

Better Reykjavík — Iceland's AI-Assisted Participatory Governance Platform

AI in the Public Sector · Good practice · Iceland

Quality score: 87/100

Evidence strength: Observational / pre–post

Summary

Running since 2010, Reykjavík's participatory platform uses ML for idea classification, toxicity detection and translation. Over 70,000 residents—58%+ of the city—have participated; ~700 proposals implemented; model replicated in 20+ countries.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	3/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	3/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-25

[Reykjavík City Council / Citizens Foundation](#) — accessed 2026-06-25

[OECD-OPSI: Better Reykjavík](#) — accessed 2026-06-25

[Citizens Foundation: Impact](#) — accessed 2026-06-25

[Better Reykjavík platform](#) — accessed 2026-06-25

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