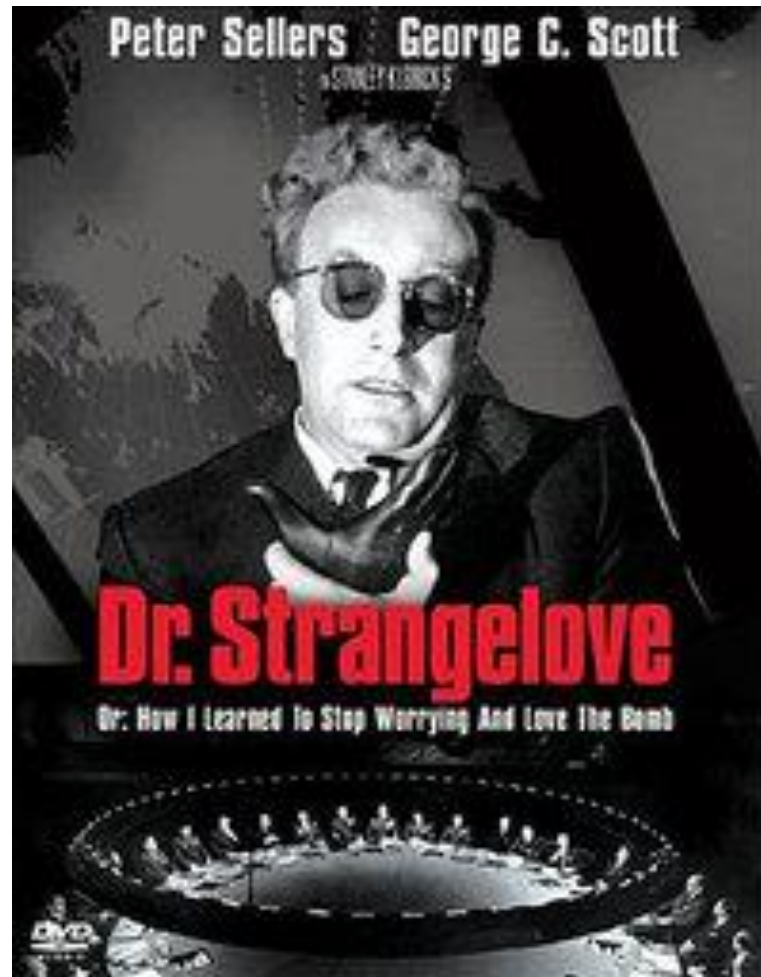


KISS

or If the Shoe Fits,
Wear It!





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

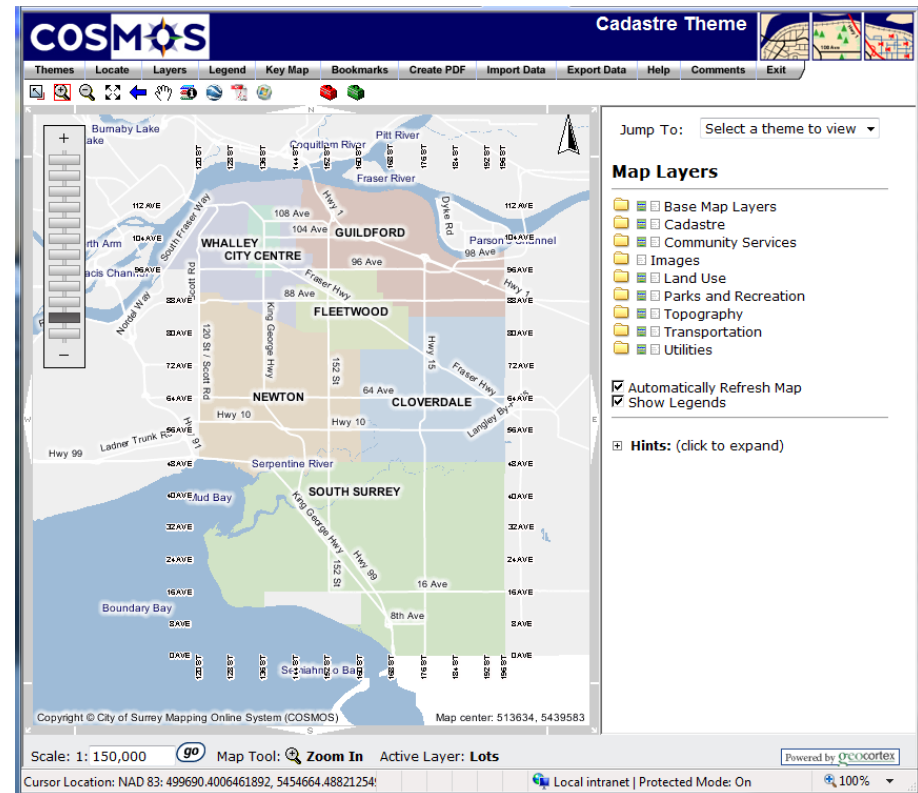
IETUUF



Keeping it Real (Simple) at the City of Surrey

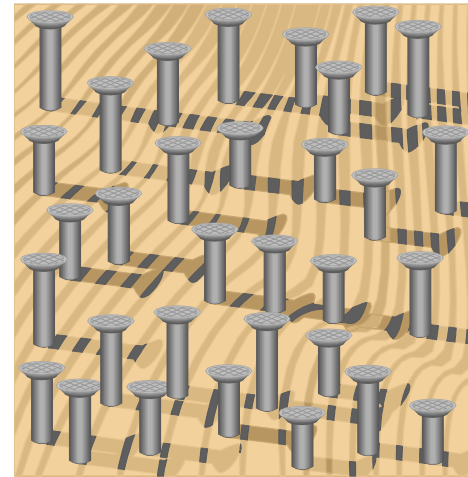
1 Web Map App – COSMOS

- 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?



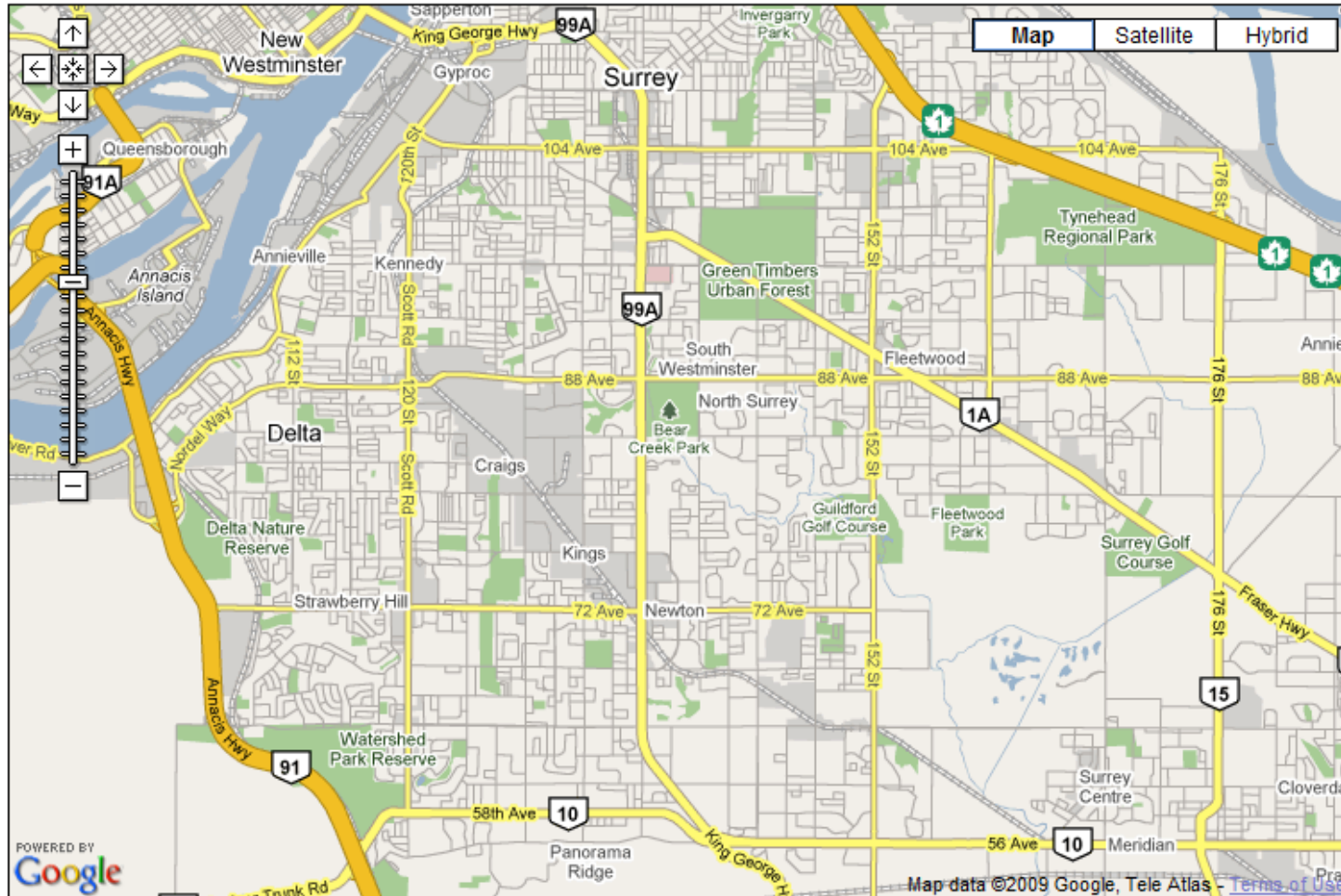
Changing Face of GIS at the City of Surrey

- 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:

Select a Community Resource Map:

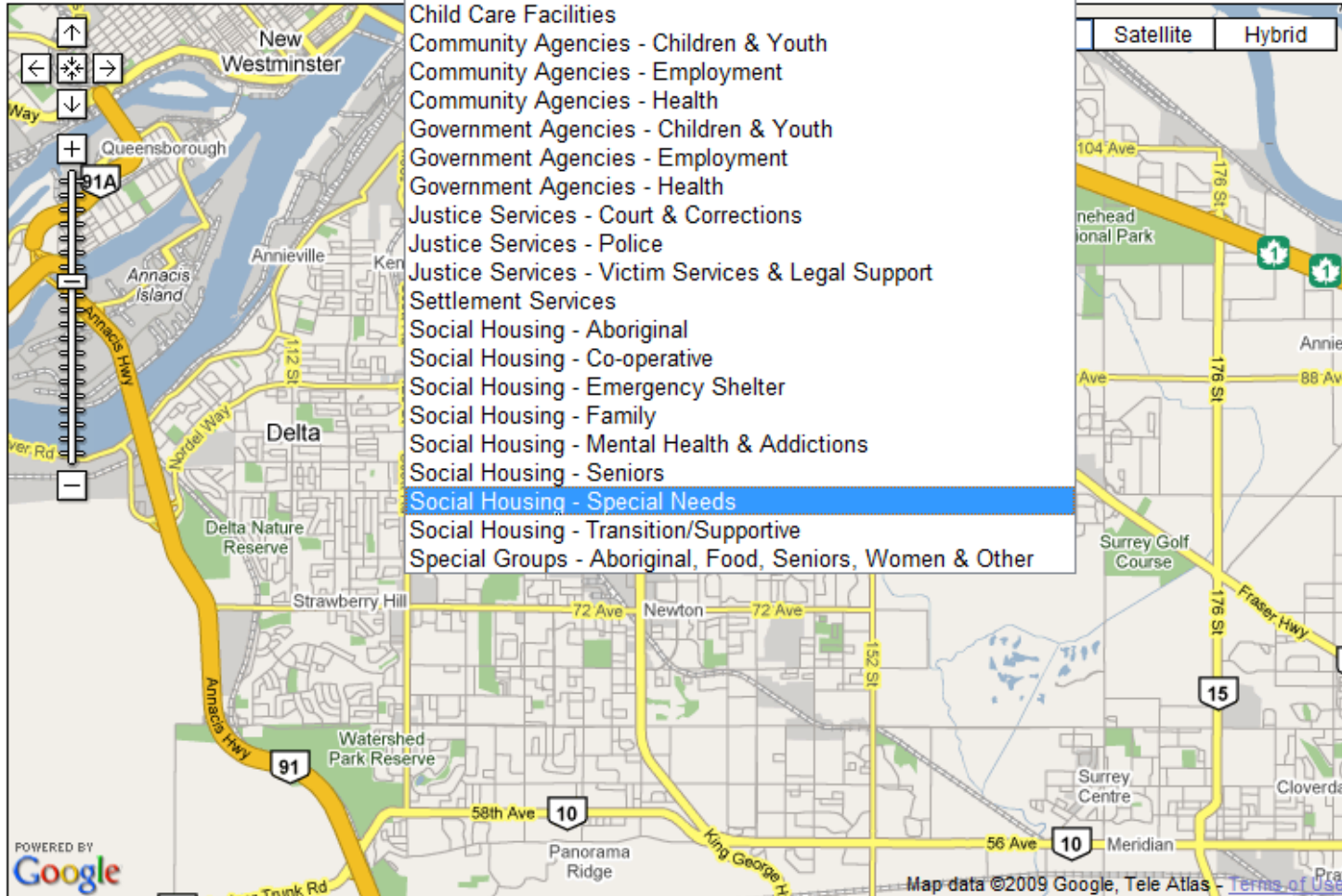


Select a Community: City-wide

Select a Community Resource Map:

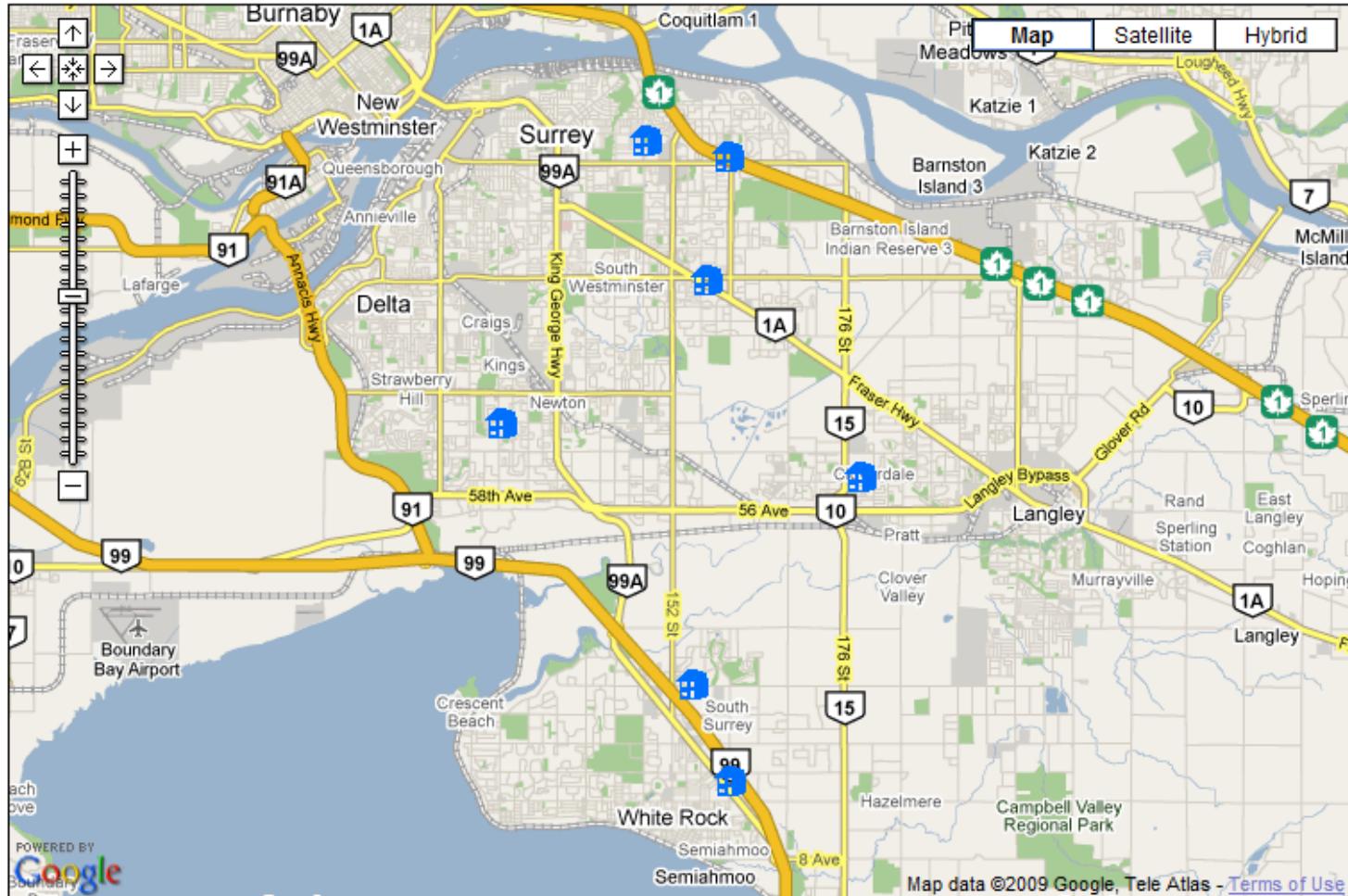
- Map Type

 - 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



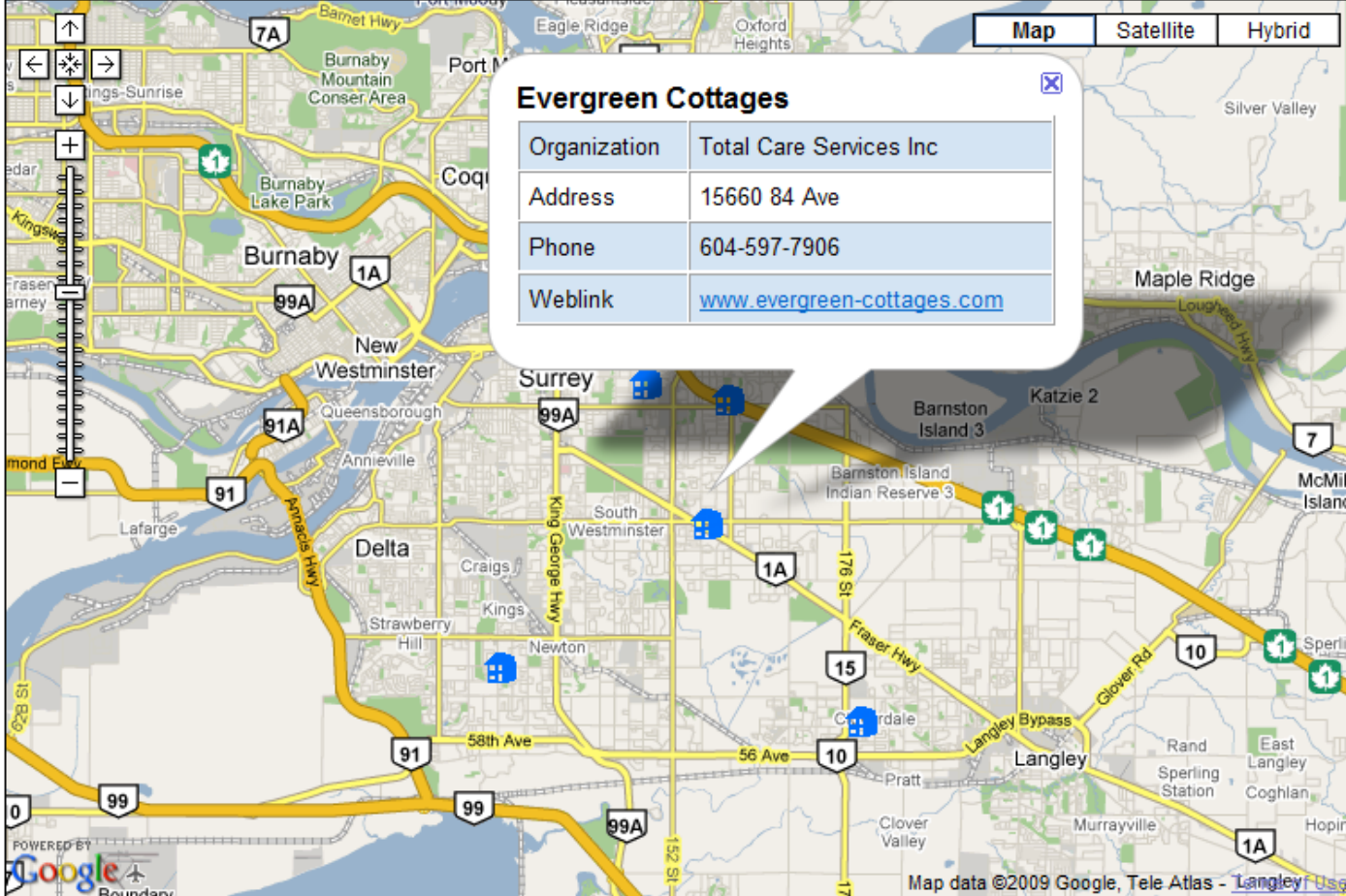
Select a Community:

Select a Community Resource Map:



Select a Community: City-wide

Select a Community Resource Map: Social Housing - Special Needs



Map Satellite Hybrid

Evergreen Cottages

Organization	Total Care Services Inc
Address	15660 84 Ave
Phone	604-597-7906
Weblink	www.evergreen-cottages.com

Map data ©2009 Google, Tele Atlas - Langley, Usa



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...

Evergreen Cottages - Adult Care Facility - Acquired Brain Injuries - Huntington's Disease - Multiple Sclerosis - Surrey, BC

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:

Select a Walking Route:



Select a Community: Communities ▾

- Communities
- City-wide
- Cloverdale
- Fleetwood
- Fraser Heights
- Guilford
- Newton
- North Surrey
- South Surrey

Select a Walking Route: Map Type ▾



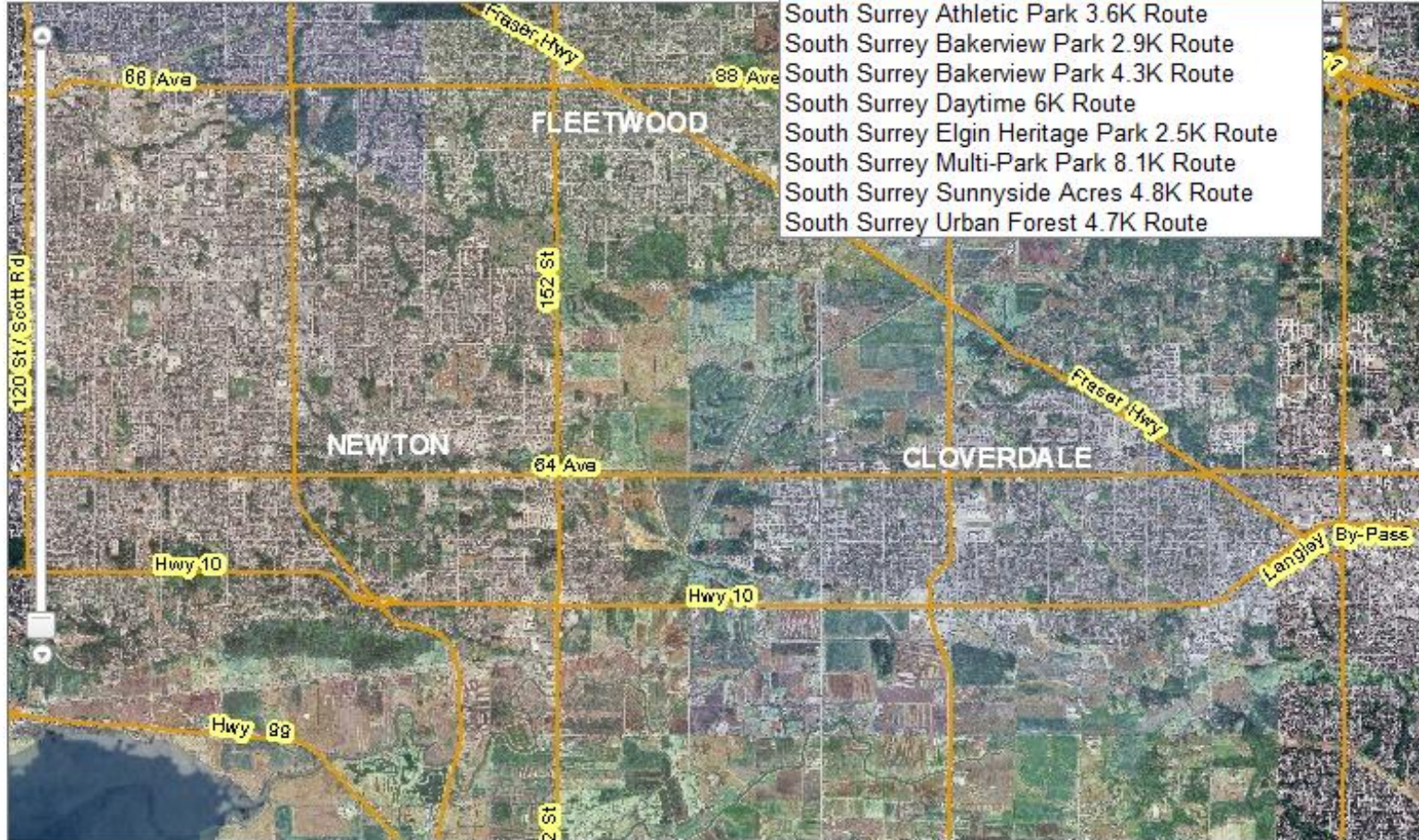
Select a Community: **South Surrey** ▾

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:

Select a Walking Route:



On-line Engineering Service Requests

City of Surrey - Inside City Hall - On-line Services ...

On-line Services

- ▣ Pay & Purchase
- ▣ Catalogues & Databases
- Claim Your Home Owner Grant On-line
- Maps
- ▣ **On-line Service Request**
- ▣ Surveys

REPORT A PROBLEM OR SUBMIT A REQUEST FOR SERVICE

Do you want to report a non-emergency problem such as a missed garbage pick-up, or a burnt out street light, or a park maintenance issue, or possibly a noise complaint? You can call us by using the numbers provided to the right between 8:30 - 4:30 Mon - Fri or use the form below to let us know.

For **emergencies** during business hours (8:30-4:30 M-F) such as traffic signal malfunctions and waterworks use the contact numbers shown to the right. After normal business hours, weekends, and statutory holidays call (604) 591-4152.

Information marked with an asterisk (*) on the form are required.

Your Contact Information

Name: *

Phone: *

Phone 2:

Email: *

Address: *

Your Request Information

Type:

Problem Description: *

Problem Location: *

Animal Control	604-597-5655
Damaged or Missing Traffic Signs and Pavement Marking Maintenance Issues	604-591-4152*
Garbage and Recycling (e.g. Missed Pick-up) (8:00am - 4:00pm M-F)	604-590-7289
Graffiti	604-591-4291
Parking, Unightly Property, and Noise Complaints	604-591-4291
Park Maintenance	604-501-5050*
Street-tree & Forested Park Tree Issues	604-501-5050*
Street / Sidewalk Repair (e.g. Potholes)	604-591-4152*
Traffic Calming Requests	604-591-4580
Traffic Signals, Signs, and Street Light Requests	604-591-4338
Transportation Planning Inquiries (e.g. Roads/Sidewalk/Cycling)	604-591-4853
Water/Sewer/Drainage Maintenance Issues (e.g. Sewer Backup / Overflow)	604-591-4152*

* this number automatically call forwards after hours, weekends and stat holidays

Select a Problem Description:

Problem Status:

Start Date:

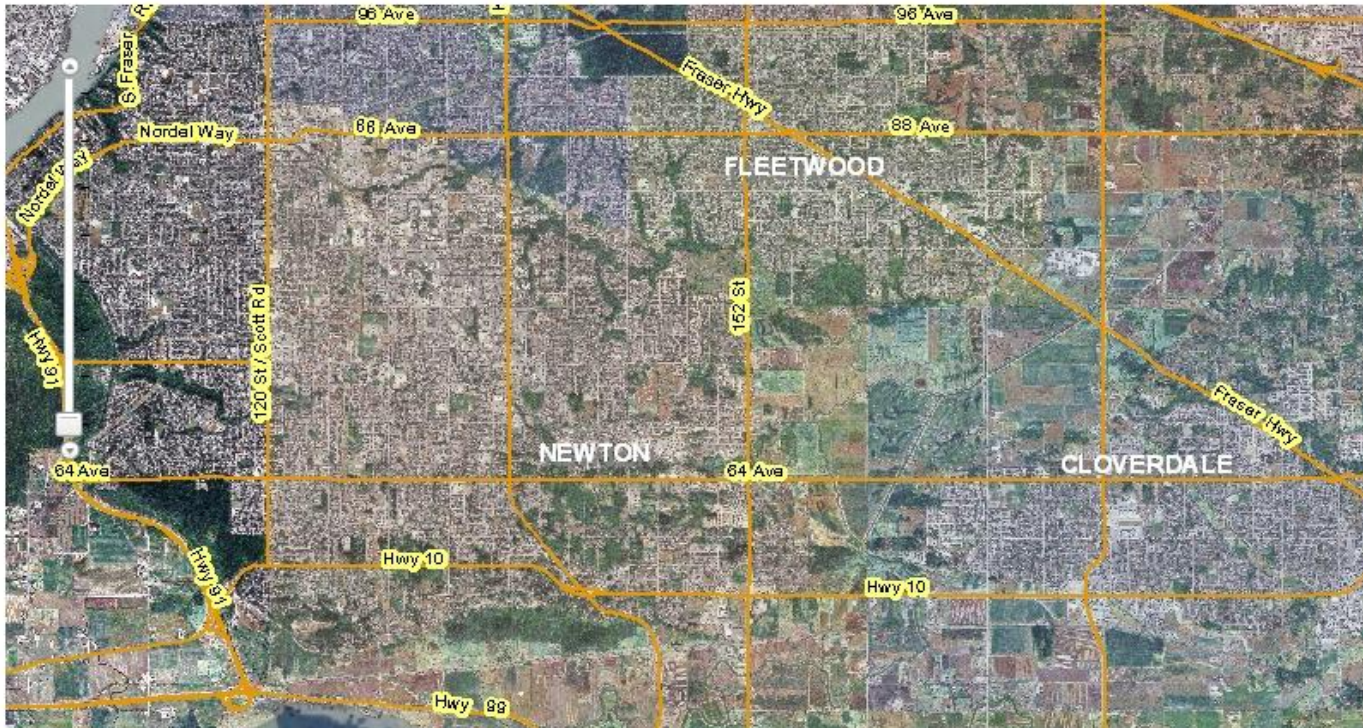
End Date:

[Click here
to send
feedback](#)

Show Service Requests on Map

0 Service Requests Found



Select a Problem Description:

Problem Status:

Start Date:

End Date:

Show Service Requests on Map

0 Service Requests Found



- 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

[Click here to send feedback](#)



Select a Problem Description: Notification of Pothole

Problem Status: OPEN

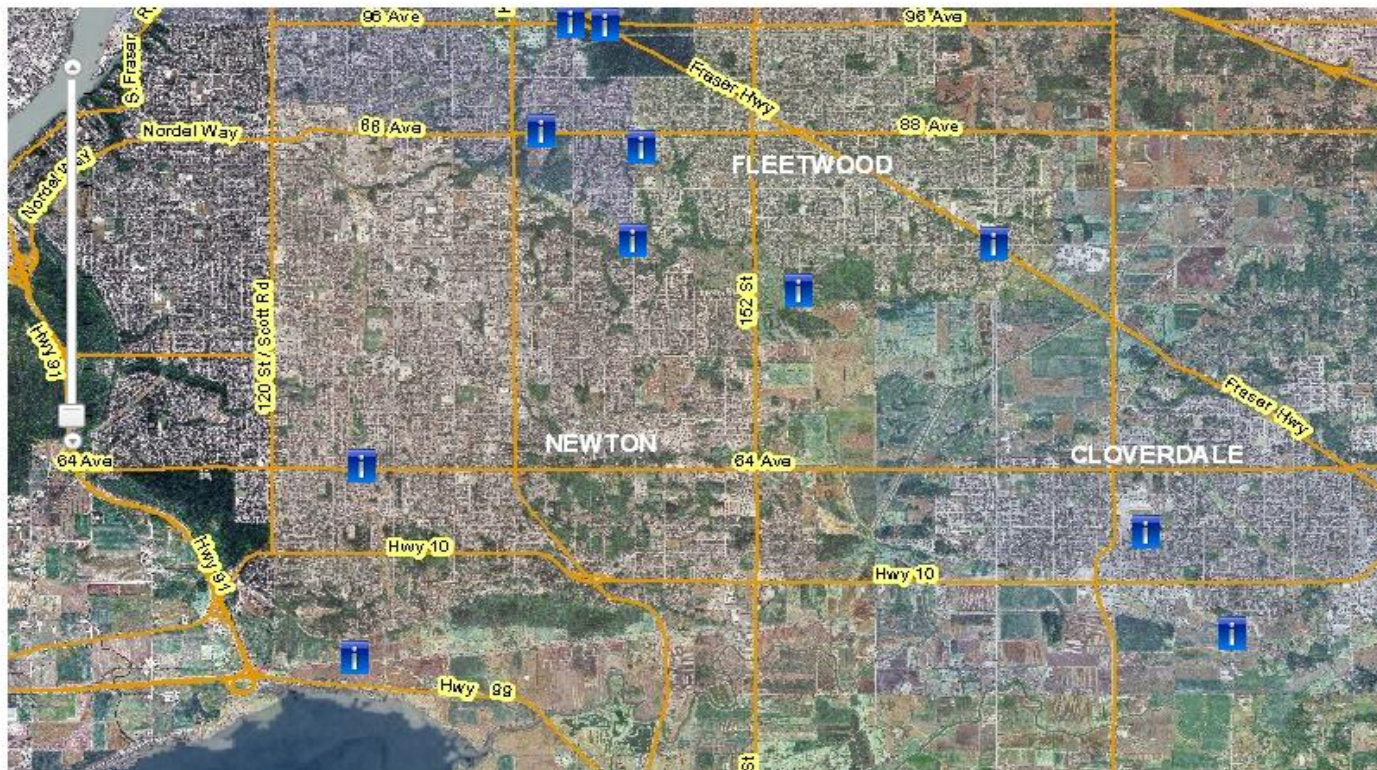
Start Date: 

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

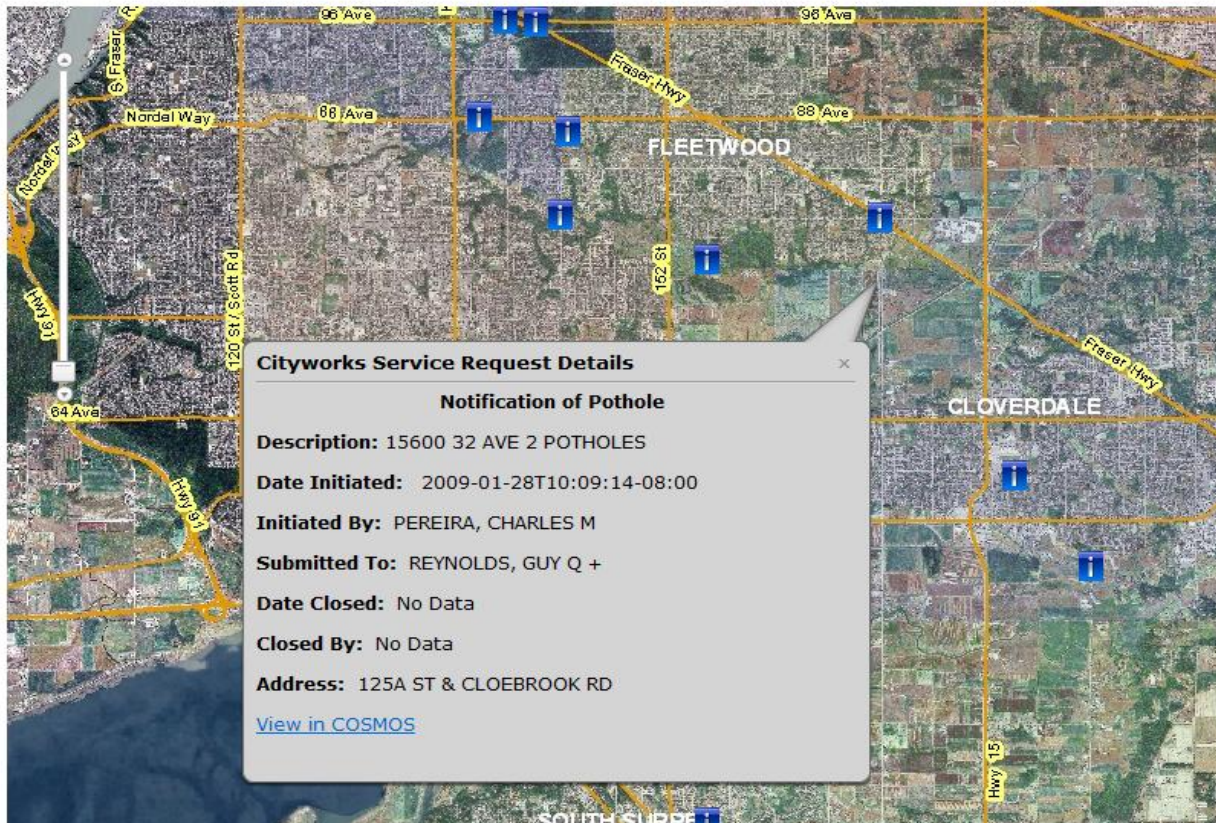
Start Date:

End Date:

[Click here
to send
feedback](#)

Show Service Requests on Map

24 Service Requests Found



Cityworks Service Request Details

Notification of Pothole

Description: 15600 32 AVE 2 POTHOLES

Date Initiated: 2009-01-28T10:09:14-08:00

Initiated By: PEREIRA, CHARLES M

Submitted To: REYNOLDS, GUY Q +

Date Closed: No Data

Closed By: No Data

Address: 125A ST & CLOEBROOK RD

[View in COSMOS](#)

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

