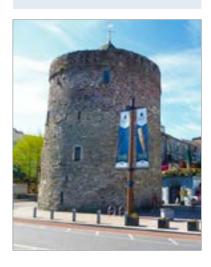# esri Ireland

Delivering effective public services more efficiently
Waterford City and County Council

The Challenge

- Facilitate efficient workflows following the amalgamation of three councils
- Enable the new local authority to deliver effective public services

The Benefits

- Improved employee efficiency across all departments
- 80% time saving from mobile GIS app
- Improved access to local information for citizens via web mapping services
- Greater support for local economy with online GIS app

The newly formed Waterford City and County Council is using Esri's ArcGIS web platform to empower employees, mobile workers and indeed citizens with access to job-related GIS apps and services. As a result, the local authority is now delivering high quality public services, more efficiently.

The Challenge

In councils across Ireland, geographic information system (GIS) solutions have become one of those essential technologies without which it would be difficult to perform the functions of local government. Certainly, that was the view in Waterford.

When plans were approved to amalgamate the separate city, county and town councils in the region, there was an immediate understanding that the new local authority would need to have a single, consolidated intranet and web GIS platform from the very first day. A search was therefore initiated for a high performance web GIS, that could be deployed as part of a suite of other integrated information technologies, to enable the organisation to meet the requirements and expectations of employees and citizens.

The Solution

The newly formed Waterford City and County Council selected Esri's ArcGIS Platform and began by consolidating geospatial data from three separate data sources to create a single source of the truth. It then used ArcGIS to create over a dozen different web applications for specific workflows or departments including housing, water, roads, environment, customer service and finance. These GIS services are tailored precisely to the way in which users work and provide easy access to all the information that employees need to do their jobs, from one place.

The council also took advantage of ArcGIS Online and Esri's map services to create publicly accessible maps, covering topics ranging from the new administrative boundaries and winter gritting routes to the progress of the St Patrick's Day parade. "Esri's web maps display really nicely on mobile phones and tablets, without the need for separate development," says Jon Hawkins, GIS projects manager at Waterford City and County Council.   "This is really important for councils today, as so many citizens use mobile devices to access local information."

To meet the specific requirements of mobile teams in the environment and roads departments, Waterford City and County Council then used the Collector for ArcGIS App to provision mobile GIS solutions.   These apps allow field-based teams to collect data via smartphones and tablets, replacing time-consuming paper-based and manual processes.

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> " ArcGIS has given us a platform that we can build upon. With every step we take as a new council, there are more ways in which we can use GIS to improve our services. "

Jon Hawkins, GIS projects manager, Waterford City and County Council

Waterford City and County Council deliversGIS services via corporate, web and mobile platforms

Benefits

Having extended the reach of GIS out to all departments, mobile teams and citizens, Waterford City and County Council is now deriving substantial benefits from its investment in ArcGIS.

More efficient council processes

The creation of workflow-specific GIS apps and services has enabled the new council to standardise processes across the three former, separate local authorities and significantly improve internal efficiency. In the planning department, for instance, employees can make faster decisions about planning permissions, based on easy access to accurate and complete information covering the entire county.

80% time savings

A mobile GIS app, developed for the environment department, has reduced the time required to complete statutory, annual litter surveys by a staggering 80%. Furthermore, this ArcGIS-based solution significantly improves the quality of the information collected and costs 35% less per annum than the software-as-a service product that the council initially considered using for the litter survey.

Improved customer services

The 113,000 people who live in the city and county can now access local information more easily from the web maps on the council website, using any desktop PC, laptop, tablet or mobile device, at any time and in any place convenient to them. Furthermore, Waterford City and County Council is beginning to integrate ArcGIS with its customer relationship management (CRM) system in an initiative that is expected to help it deliver a faster and more proactive response to customer-reported issues.

Support for the local economy

Waterford City and County Council has used ArcGIS Online to create two online story maps about the "Viking Triangle", showing the locations of key tourist attractions in Waterford, as well as accommodation, restaurants, cafes and car parks. "The story maps are key points of engagement that help to attract tourists into our area and boost the local economy in Waterford," Hawkins says.

The freedom to evolve

As new challenges arise within the council, Waterford City and County Council is confident that it will be able to use GIS to respond to and meet the demands of different departments, as well as citizens. "ArcGIS has given us a platform that we can build upon," Hawkins says. "With every step we take as a new council, there are more ways in which we can use GIS to improve our services."

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