

Petition for Enhanced User Identification, Real-Name Standards, and Public Safety Safeguards on Citizen

To: Citizen Company Leadership

Petition

We respectfully petition Citizen company leadership to strengthen user accountability and public safety by implementing enhanced identity verification and moderation standards across the Citizen platform.

Citizen serves an important public safety function by providing users with access to information regarding emergencies, criminal activity, and community incidents. Because the platform facilitates real-time public communications that may influence individual behavior, emergency response, and community trust, it carries a heightened responsibility to promote accuracy, accountability, and responsible participation.

To help protect users and strengthen public confidence, we encourage Citizen to adopt the following measures:

- Require verification of a government-issued identification document for account creation or full platform participation.
- Require users to participate under their verified legal names rather than anonymous or pseudonymous accounts, except where legally required accommodations or documented safety exceptions apply.
- Restrict anonymous posting and commenting that may contribute to harassment, false reporting, impersonation, coordinated abuse, or the spread of misinformation.
- Strengthen reporting, moderation, and appeals processes through timely investigations, transparent enforcement actions, and meaningful opportunities for users to appeal moderation decisions.

These recommendations are intended to:

- Increase accountability for platform users.
- Discourage harassment, stalking, doxxing, impersonation, and coordinated abuse.
- Reduce the spread of false or misleading public safety information.
- Improve cooperation with lawful investigations when appropriate and consistent with applicable law.
- Foster greater public confidence in information shared through the platform.

- Better protect first responders, emergency personnel, community organizations, businesses, and members of the public.

We recognize the importance of balancing privacy, free expression, and public safety. Any identity verification process should include appropriate safeguards for personal information, secure handling of sensitive data, compliance with applicable privacy laws, and reasonable accommodations where legally appropriate.

Citizen has become an influential source of community safety information. As the platform continues to grow, stronger identity verification and accountability measures can help promote responsible participation while preserving the platform's value as a trusted public safety resource.

We respectfully ask Citizen's leadership to evaluate these recommendations and engage with its user community regarding future improvements that strengthen safety, accountability, transparency, and public trust.

Respectfully,

D. Cowdrey

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