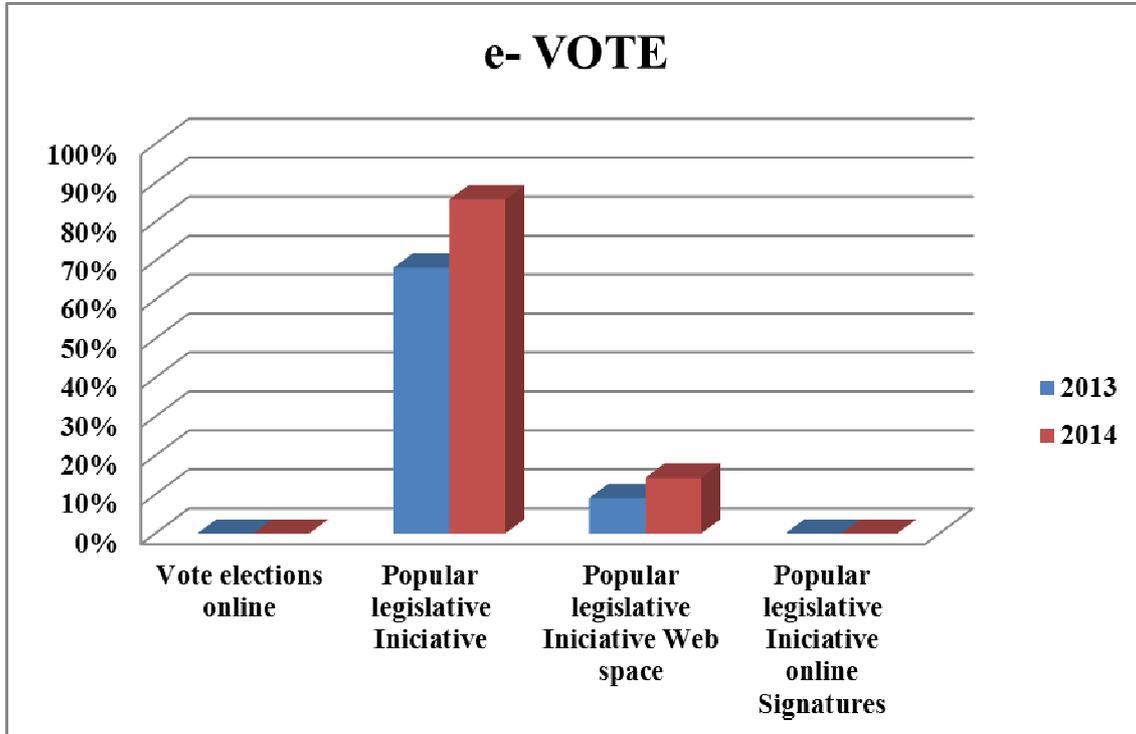
The Fourth and final Phase of the e-Democracy is e-Vote, whose analysis is based on know if it is possible to vote in the regional elections on-line and if Parliaments have the figure of Popular Legislative Initiative and its signature online.

As shown in Table No. 11, none Parliament of this study has still the vote on-line to regional elections. Some laws forbid it while for example the **Law on elections to the Basque Parliament has already foreseen this possibility** but so far has not been launched.

TABLE N° 11

e-VOTE	TOTAL 2013	% 2013	TOTAL 2014	% 2014
67. Vote elections online	0	0%	0	0%
68. Popular legislative Initiative (PLI)	15	68,18%	18	85,71%
71. PLI web space	2	9,09%	3	14,29%
72. Online PLI Signatures	0	0%	0	0%

CHART N° 7



Two of the four indicators of e-Voting Phase show a significant positive increase. Meanwhile indicator of **Popular Legislative Initiative (PLI)** in 2013 was **68.18%** and the **85.71%** of parliaments has PLI in 2014.

In addition, the percentage of parliaments, which have specific web space where citizens can present initiatives PLI and view the contents of the current initiatives, increases from 9.09% in 2013 to 14.29% in 2014. In 2013 Parliaments of the Autonomous Region of the Azores and Bremen have it, while three parliaments have such web space in 2014: **Parliaments of the Autonomous Region of the Azores, Galician Parliament and the National Assembly for Wales. The National Assembly for Wales is a concrete example of very positive developments in this regard in these two years of work of the Working Group e-Democracy CALRE.**

V. ATTRACTING YOUNG PEOPLE TO POLITICS

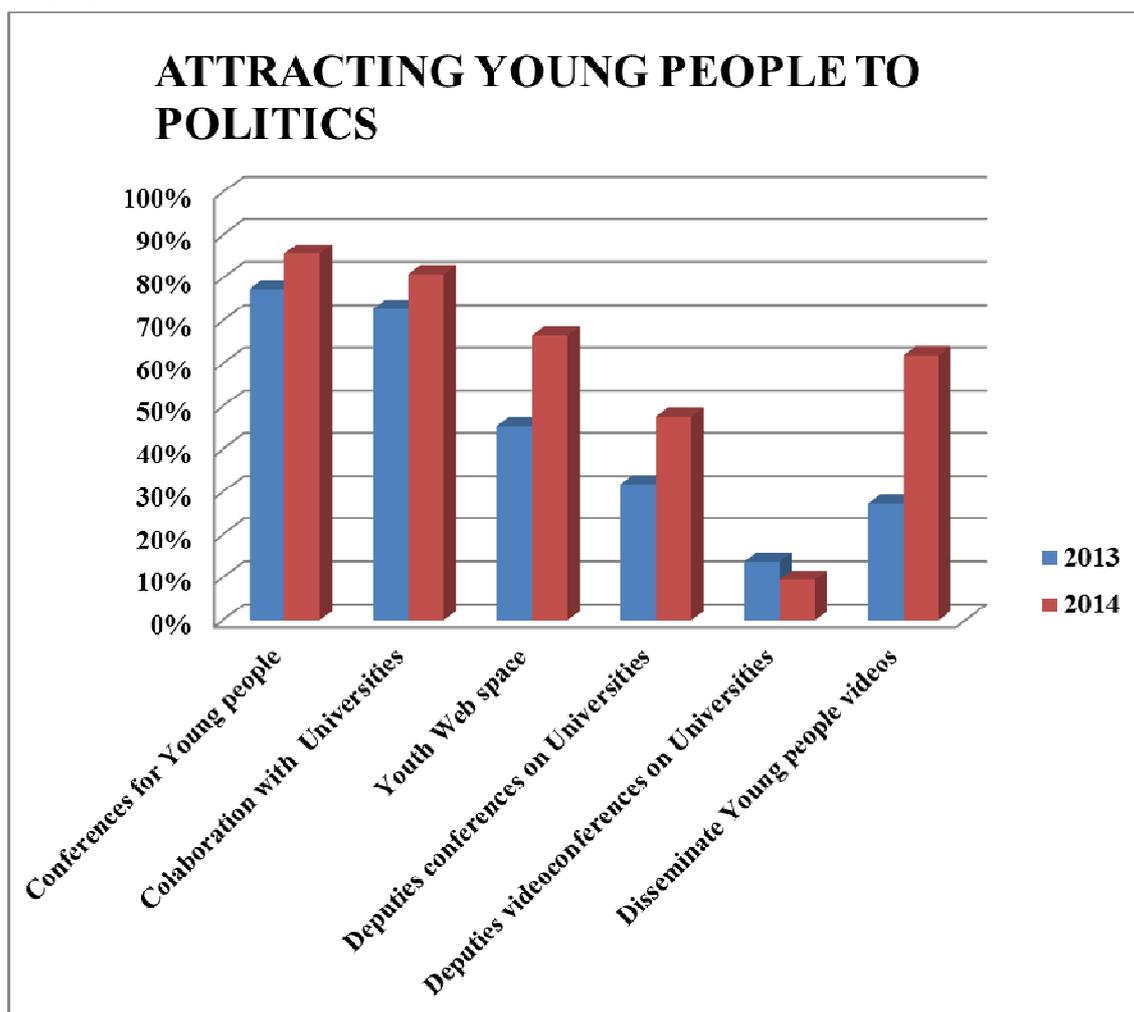
The last section of the first part of questionnaire is called **Attracting Young People to Politics**. We base this analysis on various initiatives: conferences and debates for young as Youth Parliament, collaborative relationships with universities and Young web space.

Of the 6 indicators 5 show an increasing trend in these two years with very high values, in particular have increased: the percentage of parliaments that have youth conferences as Youth Parliament, collaboration with universities, web space for young people, Parliaments promoting conferences of its Members and those who spread authorized photos and videos of young people participating in conferences and activities organized by the Parliament on social networks.

TABLE N° 12

ATTRACTING YOUNG PEOPLE TO POLITICS	TOTAL 2013	% 2013	TOTAL 2014	% 2014
73. Conferences for Young people	17	77,27%	18	85,71%
74. Colaboration with Universities	16	72,73%	17	80,95%
76. Youth Web space	10	45,45%	14	66,67%
77. Deputies conferences on Universities	7	31,82%	10	47,62%
78. Deputies videoconferences on Universities	3	13,64%	2	9,52%
79. Disseminate Young people videos	6	27,27%	13	61,90%

CHART N° 8



PART II: SISTEM ON e-DEMOCRACY AND BEST PRACTICES

I. INICIATIVES FOR THE RECOVERY OF THE TRUST OF CITIZENSHIP

The e-Democracy system we propose in this second part of the report consists of initiatives from the four phases of e-Democracy that have been rated by the participating parliaments, it doesn't matter if the initiatives have already been developed in their respective parliaments or not yet. Of the total of 21 parliaments, it should be noted that 7 parliaments have not responded to this second part of the questionnaire, so the study contains an assessment of 14 parliaments CALRE.

The ratings are calculated for each and every one of the initiatives in each phase of e-Democracy similarly, using the following formula:

$$\text{Initiative's Ratings} = \sum \text{Points on Feasibility} + \text{Opportunity} + \text{Effectiveness} + \text{Innovation} + \text{Impact in generating proximity to citizen} + \text{Recovery of Citizen Trust} - \text{Cost}$$

Tables nº 13, 14, 15 and 16 show the ratings of the initiatives in the 4 Phases.

TABLE N° 13

PHASE I: Information	POINTS
FAQ	164
WEB VISITS	154
LIVE PLENARY ON WEB	235
PLENARY STATISTICS	235
WEB MEMBER SPEECH	179
MEMBER AGENDA	221
STATEMENT OF INCOME	176
ONGOING LEGISLAT.	180
COMMISSIONS VIDEO	237

TABLE N° 14

PHASE II: e-Consultation	POINTS
RSS BULLETIN	194
RSS PLENARY SESSIONS CALENDAR	195
RSS COMMISSIONS	191
RSS PLENARY TEXT	147
RSS TEXT COMMISSIONS	151
QUESTION WEB SPACE	190
CITIZEN QUESTIONS PLENARY TURN	148

TABLE N° 15

PHASE III: e-Participation	POINTS
ONLINE OPINION POLLS	181
ONLINE FORUM	181
FACEBOOK	199
TWITTER	199
YOUTUBE CHANNEL	212
CITIZEN HEARING	198
VIDEOCONFERENCES	146
ONGOING ONLINE LEGISLATION	223
CITIZEN EMAIL LIST	170
EVENT BROADCAST	209

TABLE N° 16

PHASE IV: e-Vote	POINTS
ELECTRONIC ELECTIONS VOTE	123
POPULAR LEGISLATIVE INICIATIVE WEB SPACE	188
PLI ONLINE SIGNATURES	158

SISTEM OF e-DEMOCRACY

The system of e-Democracy proposed with the Ranking of initiatives sorted by rating given by the parliaments, from **highest to lowest score** in the different stages of e-Democracy are:

PHASE I: INFORMATION

- 1. Include in the web video link of committees**
- 2. Issuance of live plenary sessions on the web**
- 3. Statistics tracking the plenary on web**
- 4. Agenda of Members online**
- 5. Publication of ongoing legislation**
- 6. Interventions of Members in their personal profile online**
- 7. Statement of Income of Members**
- 8. Web section Frequently Asked Questions (FAQ)**
- 9. Statistics on the number of web visits**

PHASE II: e- CONSULTA

E-Consultation Initiatives ordered in accordance with the common assessment of Parliaments CALRE participants in this phase are:

- 1. Subscribe to RSS schedule of plenary sessions**
- 2. RSS Subscription to Bulletin of Parliament**
- 3. Subscribe to RSS calendar commissions**
- 4. Webspaces citizen questions**
- 5. RSS subscription to text of commissions**
- 6. Plenary Turn for Citizen questions by MPs**
- 7. RSS subscription plenary text**

PHASE III: e- PARTICIPATION

- 1. Citizens Contributions to the ongoing legislation**
- 2. Canal YouTube**
- 3. Live broadcast of events of Parliament**
- 4. Facebook**
- 5. Twitter**
- 6. Hearings of citizens from affected social sectors**
- 7. Surveys online**
- 8. Forums online**
- 9. Citizens email List**
- 10. Videoconferences of Parliament**

PHASE IV: e- VOTO

- 1. Webspaces of Popular Legislative Initiative (PLI) to present initiatives and view the contents of the ongoing initiatives**
- 2. Articulation online PLI signatures**
- 3. Study on Electronic voting in regional elections**

V. ATTRACTING YOUNG PEOPLE TO POLITICS

In this section the evaluation of the initiatives in the following table shows:

TABLE N° 17

INICIATIVES FOR YOUNG PEOPLE	POINTS
YOUTH PARLIAMENT CONFERENCES	208
YOUTH WEB SPACE	222
DEPUTIES CONFERENCES ON UNIVERSITIES	150

Initiatives in rank order from highest to lowest by the parliaments are as follows:

- 1. Young Webspaces**
- 2. Conferences and Debates as Youth Parliament**
- 3. Conferences by Members in Universities**

PART III: INNOVATIVE PROJECTS ON e-DEMOCRACY AND TRANSPARENCY

The third part of the report consists of innovative projects in e-Democracy and Transparency in the questionnaires received and explained by parliaments.

PARLIAMENT OF ANDALUSIA

- **Seat 110 (Escaño 110):** already approved by law, allows the Popular Legislative Initiative can be presented and defended in the relevant parliamentary committees and in the plenary of the Parliament of Andalusia by a representative committee of citizen developer. The Andalusian Parliament has 109 Members and 110 Seat entitles citizens to have direct participation of one representative in the Plenary session of Parliament.
- **TV retransmission Parliament Plenary, Committees, Conferences and events in the seat of the Parliament of Andalusia.** This year has installed a new technology that allows the website to see live plenary in all kinds of mobile devices and tablets. In addition, they are full broadcast live by regional television Canal Sur 2.
- **TV Program “Parlamento Andaluz” is broadcast on regional TV Canal Sur 2 summarizing all parliamentary activity every week.**
- **RSS subscribe to the official newsletter of the Parliament, the schedule of plenary and committee meetings as well as texts.**
- **Web space for citizens' questions.**
- **Information, divulgation and citizen participation through Social Networks: official accounts of Facebook, Twitter, YouTube Channel of Parliament.**
- **Virtual tour of Parliament in the parliamentary web to publicize the site.**

JUNTA GENERAL OF THE PRINCIPALITY OF ASTURIAS

- **Renewal website:** Currently the General Council of the Principality of Asturias is developing a new website to improve information content on parliamentary activity and contact citizens through the same with the public. It is expected that the new website is up and running in September of this year 2014.

- **Participation and attraction of young people to Politics:** This year, the Parliament of Asturias has launched a project "Conoce tu Parlamento" (Know your parliament) aimed at young students. This project is to bring those public schools that request it a workshop or exhibition, composed of informative panels, a video virtual tour of the office, answer a questionnaire to determine the degree of assimilation of the visit. This exhibition or workshop, to which access students of a school, allows students to select 45 MPs students who will visit the parliament in a scheduled date and occupy the seats in Asturian parliament where defend groups have been established, according to the work developed in their classes, a motion or initiative with various proposals. Each group has five minutes at the podium to defend his proposal and two minutes in a second operation to position relative to the other initiatives. In the end they vote initiatives. This student plenary relayed through the website as if it were an ordinary plenary session, and is usually followed by public school students who do not attended to parliament.

LEGISLATIVE ASSEMBLY OF THE AUTONOMOUS REGION OF THE AZORES

- **Phase Information: Googling project**, where a device google search on all legislative databases are implemented; Availability of the complete process of any legislative initiative.
- **Phase e-participation: online presentation of petitions and tracking through website of citizen initiatives and legislative requests.**

PARLIAMENT OF CATALONIA

The website of the Parliament mark as a strategic objective, maintained over time, bring the institution to the citizenship from putting technology and functionality of the network to service of relationships with citizens. For this purpose have been carried out the following projects:

Phase Information:

- **Channel Parliament (see video of all sessions and events, live and recorded)**
- **Check Real-time Information Parliamentary Activity System (SIAP, which is the internal database of the Parliament), of the parliamentary agenda and composition of the organs.**
- **Consultation of publications and other information resources. Access to the library database.**
- **Content sharing functionalities.**

Phase e-Consultation:

- **Subscribe by RSS, e-mail, ipodcast of the content of the web related to parliamentary procedure**

Phase e-Participation:

- **Parlament 2.0 (Parliament presence on the major social networks).**
- **Escó 136 - Seat 136 (functionality for citizen participation in the legislative process)**
- **E-peticions - e-petitions (application for exercising the right of individual or collective petition)**
- **Participation in discussions (forum for citizen participation in certain discussions, real-time).**

FLEMISH PARLIAMENT

The website is under review. Important aspects of the revised website are:

- Open data
- Integration with social networks
- Integration with the visitor center
- RSS
- Video and audio on-demand
- Language Accessible

Top tasks:

- Agenda
- Document Search
- Digital Newsletter
- Digital Subscription to a wide range of parliamentary information (agenda, laws proposals, motions and resolutions, questions, activities of individual members ...)
- Incorporating requests-module fully digitalized

The Flemish Parliament is developing a social media policy. [NVZ. Krachtlijnen aanvullen]

PARLIAMENT OF GALICIA

- **School Competition**
- **Parliament Xove**
- **Plenary of Children (UNICEF, Children Villages, schools, ...)**
- **Informative lectures for students of secondary schools.**
- **Collaboration of European educational programs (Comenius Regio)**
- **All legislative projects are posted on the web with the possibility for citizens to make suggestions and comments.**
- **Program of guided visits with possibility of booking the appointment by phone or through the web.**
- **Web posting all the bibliographic material published by Parliament.**
- **Several Conferences on current affairs (Europe, Economy, health promotion, ...)**

PARLIAMENT OF STYRIA

- **English Website**
- **Evo Cube (QR - Reader, information on the regional parliament of Styria)**
- **Pallast 2.0 (our work has been paperless since 2005, and this means that all of our official business handled without the use of paper)**
- **Smartphone App (soon we will be launching our own special application to give all access to all of our members and records legislation through mobile devices).**
- **Live broadcast**
- **Virtual tour**

NATIONAL ASSEMBLY OF WALES

The Assembly's ICT strategy sets out how we improve access to information, to further enhance e-engagement and e-business.

Specific examples include:

- The Assembly's website provides access to current and archived Records of Proceedings and the work of committees. There is a live feed for daily Plenary and committee agendas, papers and minutes.
- The Assembly publishes a fully bilingual Record of Proceedings which is processed to automatically add XML tags, timestamps and links to the

audio record. The RoP is thus fully searchable and users can access the Welsh, English and audio resources they are seeking. We are currently working on adding a video link to the RoP.

- The Assembly has developed an e-petition system, which allows citizens to submit a petition to the National Assembly, for consideration by the Petitions Committee. Petition progress can be monitored online and citizens can ‘sign’ the petition to indicate their support. The history of the petition can be viewed from presentation through to closure.
- Plenary and committee business is managed electronically. Assembly Members use PCs in the Chamber to access papers and agendas. Voting is also managed electronically and Assembly Members are able to electronically message the Presiding Officer to request to speak.
- Tablet computers are being deployed to Assembly Members to help manage the ‘information consumption issue’ – too much paper is difficult to manage and it does not arrive in a timely fashion. Furthermore, the nature of an Assembly Member’s role is that they operate from many locations, spend a great deal of time travelling and benefit from the information they need coming to them, rather than the other way around.
- Many of our Assembly Members are regular Twitter and Facebook users, with Twitter in particular adding a sense of immediacy to the communication of the First Minister’s Question Time responses. No longer do interested parties have to wait for the Record, watch the live broadcast or visit the Senedd; they can receive ‘live’ opinion directly from their own Assembly Member.

In 2010 the Assembly published its first e-democracy strategy, which set out the Commission's direction for digital engagement with the people of Wales.

As a result of the strategy, the Assembly has greatly increased its use of multimedia techniques to raise the profile of our scrutiny and legislative roles. Committees have been working closely with the Communications team to develop multimedia information packages that span the consultation, inquiry, evidence gathering and report launch trajectory and produce video evidence based on this engagement with the public.

PARLIAMENT OF THE FEDERATION WALLONIA-BRUSSELS

I. Information

Latest achievements:

- **September 2013: "A Parliament."** It explains the meaning of the feast of September 27, the emblem of the Federation, competences and details the full program of the festival on September 27.
- **September 2013: book for school children "Ten questions you ask yourself."** It explains the competences of parliament, organs of the Federation Wallonia - Brussels, what the parliamentarians do, etc.
- **September 2013: TV website space that is streaming the plenary session, available on PC, tablet and smartphone.**
- **January 2014: report complete activities (parliamentary work, international relations, administration of parliament, its communication, etc.)**

- **Regular update of legislative actuality via the website www.pfwb.be with the put in value of the main activities of the Assembly.**

II. e-Consultation

- **Progressive development of conferences accessible via TB web in "streaming".**

PARLIAMENT OF EXTREMADURA

Information Phase:

- **All documentation accompanying the Projects of Law, Law Proposals and Decree-laws Projects is published on the web.**

e-Consultation phase:

- We have designed a platform in the web for the public to have easier access to the Petitions Committee.

e-Participation Phase:

- During the live broadcast of the plenary sessions in addition to rendering with sign language and subtitles, a window opens to allow the public to comment in real time using the social network Twitter.
- Immediately after the end of Commissions meetings, plenary sessions and press conferences the video is posted on the Youtube channel of Parliament and spreads through social networks.

REGIONAL COUNCIL OF PIEDMONT

The Piedmont Regional Council set up CRPNet, the section dedicated to citizen participation on its official site. This section makes it possible for citizens, sector experts and Local PAs to follow its activities and to participate with comments and suggestions. These services are one of the steps adopted by the Regional Council to involve citizens, living more information on its role and peculiarities.

Information

➤ *Council Documents Procedure*

The Council Documents Procedure service allows the registered users to select from an ad hoc list of documents (Laws, laws process and laws proposals, draft resolutions, agendas, motions, regulations) and/or domain of interest (i.e. agriculture, health, education, etc...) and to follow their progress through the Council with automatic email alerts.

Users can refer to the material attached to the selected documents clicking the link in the mail message and accessing the “Arianna” and “Council Acts” databases. Thus, citizen are able to read any proposal and to follow step by step the whole procedure that will transform it into a Regional Law.

e-Consultation

➤ *Institutional Consultations*

The service makes it possible to manage the institutional consultations called for by the Regional Council Committees. Whenever an act is entrusted to a Committee, the Committee consults some domain experts or interested professionals in different sectors (i.e. Institutions, freelances, associations, etc...)

to collect suggestions and opinions that are useful to draw up the text that will be discussed in the Council.

The service aims at simplifying this procedure, helping both the Committees in calls for proposal and the collection of materials drawn up by the consulted experts, and the experts for documentation (memories) submission. Through CRPnet, the Committees automatically post in an ad hoc restricted area the material to be examined and invite the experts to view it with an email that is generated automatically.

The experts, accessing CRPNet, may attach their memories and access a list of all the documents submitted in the past. When the documents are uploaded, an email is sent automatically to the Committee responsible for the consultation, that will hence be able to search and download the received material.

As explained above, CRPnet is only one of the steps adopted by the Regional Council to implement e-democracy and citizens involvement. Piedmont Regional Council has a social TV called www.crpiedmonte.tv and its main website www.cr.piedmonte.it offers other important information and participation services related to e-democracy:

- web access to laws, laws process and laws proposals complete information
- web access to administration deeds
- Live streaming and complete multimedia and summary documents archive of plenary sessions
- Multimedia download of interventions of each deputy in plenary session
- Newsletters subscription
- Live tweeting of plenary sessions

- Links to Social Pages and Accounts managed by the Regional Council: Facebook, Twitter, YouTube, LinkedIn, Google Plus, Pinterest and Instagram

In conclusion, Piedmont Regional Council has committed in the last year an important research on so-called “Regional Civic Media”, to explore new ways of e-democracy services. Now the Regional Council is planning next years evolution and investments on Civic Media and e-Democracy, based on this research and on new international trends.

PARLIAMENT OF SALZBURG

➤ Social Media Initiative and Webcast:

The webcast of the Landtag’s plenaries and committee meetings started as a small personal initiative by the then Vice-President of the House Wolfgang Saliger in September 2008 using low tec devices and free streaming channels. Today the Webcast of the Landtag of Salzburg has achieved a first level of maturity. Hardware upgrade is almost complete, mobile devices are serviced at HTML5 standard and in March this year a user friendly Video-Archive replaced the preceding FTP-Archive solution.

Initially the social media platforms at Twitter and Facebook served as a means of promoting the webcast but meanwhile have developed into news channels in their own right. A next step in development will be the integration of the social media platforms into the webplatforms of the Landtag, but also a stronger interaction with political groups, MPs. media and society to become more involving and responsive.

Ref.. <http://www.salzburg.gv.at/landtaglive>

http://www.salzburg.gv.at/pol/landtag/video-archiv_plenum_.htm

http://www.salzburg.gv.at/pol/landtag/video-archiv_ausschuss.htm

<https://twitter.com/landtaglive>

<http://www.facebook.com/salzbürgerlandtaglive>

➤ **Enquete-Commission on Democracy reform**

In September 2013 the Landtag's Committee on Constitutional and Administrative Affairs decided the formation of an Enquete-Commission on Democracy reform. To enable media and the public to participate in the discussion, to make proposals and forward ideas, the Landtag has implemented a blog to supplement the ongoing proceedings.

The blog features MPs who describe their work and viewpoint within the Enquete-Commission, comments on single blogposts are welcome. Furthermore people can subscribe to a newsletter, download session videos, documents and background information and can make suggestions that appear on the site.

The blog is rounded up by a Twitter wall referring to the hashtag #demokratie-sbg.

RSS on blogposts and comments are possible.

Ref.:

<http://demokratie.salzburg.at/>

➤ **Jularockt.at – the Landtag's youth page**

Jularockt.at is a youth page in more than one sense of the word. It was designed by young people for young people and – initially started as a school project – is passed on from school to school in Salzburg to be improved on the way according to what seems useful to the young. Ref.:

<http://www.jularockt.at/>

PARLIAMENT OF ANDALUSIA

- **Law of Public Transparency of Andalusia that articulates all measures of Transparency in Public Institutions and social organizations that receive public funds. This law was approved in May 2014 by the Parliament of Andalusia.**
- **Transparency Portal of Parliament of Andalusia will be established because it is already included in the approved Law of Public Transparency.**
- **Information on the parliamentary website of Deputies work developed, among which include the following:**
 - Publication of the sense of vote in plenary of each Member individually.
 - Dissemination of parliamentary initiatives.
 - Collecting their interventions in Plenary and Commission in a video library for public consultation.
- **TV Parliament with broadcasting of Plenary, Committees, Conferences and events at the Parliament of Andalusia to continue contributing to the Parliament of Andalusia is an Open Parliament.**

JUNTA GENERAL OF PRINCIPALITY OF ASTURIAS

- **Issue plenary sessions through the TPA** (Principality of Asturias Television). Besides the issue through the website, the General Board has facilitated the Public Television of the Principality of Asturias issue live plenary sessions, through its own channel. Thursday afternoon and Friday morning are issued in the weeks that usually there is plenary session, almost all that are in regular sessions.
- **Publication of Registered Initiatives:** All initiatives are recorded, whether electronically or in the official record of the House, are posted on the website the following day, with free access for all citizens. We are currently working for these initiatives can be monitored more easily through the website, and thematic order, because now you have to know certain information to locate the file on the website.

PARLIAMENT OF CATALONIA

- **Mobile Application Development for Channel Parliament.** Applications are native for IOS and Android, and is adjusting the Windows version 98.
- **Creating parlamentcat.mobi, a optimized web for mobile devices.**
- **Creation of elements of content syndication (mash-up) to facilitate the construction of virtual desktops that support Parliament's presence in social networks. Creating gadgets and other data elements that summarize the information in the web of Parliament.**

- **Review the policy of using bookmarks and other tools of positioning and social tagging, in order to facilitate and improve the access of citizens to information provided by the Parliament.**
- **Creating "My Parliament", a custom page that defines the relationship between citizens and parliament.**

PARLAMENTO DE GALICIA

- **The Assembly was pioneer publishing the remuneration regime of Members**
- **Asset declarations income tax information is also published** without existing regulatory obligation to do so.
- **We have a policy of economic incompatibilities** absolutely transparent and restrictive of conflicts of interest.

PARLIAMENT OF STYRIA

- Community control by court of auditors
- Protocol of the office of budgetary

NATIONAL ASSEMBLY OF WALES

- The Assembly's live webcasting service, **Senedd.tv**, provides comprehensive coverage of all Assembly business and the former Assembly debating chamber is now **home to the world's first dedicated**

youth debating chamber. In addition, transcripts of Plenary meetings are published online and a summary of business conducted at each meeting is also published online within 30 minutes of the end of each meeting. The Record of Proceedings is now available in XML format and we are moving towards making more of our data open for greater accessibility and transparency for the public.

- Another way in which the Assembly has been making its work more accessible and engaging with its audiences is by embracing the opportunities available through new technology and social media. **We have significantly developed the Assembly’s social media presence** to its current, more mature status. The Assembly now has a solid social media presence with 35 bilingual channels now actively posting daily content to over 30,000 followers, signaling a 54% increase in followers in just 12 months.

- **Our Facebook pages have increased from three to five** with the introduction of the Your Assembly pages in 2013 and these, together with our existing pages, **have increased the number of ‘Likes’ by over 43%.**

- 2014 has also seen a **tremendous growth in the consumption of video on the Assembly’s YouTube channel (395 per cent growth over 2013).** We have also found that more people are now choosing to view our YouTube content on a mobile device.

- Our work on social media over the last year has not just been about sharing our content more widely and making it more accessible. It has been heavily focused on harnessing the power of social media to find new

voices to contribute to Assembly business. **As well as hosting web-chats so that people can contribute to committee inquiries from their own living room**, we have also been using social media to **find participants for committee inquiries and Assembly business**, using dedicated hashtags. For example, we gave the people of Wales a unique opportunity to contribute to the scrutiny process in 2013 when we asked them to submit questions for the First Minister using the hashtag #askfirstmin. These initiatives have been well-received and have allowed us to complement our existing engagement activity and reach new audiences.

- In addition to extending the channels for broadcasting Assembly news and engaging with our audiences, we have also developed new platforms to make content accessible to the people of Wales. The Research Service launched their **blog ‘In Brief/Pigion’** in October 2013, following the example of the Australian Parliament. The blog re-packages the information accumulated in the course of work for Members and their staff to present a diverse collection of short, accessible research articles on topical issues. This includes policy summaries, legal definitions, FAQs and statistical analyses. Articles are categorized by subject area, so directly relevant information can be found as quickly as possible. Research papers, quick guides and research notes are also published on the site.

PARLIAMENT OF THE FEDERATION WALLONIA-BRUSSELS

The previously mentioned in the section on the Parliament of innovative e-Democracy Project joins contained in this section.

- **Collaboration agreement between Parliament and the Free University of Brussels.**

- New web www.pfwb.be (January 2012).
 - Interactive Terminals that allow browsing the institutional brochure, learning about the elected deputies, institutional film viewing and browsing the web www.pfwb.be. A questionnaire to assess the knowledge of visitors to the parliament.
 - Institutional Film "A Parliament for francophone."
 - A television documentary (RTBF) "24H in parliament."
 - Organization of guided tours of Parliament.
 - Organization of Conferences.

PARLIAMENT OF EXTREMADURA

- It has been developed (optimization phase) a **transparency portal into the web**, following evaluation indicators proposed by Transparency International. This organization after analyzing the 17 parliaments, Congress and Senate, stood the Extremadura Parliament in seventh place in the ranking of transparency.

REGIONAL COUNCIL OF PIEDMONT

- Piedmont Regional Council follows all the Italian Decrees about Trasparency and publishes a large set of data about the administration and about Members of the Parliament (email, biography, income and so on...) in the following section:

<http://www.cr.piemonte.it/cms/organizzazione/amministrazione-trasparente.html>

- As explained in the above paragraph, the main web www.cr.piemonte.it offers complete information about laws, administration deeds, plenary and commissions' sessions.

PARLIAMENT OF SALZBURG

- **The Parliamentary Information System (LPI):**

All documents which are part of the stenographic protocol and the official minutes of plenaries and committees' meetings are available to read and download on the Landtag's web site.

The database is fully searchable along various semantic, procedural and temporal criteria.

When the system was launched in 1994, it was decided to use HTML text in the database to achieve maximum accessibility for search engines. So today it is much easier to present our documents in machine readable formats within OGD initiatives without the "PDF-barrier" so many public bodies face.

Documents issued between 1945 and 1994 are published on a cohosted website in cooperation with the Austrian National Library. Historical documents between 1861 and 1934 are also available there.

Ref.:

http://www.salzburg.gv.at/pol/landtag/parlamentarische_materialien.htm

➤ **Open Government Data initiative:**

About two months ago the State Government of Salzburg launched an Open Government Data initiative with the aim to get all public data that are not subject to privacy or data protection provisions online within a free, machine readable and anonymously obtainable portal. The Landtag of Salzburg considers itself part of this initiative and plans to use as much momentum as possible from this initiative to improve its online presentation. We are looking towards implementing solutions such as the German “**OffenesParlament.de**” the **Sunlight Foundation’s OpenParliament projects or poplus.org**.

Ref.: <http://sunlightfoundation.com/blog/2012/09/14/declaration-on-parliamentary-openness/>

<http://offenesparlament.de/>

<http://www.salzburg.gv.at/buerger-service/ogd.htm>

WALLOON PARLIAMENT

The Walloon Parliament is a glass house. As well agendas of plenary and committee sessions as all documents related to the parliamentary work (budgets, questions, decrees proposals and drafts, opinions from the Council of State, reports from the Court of Audit, committee work bulletins, reports of the Parliamentary meetings, ...) are permanently available on the Walloon Parliament's website. Results of the votes in plenary session are directly released on the website. This gives the opportunity, next to the consultation of audio and video podcasts of the parliamentary works, to have access to live webcast of the plenary session. The administration of the Walloon Parliament is also very transparent according to the Quality management prescriptions and that's the reason why it is the only continental parliamentary administration recertified according to the ISO 9001:2008 standard.

VI. CONCLUSIONS

Completed questionnaires were received from 21 Parliaments (of the 74 parliaments which are members of CALRE), so that the reflections and proposals set out below arise from this sample.

The conclusions of this report on the analysis of the evolution of the different phases of the e-Democracy in the parliaments of CALRE, the System e-Democracy and good practices of participating Parliaments are:

- 1. After two years of excellent work done by all the Parliaments who are member of this Working Group on e-Democracy under the coordination of the President of the Parliament of Andalusia, Manuel Gracia Navarro, very positive progress has been made in all phases of e-Democracy.**

- 2. The first Phase of the e-Democracy: Information, presents positive upward trend in most parliaments with the highest percentage values of all phases, and also in the four blocks in General Information, Parliamentary Debates, Members of Parliament and Legislation and committees information. The indicators which show greater growth in its evolution are:**
 - Number of parliaments that have tracking statistics of plenary sessions.**
 - Indicator visits of parliamentary web media and high growth in the average number of visits to the web of plenaries sessions by month.**

- **Incorporation of interventions in plenary and commissions of member of Parliament in the deputies record online**
- **100% of parliaments facilitate the emails of its Members**
- **Publication of the agendas of Members on web**
- **95,24% of Parliaments published online legislation passed**
- **Publication of ongoing legislation on web**

3. In relation to the second phase of e-Democracy, e-consultation, high comparative growth of 2013-2014 is observed. Indicators showing higher growth in its evolution are as follows:

- **RSS Newsletter of Parliament subscription**
- **RSS Subscription to texts and schedules of plenary and committee meetings.**
- **Creation of a web space of citizen questions.**

We should continue advancing with determination by all parliaments in e-Consultation.

4. The third phase of e-Democracy, e-Participation, presents a significant growth in most indicators, reaching significantly higher values than in 2013. Indicators showing further growth in its evolution as follows:

- **Online Citizen Input to the current legislation,** with a greater role and European citizenship.
- **Hearing in commissions of citizen from social sectors affected by legislation**
- **Live broadcast of events of Parliament**
- **Official Social Networking**
- **Online Forums**

5. **The Fourth Phase of e-Democracy, e-Vote**, is the one with lower values, but is understandable since it is the last phase of what level of development is concerned. Two indicators are increased:

➤ **Popular Legislative Initiative**

➤ **Popular Legislative Initiative web spaces**

Two indicators have 0% of Parliaments, e-vote in regional elections and the articulation of online signatures to ILP, as are those most vanguard and represent the near future, so it is necessary that the parliaments continue with determination to implement these indicators.

6. Heading to **Attract Youth to Politics** has generally good results of evolution with high values.

7. As a result of the analysis in these two years of hard work and to all the parliaments continue to improve, we propose the following **System of e-Democracy of parliaments of CALRE comprises 32 initiatives sorted by valuations of own parliaments participants**:

PHASE I: INFORMATION

1. **Include in the web video link of committees**
2. **Issuance of live plenary sessions on the web**
3. **Statistics tracking the plenary on web**
4. **Agenda of Members online**
5. **Publication of ongoing legislation**
6. **Interventions of Members in their personal profile online**
7. **Statement of Income of Members on web**
8. **Web section Frequently Asked Questions (FAQ)**
9. **Statistics on the number of web visits**

PHASE II: e- CONSULTATION

E-Consultation Initiatives ordered in this phase in accordance with the common assessment of participants Parliaments of CALRE are:

- 1. Subscribe to RSS schedule of plenary sessions**
- 2. RSS Subscription to Bulletin of Parliament**
- 3. Subscribe to RSS calendar commissions**
- 4. Web space citizen questions**
- 5. RSS subscription to text of Commissions**
- 6. Citizen questions Plenary Turn by MPs**
- 7. RSS subscription plenary text**

PHASE III: e- PARTICIPATION

- 1. Citizens Contributions to the ongoing legislation on web**
- 2. Canal YouTube**
- 3. Live broadcast of events of Parliament**
- 4. Facebook**
- 5. Twitter**
- 6. Hearings of citizens from affected social sectors**
- 7. Surveys online**
- 8. Forums online**
- 9. Citizens email List**
- 10. Videoconferences of Parliament**

PHASE IV: e- VOTE

- 1. Web space of Popular Legislative Initiative (PLI) to present initiatives and view the contents of the ongoing initiatives**
- 2. Articulation of signatures online of Popular Legislative Initiative**
- 3. Studies about electronic voting in regional elections**

V. ATRAER A LOS JÓVENES A LA POLÍTICA

- 1. Young Web space**
 - 2. Conferences and Debates as Youth Parliament**
 - 3. Conferences by Members in Universities**
-
- 8. Best practices of parliaments participating in this study are really vanguard on electronic democracy and give light on the way forward the e-Democracy of all parliaments CALRE, in determining and union for a better regional and European Democracy.**