

gis

IN THE NEWS

Turning *Good Ideas* into *Solutions!*



Desktop & Data Collection



Online Solutions



3rd Party Solutions

People interact with GIS in a number of different ways. In fact, GIS means lots of different things to different people. And oddly enough, sometimes people are using GIS *and they don't even realize it!*

GIS Customer Service Survey Results

It's always a little unsettling to solicit for input from users. But, recent results of the GIS Survey indicate that we are on the right track.

In fact, **74%** of respondents indicated that GIS is **extremely important or important** to them. Nearly half of respondents noted that GIS was used by them **on a daily basis**.

The survey was designed to be simple—something that could easily be completed in four minutes or less. And, it was made available online using Survey Monkey. Fifty-four people took the time to respond to the GIS Survey.

The questions...

1. * How important is GIS to you?
2. * How often do you use GIS?
3. * How often do you use paper maps as a resource?
4. * Why do you use GIS?
5. * What do you use to access GIS?
6. What more can the GIS Division do for you?
7. * How responsive is the GIS Division to your needs?
8. * How would you rate the customer service for the GIS Division?
9. In which department/division do you work?

The questions shown with an asterisk required an answer from the respondent. Very few people chose to skip questions when responding.



SurveyMonkey.com
because knowledge is everything



Departments Responding

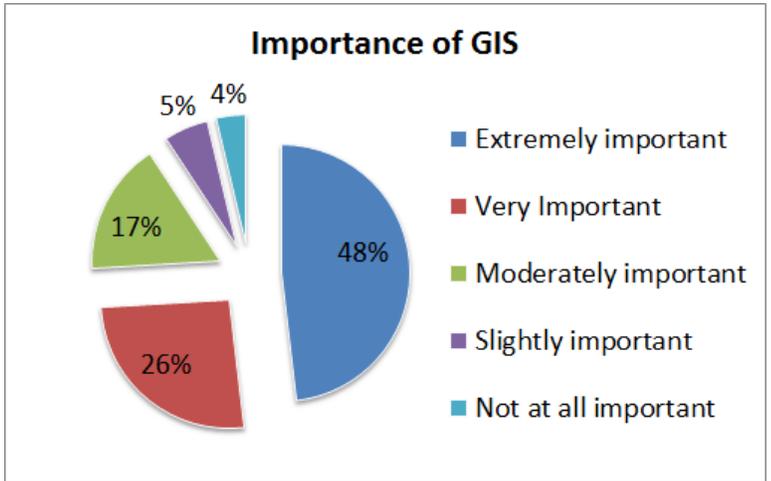
- ⇒ Communications
- ⇒ Community Planning Services
- ⇒ Engineering
- ⇒ Finance
- ⇒ Fire
- ⇒ Human Resources
- ⇒ Infrastructure Services
- ⇒ Parks & Recreation
- ⇒ Police
- ⇒ Public Services
- ⇒ Salisbury-Rowan Utilities

The breadth of use of GIS within the City continues to grow!

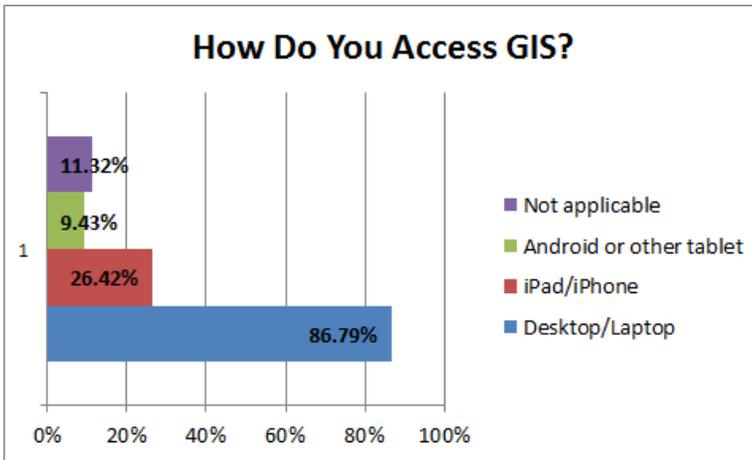


The results...

Seventy-four percent (74%) of respondents rated GIS as extremely important or important to them.



Nearly half of the respondents indicated that they use GIS daily, and an additional twenty percent (20%) use GIS two to three times per week.



One exciting element for me as a GIS Coordinator is the **way** that people access GIS—it's changing. Whereas previously GIS was used while sitting at a

desktop computer, now more and more people are access GIS information using mobile devices—thirty-five percent (35%) of respondents indicated that they used an Android or Apple device to connect to GIS information. *Note: Respondents could choose more than one answer for this question.*

Much work remains to be done to meet the growing need for GIS across the City. Survey respondents indicated that they would like assistance from the GIS Division in converting their existing data from paper or spreadsheets, collecting data in the field, acquiring data for a specific project, or building a custom application. The coming year should prove to be an exciting one with so many projects underway!

Interested in learning more about what others said about GIS? The complete results of the GIS Survey may be obtained by visiting our website, <http://gis.salisburync.gov> and clicking on the GIS Survey Results link on the right.

For more details on this or any GIS Division project, please feel free to contact GIS Coordinator Kathryn Clifton, GISP at 704-638-5246 or katclif@salisburync.gov.