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New GFOA Research Report on Civic Engagement.

INTRODUCTION

Governments that want to engage their citizens via technology have many choices; the challenge for most communities is determining which tools are right for them. This choice is often based on a number of factors including the availability of resources, the community's appetite for engagement, and the impetus of government leadership. While the factors influencing which tools a community should select often vary, the benefits that can be realized from new methods of civic engagement are clear. The following sections highlight key features to consider when selecting civic engagement tools.

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