



The difference is what you see

City of Bayswater

City Spatial Project



The City of Bayswater is located seven kilometres north-east of Perth, and has a population of 56,000. Covering an area of 33 square kilometres, the council is made up of five divisions, and has over 350 employees. The City of Bayswater first implemented Geographic Information Systems (GIS) into council operations ten years ago, and has continued to update and develop their spatial operations as the organisation's needs grew and changed.

// Outcomes

- **The council's land request reporting process has been significantly streamlined, with a 5 minute process replacing a 12 day turn around**
- **All council staff including remotely located staff now have access to multiple corporate systems and databases via an easy-to-use web interface**
- **Data duplication issues between the internal and external environments have been resolved**

// Challenge

Since 2001, City of Bayswater's spatial operations have evolved considerably to meet growing internal and external demands. However, this expansion in operations caused some difficulties, with data duplication issues arising, deployment structures becoming time intensive, internal design requests becoming hard to fulfil, and remote access difficult to achieve.

A new approach was needed to resolve these emerging issues. The council needed a browser-based solution that could provide security, multiple database integration, design flexibility, scalability, remote access, and a centralised approach to spatial data management. In addition to meeting these internal requirements, the solution needed to ensure that it would help the council meet its corporate mission of providing a full range of local government services to the community to the highest standard, at the most economical cost achievable, and in the shortest time.

// Solution

An internal corporate GIS viewer called CitySpatial was implemented, based on ESRI Australia's locally developed GIS gateway solution. CitySpatial delivers access to multiple corporate databases for all City of Bayswater staff via an easy-to-use web interface.

This new system has combined access to the council's property, rating, customer service and approval systems into one interface, enabling staff to provide a more seamless level of service. Staff can now quickly access and retrieve council documents and customer enquiries more efficiently than ever before. Data duplication issues between the internal and external spatial environments have now been resolved, with any changes made to the GIS data now synchronised between both databases.



ESRI Australia

Putting knowledge into place

Bayswater



“Through the implementation of CitySpatial, the City has been able to enhance the management of its spatial environment tenfold via seamless integration and simple browser delivery.”

Rod Woodford
Manager Geographic Services
City of Bayswater

// Benefits

By providing organisation-wide access to the council's corporate information, a number of key benefits have been achieved:

- All staff, including remotely located staff, can now access corporate information via a secure, easy-to-use interface
- Staff are able to query multiple databases in seconds, gaining access to a variety of information covering property, waste management, town planning, road networks, drainage networks, demographics and more
- The time required to process specialised reports has reduced significantly, e.g. land request reporting now only takes five minutes, compared to the previous process taking twelve days
- Council's own staff can modify the CitySpatial application when required to suit the organisation's current and future requirements
- Mail-merged letters to residents and/or occupiers can be automatically generated based on location

- Data duplication issues between the council's internal and external environments are now resolved, due to both systems now accessing the same geodatabase frameworks
- Geometric quantities can be derived on screen, minimising site visits

With its web-based interface that provides a simple environment for council staff to access important corporate information, CitySpatial ultimately enables the council to provide a more efficient service to ratepayers and suppliers. The new GIS environment has not only greatly improved departmental workflows, but has also positively impacted on all organisational practices.

// The Future

This year will see the existing external spatial application *“Interactive City Maps”* upgraded to a new instance of CitySpatial to fall in line with the new environment. This will allow for greater development flexibility to external clients via more integration. The soon to be implemented records management system will also be integrated with CitySpatial. The development of more direct links to corporate systems including Rating, Swimming Pools, Licensing, Development Application processes, Health Inspections and Infrastructure Assets will strengthen the integration process and further optimise work flows. The integration of the City's existing real time GPS fleet monitoring system will also be incorporated into the CitySpatial application in the near future.

// ESRI Australia

location-intelligence@esriaustralia.com.au
www.esriaustralia.com.au
Freecall 1800 447 111