



a world class African city

# Corporate Geo - Informatics

December 2010

# Progress Report

Communique to all



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## Message from the Director:

My sincere appreciation is extended to my "circle of magicians" who surround me every day at Corporate Geo-Informatics and beyond. You are an amazing, creative team and what a pleasure it has been to work with you and to taste the successes during the magical year of 2010!

It is Edward de Bono who said "... creativity involves breaking out of established patterns in order to look at things in a different way."

More than half of the labour force is working, living and thinking on "the automatic pilot." People become numb and can't break out from their entrenched routines, experiencing symptoms of less enjoyment in their work and being less productive and less creative.

To everybody else out there we dare you to shake yourself awake, break the pattern and switch off your autopilot by appreciating "the little things in life". It will be an astonishing, eye opening experience that enables you to see things in a new, fresh way. Passion and pleasure in life and work are the keys to success.

Marcelle Hattingh  
Director: Corporate Geo-Informatics

## Contact Corporate GIS

We value your comments and suggestions.

Please e-mail comments and suggestions to [cgis@joburg.org.za](mailto:cgis@joburg.org.za)

The Directorate Corporate Geo-Informatics wishes you and your family all the best for the Festive Season and a happy and prosperous New Year!



## 02

## Progress Report for the Financial Year July 2010 — November 2010

### Public Information Counter:

A total of 8 799 clients were attended to at the information counter, with an average of 1 760 clients per month.

### Fax Service:

To date there are 393 subscribed clients with an average of 492 requests attended to per month. Total of 2 458 requests were attended to at the fax service.

### License application:

The public Information section is the first stop for health, trade and liquor license applications. Zoning information is attached to each application and sent to the land use management section to begin the approval process. To date 189 health license applications, 420 trade license applications and 230 liquor license applications were received.

### Projects Section:

A total of 163 clients were attended to with an average of 33

task requests per month.

### Spatial information-

A total number of 46 954 stands were attended to which included capturing and corrections. A total of 140 new and correction street centre lines captured. 43 Surveyor General approved townships with 1 748 stands were captured. To date there is a total of 721 517 stands captured.

### Street Addresses-

A total of 1298 new street addresses were added.

To date there is a total of 814 166 street addresses captured.

### Online Maps website-

A total number of 1 275 776 internal hits were experienced on the "City maps" website via Jozinet with an average of 255 155 hits per month. The External site via eservices experienced 777 778 hits with an average of 155 555 hits per month.

## Bi-annual Customer Satisfaction Survey Results For 1<sup>st</sup> July 2009 - 30 June 2010

Corporate Geo-Informatics (CGIS) conducts a bi-annual customer satisfaction survey during each financial year between 1 July and 30 June. Clients who utilized the services at the information counter, fax service, online maps website and projects section during this period are requested to complete the survey.

### The purpose of the survey is to:

Find out how clients rate services and the support provided by CGIS; Ascertain factors that contribute to client satisfaction or dissatisfaction; Find out where CGIS can focus its efforts to enhance the quality of the client experience

In total 210 questionnaires were returned and ranged from Municipal Owned entities, internal departments and external clients.

### A summary of the results are reflected below:

- 1 – Poor (0% – 29%)
- 2 – Below average (30% - 49%)
- 3 – Satisfactory (50% - 69%)
- 4 – Good (70% - 89%)
- 5 – Excellent (90% - 100%)

**Overall customer service:** 86.02%

**Overall Availability and accessibility (Telephone & in person):** 77.20%

**Overall Response time (Info Counter, Fax service, Map requests, website queries):** 80.80%

**Overall Quality of service (Info counter, Fax service, Map requests, Data maintenance, Website):** 84.11%

**Overall Values of CGIS (Customer Focus, Quality, Accessibility, Efficiency, Professional staff and Innovation):** 85.38%

**Clients who would continue to make use of CGIS service:** 99.81%

**Does GIS support your decision making?:** 99.08%

**Staff suitably and adequately trained?:** 98.39%

The next survey will be distributed during the Month of December 2010.

## Enterprise License Agreement (ELA) for COJ

The City of Johannesburg supports the implementation of an enterprise spatial environment as it results in the better utilization of its GIS investment and spatial data, improving productivity through automated workflow, integration of disparate data sets, and improving communication, reporting and decision-making for integrated planning and spatial analysis.

For continuity of GIS related projects and the procurement process, Corporate Geo-Informatics (CGIS) has entered into 3-year GIS license maintenance, support and development contracts since 2004. A new Enterprise License Agreement (ELA) has been entered into with effect from 1 October 2010, where "enterprise" is defined as the City including the Municipal Owned Entities (MOE's) and to allow for growth in the number of GIS licenses across the City and its MOEs.

The MOE's and other departments in the City using GIS have historically operated in isolation, each purchasing ESRI GIS software and entering into separate annual license agreements with the service provider. Furthermore, significant potential exists to apply GIS in many additional functional areas in the City.

An ELA is one contract with the City, with CGIS as the coordinator, and where participants (MOE's and other departments utilizing GIS) contribute financially in proportion to the number of licenses utilized by each. A single invoice is issued to the City (CGIS) by the service provider. The single invoice replaces the individual invoices currently issued to the various MOE's / departments.

An ELA will realize the benefits of economy of scale in terms of license fees and training, provision for additional new software and upgrades, annual hourly fixed rates for GIS support and development, annual subscriptions to the ESRI Developer Network (EDN), access to local and international ESRI specialists for technical advisory time, access to ESRI virtual campus for online training, known license costing forecast as well as the procurement process benefits of a three-year contract.

## Online maps enhancements 2010

Corporate Geo-Informatics (CGIS) encourages the publication of spatial data on our online maps system (IMS) for internal- and external use, facilitating informed decision making.

Four new enhancements were identified and implemented during the 2009 – 2010 financial year. They are:

### 1. Flammable substances

A database is maintained by Emergency Management Services, containing all properties within the City of Johannesburg with flammable substances (petrol filling stations and gas cylinders) stored on site. Database updates are supplied on a monthly basis and published on the IMS. IMS users can locate the relevant sites using three search options: Search by trade name, township name or by region. Once the site has been identified, the user can activate the associated report containing further detail regarding the site, e.g. certificate number and registration status. Due to the sensitive nature of this information, it is only available to Internal (CoJ) clients.

### 2. Signage

Building Control maintains a database of all approved signage within the City of Johannesburg. The database is supplied to CGIS at regular intervals and published on the IMS. The sites on which the signages are approved can be located using two search options: Search by company or by sign number.

# 04

## Continued . . . Online maps enhancements 2010

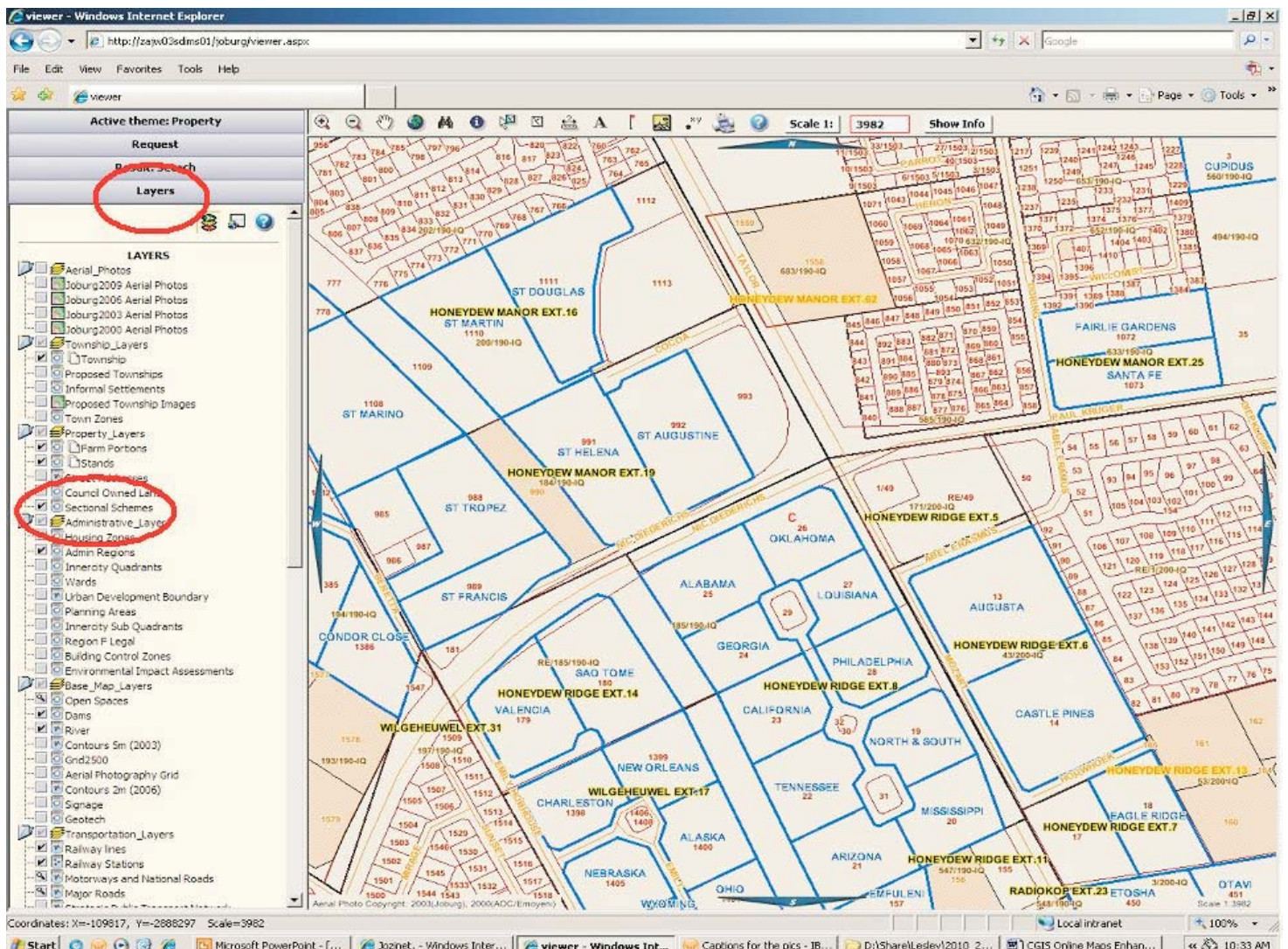
Further information is contained in the associated report, e.g. sign number and sign size. The signage database is currently being refined to include a GPS coordinate for each sign. This information is available to Internal (CoJ) clients only. Making the information available to external clients is also being considered.

### 3. Geotechnical reports

Geotechnical reports are submitted to Development Planning for assessment and approval as part of the development application process. The approved reports are scanned and published on the IMS. Reports can be retrieved by locating the Geotechnical areas on the map or by searching for the Consulting Company responsible for the report. This information is available to Internal (CoJ) clients only. Making the information to external clients is also being considered.

### 4. Sectional titles

Corporate Geo-Informatics (CGIS) captures Sectional Title information as part of our core spatial database. The Sectional Title information is published on the IMS and is available to internal- and external clients. Sectional Titles can be located by searching on the Scheme name or by using the standard search functionality, e.g. searching by township. The associated report includes further information regarding the Scheme, e.g. Surveyor General approved document/s, scheme name, scheme year and number of units.



## GIS Day - 17 November 2010

The Directorate Corporate Geo-Informatics (CGIS) celebrated its 7<sup>th</sup> GIS Day and used the theme "4 seasons...all year round" as an exciting way to share, demonstrate, raise awareness and educate the community about geography and geospatial technology. The event provided the opportunity to showcase the various GIS services and products offered by CGIS to potential clients.

The use of the theme enabled over 400 visitors to associate fun with a technical field. As the visitors entered the Public information section, they were met by a display of autumn colors and received an explanation on what information could be sourced from the public counter and how property information such as zoning information, property related queries are disseminated to the public.

Next the visitors entered a winter wonderland at the Projects section where they learnt that a GIS is not simply a computer system for making maps but a tool to assist in decision-making and management of attributes used for spatial analysis to answer questions related to location, conditions, trends and patterns. The municipal owned entity, City Power contributed to the seasonal theme by displaying how they use GIS to determine the impact of capacity usage during the summer and winter months.

Spring flowers with butterflies and bees were revealed upon entering the Data administration and mapping section where the focus was on how base data is captured and used for property descriptions such as stand boundaries, street addresses and use zones and map creation.

The display of summer's vibrant colors made its appearance at the System administration and development section. Managing the GIS database environment and user's access, the maintenance and enhancement to Online Maps website as well as the on site IT and customer support were explained. The live demonstration of the color orthophotos and associated Pictometry images generated a lot of interest and was well received.

After a colorful experience of the seasonal showcases each visitor received various free goodies such as cold drinks, water bottles, pens, key rings, sweets and GIS related CD's. Thank you to the staff of CGIS for contributing towards another successful GIS Day.



Spring Display



Summer Display



Visitors at GIS Day



GIS Day - Visitors at public counter

# 06

## Gautrain Experience

At Corporate Geo-Informatics Directorate we are unique, trendsetter... And even jetsetters too

In September 2010 the disability representative Bernadette Rigney, and gender representative, Collin Drake, embarked on a journey to evaluate the Gautrain from different aspects and angles. This mind blowing experience was summarized by the comment: " You have to experience this for yourself !."

### **Written by Bernadette for Disability Awareness:**

I took the Gautrain from Sandton to OR Tambo International on Friday 17 September 2010 to test the facility and see if it is a convenient means of transport for people with disabilities. Not only is the train accessible but also comfortable, secure and cost effective. There are more than enough security guards on duty to assist a person in a wheelchair or someone having difficulty walking including the elderly.

Many disabled people do not drive and are reliant on cabs which can cost up to R240-00 a single trip. The Gautrain will allow more people to be independent. The day was a fun filled one! Congratulations to the Gautrain team for building such an awesome system. This will definitely improve and make a massive difference in so many peoples lives!

### **Written by Collin for Gender Awareness:**

From a gender perspective the new Gautrain seems to be the way. I traveled from Sandton station to O.R. Tambo International on Friday 17 September accompanied by three of my colleges.

I focused on gender and was surprised when I saw all the security at the station. This will make it very safe to use especially for woman, children and elderly people and men of course. There is still a lot of construction going on at the Sandton station but does not impact on commuters. There is ample parking and good assistance at the ticketing queue. It was a pleasant sight to see the train arrive in all its glory and to experience the ride was that of a proud first class African City, citizen

It took fifteen minutes to reach O.R International surely something to consider when you think of time spent in traffic, stress and looking for parking at O.R. Tambo International. The airport is fully equipped with men and ladies and family rooms for the gender sensitive.

From a daily commuter's point of view it seemed to be favorable to woman and it was good to see many woman and men working and serving the commuters.

This initiative was undertaken by Corporate Geo-Informatics to support the promotion of a world class African city .. Viva the Gautrain, Viva the drumbeat that sets Africa's rhythm!

Bernadette Rigney, Collin Drake &  
Yolanda Jansen van Vuuren  
Corporate Geo-Informatics  
Development Planning & Urban Management



## Learners experience GIS for themselves

On the 31 August and 1 - 2 September 2010, Corporate Geo-Informatics in conjunction with the department of Information and Knowledge Management at the University of Johannesburg (UJ), ESRI South Africa and GISSA put together a GIS event to provide Grade 10-12 Geography teachers and learners with the opportunity to learn more about GIS. Despite the strike impacting on the attendance of some of the learners, a great time was had by all.

The first 2 days (31 August – 2 September 2010) “Map your world through GIS” event presented the school goers with an overview of GIS, details on potential career opportunities within the GIS arena and enabled them to experience some practical lab work using GIS software.

All grade 10 -12 Geography learners in the Gauteng region were invited to participate in a fun filled GPS treasure hunt with exciting prizes. Fifty five learners made it to the final round after participating in an online geography quiz competition and were eligible to compete in the treasure hunt on the 2 September 2010 held at UJ and facilitated by Kevin Bolton, a GPS Specialist. The first two participant’s home with the correct points each received a GPS sponsored by Garmin. A number of sponsored prizes were awarded for other fun categories such as biggest age gap in a team, best dressed team, most enthusiastic team and most photographed team to mention a few.



Learners at the Computer Lab



CGIS Staff



1<sup>st</sup> Winner of GPS treasure hunt



CGIS Staff supporting National Aids Day - 1 December 2010



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