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## TOWNSHIP OF FERGUSON

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### FOR IMMEDIATE RELEASE

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### Ferguson Township Implements Cutting-Edge Citizen Request Center Powered by ESRI

Ferguson Township, STATE COLLEGE — Ferguson Township is proud to announce the launch of its innovative Citizen Request Center, powered by ESRI, a global leader in geographic information system (GIS) technology. This state-of-the-art platform will revolutionize the way residents engage with local government and report community issues, further enhancing transparency, efficiency, and collaboration within the township. The Citizen Request Center provides residents with a user-friendly interface accessible via web and mobile devices, allowing them to easily submit service requests, report infrastructure issues, and communicate issues directly with township staff. Whether it's reporting potholes, requesting streetlight repairs, or other public service requests, residents now have a streamlined channel to voice their concerns and track the progress of their requests in real-time.

"We are thrilled to introduce the Citizen Request Center to our community," said Centrice Martin, Township Manager. "This platform represents our commitment to leveraging technology to better serve our residents and improve the quality of life in our township. By empowering citizens to participate in the maintenance and enhancement of our infrastructure, we are fostering a more collaborative and responsive local government," Martin said.

ESRI's cutting-edge GIS technology underpins the Citizen Request Center, enabling staff to efficiently manage incoming requests, prioritize tasks, and allocate resources effectively. The platform's spatial analysis capabilities allow for a more comprehensive understanding of community needs, facilitating data-driven decision-making and proactive planning initiatives. In addition to its operational benefits, the Citizen Request Center promotes transparency and accountability by providing residents with visibility into the status of their requests and the overall performance of the township's service delivery. By fostering greater engagement between residents and local government, Ferguson Township aims to build trust, strengthen community ties, and drive positive change.

The launch of the Citizen Request Center reflects Ferguson Township's ongoing commitment to innovation and excellence in public service delivery. As technology continues to evolve, the township remains dedicated to embracing new tools and solutions that enhance efficiency, responsiveness, and citizen engagement.

For more information about the Citizen Request Center and how to submit service requests, please visit [twp.ferguson.pa.us](http://twp.ferguson.pa.us) or <https://arcg.is/1PenGK>.

**About Ferguson Township**

Ferguson Township is a vibrant community located in Centre County, Pennsylvania. With a commitment to sustainability, inclusivity, and quality of life, the township strives to provide responsive and transparent local government services to its residents.

**About ESRI**

ESRI is the global leader in geographic information system (GIS) technology. Founded in 1969, ESRI's innovative mapping and spatial analytics solutions empower organizations to solve complex challenges and make informed decisions using the power of geography.

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