

Township puts documents and processes on the map; improves visibility and service

“The next evolutionary step for Government GIS systems is document storage. Nearly everything in public works and community government is tied to geographic locations.”

– Terry Biederman
Director of Public Works

The Customer

The Charter Township of Waterford, just northwest of Detroit, is the third largest township in the state. Serving about 74,000 residents, elected officials and staff perform all the diverse tasks required of a local government, including everything from making sure the water is drinkable, to enforcing ordinance codes, to collecting taxes and conducting elections. With so much to do, Waterford leads the way in innovation to perform the best public service.

The Challenges

Almost 80 percent of its services are directly related to a geographic point like an address or Property ID. More than 10 years ago, Waterford put an ESRI® GIS mapping solution in place to best serve its public. And from the start, document management was a critical need to support GIS and Azteca Cityworks® efficiencies for the enterprise rollout.

- Eliminate duplicate work and centralize spatial and non-spatial data
- Allow cross-department access to all data without having to leaving GIS to find it
- Provide self-service public access for commonly requested information to free staff

The Solution

The enterprise GIS and OnBase solution helps streamline processes in the Department of Public Works, Building & Engineering, Community Planning & Development and Parks & Recreation. It also enables Police Records, the 51st District Court and Treasury to get more work done faster. As a result, project timelines shrink and service improves.

The Results

- Eliminates redundant record keeping with shared portal access to centrally stored data
- Data accuracy owned by the most appropriate department; not shared by multiple
- Improves staff efficiency

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