

# CITIZEN DIALOG KIT

*Starting Conversations at Places that Matter*

**Contact:** dr. Jorgos Coenen (CEO, Co-founder) [jorgos@cdk.city](mailto:jorgos@cdk.city) | <https://citizendialogkit.com>

## Concept

Citizen Dialog Kit (CDK, <https://citizendialogkit.com>) is a **citizen surveying system** composed of **interactive public display** devices and an online management platform. The public displays present a series of multiple-choice questions that passers-by can answer at their own pace with intuitive push buttons. CDK is unique in the world because it can present multiple sequential questions based on underlying logic in public space, without the need for a nearby power or network source.

An **online platform** enables our clients to configure their CDK survey. Here, questions can be entered according to logic branches with follow-up questions. An interactive reporting module helps clients to process the gathered responses into insights with easy-to-understand visualisations and analytical features. Built-in tools allow you to turn any question into a filter, and conventionally explore potential correlations without any technical skill.

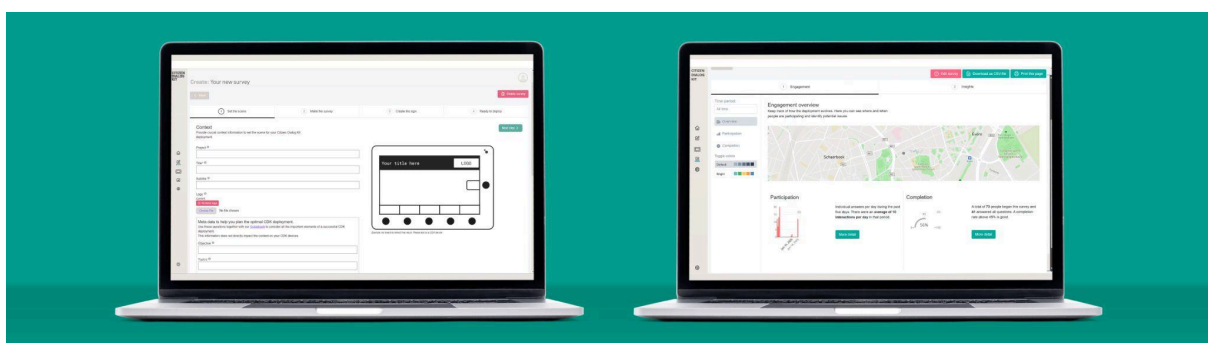
CDK has been successfully deployed in over **70 citizen engagement projects**, in **7 countries** (BE, NL, DE, FR, CZ, HU, PT) by major cities such as **Amsterdam, Strasbourg, Bruges and Cologne**.

## About

Citizen Dialog Kit is a KU Leuven **university spin-off**. The company was founded in 2024 based on over **10 years of empirical research** on interactive public displays and citizen engagement at the Department of Architecture.

The CDK team is skilled in:

- Stakeholder and civic engagement
- Survey design and data analysis
- Graphic and data visualisation design
- Prototyping (incl. hardware) and user experience research
- Embedded, IoT and web software engineering
- Writing and editorial for academic or professional publications



## Select EU-related calls on our radar

Call	Relevance
<a href="#">NEB-2026-01-PARTICIPATION-02: Innovative approaches for the spatial design of neighbourhoods</a>	HIGH
<a href="#">NEB-2026-01-PARTICIPATION-03: Understanding inhabitant's experiences of neighbourhoods to support their health and well-being</a>	HIGH
<a href="#">NEB-2026-01-BUSINESS-03: Approaches to reuse vacant, obsolete or underutilised space</a>	MEDIUM
<a href="#">HORIZON-CL2-2026-01-DEMOCRACY-03: how governments change the way they work and prepare the civil service for the future</a>	HIGH
<a href="#">HORIZON-CL2-2026-01-DEMOCRACY-09: Citizenship education as part of lifelong learning</a>	MEDIUM
<a href="#">HORIZON-CL2-2026-01-DEMOCRACY-10: Digital and media literacy as drivers for democratic and civic resilience</a>	HIGH

## What we offer

Based on the requirements of the project and fit with our interests, we can also offer:

- **Ready-to-deploy pilot evaluation infrastructure.**

We provide wireless public survey displays, a survey management platform, remote monitoring, data exports, and reporting support. This allows projects to gather repeated, location-specific feedback during pilots or interventions, without relying only on online surveys, or one-off consultations.

- **Fundamental and Art/Design Academic affiliations.**

We are affiliated (professors are co-founders) to KU Leuven University (Dept. of Architecture, Faculty of Engineering Sciences, Faculty of Social Sciences) and LUCA School of Arts.

- **Access to municipal and local pilot contexts.**

We have an established and growing network of municipalities and public-sector contacts, mainly in Belgium and Germany. Where relevant, we can help identify suitable local pilot partners, support conversations with cities, and contribute practical experience from previous deployments.

- **Broader reach in citizen engagement and impact measurement.**

Because our devices are placed directly in public space and use simple tangible buttons, they can reach people who may not join workshops or online participation processes. This makes CDK especially useful for measuring perceived impact, local acceptance, awareness, accessibility, safety, comfort, and use over time.

- **Technical and conceptual development of new civic engagement tools.**

Building on our IoT, UX design, and public display expertise, we can contribute to the development of novel engagement formats. This could include more visual, audio-based, multilingual, or low-literacy interaction modes to improve accessibility and inclusivity in public participation, in public space.

- **Mixed-method evaluation and research contributions.**

CDK works well alongside other participation and measurement methods, such as interviews, workshops, observation, sensor data, or digital participation platforms. We can help design evaluation approaches that connect quantitative patterns with situated citizen feedback and support more nuanced learning from pilots.

- **Proposal writing and project design.**

We have experience writing and contributing to EU and research-oriented project proposals, including projects around urban innovation, public space, air quality and participation. Where appropriate, we can contribute to proposal development, define engagement and evaluation tasks, or take responsibility for a task or work package.

## Role in a consortium

Depending on the project, Citizen Dialog Kit can participate as:

- **a subcontractor** providing devices, platform access, deployment support, and reporting;
- **a technical partner** developing new citizen engagement tools or integrations;
- **an evaluation partner** supporting impact measurement during pilots;
- **a task or work package lead** for situated engagement, pilot feedback, or citizen-facing evaluation.

Our main added value is the ability to connect citizen engagement directly to real-world places, interventions, and moments. This helps projects move beyond general opinions and collect practical evidence about how pilots are experienced in context.

## Contact

**dr. Jorgos Coenen** -

*CEO, Co-founder*

[✉ jorgos@citizendialogkit.com](mailto:jorgos@citizendialogkit.com)

[🌐 https://citizendialogkit.com](https://citizendialogkit.com)

Citizen Dialog Kit BV  
Diestsesteenweg 71  
B-3010 Leuven