

# THE JOGIS NEWS

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## New Aerial photography now available

The new Joburg 2003 digital aerial photography, flown in July/August 2003, has recently been made available to the public. The imagery has a spatial resolution of 0.25m (25cm pixels), a positional accuracy of approximately 1 metre and offers excellent image quality and colour. The orthophotos and newly generated 5 metre contours cover the entire City of Johannesburg, as well as extending a minimum of 500m beyond the City boundary. Due to a three year gap between this and the last photography, new developments are clearly visible in the Joburg2003 orthophotos when compared with the old Joburg2000 photography.



Corporate GIS has retained the copyright and digital orthophotos, 5m contours and hardcopy prints are available from the Corporate GIS Projects section. The entire set of digital data may be purchased at a discount rate or as individual 3X5 km tiles and is available in MrSID or tiff format. The entire set is available at R30 000-00 and the individual tiles at R255 each plus a charge of R180 per CD. For more details send your request to [cgisprojects@joburg.org.za](mailto:cgisprojects@joburg.org.za).

## Customer Survey, May 2004

Corporate GIS would like to thank all those customers who participated in the May 2004 customer survey. The survey is an important measurement of the department's current services and is used to establish possible new directions in services and other requirements. Responses were received from the City's internal departments, the Regions, UACs and external clients.

The following positive trends were identified:

- The overall customer care rating for CGIS improved from 78% during the November 2003 survey to 83% during this survey, an improvement of 5%.
- Awareness of CGIS products and services on average increased 27% from the previous survey. This is an indication that the marketing, focused on especially external clients, has been successful. During the last survey only 12% of external clients were aware of the Internet Mapping Site, while an average of 86% has now been obtained.
- 98% of the respondents experience staff to be suitably/ adequately trained to assist with CGIS issues.
- Where CGIS cannot assist with a specific query, an average of 82% of the respondents feel that attempts are made to direct them to the appropriate person/department. This is an improvement of 25% from the previous survey and can largely be assigned to the appointment of the department's receptionist.
- All response times were rated above satisfactory. Improved satisfaction in response times could be measured for the information counter as well as data and map requests.
- The fax service and especially the payment mechanisms have been extremely useful services for the external clients. During the previous survey customers identified payment mechanisms as a matter of concern. Positive results of the department's efforts to improve payment mechanisms are reflected in the 12% increase in rating of this service.
- An average of 95% of the respondents will continue to make use of CGIS services, which includes all the UACs.

The following challenges were identified:

- External clients still perceive telephone accessibility below satisfactory.
- Response times for the Internet Mapping Service (IMS) were rated slightly lower on average.
- Although IMS awareness is high, 43% of the respondents (on average) have not utilised IMS.

In conclusion, the survey reflects positive results of the department's efforts to address issues identified during the previous survey. The department endeavours to be sensitive to customer requirements and will address the newly identified challenges in the same determined manner. The survey will be used as a basis for priority planning and marketing in the 2004/2005 financial year.

## IMS Online Maps

At the end of January, the IMS Online Maps were launched – with free and subscription components available. The free site is available to anyone with Internet access and the subscription site, with additional datasets and functionality, is available to subscribers at a cost.

At the beginning of May, the City of Johannesburg launched the e-Services Web Site with a Single Sign-on environment. Due to this change, all clients of the City of Johannesburg now have the ability to update personal information – from billing statements to update meter readings and full access to IMS Online Maps – through accessing a single website. The Single Sign-on environment enables registration once on the City of Johannesburg e-Services website to gain access to all e-Services applications.

There are two types of registration on the e-Services page, either the company or the individual registration. For the purposes of the IMS Online Maps, a company registration should be used if more than one user from a company is going to access the subscription map site, with all transactions being debited to the company account. In this situation, a company needs to be registered, with money deposited into the company account. The individual users at the company must then also be registered (as individuals) and then linked to the company account, from the company log in. The individuals would then log in, with their own individual details, to access the maps with the transactions being debited to the company account. Please note that the company account is purely administrative – and can only be used for depositing money into the account, querying statements and for managing individuals. Only individual accounts can query maps - with the transactions being debited to either the company the individual is linked to, or the individual's account.

For individuals, a single registration is required. Money is deposited into this account and the maps are then accessed from the individual log in, with the transactions being debited to the individual account.

Please go to the IMS Online Maps at the e-Services site for more information on all the above <http://eservices.joburg.org.za/joburg/eservices> .

## IMS Training

Training is provided to IMS subscribers free of charge. External clients, UACs as well as City of Johannesburg Departments and Regions are welcome to attend. The purpose of the training is to familiarize clients with the site functions available. Attendance of one session is all that is required to learn how to use the site efficiently. Training takes place every second Friday from 10:00 to 12:00 in the Indaba Room (8<sup>th</sup> Floor, A Block, Metro Centre, Braamfontein). To book for training, please e-mail your name, company/ department and contact details to [marcelleh@joburg.org.za](mailto:marcelleh@joburg.org.za).

## Zoning Information

Steady progress is being made with the zoning information project and the capture target of 360 000 stands set for this financial year will be reached, an average capture rate of 30 000 stands per month. The capture process requires the spatial capturing of the zoning information (e.g. use zones, height zones, building lines) as well as the scanning and linking of all approved amendment schemes to the relevant stands. The purpose is to provide comprehensive zoning information to every end user.

The scanned A and B series Scheme maps on CD will continue to be updated and made available until the full data set is available through the GIS. The CD's containing street number maps are now replaced by the information on the website. For more information refer to the Johannesburg website at [www.joburg.org.za](http://www.joburg.org.za) or contact [rethav@joburg.org.za](mailto:rethav@joburg.org.za).

## Cadastral Data Capture and Maintenance

Cadastral capture is back on track after the installation and testing of the new capture tools. Additional capacity will be given to this section to populate the billing system and to alleviate the billing backlog. This will release GIS resources that will be utilised to speed up the capture of newly registered stands and townships as well as proposed townships for which Surveyor General plans have been approved.

## **Proposed Townships**

A separate layer of proposed (and not yet approved) townships is available on the online mapping system(s). In total, 389 layout plans have been scanned and registered to the GIS in an attempt to address the proposed township applications as submitted since September 2001.

## **Corporate GIS Projects**

From July 2003 to May 2004, project requests from 748 clients were dealt with, resulting in the production of 2156 maps and 407 digital data requests. In total 391 new clients were attended to.

## **Fax Information Service**

The fax information service has increased its client base to 315 and is still growing on a monthly basis. The Fax Service currently processes 500 to 600 faxes, containing in the region of 1000 to 1200 queries per month.

The Internet site is expected to alleviate some of the workload from the service. The electronic zoning information will, however, only become available in the next financial year.

## **Public Information Counter**

The public information counter is by now well known to be a hectic place to visit. The staff put in a hard days work to keep clients happy and do an excellent job taking into account that the City is still dealing with 14 Town Planning Schemes.

More than 23 500 clients were attended to during this financial year. Every client completes a request form and is asked to rate the service provided. On average 77% of clients were served within 20 minutes of arrival and 83% of the clients rated the service as excellent.