



# Case Study: City of Richmond



## Key Facts:

**Industry:** Government

**Problem:** Sharing large volumes of GIS data to City staff

**Solution:** FME SpatialDirect

**Results:** Improved customer service, decreased costs, and increased team efficiencies

**Location:** British Columbia, Canada

## The Organization

Strategically located, Richmond, British Columbia is a transportation and economic hub for the Greater Vancouver region. As a leader in municipal administration, the City of Richmond (The City) strives for excellence in meeting customer needs and in the efficiency and effectiveness of its service delivery. Richmond's GIS is a critical tool for the City's day-to-day functioning and long-range planning. It is integrated into the full range of City services, including land-use planning and development, engineering services, transportation planning, infrastructure management, parks and amenity management, environmental protection, emergency services, economic development, and customer service.

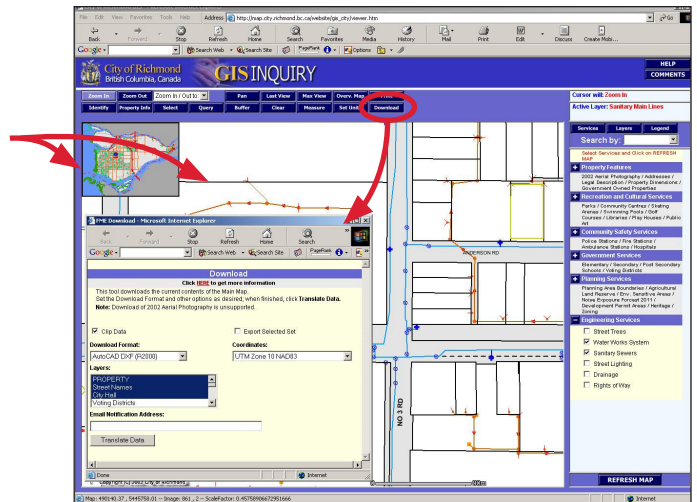
Using ESRI's ArcIMS® and Safe Software's FME® ESRI Suite and FME SpatialDirect®, the City created an Intranet mapping website to provide the required information.

## The Challenge

The City has an enterprise GIS system that contains a large amount of valuable data. The main issue was that a large amount of GIS data had to be made available to all City staff. This information is vital for the City to operate. The City chose Safe Software to provide the solution because the software was highly customizable and the City already had most of the components, with the exception of FME SpatialDirect.

Initially, the Main and Overview maps display a full map of Richmond. Users can move through the system to display various areas, and items specific to these areas.

Staff members can download the current contents of the Main Map to a selected file format (for example, an AutoCAD file). The downloaded file can then be modified as desired. In Phase Three of this project, the public will also be able to purchase these downloaded files.



City of Richmond



*“The launch of the GIS system has dramatically improved our service to our customers. It provides ‘One-Stop Shopping’ for property information, which in the past would require us to access multiple sources.”*

*– City of Richmond  
Customer Service  
Representative*



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### The Solution

The City’s GIS Team planned the ultimate solution, and then simply divided it into three manageable phases:

- Phase One created an intranet site to supply staff members with the information they need on a daily basis. FME SpatialDirect was also incorporated for staff members to download vector data.
- Phase Two provided a public map site by removing sensitive information from the staff site and making it accessible through the City’s main web page.
- Phase Three will allow the public to purchase additional information and download vector data through the public web mapping site.

### The Benefits

#### For the City

- The most obvious benefit to the City is cost savings. Because they are using a web-based mapping solution to distribute information to staff members, they save the expense of having to purchase many copies of expensive software for each staff member, as well as the training requirements for that software.
- Time saving and efficiency for staff has also been noted. Now information can be used directly from staff members’ desktop computers. This reduces time spent searching through thousands of files, drawings and other records to find needed information.

#### For the Customers

- Communication improvement between staff members and the City’s customers: When a staff member is discussing issues with a customer on the phone, they can both log into the website and look at the same information at the same time. This has greatly improved relations with the City’s customers.
- In Phase Three, data will be available for purchase, therefore reducing development time and cost.
- Because the City is using FME to create Shapefiles from an ArcSDE database onto an isolated web server, the City benefits from consistent performance and system isolation. If the SDE or internal network goes down for any reason, or maintenance is required, the website can still be up 24 hours a day, 7 days a week.

### Learn More

To find out how FME can help address your data interoperability challenge, or to download a free evaluation copy of FME, visit [www.safe.com](http://www.safe.com).