SMARTMATIC

Chile at the forefront of online voting

Optimizing citizen participation

Achievements

- Assisted 54,000 residents of Maipú
- 27% participation rate increase
- Successfully integrated voting machines and online voting
- Empowered disabled voters
- 100% client satisfaction

Project

The commune of Maipú in Chile, located in the Santiago province, is one of the most densely inhabited communities in the country.

In 2015, this commune launched the ***"Tu barrio gana"*** project, which means *"**your neighborhood wins".*** The purpose of this project was the advancement of the Maipú neighborhoods with some **$550,000 in investments** to be made in a variety of macro and micro neighborhood **infrastructural projects.** The projects were to be decided upon using two principles:

1| Equal distribution of the projects by neighborhood;

2| Allocation of resources according to the population distribution of the neighborhoods.

In order to determine the allocation of public funds amongst the wide range of projects proposed by the commune (143 organizations submitted suggestions in 20 different forms), Maipú wanted to leverage **citizen participation** and **empower citizens** by making them part of the resource allocation process.

Empowering citizens

Citizens 14 years of age and older were eligible to vote on December 11-13, 2015 to decide on how best to allocate the available public funds. More than 54,000 residents of Maipú were eligible to participate in this process of participatory budgeting. Therefore, the commune of Maipú was looking for a voting solution that offered as much **convenience** as possible to the voters, **maximizing participation.**

In accordance with the mission of citizen empowerment, Maipú offered citizens the ability to **pick and choose** their preferred way of voting.

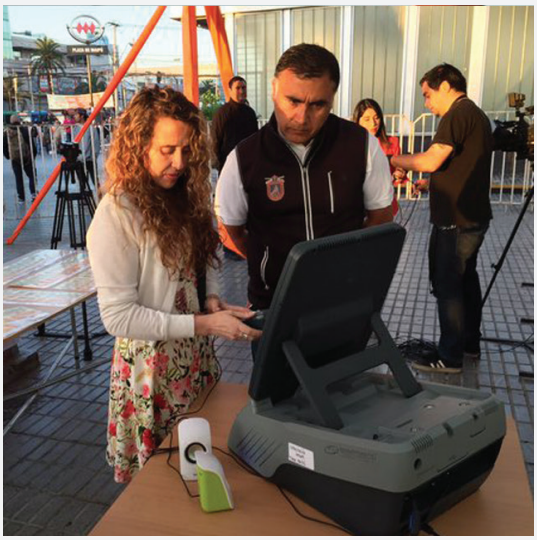
Furthermore, Maipú wanted to make sure that people who were unable to go to a polling place could also vote easily and securely and that voting was made **accessible to anyone,** including the blind and visually impaired.

A greater involvement of the community

Smartmatic was chosen to solve these challenges with our comprehensive multi-channel voting platform. Citizens were offered the opportunity to cast a ballot either online with TIVI (our industry leading online voting platform), or to vote in person at polling places equipped with our SAES-3377 electronic voting machines.

For the first time in history, blind and visually impaired residents of Maipú could vote in a public consultation.

Smartmatic's election technology not only supported the enfranchisement of voters with disabilities, but also those of remote voters, ensuring the greater involvement of the community.



Optimized citizen participation

The commune of Maipú was overwhelmingly satisfied with Smartmatic's deployment of this project, the expertise of the project team and the technological solutions used, with Smartmatic ranking **100%** in the satisfaction survey.

The advantages of voting online using our TIVI platform were its **convenience** and positive influence on citizen participation. Compared to Maipú's manual elections in the past, the **participation rate went up with 27%.** TIVI brings the ballot to the voter therefore supporting the convenience-focused and increasingly remote lifestyles of citizens.

TIVI was developed by the Smartmatic-Cybernetica Centre for Excellence for Internet Voting. This solution is based on the Estonian online voting protocol and expertise, which is regarded as the most cutting-edge governmental online voting experience.

Making voting easier for citizens was also accomplished with the use of our SAES-3377 electronic voting machines, which have an extra-large touchscreen. The machines are
extremely user-friendly; its graphic options made it accessible to those who could not read or write and the extensible control units for users in wheelchairs and headphones for the visually impaired made it very easy to navigate the ballot.

Additionally, Smartmatic provided **transparency** to both the leaders of the commune of Maipú, as well as to the citizens, by publishing real-time results on a web site.

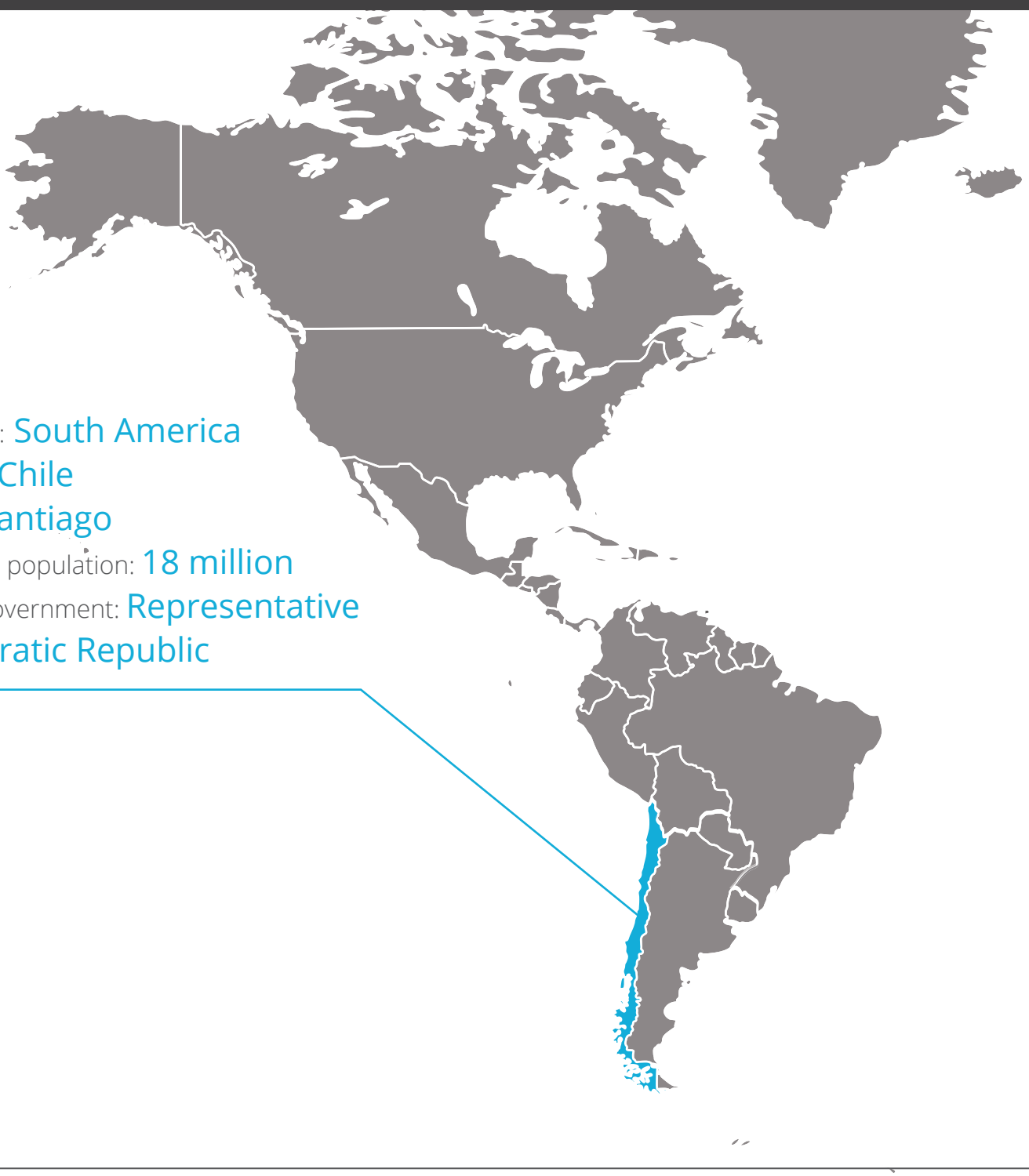
We connect voters with governments

Smartmatic is proud to have delivered the commune of Maipú an integrated solution, which included class-leading electronic voting machines and the world's most advanced online voting system.

With our multi-channel voting solution, Maipú was allowed to make important investment decisions, based on the priority of its citizens, ensuring improvement of their environment and quality of life.

The initiative in Maipú clearly reflects the digital revolution we are witnessing around the world. Technology is transforming how citizens relate to government by creating more and better channels of communication.

SMARTMATIC



Continent: South America

Country: Chile

Capital: Santiago

Estimated population: 18 million

Type of government: Representative Democratic Republic

About Smartmatic

Smartmatic is the world's leading elections company.

Its comprehensive portfolio offers unique and innovative technologies and services to improve every stage of the process.

Since forming in 2000, the company has processed over 3.7 billion votes in election projects on five continents.

Smartmatic is headquartered in the UK and serves its customers through an organization of more than 500 employees working in 15 offices around the world.

www.smartmatic.com

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