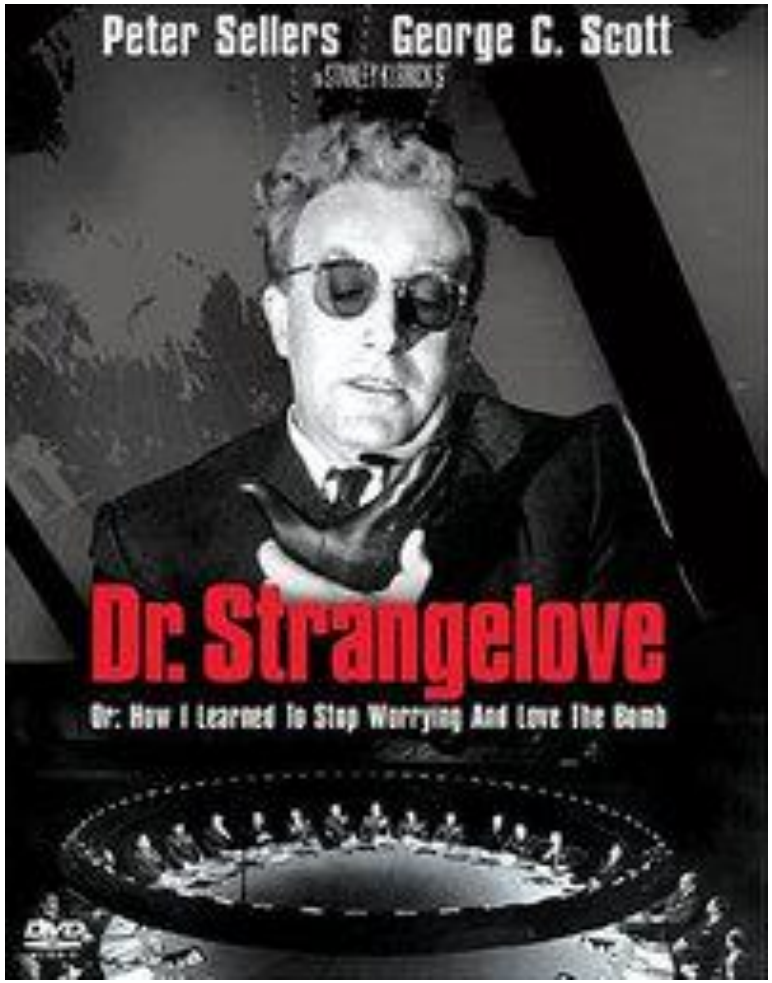
KISS

or If the Shoe Fits,
Wear It!


Peter Sellers
George C. Scott
Dr. Strangelove
Or: How I Learned to Stop Worrying And Love The Bomb
DVD

gifbin.com

Outline

- Target Audience for Map Apps
- Our Initial Approach
- Re-Evaluation of our Initial Approach
- New Targeted Solutions
- Lessons Learned
- Future Plans

Apps for the Masses

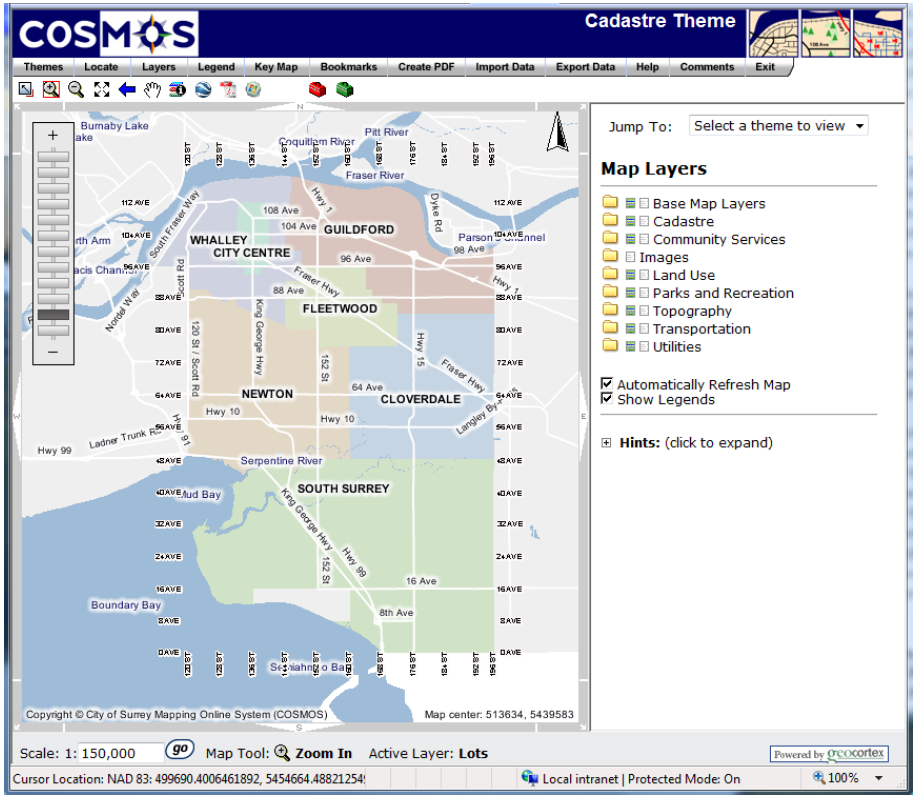
- Serves a specific purpose
- Informative
- Useful
- KISS (from the user point of view)
- Targeted audience
- Good GUI
- Intuitive, Easy to Use, User Friendly

IETUUF

Keeping it Real (Simple) at the City of Surrey

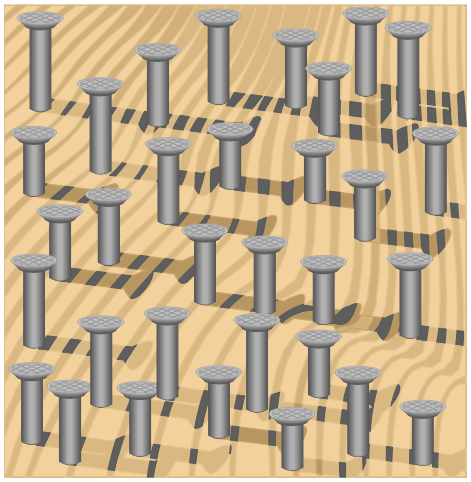
1 Web Map App – COSMOS

- Decent GUI
- Typical map functionality
- Generally it has been keeping the IETUUF crowd at bay



Steady Stream of Enhancement Requests

- COSMOS was our hammer
- All new requests looked like nails
- Functionality of COSMOS grew



IETUUF Crowd Stirs

- Requests for training on the rise
- Users not aware of or don't fully understand existing functionality
- Solutions to new requests often included long winded instructions
- Google Maps comes along and feeds IETUUF crowd
  - Why can't it look more like Google?

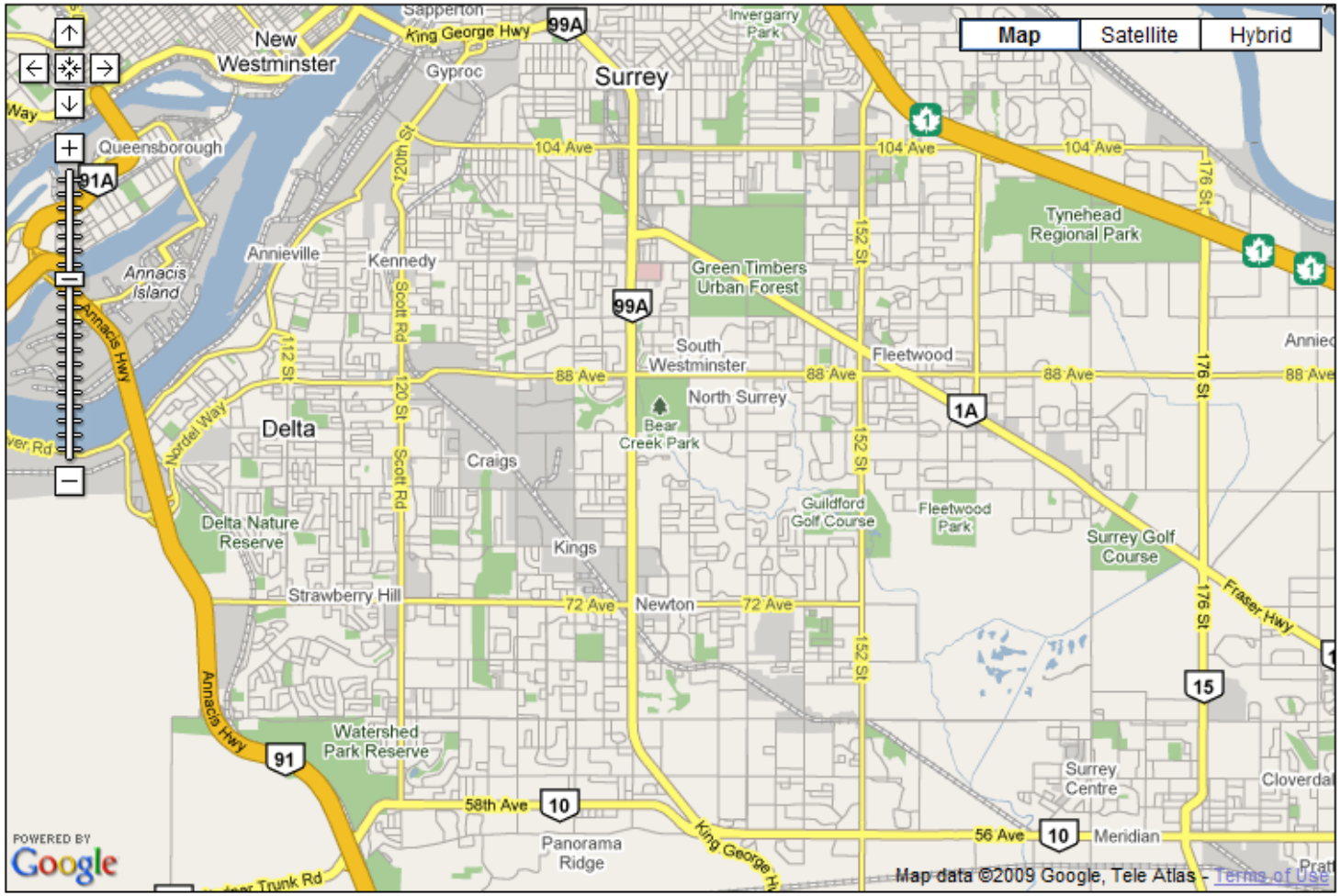
Changing Face of GIS at the City of Surrey

- I want social resource locations, walking and bike routes by community, service requests, eagle nests and development restriction buffers, ravine stability assessment locations and access to resultant survey reports, pavement cut moratorium, proposed water meters, pump connections, drainage reports by sub-basin, etc, etc, etc….
- Many enhancement requests either intended for general public, or for small group of users – Catch 22
- Paradigm Shift in our thinking
- Data must still be centralized in one location

Community Resource Maps

Select a Community: City-wide

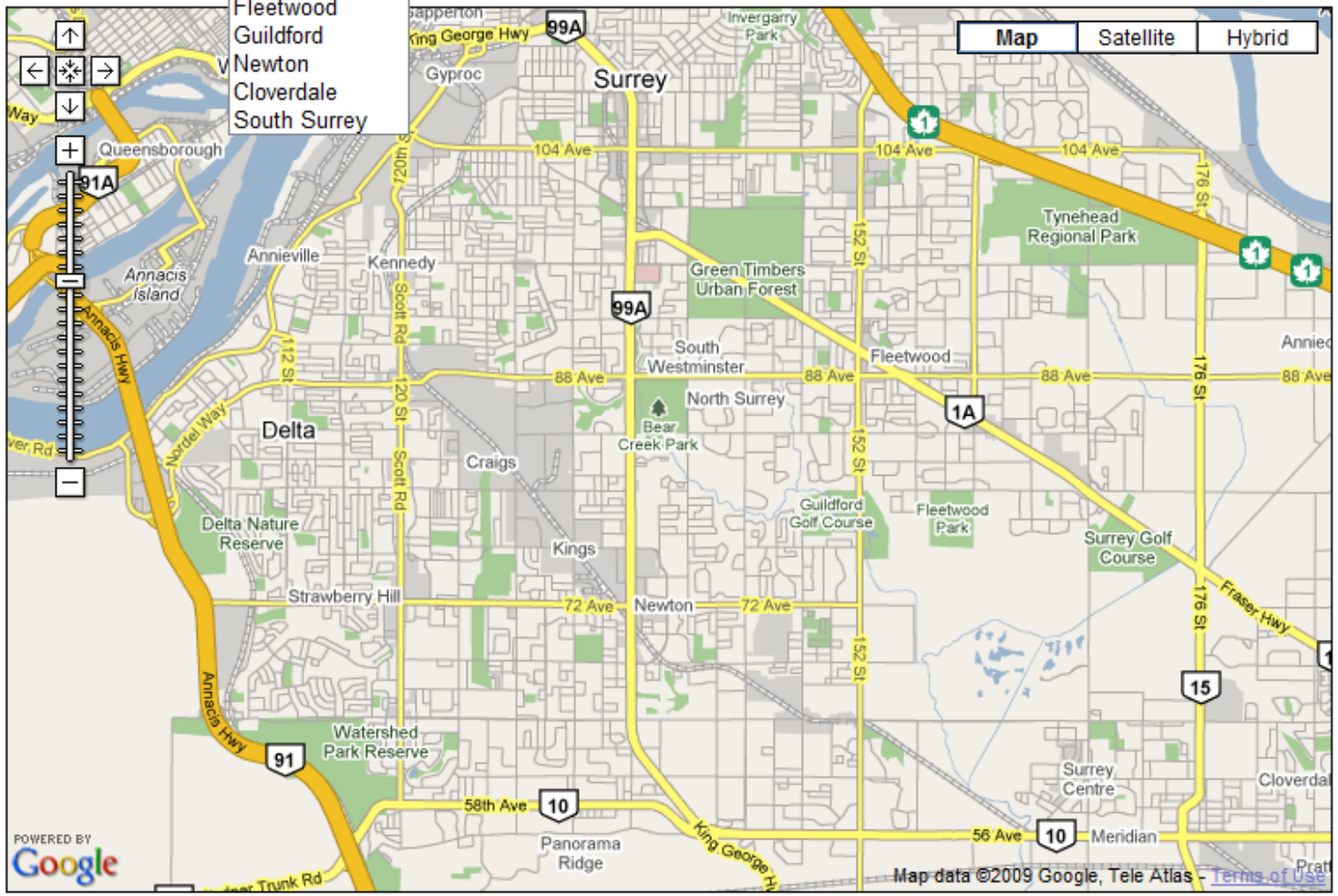
Select a Community Resource Map: Map Type



Select a Community: City-wide

Select a Community P Map Type

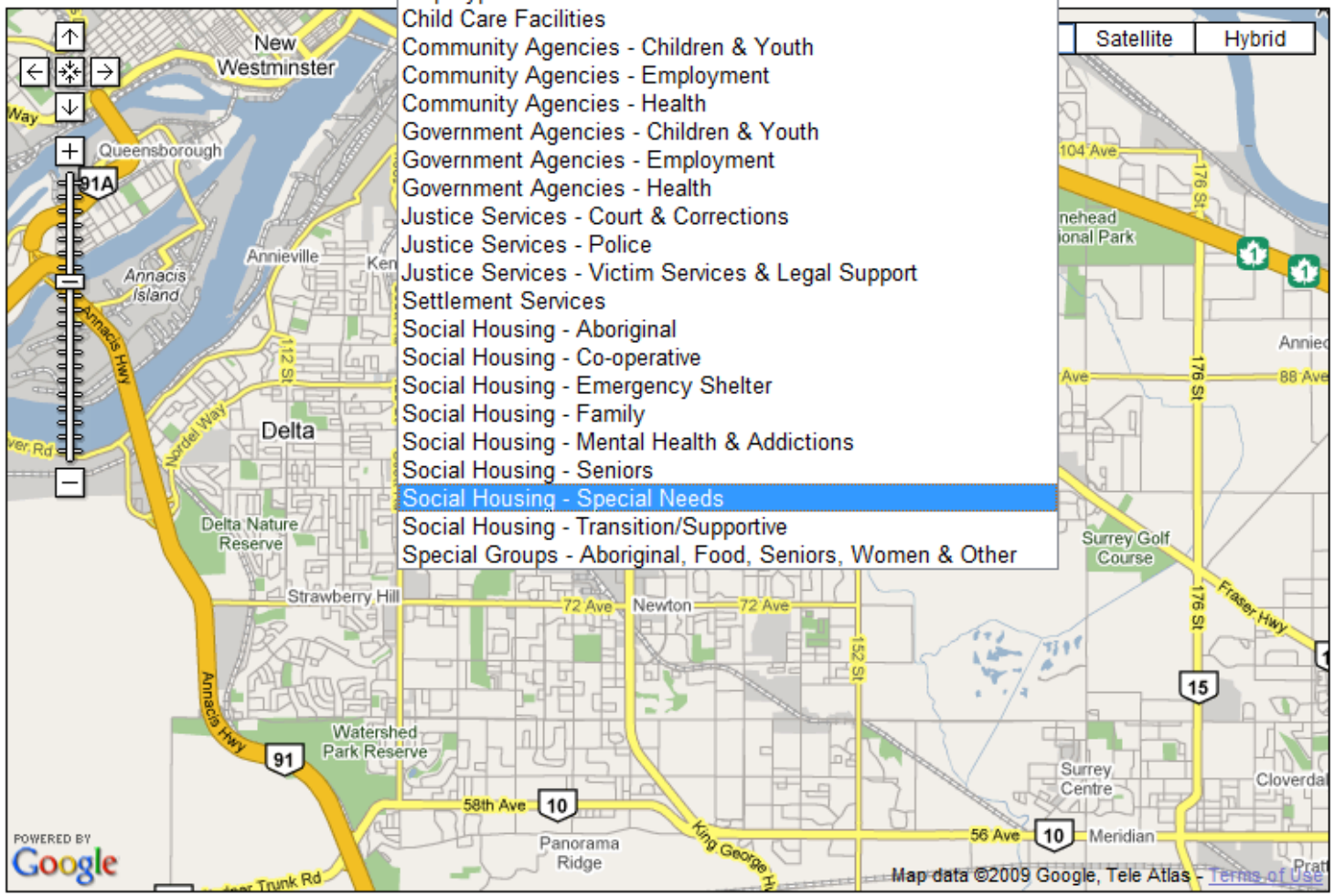
- City-wide
- Whalley
- Fleetwood
- Guildford
- Newton
- Cloverdale
- South Surrey



Select a Community: City-wide

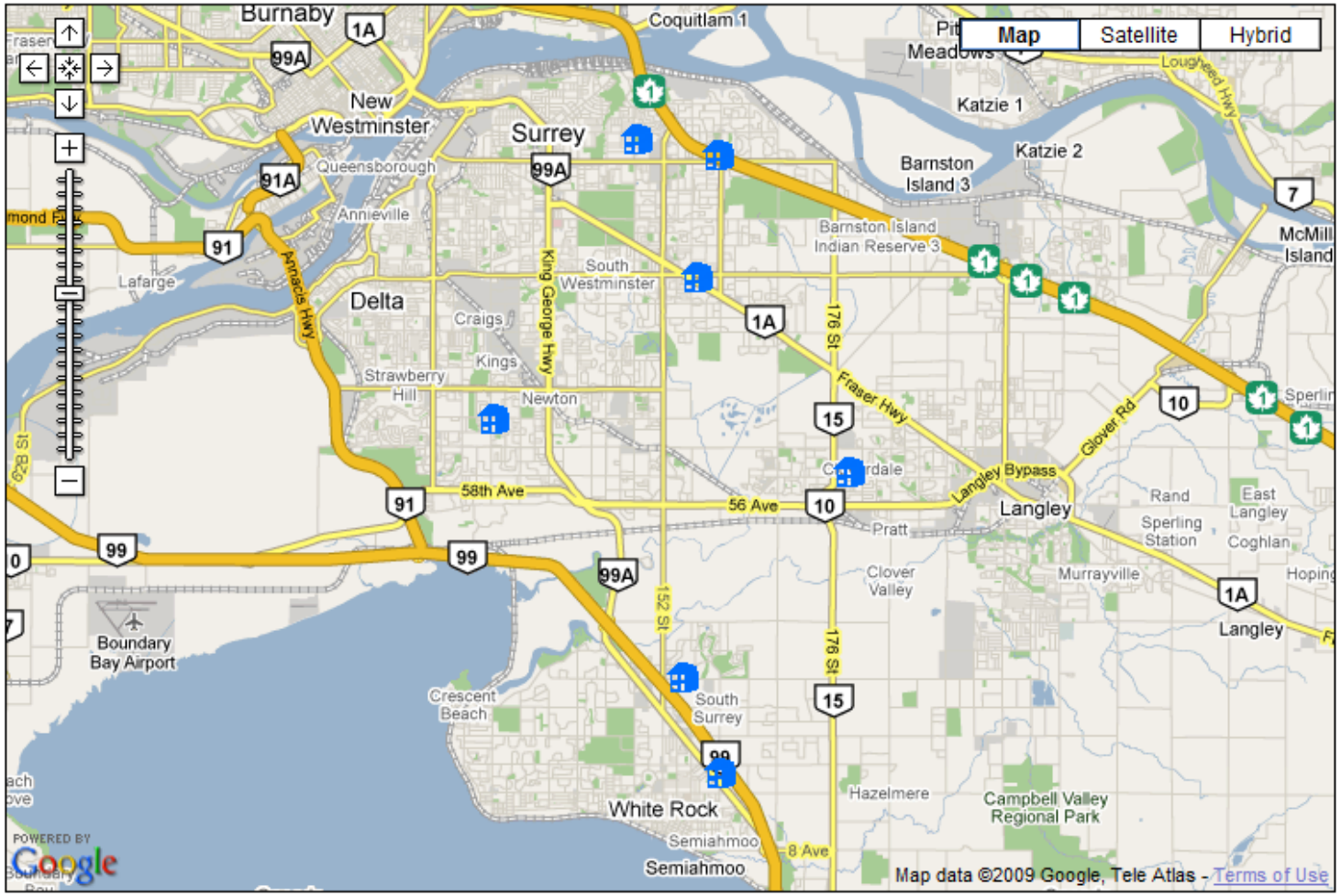
Select a Community Resource Map: Map Type

- Map Type
- Child Care Facilities
- Community Agencies - Children & Youth
- Community Agencies - Employment
- Community Agencies - Health
- Government Agencies - Children & Youth
- Government Agencies - Employment
- Government Agencies - Health
- Justice Services - Court & Corrections
- Justice Services - Police
- Justice Services - Victim Services & Legal Support
- Settlement Services
- Social Housing - Aboriginal
- Social Housing - Co-operative
- Social Housing - Emergency Shelter
- Social Housing - Family
- Social Housing - Mental Health & Addictions
- Social Housing - Seniors
- Social Housing - Special Needs
- Social Housing - Transition/Supportive
- Special Groups - Aboriginal, Food, Seniors, Women & Other



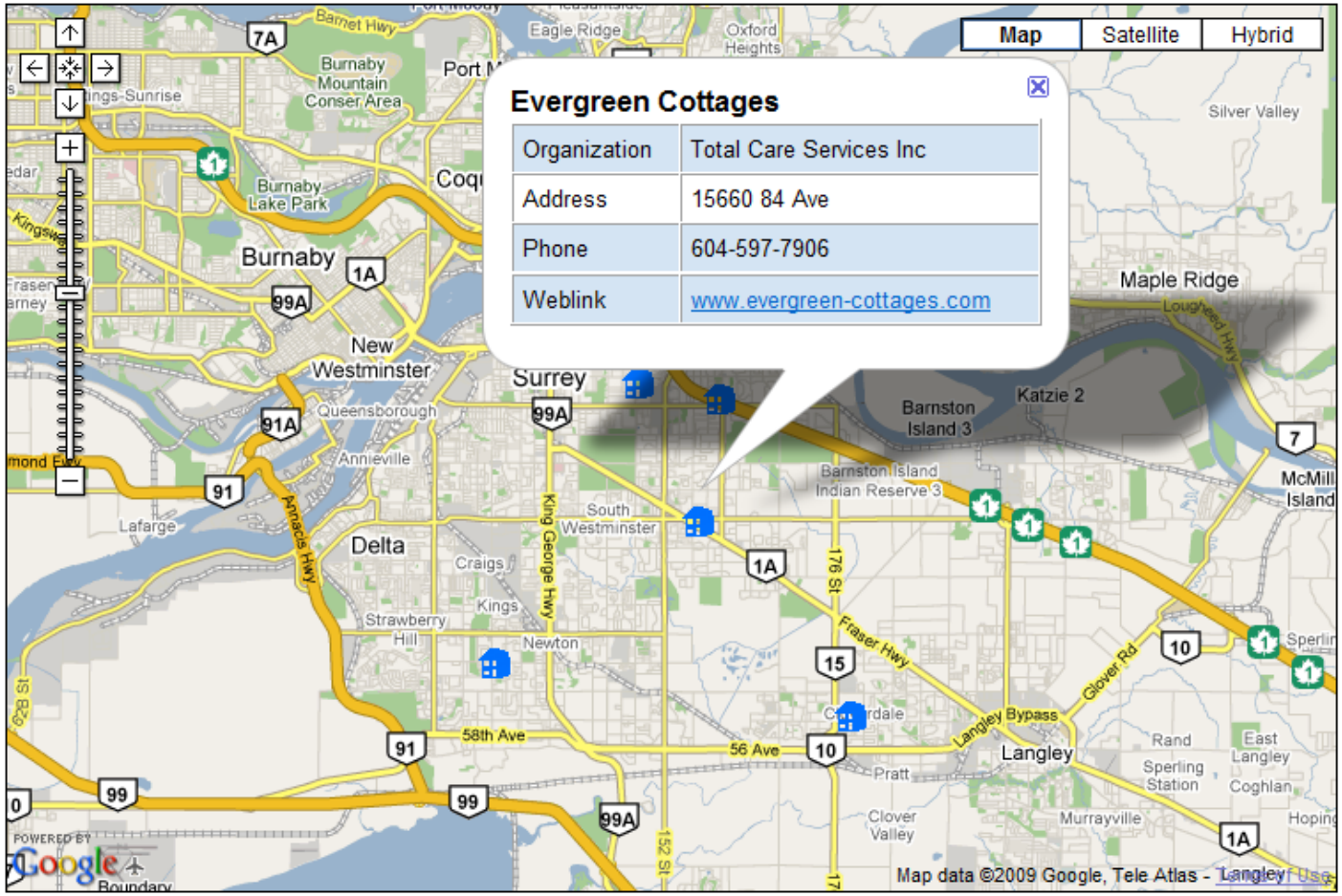
Select a Community: City-wide

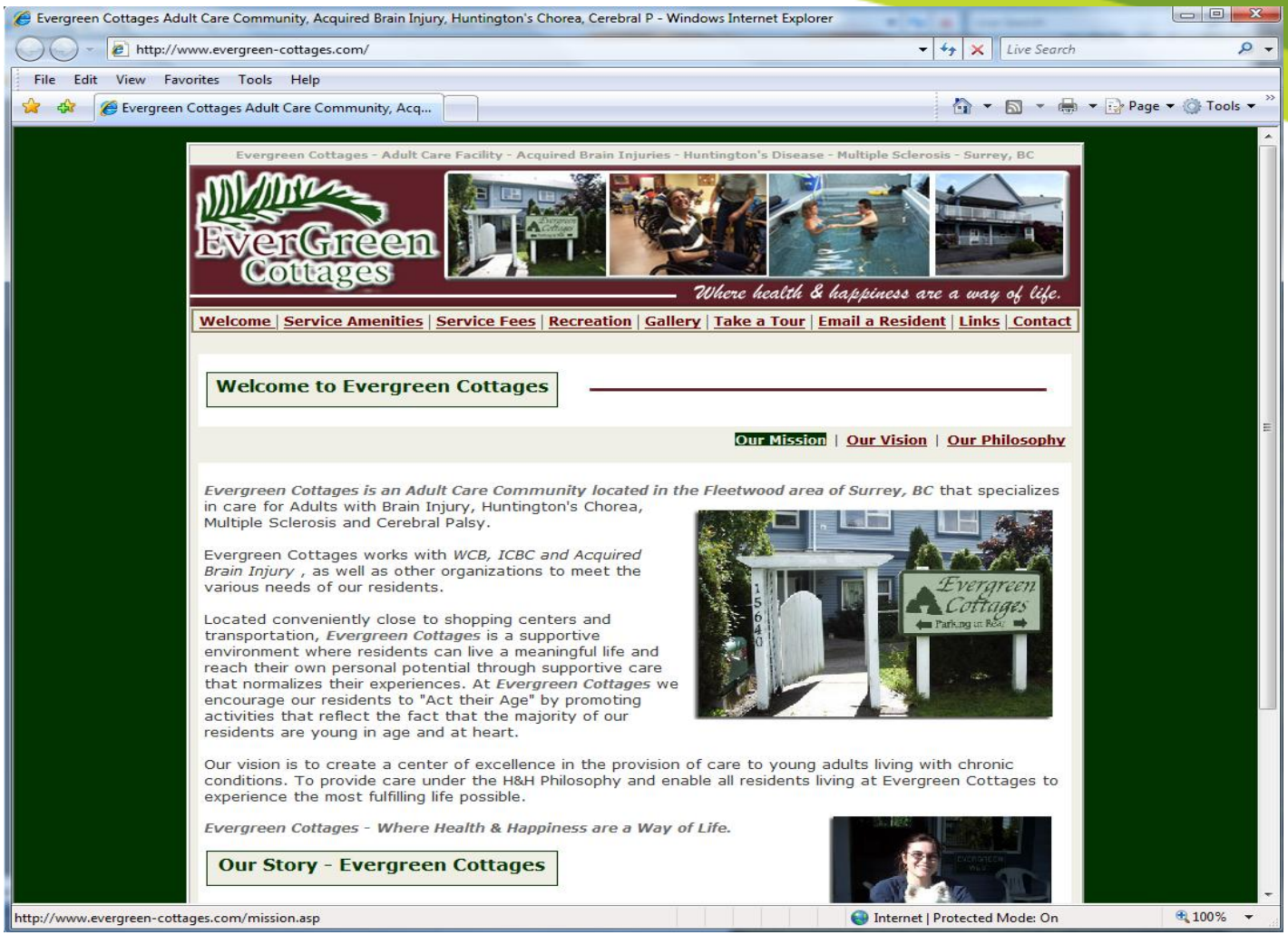
Select a Community Resource Map: Social Housing - Special Needs



Select a Community: City-wide

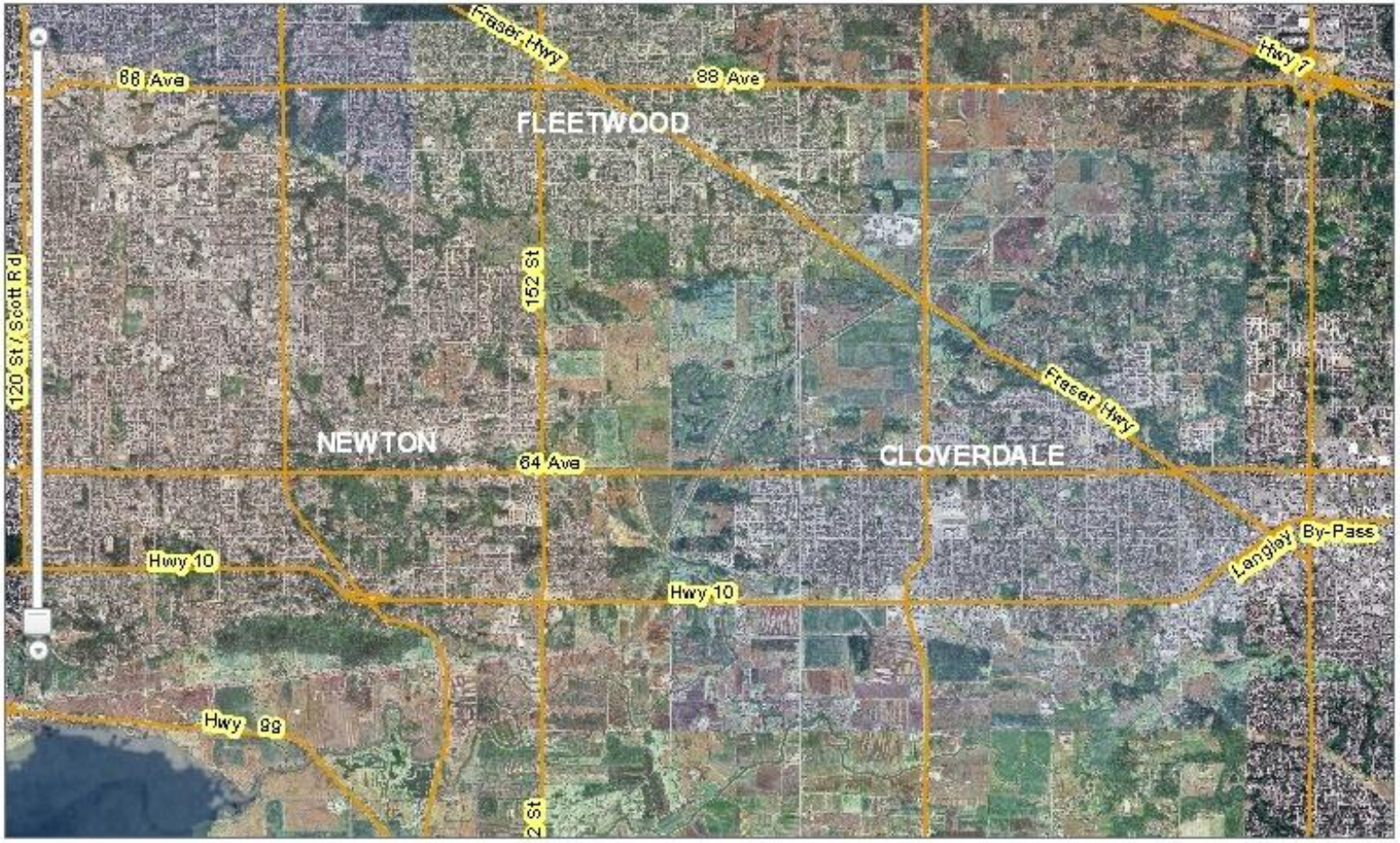
Select a Community Resource Map: Social Housing - Special Needs



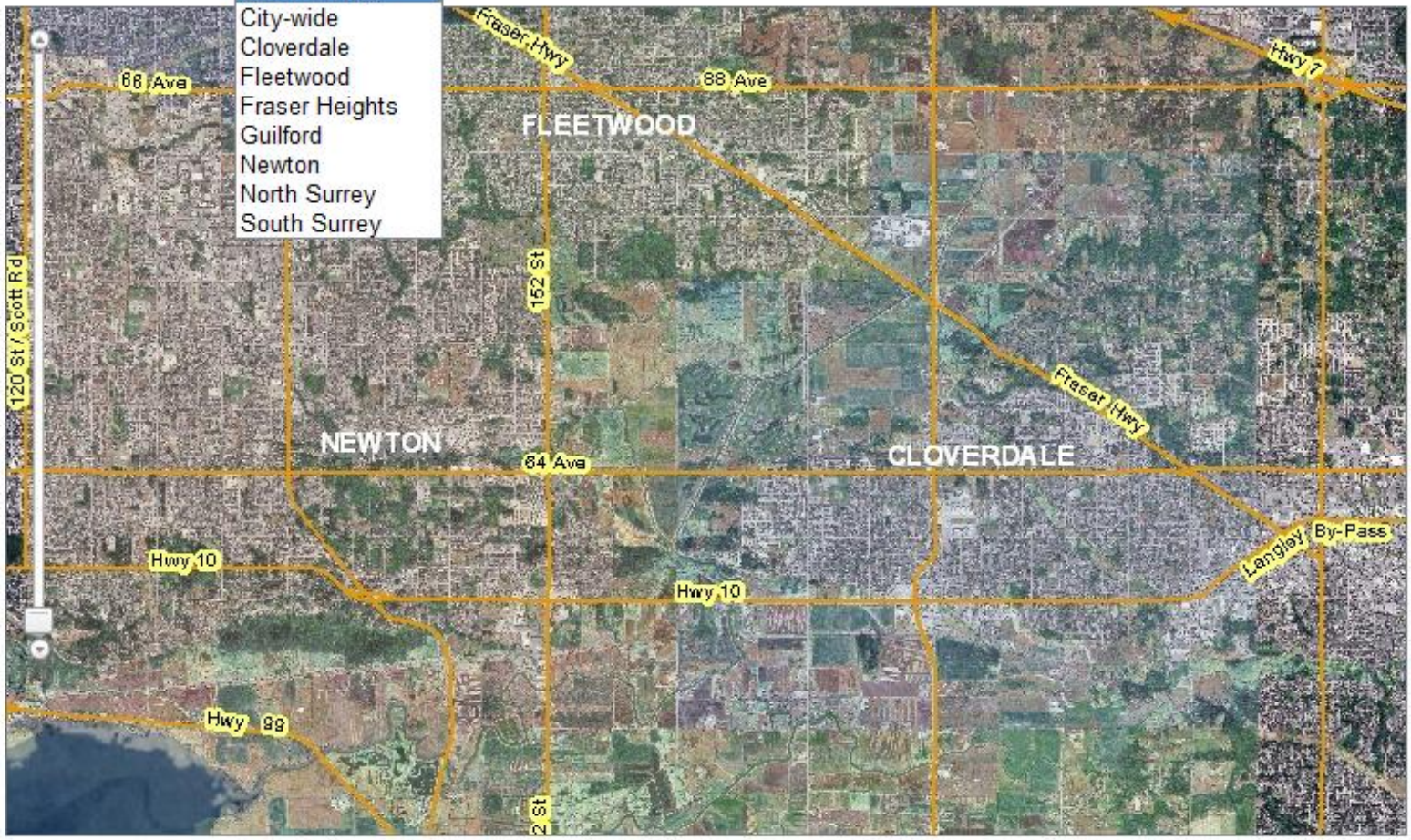

Evergreen Cottages Adult Care Community, Acquired Brain Injury, Huntington's Chorea, Cerebral P - Windows Internet Explorer
http://www.evergreen-cottages.com/
Live Search
File Edit View Favorites Tools Help
Evergreen Cottages Adult Care Community, Acq...
Page Tools
Evergreen Cottages - Adult Care Facility - Acquired Brain Injuries - Huntington's Disease - Multiple Sclerosis - Surrey, BC
EverGreen Cottages
Where health & happiness are a way of life.
Welcome | Service Amenities | Service Fees | Recreation | Gallery | Take a Tour | Email a Resident | Links | Contact
Welcome to Evergreen Cottages
Our Mission | Our Vision | Our Philosophy
Evergreen Cottages is an Adult Care Community located in the Fleetwood area of Surrey, BC that specializes in care for Adults with Brain Injury, Huntington's Chorea, Multiple Sclerosis and Cerebral Palsy.
Evergreen Cottages works with WCB, ICBC and Acquired Brain Injury , as well as other organizations to meet the various needs of our residents.
Located conveniently close to shopping centers and transportation, Evergreen Cottages is a supportive environment where residents can live a meaningful life and reach their own personal potential through supportive care that normalizes their experiences. At Evergreen Cottages we encourage our residents to "Act their Age" by promoting activities that reflect the fact that the majority of our residents are young in age and at heart.
Our vision is to create a center of excellence in the provision of care to young adults living with chronic conditions. To provide care under the H&H Philosophy and enable all residents living at Evergreen Cottages to experience the most fulfilling life possible.
Evergreen Cottages - Where Health & Happiness are a Way of Life.
Our Story - Evergreen Cottages
http://www.evergreen-cottages.com/mission.asp
Internet | Protected Mode: On
100%

Walking Routes

Select a Community: Communities Select a Walking Route: Map Type



Select a Community: Communities Select a Walking Route: Map Type



Select a Community: South Surrey

Select a Walking Route: Select a Route

- Select a Route
- South Surrey Athletic Park 3.6K Route
- South Surrey Bakerview Park 2.9K Route
- South Surrey Bakerview Park 4.3K Route
- South Surrey Daytime 6K Route
- South Surrey Elgin Heritage Park 2.5K Route
- South Surrey Multi-Park Park 8.1K Route
- South Surrey Sunnyside Acres 4.8K Route
- South Surrey Urban Forest 4.7K Route

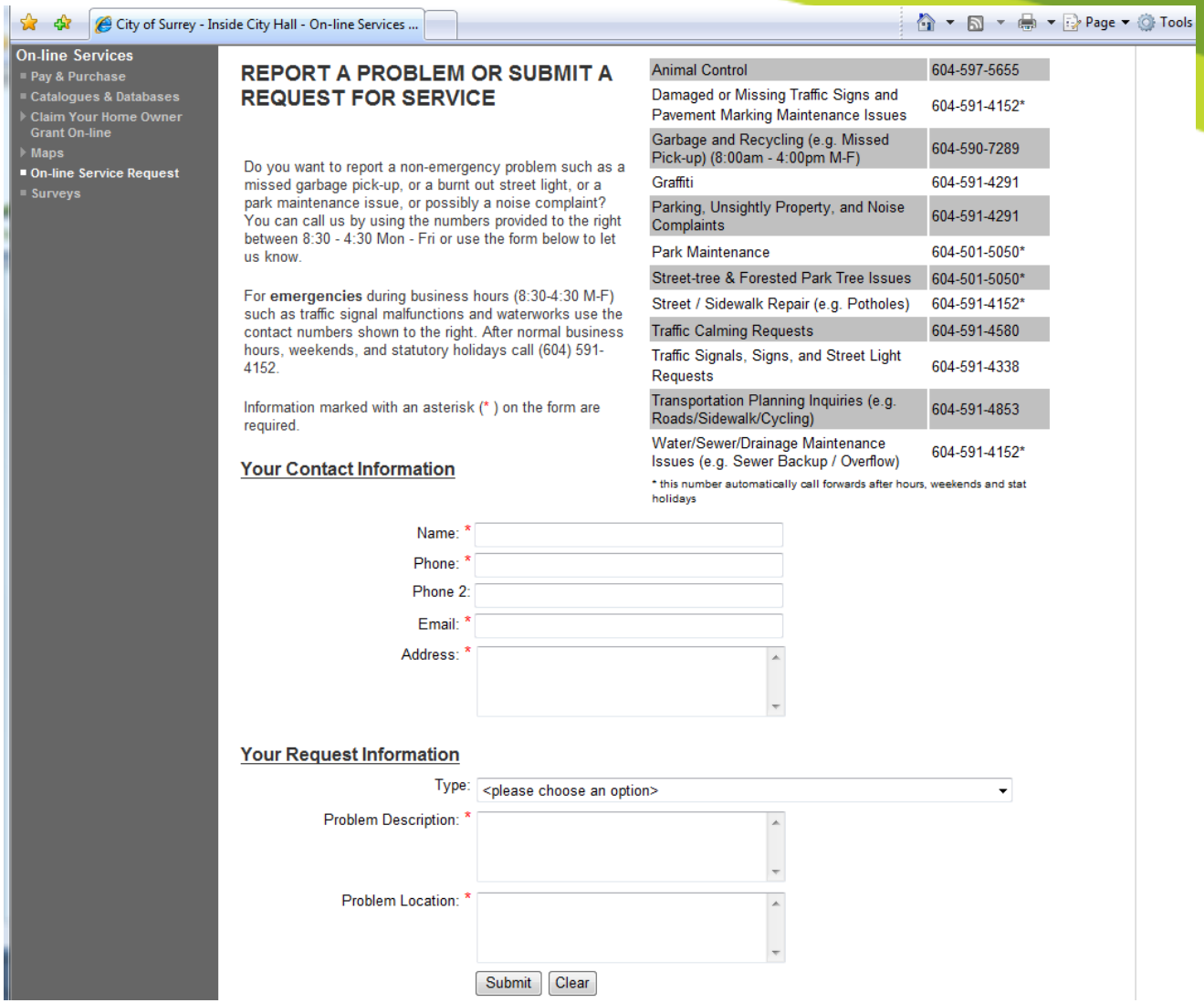
Select a Community: South Surrey

Select a Walking Route: South Surrey Multi-Park Park 8.1K Route

Select a Community: South Surrey

Select a Walking Route: South Surrey Multi-Park Park 8.1K Route

On-line Engineering Service Requests



Select a Problem Description: --Please select one--

Problem Status: OPEN

Start Date:

End Date:

Click here to send feedback

Show Service Requests on Map

0 Service Requests Found

Select a Problem Description: --Please select one--

Problem Status:

Start Date:

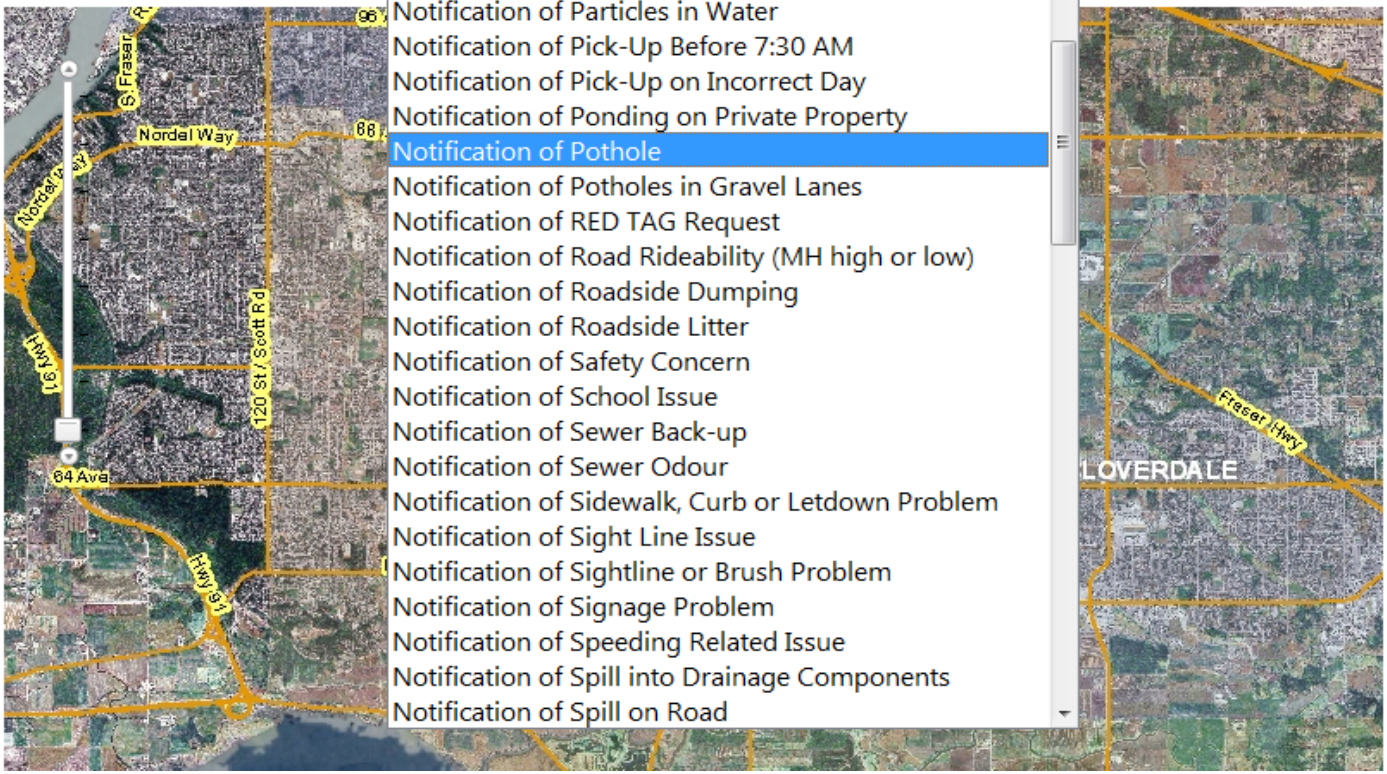
End Date:

Show Service Requests on Ma

0 Service Requests Found

[Click here to send feedback]

- --Please select one--
- Notification of Low Water Flow
- Notification of Missed Pick-Up
- Notification of Missing Sanitary IC Lid
- Notification of Missing Sanitary Manhole Cover
- Notification of No Post Guard Rail Problems
- Notification of Noisy Vacuum Valve
- Notification of Other Road Problems
- Notification of Parking Issue
- Notification of Partial Pick-Up
- Notification of Particles in Water
- Notification of Pick-Up Before 7:30 AM
- Notification of Pick-Up on Incorrect Day
- Notification of Ponding on Private Property
- Notification of Pothole
- Notification of Potholes in Gravel Lanes
- Notification of RED TAG Request
- Notification of Road Rideability (MH high or low)
- Notification of Roadside Dumping
- Notification of Roadside Litter
- Notification of Safety Concern
- Notification of School Issue
- Notification of Sewer Back-up
- Notification of Sewer Odour
- Notification of Sidewalk, Curb or Letdown Problem
- Notification of Sight Line Issue
- Notification of Sightline or Brush Problem
- Notification of Signage Problem
- Notification of Speeding Related Issue
- Notification of Spill into Drainage Components
- Notification of Spill on Road



Select a Problem Description: Notification of Pothole

Problem Status: OPEN

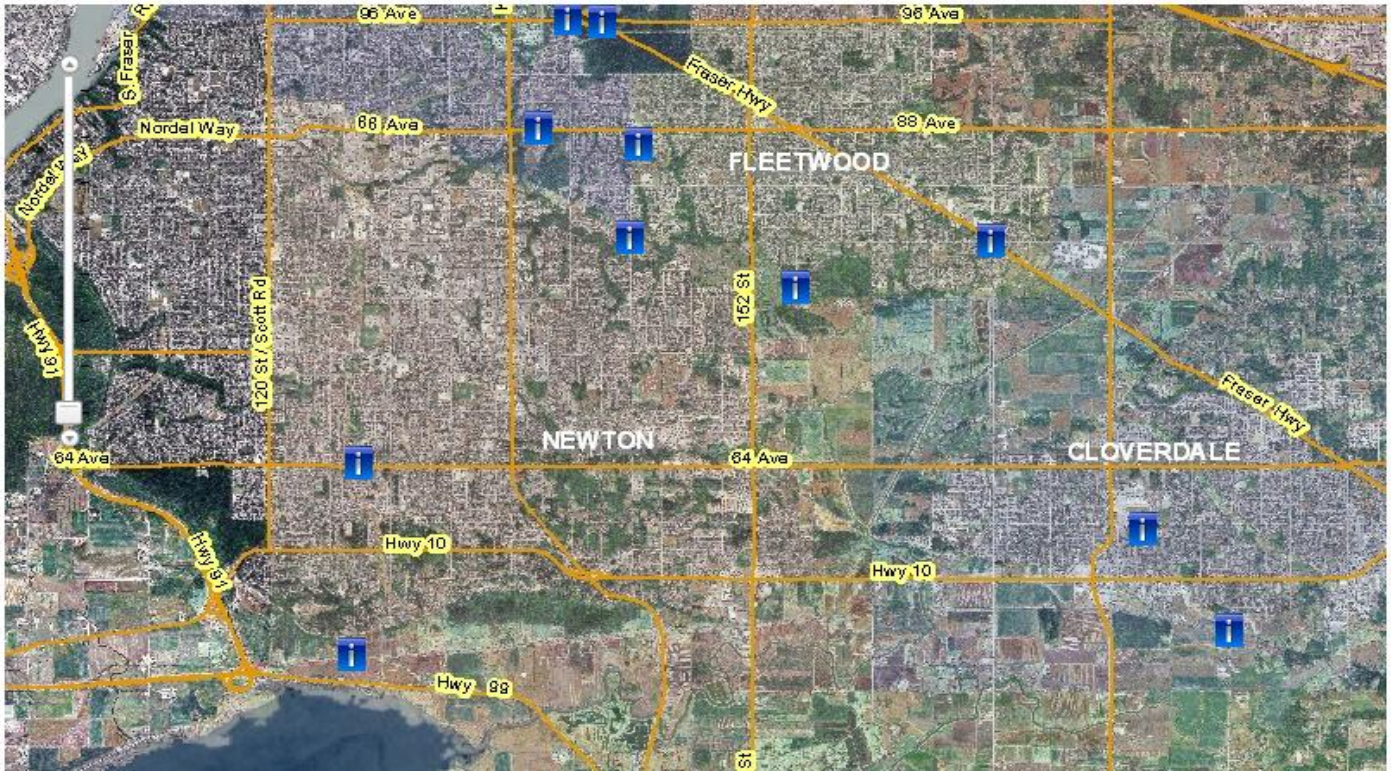
Start Date:

End Date:

Click here to send feedback

Show Service Requests on Map

24 Service Requests Found



Select a Problem Description: Notification of Pothole

Problem Status: OPEN

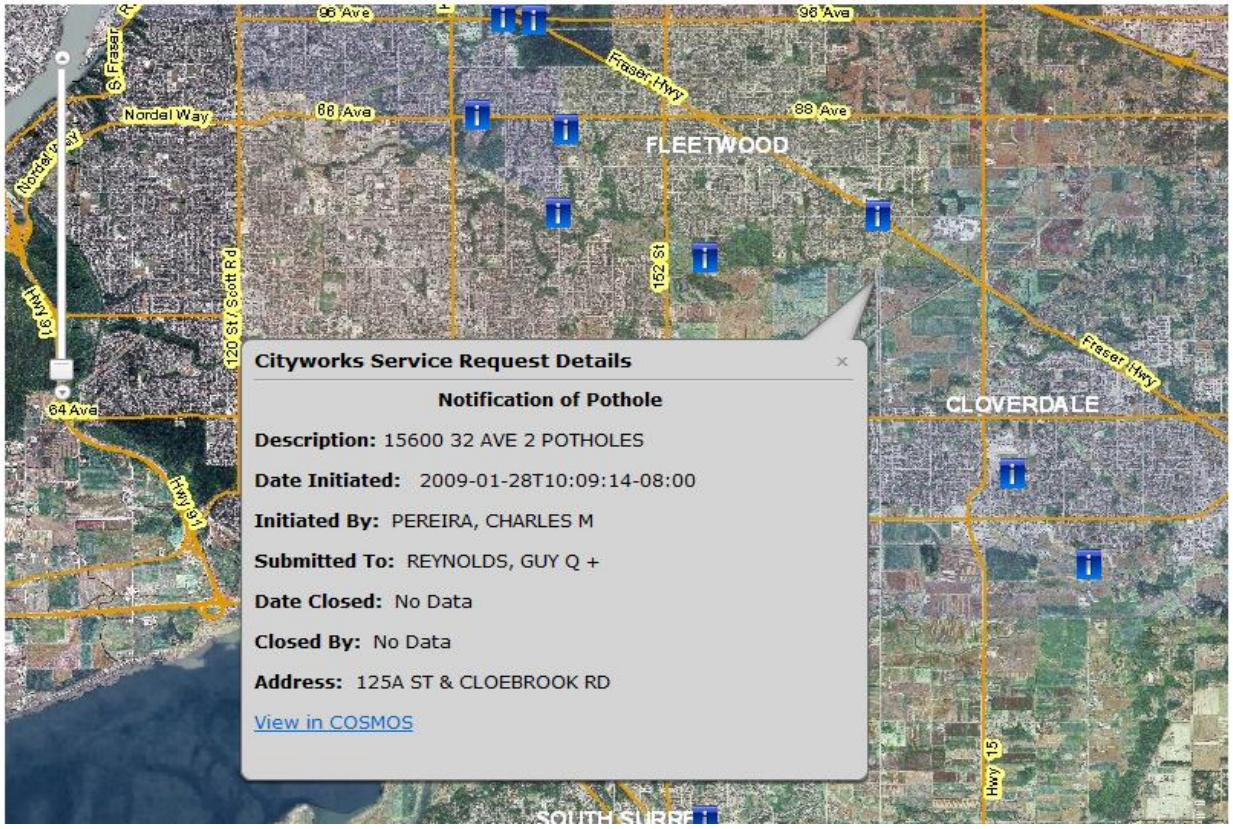
Start Date:

End Date:

Click here to send feedback

Show Service Requests on Map

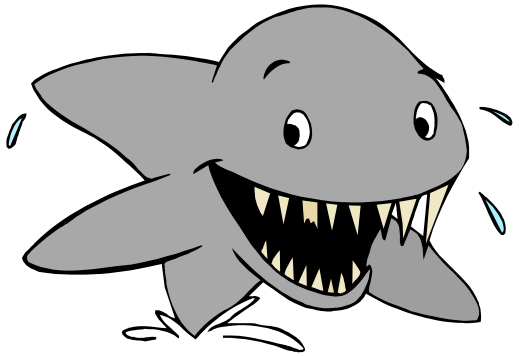
24 Service Requests Found



Lessons Learned

- Various options for technology
  - Javascript, FLEX, Silverlight/WPF, .NET, Java
- Bit of a Learning Curve
- New Sites are Quick and Easy to Set Up
- Google API has some interesting licensing issues. Can use it for public web sites, but not for internal intranets

Response to the targeted Solutions

- Very Positive So Far
- Planning more (ArcGIS Server/Silverlight)
  - Property Info (enter address into non map based control, get a comprehensive report of utility, assessment, tax, ownership, along with map overview)
  - Ravine Stability
  - Water Meters Installations
  - Bridge Inspection Results
  - Sub-Catch Basin Drainage Reports

Bill McKay | GIS Coordinator
City of Surrey - GIS Section
14245 56th Ave, Surrey, BC, Canada V3X 3A2
Direct Line: 604 591 4868 | www.surrey.ca
Explore Surrey Map Data at cosmos.surrey.ca