

## How to Engage Citizens in Climate Action? Learnings from the TU Delft Citizen Voice Initiative

Goncalves, J. E.

**DOI**

[10.5194/icuc12-221](https://doi.org/10.5194/icuc12-221)

**Publication date**

2025

**Document Version**

Final published version

**Citation (APA)**

Goncalves, J. E. (2025). *How to Engage Citizens in Climate Action? Learnings from the TU Delft Citizen Voice Initiative*. Abstract from 12th International Conference on Urban Climate, Rotterdam, Netherlands. <https://doi.org/10.5194/icuc12-221>

**Important note**

To cite this publication, please use the final published version (if applicable).  
Please check the document version above.

**Copyright**

Other than for strictly personal use, it is not permitted to download, forward or distribute the text or part of it, without the consent of the author(s) and/or copyright holder(s), unless the work is under an open content license such as Creative Commons.

**Takedown policy**

Please contact us and provide details if you believe this document breaches copyrights.  
We will remove access to the work immediately and investigate your claim.



ICUC12-221, updated on 06 Aug 2025

<https://doi.org/10.5194/icuc12-221>

12th International Conference on Urban Climate

© Author(s) 2025. This work is distributed under the Creative Commons Attribution 4.0 License.



## **How to Engage Citizens in Climate Action? Learnings from the TU Delft Citizen Voice Initiative**

**Juliana Goncalves**

Delft University of Technology (Delft, The Netherlands), Faculty of Architecture and the Built Environment, Department of Urbanism, The Netherlands (j.e.goncalves@tudelft.nl)

In response to increasing climate risks, cities have set ambitious sustainability targets, aiming to become climate-proof through various urban interventions. Many of these interventions require citizen support and direct action, from the adoption of solar energy and rainwater collectors to behaviour change towards sustainable living. Citizen engagement is thus crucial for the success of climate initiatives in urban areas. Digital participation tools can support this process, given their potential to enable remote participation, reach a large number of citizens, and enhance governance transparency. While digital tools have been used in planning for many years, these tools focus on generic urban planning issues and do not address the complexity and uncertainties inherent to climate change from a citizen perspective. This paper presents insights from the TU Delft Citizen Voice Initiative. Citizen Voice aims to empower communities in urban planning and design by fostering situated participation and open data practices. The initiative has been active since 2021, using a transdisciplinary approach in different research projects to understand how to engage citizens in climate action. This paper synthesises the main lessons learned from these projects into three dimensions: Climate communication, process challenges, and digital requirements. Through these dimensions, the paper provides concrete recommendations to engage citizens in climate action through digital technologies while also offering critical reflections on the opportunities and limitations of digital tools in citizen engagement in urban planning and design processes.