Abstract

This article proposes an analysis of Urbanias' digital civic initiative, a website used for sending complaints on São Paulo City local problems. To this end, a complex model of evaluating e-participation was set up which considered: a) who participates; b) how they do it; and c) participation results. Interviews with managers, an evaluation of the website technical quality and a qualitative assessment of complaints (n=282) and comments made; were conducted. At the end, we concluded that Urbanias has restricted potential for engagement and deliberation, but can effectively increase the transparency and population control in relation to São Paulo City government.

Keywords

E-participation, digital democracy, Urbanias.