

# Co-designing the Policy Cloud for Urban Policy Making & Monitoring through Crowdsourcing Data

## Urban policy making in Sofia, Bulgaria

The workshop for the Policy Cloud “Urban policy making through analysis of crowdsourced data” (Sofia, Bulgaria) was held on 13th December 2021 in Sofia. During the event, scenario A (Road infrastructure) was evaluated by a group of policy makers, data analysts and domain experts.

**21** Participants 4 Male & 17 Female

**Role** 4 Policy Makers, 7 Data Analysts, 4 Domain Experts, 2 Consultants, 4 Other.

### Requirements

What are the most common problems policy makers face in their daily operation?

- Lack of sufficient, up-to-date, systematic data in a machine-readable format is a key challenge preventing policy makers from implementing more data-driven policies.
- Data is mainly fragmented, inaccessible or difficult to access.
- Data is often insufficient to make high quality analysis.
- A lack of automated tools to support data-based decision making and the presence of so-called “data silos”, reinforced by technological problems.

What is the information that policy makers lack in handling evidence-based policies?

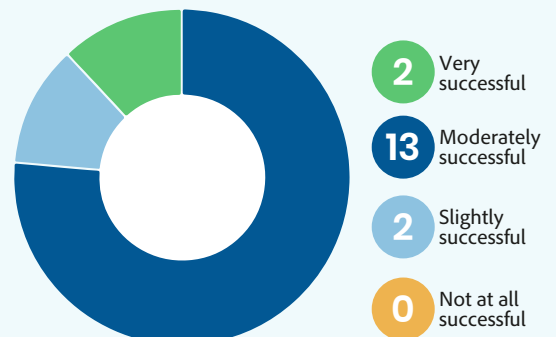
- The ability to visualise this data in order to have a better comprehension.
- Data should be easily readable and provided on a platform that is easily accessible and visualised in order to draw conclusions and make different breakdowns and analysis and recognise trends.
- They are lacking up-to-date data. Policies are based on data by default in order to be more efficient, policy makers should have the necessary information through the whole cycle of policy making.
- Lack of tools that integrate data from different sources such as Data that are not digitised.

What is your opinion about how an online platform should support policy makers?

- Visualising data according to the data chosen by policy makers, using filters and visualisations depending on the needs of the specific policy.
- Providing the opportunity to synthesise the data, to compare them, separate different samples in a readable and visual format.
- Providing a sufficient amount of objective information for the formation and prioritisation of policies.
- Providing accurate and up-to-date information.
- Using machine learning and artificial intelligence.
- Aggregation of data from different data sources.
- Semantic analysis.

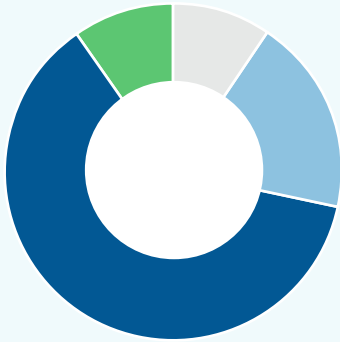
### Policy Cloud Platform evaluation

How successful is the Policy Cloud platform in performing the intended tasks?



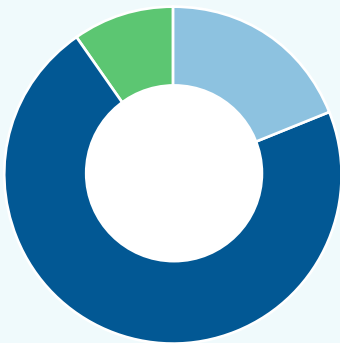
## Policy Evaluation

How easy is it to create a Policy Model using the Policy Cloud platform?



- 2 Very easy
- 13 Moderately easy
- 4 Slightly easy
- 2 Other
- 0 Not at all easy

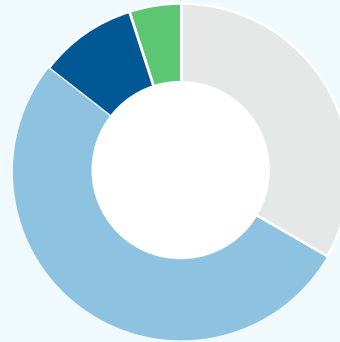
How easy is it to assess the KPIs using the Policy Cloud platform?



- 2 Very easy
- 15 Moderately easy
- 4 Slightly easy
- 0 Not at all easy

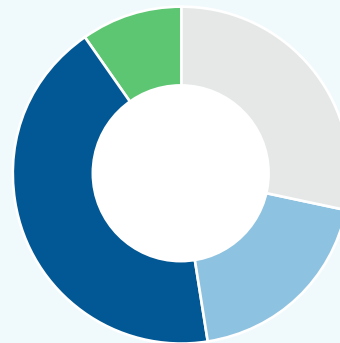
## Scenario Evaluation

This system's capabilities meet my requirements.



- 1 Strongly agree
- 2 Agree
- 11 Agree somewhat
- 7 Neutral
- 0 Disagree

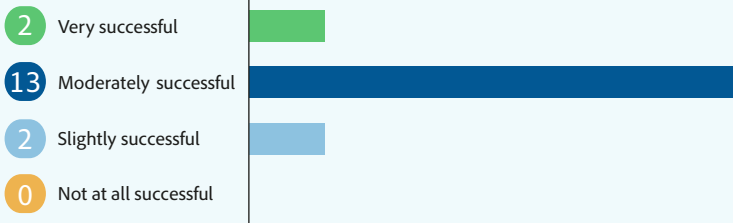
Overall, the system is useful for daily operations.



- 2 Strongly agree
- 9 Agree
- 4 Agree somewhat
- 6 Neutral
- 0 Disagree

## Policy Evaluation

How successful is the Policy Cloud platform in performing the intended tasks?



- 2 Very successful
- 13 Moderately successful
- 2 Slightly successful
- 0 Not at all successful

## Suggested improvements

- Upgrading with additional data and capabilities for various visualisations and filters would be very valuable.
- It would be good to increase the size of the space for visualisation of the graphs, in order for the individual series and the inscribed values to be more visible and easier to understand.
- Move away from pure statistics to introduce more analysis and as a result to offer priorities.
- Better user experience, which should come with the completion of all functionalities.
- Providing more interactivity in terms of user interaction with the platform interface. Improve the bar chart visualisations.
- It would be useful to have the platform available in the local language (Bulgarian).



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