



Municipal Solutions

Leveraging Land Management Technology in Oshawa

In 1999, the City of Oshawa embarked on a complete overhaul of their existing GIS and land related information systems. Their goal was to eliminate duplication of data storage and make a greater number of analytical tools available to staff.

Solutions & Benefits

- Integrated land records information
- Better service to residents, businesses, and visitors
- A seamless system, linking spatial information, property information, land processes, and development application tracking
- Up-to-date, accessible data
- Spatial and attribute information available in one location

Software Snapshot

- ESRI ArcGIS
- ACS Land Development Office (LDO)
- ACS Parcel Editor
- ACS Geographic Attribute Transaction Engine (GATE)
- Oracle database

"We wanted a seamless system, so the links between spatial information and property information, land processes, and development application tracking would all be rolled into one environment," said Sheila Glanfield, Business Analyst, City of Oshawa. "For us, it was important that the new system be easy-to-use and accessible, allowing everyone involved in processing applications access to the appropriate information on their desktop."

Oshawa chose ACS Land Development Office (LDO) and merged five separate systems - a land information database, development tracking applications, and GIS - into one integrated system that was tailored to meet the specific business requirements of the city.

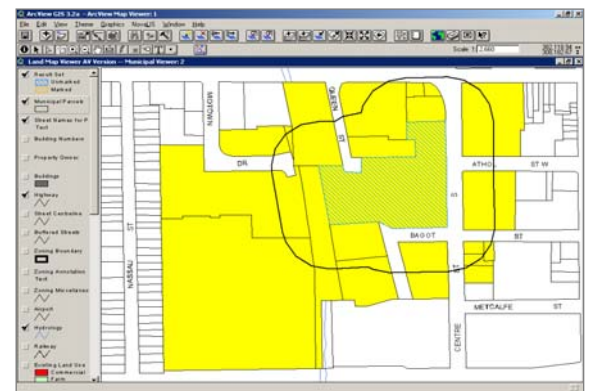
Easy-to-Use Data Management

All data surrounding permits, complaints, zoning compliance, and site plans is stored in one central location. Data is presented through a series of viewers and land process data is linked to properties. This means that staff can look at a permit and see information on the associated property or look at the property and see information on all related processes.

"LDO hasn't significantly changed the way we do business," says Ms. Glanfield. "It simply lets us do business more efficiently. It answers complex questions in a fraction of the time it would have taken in the past. It has streamlined the collection of data and eliminated the duplication of data across several isolated databases."

Configurable for Changing Needs

When Oshawa first implemented LDO, there were approximately 100 users across the organization. "The primary users were Planning, Building, Engineering, and Economic Development," explains Ms. Glanfield. "However, as word spread about the information available in the system, staff from almost every area of City business found good uses for the system." As well, Oshawa has developed some modules which have taken LDO into





About the City of Oshawa

Oshawa, a dynamic city of 150,000 people is located on Lake Ontario, just 50 kilometers East of Toronto. Oshawa is one of eight municipalities in the Regional Municipality of Durham and is the dominant population and economic centre of the region. With approximately 48,000 parcels of land, it is a modern city with a balance of residential, commercial, industrial, social, and recreational facilities.

Contact Information
 City of Oshawa
 50 Centre Street South
 Oshawa, Ontario, L1H 3Z7
 Canada
www.city.oshawa.on.ca



untraditional areas of business (e.g., Cemetery Management and Corporate Agreements indexing) extending the use of the product to almost 190 city employees.

To accommodate all of the users, the business analysts at Oshawa are often requested to make revisions to the system that range from very simple addition of attributes, lookups, and triggers, to entirely new LDO modules. "We've never had to say no," says Ms. Glanfield. We can respond to changes in legislation and internal business processes and structure as required. Furthermore, we don't have to be dedicated programmers to undertake the work."

ID	Inspection Date	Inspector	Inspection Type	Inspection Status	Inspection Comments
Mark Flabbeisen	05 Mar 1999	INT OTHER		ACTIVE	
Jan Hahn	25 May 2000	STORM DRAIN - BALL		RE-INSPECTION REQD	
Mark Flabbeisen	08 Jun 2000	FOUR STR FOOTING		ACTIVE	
Mark Flabbeisen	07 Jun 2000	FOUR STR FOOTING		ACTIVE	
Mark Flabbeisen	09 Jun 2000	IS		ACTIVE	
Mark Flabbeisen	22 Jun 2000	IS AND PERIM		INSPECTION PASSED	
Eric Hesse	26 Jun 2000	OTHER		RE-INSPECTION REQD	
Eric Hesse	26 Jun 2000	HOOCH IN - ISMET		RE-INSPECTION REQD	
Eric Hesse	27 Jun 2000	STORM DRAIN - BALL		RE-INSPECTION REQD	
Eric Hesse	27 Jun 2000	WYTH SERV REST		INSPECTION PASSED	
Eric Hesse	28 Jun 2000	STORM DRAIN - BALL		RE-INSPECTION REQD	
Eric Hesse	29 Jun 2000	SAN BRG BALL		INSPECTION PASSED	
Eric Hesse	29 Jun 2000	HOOCH IN - ISMET		INSPECTION PASSED	

GIS Integration

"The integration of spatial and tabular land data with land process information is the biggest key to our success," says Ms. Glanfield. "There is an obvious benefit of finding a property, permit, or complaint on a map and seeing what is happening around that location."

Whether staff are looking at building permits, property records or lodging house license applications, they can query for specific parameters and send the query results to a map viewer. Spatial queries can also be made and the results sent back to a tabular viewer. For example, a license application can be sent to map and staff will be able to see if there are any existing lodging houses within 45 metres of the proposed one.

Result

The combination of LDO and ESRI's GIS has enabled the City of Oshawa to completely integrate its land records information and streamline business processes. The new system has allowed the City to provide better services to residents, businesses, and visitors.

Customer Service: 800-GIS-XPRT

Technical Support: 877-441-0337

e-mail: info@esricanada.com

Victoria	250-383-8330	Edmonton	780-424-3774	Regina	306-352-3774	Toronto	416-441-6035	Québec	418-654-9597
Vancouver	604-682-4652	Calgary	403-262-3774	London	519-645-4919	Ottawa	613-234-2103	Fredericton	506-454-7773
Kelowna	250-861-3774	Winnipeg	204-943-3774	Sudbury	705-670-0870	Montréal	514-875-8568	Halifax	902-423-5199



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