



Sharing information technology solutions to urban and regional challenges since 1963.

Issue 227

September/October 2008

An Important Message from the URISA Board of Directors: **URISA Moves into the Future by Honoring Its Past**

Your Board of Directors recently completed a review of URISA activities and identified a number of strategic changes to increase the value of the Association for its members. In particular, we are considering ways to increase the value of our conferences and significantly expand our educational offerings in print, in person, and online. These changes are intended to keep pace with long-term changes in the field URISA supports: geographic information science and technology (GIS&T). We are asking all URISA members to give us your feedback, either by email (info@urisa.org) or in person at the annual conference in October in New Orleans regarding how URISA can best implement the new strategic direction.

Changes in GIS&T

URISA traces its roots to a two-week workshop in 1963 on how to extract useful information from the then-new United States Census computer data tapes. The data sought from that source were intended for use as inputs to information systems supporting urban and regional planning. Conferences on this topic were held for the next few years, with the formal creation of URISA occurring in 1968. GIS&T is much more than census data today.

One of the questions you may have

been asked is, "What is an urban and regional information system?" There is no constant answer. Edgar Horwood, the man with the idea for that 1963 workshop, said that the field of urban and regional information systems could never be defined in absolute terms. Instead, Horwood wrote that it was "necessary for the membership to continually test its interests against different views of what it perceives the field to be." These changing definitions were initially contained in the themes for the annual conference, which began with urban transportation planning and housing redevelopment. More recently, we have recognized the growth of the GIS&T field by offering several specialty conferences focusing on specific areas of applying GIS&T.

Within that original scope, the purpose of URISA was to overcome perceived deficiencies of traditional formal education. We major in particular areas of study in college: planning, economics, engineering, public administration, and accounting. Yet, we must practice within a holistic multi-function governance system. URISA was formed to be a source of instruction regarding the best use of data to support the operation of governance systems. These systems depend on the interaction of a variety

of functions, and URISA sought to provide knowledge about how those systems worked and interacted, and how urban and regional information systems could be constructed to support those interactions. We now refer to these systems as GIS, and their application has become universal.

GIS has grown and changed since the founding of URISA. Once confined to the back rooms of university labs and large government agencies, GIS is now ubiquitous. Once a stand-alone application, large-scale GIS is increasingly embedded in complex enterprise information systems. The number of people who use GIS has grown phenomenally, and the operating environment has become much more complex. As a result, the GIS community now encompasses two broad groups:

- GIS professionals, who provide GIS&T services and data on a relatively full-time basis, and who balance specialized GIS&T skills with an array of more general database, applications programming, and web skills; and
- GIS practitioners, who apply GIS&T and an ever-widening array of GIS tools to work in other disciplines. Practitioners can be doing tasks

continued on page 3

IN THIS ISSUE

- 5 Welcome New URISA Members
- 7 Vermont's Enterprise GIS Initiative
- 9 2008 Exemplary Systems in Government (ESIG) Winners Announced
- 10 Second Annual URISA Student Paper Competition Winners Announced



Important URISA Dates to Remember

October 7-10, 2008

URISA's 46th Annual Conference
New Orleans

October 31, 2008

Last day to submit an abstract for the 2009 URISA GIS in Public Health Conference

December 8-12, 2008

URISA Leadership Academy
Seattle, WA

February 8-11, 2009

13th Annual GIS/CAMA Technologies Conference
Charleston, SC

June 5-8, 2009

URISA's GIS in Public Health Conference
Providence, RI

August 4-6, 2009

URISA/NENA Addressing Conference
Providence, RI

September 29-October 2, 2009

URISA's 47th Annual Conference
Anaheim, CA

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About URISA

The Urban and Regional Information Systems Association (URISA) is the premier professional association for those involved in improving our urban and regional environments through the effective use of information technology. Professionals in planning, economic development, information systems, emergency services, natural resources, public works, transportation, and other departments within state and local government have depended on URISA for professional development and educational needs since 1963. Through its international, national and local chapter operations, URISA serves nearly 8,000 professionals.

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as complex as employing spatial data and analytical software to identify at-risk populations, or as simple as using Google Earth.

Changing Strategic Focus

With the evolution of the GIS profession as a specialized field, the URISA Board of Directors has embraced a series of bold initiatives aimed at re-focusing the organization to better serve its membership. These initiatives are designed to adapt and improve the organization to better meet the joint and separate needs of GIS professionals and practitioners. The intent is to make URISA the primary professional development organization for GIS professionals, as well as for IT professionals who need to support GIS within their agencies and businesses. Our traditional membership base composed of GIS practitioners remains central to our mission, but we must recognize that URISA's success can come only when the growing and changing needs of the membership are met.

URISA will continue to support and strengthen its relationship with practitioners by providing high quality training and educational opportunities to assist them in doing their jobs. Over the next several years, as the organization expands its publications, workshops, and training materials, GIS practitioners will find ample opportunities within URISA to help them grow in their use of GIS&T to support their primary profession.

A New Strategic Plan

The overall vision for URISA remains unchanged from the last strategic plan: "To advance the use of spatial information and information technologies for the understanding and management of urban and regional systems." To realize this vision, the Board is focusing on four strategic themes: Financial Management; Better Communications; Issues, Advocacy, and Awareness; and Strategic Partners. Each of these themes supports the overarching strategic principle of providing comprehensive value to

URISA's members. The rest of this article will present the Board's most significant actions.

Financial Management

Running the business of URISA focuses on promoting spatial technology and enhancing member services. Regular surveys of the URISA membership will ensure that we continue to provide the services URISA members seek. The objective of promoting spatial technology will be achieved through publications and conferences, and dissemination of pertinent information through both URISA and non-URISA forums.

Currently, a portion of the dues you pay to URISA is used to fund conference activities. Conferences are the public face of our organization, and it is therefore critical that URISA conferences are top quality and successful. Using membership dues to supplement attendance fees has helped to keep the cost of attending conferences lower; however, the majority of URISA members do not attend these conferences every year. The Board and staff are examining ways to increase conference revenues and/or decrease costs to free up membership dues funds for other uses that will increase overall membership value.

Better Communications

To increase membership value, URISA will pursue development of training materials, additional workshop content, and new publications. Immediately, URISA will undertake a pilot program for developing and conducting web-based seminars. This pilot program will begin in the fall and extend over a 12-month period.

In addition, we are looking at ways to combine the *URISA Journal*, the *URISA News*, and the *URISA Digest* into a new family of publications that is more accessible and relevant. It will supply Association news and short educational articles, some of which might be reprinted from Chapter newsletters, that share member experiences and offer educational content directly applicable to work

performance, as well as peer-reviewed articles that cover advanced topics with more depth and rigor. *URISA Bulletins* will be emailed as needed to inform the members of more urgent matters.

Issues, Advocacy, and Awareness

URISA will also examine the content and focus of its annual conference to build on the Professional Management and Development track offered at the last two conferences. The success of this track led to the development of the URISA Leadership Academy, the response to which clearly indicates there is a need for this type of training. Indeed, this is just one area where the GIS professional presently has no other source of education. Therefore, URISA will look at transitioning the Annual Conference in terms of both content and delivery to be more responsive to the specialized and ever changing needs of the GIS professional.

URISA will strengthen its relationship with its chapters by providing more support for local and regional GIS conferences. This support might take the form of marketing, assistance with attendee registration, or workshops. Through these conferences, attendees will still be able to find the same broad range of topical presentations typically found now at the annual conference. The benefit of attending a regional conference to learn from these presentations is that the content will likely be more relevant to your current regional needs, and you will have a greater opportunity to network with your peers who are working in similar environments and have an innate understanding of the issues you face.

To reinforce its training mandate for GIS practitioners, URISA will examine the development of a GIS user certificate program. URISA has a wealth of workshops and publications that could be coordinated into a series of formal courses to provide a good foundation for the GIS user who may be a member of another profession, e.g., a planner or biologist using

continued on page 4

GIS to support their work. Fitting in below the level of college-conducted certificate programs, the new GIS User Certificate Program would fill the need to educate the growing number of users in the proper application of GIS technology. The program will support the GIS profession by raising the competency of the non-professional user. Course offerings may utilize electronic and in-person delivery mechanisms. Ideally, the courses could be taught throughout the year in cooperation with the chapters.

Strategic Partners

Initiatives here include encouraging members to promote spatial technologies in non-URISA forums (such as other conferences or events), increased decision-maker awareness of the importance of ongoing investments in GIS, and increasing URISA's visibility in the geospatial community through strategic partnerships with like associations. Two primary examples of this strategy are being realized over the next year.

The GISCI awards the GIS Professional (GISP) credential through its certification program originally developed by URISA's Certification Committee. That certification program is currently portfolio-based and requires an educational foundation for initial award of the GISP credential and continuing education for renewal. Many potential applicants would benefit from educational offerings that fill gaps in their formal education. URISA is well positioned to develop and deliver the educational courses that would facilitate a GIS professional in attaining certification or re-certification, and will work in conjunction with GISCI on this initiative. Should GISCI decide to utilize an examination for certification, URISA would be even better positioned to provide exam study courses once it has created basic courses for the GIS professional.

From time to time, URISA has joined with other geospatial associations to act cooperatively in

response to short-term policy issues. Rather than leave this important work to ad hoc interactions, URISA helped form the Coalition of Geospatial Organizations (COGO) in August 2008 as a forum for geospatial associations to better coordinate their activities. The 10 founding COGO member organizations include functional guilds, like GISCI and ASPRS; role-focused associations, like UCGIS and the International Association of Assessing Officers; and business groups, like MAPPS.¹

GIS has grown and changed since the founding of URISA.

you want these changes implemented to meet your needs for professional support, career-related education, and peer-to-peer networking. What workshop courses would you find useful? What publications need to be written? Please discuss your opinions, ideas, and/or concerns about these initiatives with any URISA

Board member or by writing to info@urisa.org. Everyone's input will be compiled and reported back to the membership in a later article. During the business meeting

at the Annual Conference in New Orleans in October, the Board will present this information in more detail, highlighting your input as URISA members.

Edgar Horwood and the other URISA founders established a means of operating URISA that continues to effectively serve the Association and its members 40 years later. With these most recent strategic actions by the Board and the tactical targets identified by the members, URISA will continue to serve the needs of its members.

Conclusion

The actions to implement our strategic direction are really just a start towards a new future for URISA and the delivery of greater services to our members. These changes present some risks, both financially and in membership retention and growth. Prioritization of these initiatives for maximum benefit will be critical.

We need your input and participation. We need to know how

¹ For more information on COGO: <http://urisa.org/cogo>

Thank you
to all of the URISA members who volunteered their time and expertise on URISA committees this year. Without your work, none of URISA's accomplishments would be possible!


Attend the URISA Leadership Academy
December 8-12, 2008
Seattle, WA
For registration details, visit www.urisa.org/ula



Welcome New URISA Members

Christopher Michael Aspila, GISP, City of Windsor, Windsor, ON, Canada
Barry Bitters, GISP, SAIC, Sterling, VA
Darrin Blaisdell, AgReserves Inc, Syracuse, UT
Noelle Brigman, City of New Iberia Wastewater Department, New Iberia, LA
Greg Bury, Naval Air Engineering Station, Lakehurst, NJ
Gordon Chinander, Metropolitan Emergency Services Board, Saint Paul, MN
Kyusoo Chong, Korea Institute of Construction Technology, Goyangsi, Gyeonggido, Republic of Korea
Joe Concannon, SACOG, Sacramento, CA
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Jose Fernandez, San Antonio River Authority, San Antonio, TX
Dan Flanders, Oconee County Georgia, Watkinsville, GA
Corey Furches, City of Danville Virginia, Danville, VA
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Sue Googe, Geotek Mapping, Cary, NC
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William Handley, Chesterfield County, Chesterfield, VA
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Bart Pittari, Center of Higher Learning, Stennis Space Center, MS
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Vermont's Enterprise GIS Initiative

Steve Sharp, Vermont Center for Geographic Information (VCGI)

Overview

Geographic Information Systems (GIS) have had a prominent role in Vermont for nearly two decades. The Vermont General Assembly initiated the creation of Vermont's Geographic Information System (VGIS) in the late 1980s, and subsequently established the Vermont Center for Geographic Information (VCGI) in 1994. In recent years GIS has become an indispensable part of state, regional, and local government in Vermont. Advancements in GIS technology have made it possible to establish what was originally envisioned when the General Assembly created the VGIS; an *enterprise* GIS that fosters data sharing and provides geospatial services throughout state government and beyond.

In 2007, an alliance of State agencies convened a taskforce (Enterprise GIS Taskforce – EGT) with the mission of spearheading Vermont's Enterprise GIS Initiative. The EGT's goal was to enable greater cooperation among state agencies in the use and management of geospatial data and technologies. The initiative brought together state government organizations to establish an accepted, realistic, functional and effective Enterprise GIS Strategy for Vermont; a vision and a plan that would be sustainable and support broad participation by all state entities.

Historical Context

In 1994 the Vermont General Assembly articulated the original vision for a statewide GIS. Vermont Statute (Title 10 VSA - Chapter 8) established the Vermont Center for Geographic Information (VCGI), "a public instrumentality of the state" responsible for developing and implementing a comprehensive strategy for Vermont's Geographic Information System

(VGIS). The need for a comprehensive strategy was further underscored in 2005 when the Vermont Institute on Government Effectiveness released a report, which recommended that modernizing both the state's information technology, and management of information technology, is the key to greater efficiency and better service in state government.

Historically, GIS use by Vermont state agencies emerged in a decentralized fashion from specific programs within each agency. Some agencies moved to coordinate and centralize GIS functions, while others chose to focus on internal requirements. VCGI's role allowed it to foster collaboration, standardization, and sharing in ways that otherwise would not have been possible; however, it also discovered that institutional barriers and requirements often limited the scope of such efforts.

Adoption and use of GIS "best practices" has varied due to differing business requirements, priorities, and foci among state agencies. In most cases GIS data has been collected to serve the needs of internal users, with little distribution to other state agencies or users outside state government. In some cases agencies have restricted access to their GIS data for security and confidentiality reasons.

Strategic Planning Process

In 2007 the State of Vermont embarked on an initiative to articulate a vision and a strategic plan for the State's Enterprise GIS. The initiative (dubbed the Enterprise GIS Initiative) was supported by a grant from the Federal Geographic Data Committee (FGDC). The FGDC provided funding for the project in order to support the objectives defined in the

Fifty States Initiative. The Fifty States Initiative is a partnership between the National States Geographic Information Council (NSGIC) and the FGDC. It is designed to bring "public and private stakeholders together in statewide GIS coordination bodies" to help form effective partnerships and lasting relationships. FGDC's funding was designed to help states "develop and implement statewide strategic and business plans that will facilitate the coordination of programs, policies, technologies, and resources that enable the coordination, collection, documentation, discovery, distribution, exchange and maintenance of geospatial information in support of the NSDI."

Vermont's Enterprise GIS Initiative made significant strides in just a twelve-month period. First, an Enterprise GIS Taskforce (EGT) was established under the auspices of the State Information Technology Committee (STC). Participants included representatives from the Department of Information and Innovation (DII), the State CIO's Office, and numerous state agencies. Some of the EGT's key accomplishments included:

- Hiring of professional facilitators to manage workshops and assist with the development of a strategic plan.
- Coordination of seven strategizing workshops between October 2007 and May 2008.
- Drafting of a "GIS Program Self-Assessment Survey" to help the EGT create a collective picture of GIS utilization in state government.
- Establishment of an online presence for the EGT, providing a place to post meeting schedules, agendas, minutes, reports, and

continued on page 8

- other documents.
- Drafting of Vermont's Enterprise GIS Strategic Plan and associated Business Plan.
- Establishment of Vermont's Enterprise GIS Consortium (EGC), a voluntary consortium of state government organizations focused on the management of State's Enterprise GIS.
- Integration of the State's Enterprise GIS goals, objectives, and strategies into other enterprise planning efforts.

Strategic Vision and Plan

The EGT was able to successfully craft and adopt an Enterprise GIS Strategic Plan for the State of Vermont. The plan defines a common vision and establishes a formal alliance among state agencies to efficiently and effectively expand and improve the state's use of GIS technology, and to improve outreach and coordination with stakeholders outside state government. Ultimately the strategy is designed to provide faster and higher quality services, streamlined processes, and a less costly government.

The strategic plan aims to establish a dynamic Enterprise GIS framework within state government which:

- Promotes and leverages efficient use of the state's Geographic Information Technology (GIT) resources;
- Recognizes opportunity through coordination and resource sharing;
- Promotes quality and consistency through standardization;
- Addresses data access needs;
- Enhances the effectiveness of GIS services and solutions; and
- Improves decision making throughout state government.

Vermont's plan has become an important part of the state's 'comprehensive strategy' for the development and use of Vermont's Geographic Information System (VGIS). The VGIS represents a broad spectrum of geospatial activities and



constituencies throughout the state of Vermont, including academic, town, regional, non-profit, state, private sector, and the general public. The plan articulates a strategic vision for the development and use of geospatial technology within state government - a critical component of the VGIS. It's a dynamic document, one that will be updated on a regular basis in order to leverage emerging opportunities in a rapidly evolving geospatial industry.

Vermont's Enterprise GIS Consortium

Vermont's Enterprise GIS plan identified several high-level strategic tasks, one of which included the formation of a voluntary consortium of state government organizations focused on the management of the State's Enterprise GIS; the Enterprise GIS Consortium (EGC). The EGC's charter defines two classes of membership; 1) voting and 2) non-voting. State agencies, departments, and VCGI are eligible for voting membership. All other organizations, including federal, regional and local government, are eligible for non-voting membership. Prospective member organizations must be signatories to the EGC's Memorandum of Understanding (MOU) in order to establish official membership in the

consortium. The requirements of membership are minimal, which will hopefully lead to greater participation. Members will obtain certain benefits including full access to services offered by the State's Enterprise GIS.

The EGC will support the ongoing implementation and management of the State's Enterprise GIS. This support will be guided by the vision and goals articulated in the State's Enterprise GIS plan. The EGC has already drafted and adopted a business plan for FY 2009, and is making significant headway.

The Future

Vermont's Geographic Information System (VGIS) has come a long way in the past 20 years, thanks to visionaries who established a strong foundation for success. My generation has had the good fortune of building upon this strong foundation. Vermont's Enterprise GIS Initiative demonstrates that state agencies and departments can come together to find common ground, articulate common goals, and find common solutions. The adoption and implementation of Vermont's Enterprise GIS Strategic Plan, and the formation of the Enterprise GIS Consortium are excellent examples of this.

continued on page 11

2008 Exemplary Systems in Government (ESIG) Winners Announced

URISA's ESIG Awards recognize exceptional achievements in the application of information technology that have improved the delivery and quality of government services. The ESIG Awards Committee recently announced the results of the 2008 awards.

Enterprise Systems Category

Systems in this category are outstanding and working examples of using information systems technology in a multi-department environment as part of an integrated process. These systems exemplify effective use of technology yielding widespread improvements in the process(es) and/or service(s) involved and/or cost savings to the organization. This year, thirteen submissions were received for consideration within the Enterprise Systems category.

2008 ESIG Winner: Geospatial Incident Management System – Horry County, South Carolina

Submitted by: Timothy Oliver, GIS Manager, Horry County IT/GIS, Conway, SC

This system is exemplary for its multi-jurisdictional scope, spanning both the county and its constituent cities, and for the strong governance, infrastructure and commitment to spatially-enabled systems that were put in place. By bringing the municipalities in, and by designing the system to use regional and national applications as well, this system is ahead of its time.

The initial attention to the building of the required infrastructure (109 miles of fibre optic cable) was the foundation that made this

project so successful. It features phased implementation to meet the different needs of target audiences and the development of standardized database schemas. The county also proactively approached municipalities with governance agreements to make certain that data creation, storage and maintenance functions would all take place under the same umbrella.

The system has benefited the emergency management agencies of the county and cities through streamlined, accurate and timely data to improve response and dispatching. A number of examples were given demonstrating how the system has impacted on the county by comparing how business was conducted the "old way" vs. the "new way." Besides GIS, the system is compatible with the county's E911 CAD database, real estate database and aerial photography platform.

This is an outstanding example of the full process of implementing an inter-jurisdictional system, from planning, reaching agreements, building infrastructure, system acquisition and integration. While the short-term gains are impressive enough, it will be the longer term success that will really show the truly exemplary nature of this development. As such, the Horry County Geospatial Incident Management System is a worthy recipient of the 2008 ESIG Award for the winning entry in the Enterprise Systems Category.

Distinguished Systems in this Category:

- Illinois Virtual Tollway – Illinois Tollway
Submitted by Kurt Lebo, GIS Manager, Illinois Tollway Authority
- Land Information Network (LandNet) – Singapore Land Authority
Submitted by Lim Ming Khai, Head, Land Information Centre, Singapore Land Authority
- WebPuff™ - Automated Emergency Management Decision Support System – US Army Chemical Materials Agency
Submitted by Darius Kwiedorowicz, CSEPP Automation System Manager, US Army Chemical Materials Agency

Single Process Systems Category

Systems in this category are outstanding and working examples of applying information system technology to automate a specific SINGLE process or operation involving one department or sub-unit of an agency. The system application results in extended and/or improved government services that are more efficient and/or save money. This year, ten submissions were received within the Single Process Systems category.

2008 ESIG Winner: Public Works GIS Viewer – City of Fontana, CA

Submitted by Rogelio Mata, Senior Administrative Analyst, City of Fontana, CA

The City of Fontana built its public works GIS viewer in response to rapid

continued on page 11

Second Annual URISA Student Paper Competition Winners Announced

URISA is pleased to announce the results of its Second Annual Student Paper Competition.

First Place

Arjen Koekoek, Wageningen University - The Netherlands

THE POTENTIAL OF E-PARTICIPATION AS PLANNING SUPPORT SYSTEM

ABSTRACT: The increasing complexity of spatial planning issues and pressure from citizens to take part in designing and deciding on spatial plans result in a need for improved methods to aid communication between governmental actors and citizens. These developments put high demands on participatory Planning Support Systems (PSS); instruments that can aid planners in doing their planning tasks. By using the accessibility of the internet, e-participation offers opportunities as a PSS. Although many advantages are attributed to participatory PSS, its use in the planning practice remains marginal until now. It is argued here that this is partly caused by the lack of empirical studies that demonstrate potential benefits and problems when applying PSS.

This paper provides guidelines for organizations that contemplate on using a participatory PSS. In order to do so, a framework is developed, identifying obstacles that could block effective participation in a PSS. Three planning processes are evaluated to investigate the importance of these obstacles. It is demonstrated that, although e-participation has potential as PSS, the lack of political will blocks effective participation and a more profound link between the citizen input and the decision-making is needed.

Second Place

Claire Brill, Clark University - Massachusetts

Using GIS to Contrast Perceived Versus Preferred Priorities for Brownfield Redevelopment in Worcester, MA

ABSTRACT: This paper compares the perceived priorities of decision-makers with the stated desires of stakeholders concerning brownfield redevelopment in the City of Worcester, MA. Redeveloping brownfields left over from Worcester's industrial past is held as a critical strategy for the future of this city in central Massachusetts. However, the goals of this strategy vary across stakeholder groups. Key informants were surveyed regarding their perceptions of brownfield redevelopment. An inventory of Worcester brownfields was created from Massachusetts Department of Environmental Protection records. A multicriteria evaluation was carried out through Geographic Information Systems. This study found that while economic development and job creation are the apparent focus for one set of influential decision-makers, protection of natural resources and public health are important to another group of stakeholders. The outcomes for each end-use objective were examined to determine whether the goals for each could be met while focusing on only one redevelopment strategy. Results reveal the land parcels that satisfy the objectives for only one group, both groups, or neither group. Previously redeveloped sites were evaluated based on the same criteria to determine the extent to which existing and preferred priorities had been satisfied with these revitalization efforts. The results show that focusing on perceived priorities will not accomplish preferred objectives for brownfield redevelopment in Worcester.

Third Place

U. W. Tang, University of Macau, Macau (PR China)

DATA CAPTURE AND DATA MINING OF URBAN AIR POLLUTION: THE BUILDING-BASED APPROACH

ABSTRACT: The method and accuracy of data capture dominate the spatial distribution of urban air pollution. Due to limited budget, installation space, and labor resources, permanent or temporary air pollution monitoring sites are very scattered. Air quality assessment of a city based on scattered monitoring sites may be incorrect because non-homogeneous distribution of air quality is neglected. Therefore, a number of model systems have been developed to estimate urban air quality at unsampled sites.

In this paper, representative air quality model systems, their data captures and their applications are reviewed, which show that the input/output spatial data are commonly stored in regular grids with resolutions of 1-2 km, regardless of the complexity of urban form. Recently, a model system which can estimate air quality (and noise) in front of individual buildings along both sides of the road is developed. Compared with the grid-based approach with spatial resolutions of 1-2 km, the present building-based approach can predict the complex spatial variation of traffic emission, urban geometry, dispersion and air (noise) pollution. The results show that the building-based approach may open an innovated methodology in data mining of urban spatial data for environmental assessment.

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development, new infrastructure requirements, budget constraints, the need for greater efficiency and effectiveness, and to preserve critical institutional knowledge.

By giving field staff direct access to the information they need to complete a task, efficiencies have been noted not only among the field staff but also among office staff who previously provided a great deal of support. Another benefit of the implementation included the realization that current spatial data had to be improved and corrected as part of the process, and staff now fully accept ownership and responsibility for the quality of their data.

Incremental successes resulted in increased confidence in the system, support and funding for future phases, and the flexibility to respond to technological changes along the development path. The application has improved response to citizen calls and office staff can not only address many more inquiries, but also determine which field staff are best situated to respond to calls. The system has saved costs related to vehicle maintenance and fuel, as field staff tasks and routes can now be better planned and managed. The field staff now have increased success in finding assets and overall the

workforce has been empowered by direct access to data.

The system has also been used to identify sewer connections missed in the billing system, increasing city revenue.

Finally, now that the system is available, other departments are using it and adding additional spatial data layers. It has become an example across the city of the effective use of GIS to solve budget constraints, improve efficiency and effectiveness of work, and to make sure knowledge and data are protected.

Accordingly, the City of Fontana Public Works GIS Viewer is a deserving winner of the 2008 ESIG Award in the single process system category.

Distinguished Systems in this Category:

- GIPSE (Geographic Information Portal System for Everyone) – City of Aurora, CO
Submitted by William Keever, GIS Coordinator, City of Aurora, CO
- North Carolina's Economic Development Intelligence System (EDIS) – NC Department of Commerce
Submitted by Allan Sandoval, EDIS GIS Lead, NC Department of Commerce

URISA congratulates all of the participants in the 2008 Exemplary Systems in Government Award program. You may read the winning submissions here: <http://www.urisa.org/awards/2008esig>

Vermont's Enterprise *continued from page 8*


The Enterprise GIS Consortium represents a new organizational paradigm within state government; a paradigm built around effective and efficient governance. The future of GIS in the State of Vermont is looking brighter than ever.

Acknowledgements

The author would like to recognize and thank the following organizations for their support and contributions to Vermont's Enterprise GIS Initiative.


Federal Geographic Data Committee (FGDC)

National States Geographic Information Council (NSGIC)
U.S. Geological Survey (USGS)
Vermont state agencies and departments, including:
VT Dept. of Information and Innovation (DII)
VT Agency of Natural Resources (ANR)
VT Agency of Transportation (VTrans)
VT Agency of Commerce & Community Development (ACCD)
VT Dept. of Ag, Food & Markets (AG)
VT Dept. of Health (VDH)
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