

Empowering Communities through Citizen-Centric Service Delivery and Engagement

Leveraging ArcGIS Solutions for Inclusive and Transparent Governance

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SOUTHERN AFRICA ESRI USER CONFERENCE 2025

Benefits of Citizen-Centric Service Delivery

- Enhanced accessibility to government services and information
- Improved transparency and trust through open data
- Responsive service delivery tailored to community needs
- Collaborative decision-making and increased community participation



The Role of GIS in Empowering Communities

- Visualizing spatial data for better understanding
- Facilitating access to public facilities, infrastructure, and services
- Supporting data-driven decision making and planning
- Enabling real-time monitoring and feedback loops



ArcGIS Solutions for citizen engagement

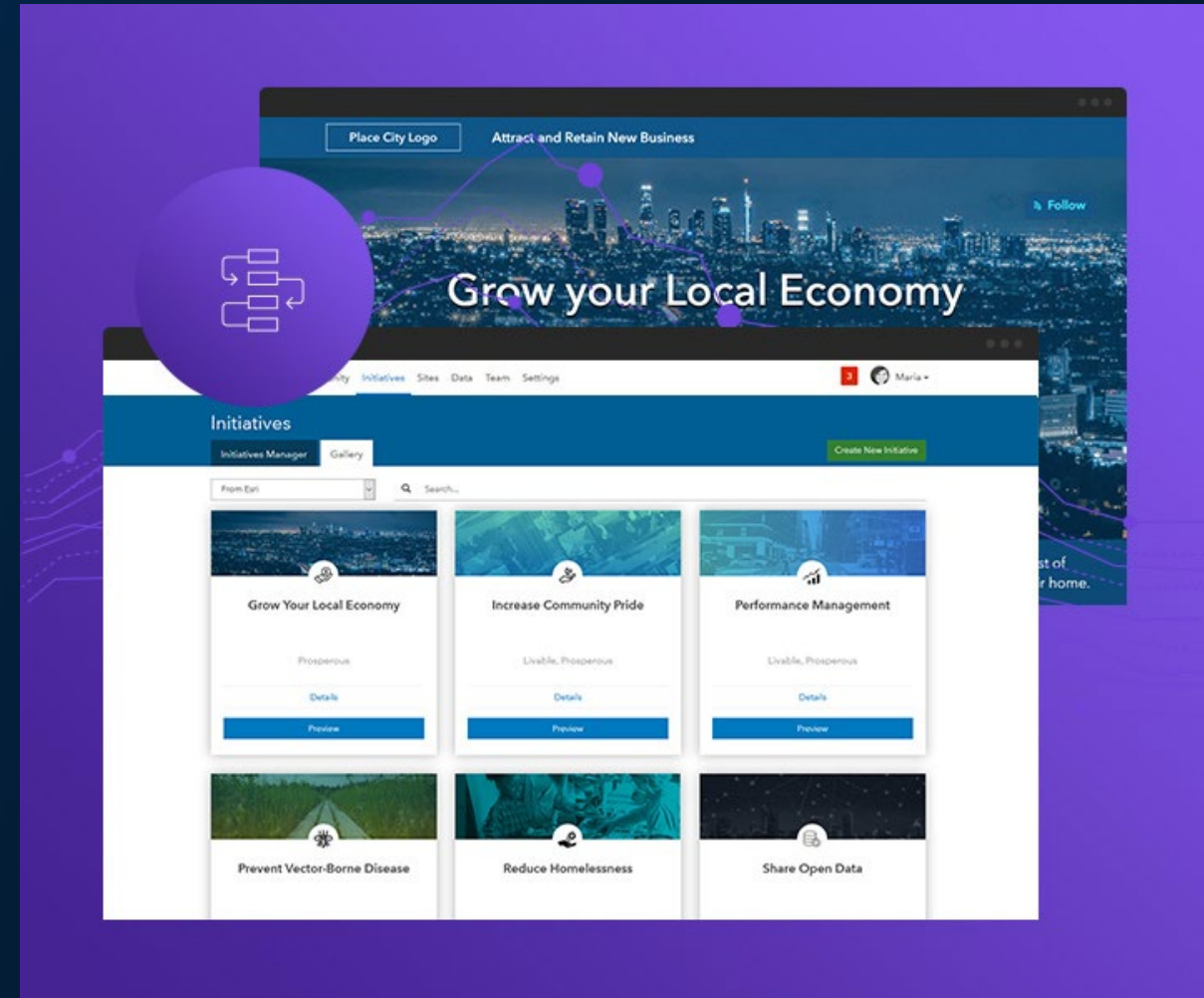
- ArcGIS Hub: Community engagement platform
- ArcGIS StoryMaps: Storytelling with maps and multimedia
- ArcGIS Dashboards: Real-time data visualization
- ArcGIS Survey123 and Field Maps: Mobile data collection





ArcGIS Hub for Citizen Engagement

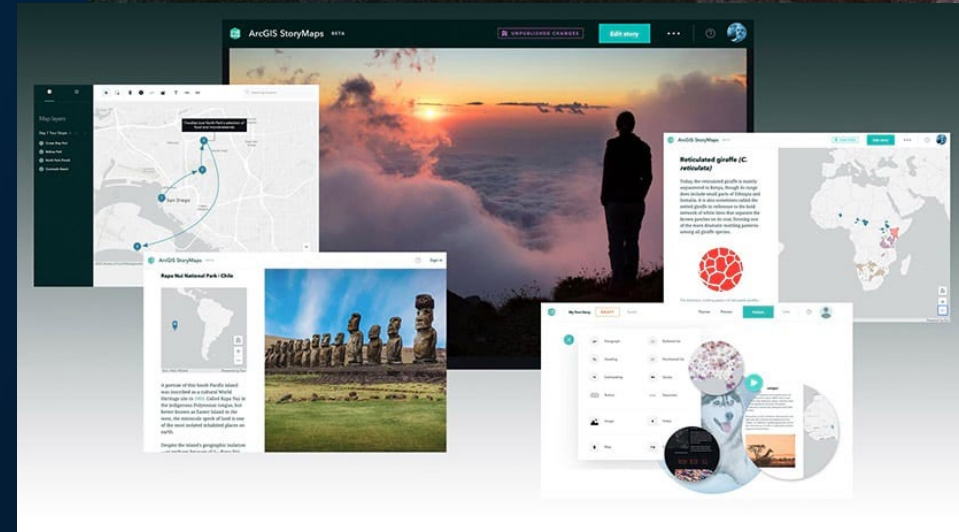
- Collaborative platform that brings communities and government together
- Features: Open data, events, initiatives, easy access without sign-in
- Supports communication, transparency, and inclusive participation





ArcGIS StoryMaps for Awareness and Advocacy

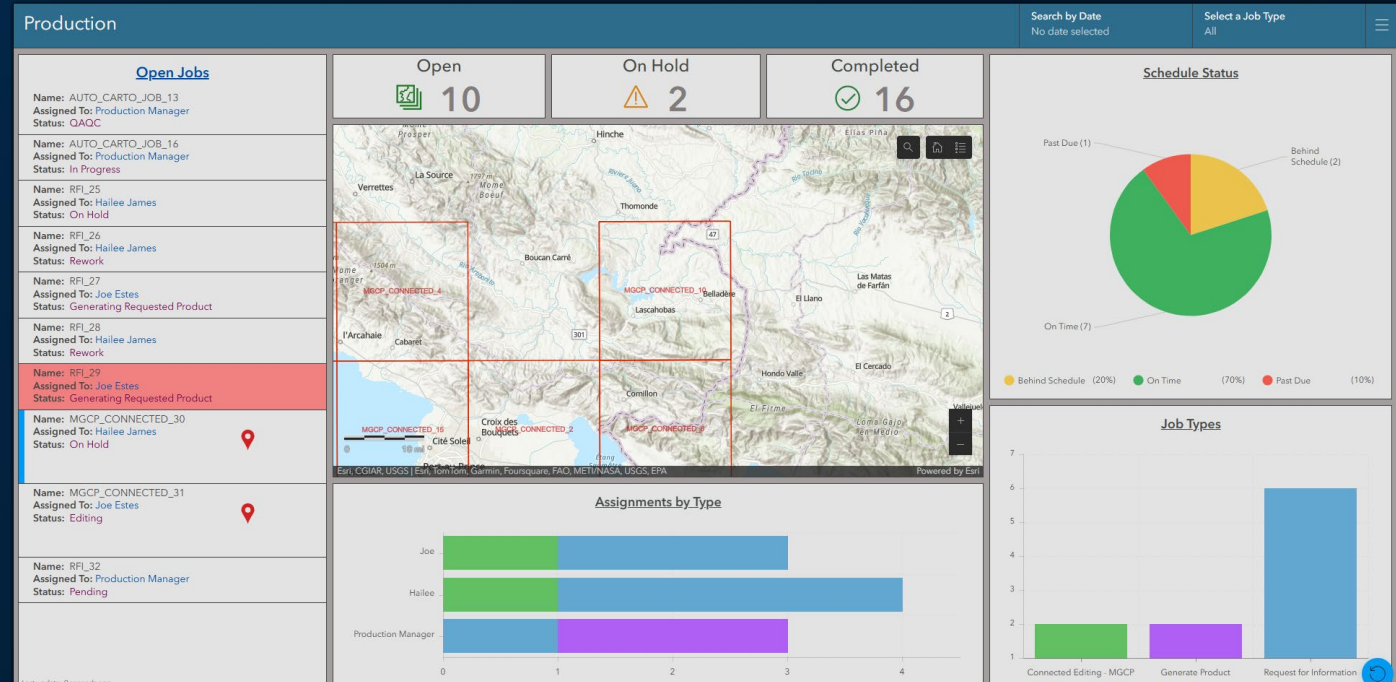
- Combines maps, text, photos, videos to tell compelling stories
- Effective for raising awareness on community issues
- Example: Environmental justice stories, infrastructure projects





ArcGIS Dashboards for Transparency and Monitoring

- Interactive dashboards provide simple, visual insights
- Monitors services, project progress, public safety, and resource allocation
- Empowers citizens with timely information



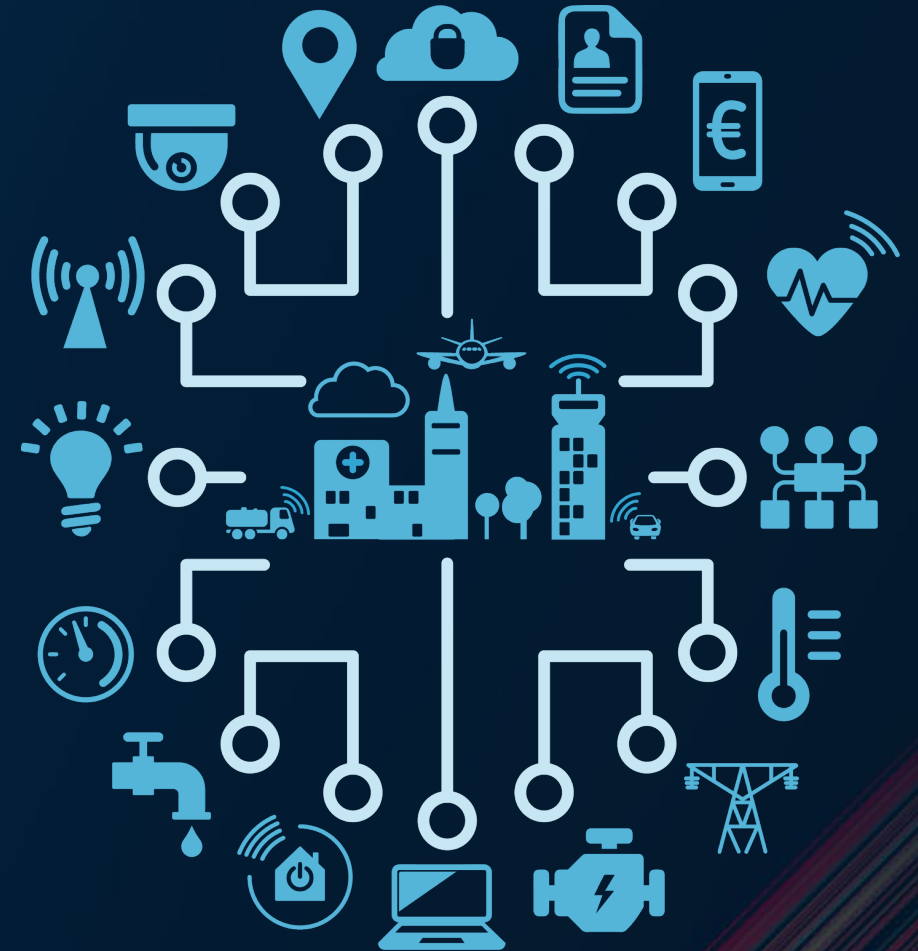
Mobile Solutions for Data Collection and Feedback

- ArcGIS Survey123: Form-centric data capture for community surveys
- ArcGIS Field Maps: Map-centric mobile app for field data collection
- Enables citizens and government staff to report and track issues



Best Practices for Implementation

- Engage community early and often
- Use clear and accessible communication channels
- Train staff and citizens on using GIS tools
- Ensure data privacy and security
- Foster ongoing feedback and iterative improvement



Conclusion

Empowering communities through citizen-centric service delivery and engagement is fundamental for building inclusive, resilient local governments. Technology, especially GIS solutions, plays a pivotal role by providing spatial insights that reflect real community needs and priorities. These tools enable governments to map resources, monitor service delivery, and identify gaps with precision. By making information transparent and accessible, GIS fosters active citizen participation and feedback, strengthening trust and collaboration. Ultimately, this integration of technology empowers local authorities to design more effective, equitable services that truly resonate with and uplift their communities.

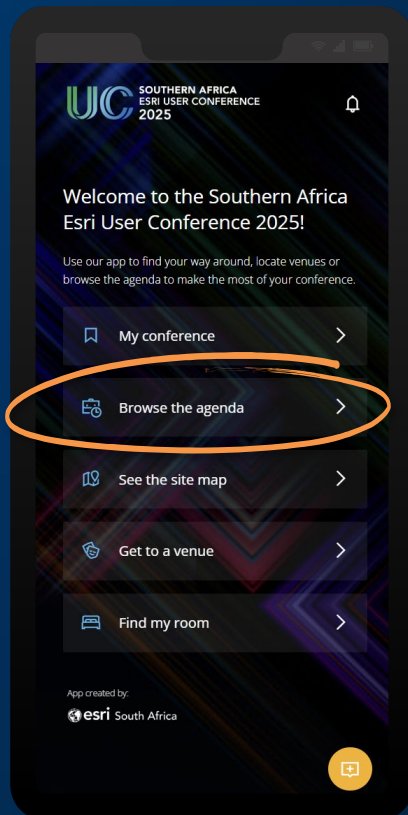
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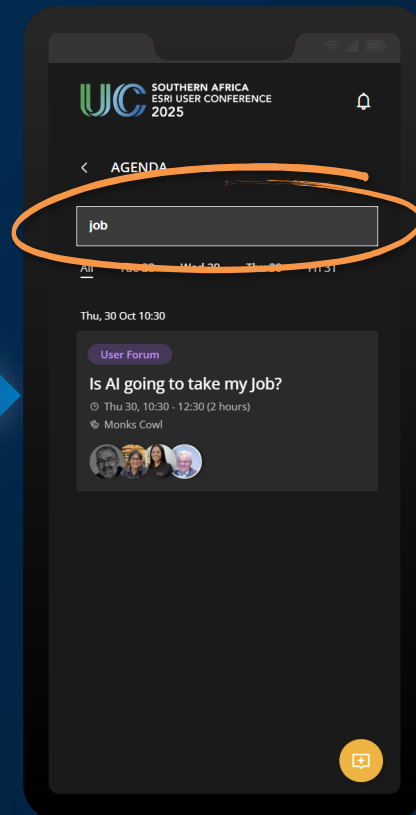
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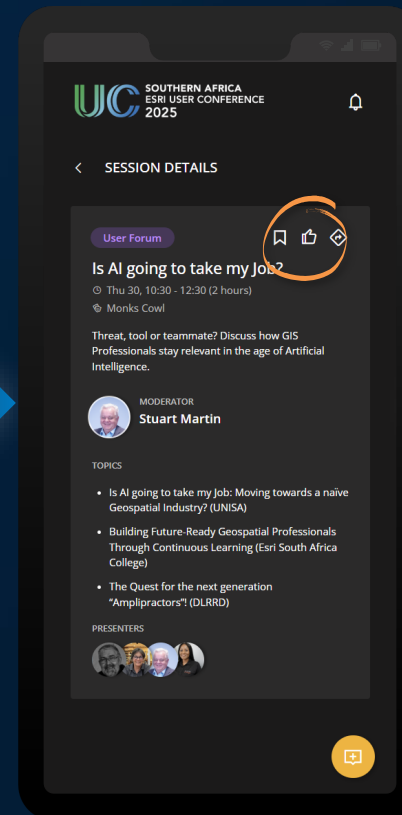
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