
Abstract

We examine to what extent Public Participation GIS (PPGIS) contributes to a successful participatory process and how context affects the tool's role in both process and results. We tested a tool to visualize accessibility effects of transport projects, using it in participatory workshops related to a major bus corridor proposal in Santiago de Chile. We innovated in the tool itself, to visualize overcrowding effects as a way to include comfort issues. We found that the GIS encouraged a sincere and realistic conversation among participants. Perceptions of the project did not necessarily improve, but the tool did reduce polarization of opinions.

Keywords

PPGIS, citizen engagement, accessibility, BRT, transport planning, Nueva Alameda Providencia.