

Local Government 3.0

Using the Web to Improve Citizen Service and Reduce Costs

*Per Kristensen
Director, Information Technology
City of Nanaimo*

Nanaimo



- Located on Vancouver Island's east coast
- Population: 85,000
- Budget \$166M
- Diversified industry base, with growing knowledge sector

Nanaimo Innovation

A screenshot of a TIME magazine article. The header includes the TIME logo, "IN PARTNERSHIP WITH CNN", a search bar, and the date "MONDAY, JULY 27, 2008". The article title is "How Google Earth Ate Our Town" by Rob Shaw, dated Monday, Mar. 10, 2008. The main image shows a city skyline with a prominent tower. The text discusses how Nanaimo, British Columbia, has become a "capital of Google Earth" by providing a wealth of city data to Google. It mentions that the city's planning department has steadily fed Google information about buildings, property lines, utilities, and streets, resulting in a clearinghouse of city data at earth.nanaimo.ca. The article also notes that the city's 150-year-old downtown core is rendered in 3D with 360-degree panoramas.

POSTCARD FROM NANAIMO

How Google Earth Ate Our Town

By ROB SHAW

Monday, Mar. 10, 2008



The skyline in Nanaimo, British Columbia on Vancouver Island.

ARTICLE TOOLS

- Print
- Email
- Reprints
- Sphere
- AddThis
- RSS
- Yahoo! Buzz

"With Nanaimo, they have mapped nearly every conceivable thing using Google Earth and Google Maps," Michael Jones, Google Earth's chief technology officer, said last August at a conference in Vancouver. "Their citizens have more information about their city than the people of San Francisco."

Beating San Francisco in the e-stakes is a big deal for an old coal mining city of only around 78,000 people, nestled about an hour north of Victoria. What Nanaimo lacks for in size, it has tried to make up in sheer volume of raw electronic data.

The city's planning department has, over the past five years, steadily fed Google a wealth of information about its buildings, property lines, utilities and streets. The result is earth.nanaimo.ca, a clearinghouse of city data viewed through the robust and freely available Google Earth 3D mapping program. The site sorts and maps every business, from restaurants to car dealers, while a click of the mouse brings up the lot size for every property in the city, including the building permit number and zoning history. Homeowners can use the facility to find out specific information about their garbage collection schedule, while the city's 150-year-old downtown core is rendered in 3D and dotted with 360-degree panoramas.

A history of innovation:

Election System

TIME:
"Nanaimo – The Capital of Google Earth"

Open Data in Nanaimo



[intro](#) | [data](#) | [contact us](#)

Google Earth™ Data

This page contains links to the Google Earth™ data sets that the City of Nanaimo is currently making available.

Warning: These are currently experimental data sets and subject to change without notice. They may be inaccurate or out of date. Access to this information provided under specific [terms of use](#).

[nanaimoMaster](#)

This link best illustrates how we hope to use Google Earth™ to provide our citizens with the ability to access the City's spatial information. This service provides dynamic data using the [MapGuide Open Source](#) application.

[nanaimoVirtuallyDowntown](#)

This file highlights the three-dimensional abilities of Google Earth™. For best viewing, make sure that you turn on the Terrain group in Google Earth, and in your preferences choose to open URLs in a new window.

[nanaimoBusinesses](#)

This file uses server-side processing to deliver a current listing of Nanaimo Businesses, grouped by [NAICS](#) Description.

Open Data in Nanaimo



Nanaimo's Web 2.0 Initiatives

Website

Data Catalogue

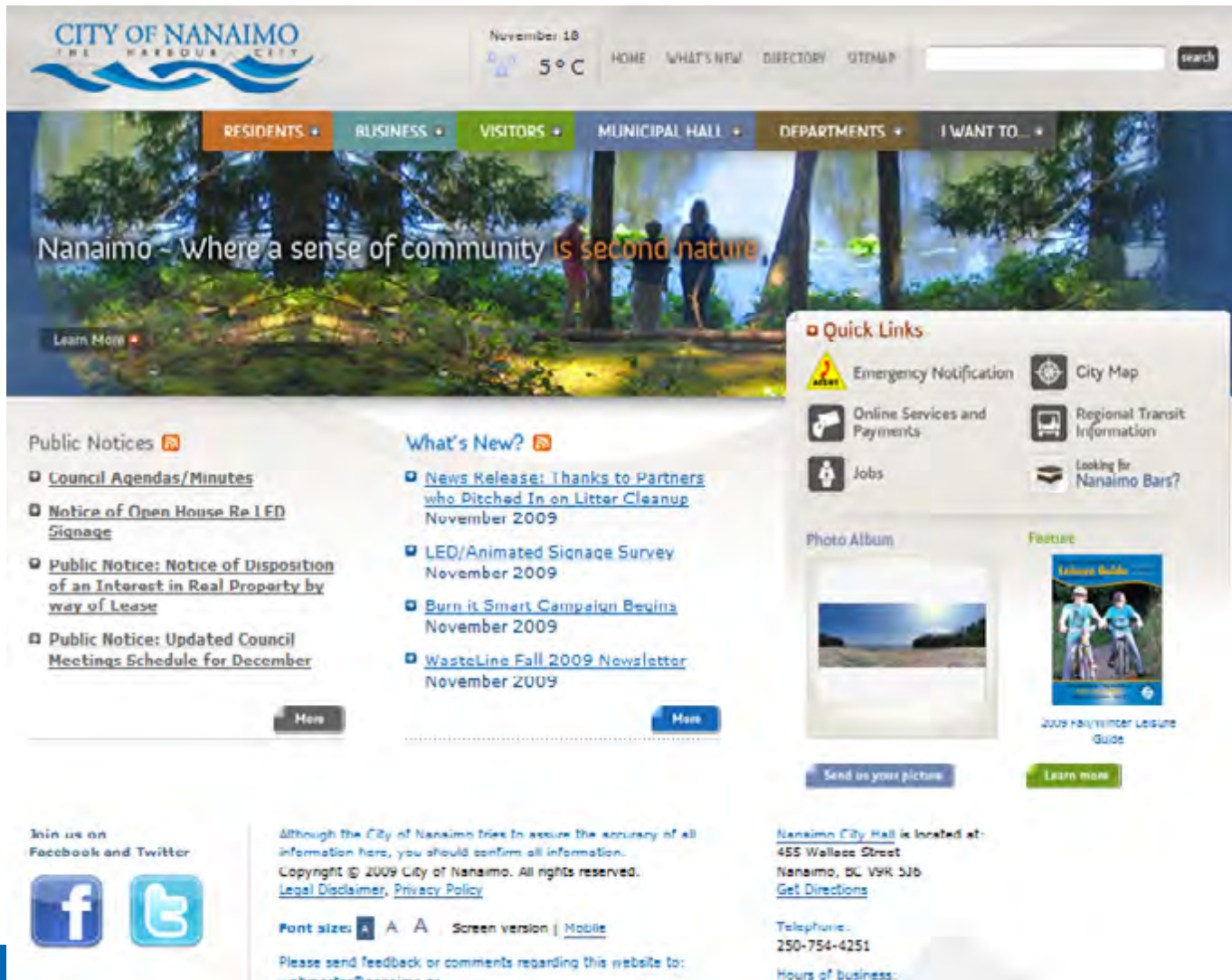
Data Publishing

Social Networking

Council Webcasting

Simplified Citizen Access

Website as the Platform



Re-design focus:

- Easier access
- Improved communications
- Citizen Focused Applications
- Machine Readable Data Sources

Data Catalogue



October 21
12 °C

RESIDENTS BUSINESS VISITORS MUNICIPAL HALL DEPARTMENTS I WANT TO...

Nanaimo - Quality city services through innovation

Departments

- Building Inspection
- Community Planning
- Community Policing and Services
- Current Planning
- Economic Development
- Engineering/Public Works
- Finance
- Fire Rescue
- Human Resources
- Information Technology
 - Maps and Habitat Atlas
 - RSS Feeds
 - City of Nanaimo's Single Sign In Portal
- Legislative Services
- Parks, Recreation and Culture
- Permits, Bylaw and Proportica
- Real Estate
- Risk Management
- Subdivision

Home » Departments » Information Technology » Nanaïmo Data Catalog

Nanaïmo Data Catalog

Beta

The City of Nanaimo is dedicated to providing residents with the highest possible level of service. Part of this service includes making data available to the public to allow them to make the best possible decisions, to understand the City's business, and to engage in the democratic process to the fullest extent possible.

The City has a strong history of making this data available, from building permit and business license searches, to geographic information in CityMap and Google Earth, through to fire incident reporting and more.

This page follows the strong lead of initiatives like the [DC Data Catalog](#), and [Data.Gov](#) in gathering all of the City's open data sources in a central location for ease of access by the public.

NAME	HTML	FEEDS	KML	SHAPE	GOOGLE MAPS
Bid Opportunities					
Budget Forum					
Building Permit Applications					
Building Permit Statistics					
Building Permits Completed					
Building Permits Issued					
Cadastral					
Fire & Rescue Incident Response					

data.nanaimo.ca

-22 data sets available from this site (and growing)

-Information provided in many open formats

-Much of the data is provided visually

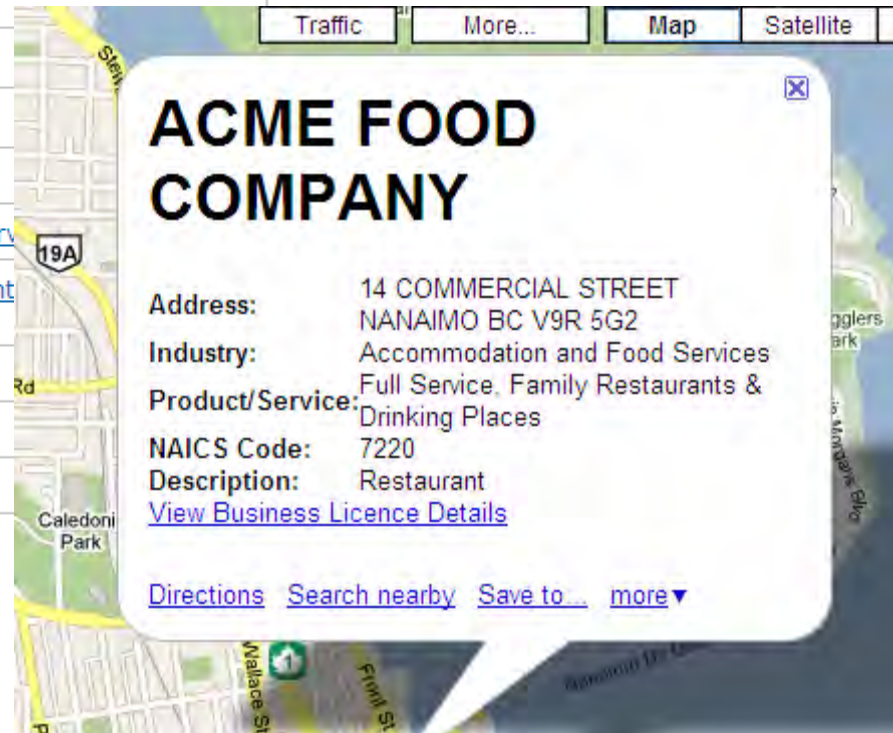
- Used by businesses, public sector organizations and citizens

Data Catalogue Reports



ACME FOOD COMPANY

BUSINESS INFORMATION	
Licence Number:	121547
Address:	14 COMMERCIAL STREET NANAIMO BC V9R 5G2
Postal Code:	V9R 5G2
Phone:	
Fax:	
Status:	OPEN
Industry:	Accommodation and Food Services
Product/Service (NAICS):	Full Service, Family Restaurant A7200 7220
Description:	Restaurant
Location:	49.1641477 -123.9362517
Approved Date:	11/19/2009 11:27:17 AM



[View Licence in Google Maps](#)

[View Licence as KML \(Google Earth\)](#)

Data Catalogue Reports



Home > Departments > Building Inspection > **Developer Database Report**

Developer Database Report

Browse Building Permits Issued

Please select a range of permit application dates to display. Completed permits will only display until 60 days from completion date.

To

ISSUED. DATE	PERMIT #	BUILDER NAME	BLDG AREA (M2)
May 03, 2010	BP114999	JASSAR HARBHAJAN SINGH	341.00000000 m2
	Type:	SINGLE/TWO FAMILY DWELLING - NEWSFDS	
	Purpose:	Construct a new two storey single family dwelling + secondary suite on slab with built-in double garage.	
	Folio:	08300.327 Site Address: 4537 SHERIDAN RIDGE ROAD	
	Permit Value:	\$328,152.00	
May 03, 2010	BP114998	TURGEON ROB	312.00000000 m2
	Type:	SINGLE/TWO FAMILY DWELLING - NEWSFD	
	Purpose:	for construction of a two storey single family dwelling with attached two car garage.	
	Folio:	07827.833 Site Address: 121 WOODHAVEN DRIVE	
	Permit Value:	\$347,019.00	

Used by:

- Citizens
- Developers
- Stats Canada
- BC Assessment

Data Catalogue Reports



Home > Departments > Fire Rescue > Incident Response

Incident Response

Select Date:

TIME	ADDRESS (BLOCK #)	DESCRIPTION	APPARATUS
8:09:27 AM	3000 BLOCK ROSS RD	Medical Aid	R2
8:38:04 AM	6100 BLOCK CEDAR GROVE DR	Medical Aid	E3

Incident Response RSS Feed

Click [here](#) to subscribe to our incident response RSS feed. To view incidents inside of a full sized Google Map click [here](#).

Incident Response Statistics

Click [here](#) see the statistical count of incident responses organized by call type.

Home > Departments > Parks, Recreation and Culture > Culture > Public Art Inventory

Public Art Inventory

Your search returned 129 results:

[View Results as KML \(Google Earth\)](#)

[View Results in Google Maps](#)

[Search Again](#)

IMAGE	ART	ARTIST(S)	AREA
	100 Years of Coal	Unknown	City Centre
	A Thousand Fibres	Michelle Sturley	North Nanaimo/Woodgrove
	Admiral of the Fleet	Jack Harman	City Centre
	Anchor	Unknown	City Centre
	Animal Pirates	Nathael Sagard	Departure Bay
	Arbutus Tree	Unknown	Southend/Duke Point
	Arena Canvas	John Newby	Southend/Duke Point
	At Play Community Artwork	Residents of Halliburton Street, Yvonne Vander Kool	Southend/Duke Point

Data Publishing



NANAIMO MAPPING DATA



[Home](#) > Data

The following information is available

DATA SOURCE	DESCRIPTION
Nanaimo Properties	<ul style="list-style-type: none">• Search for property by street, folio, and more.• Find your property in Property Street Index.• View Nanaimo properties as KML (Google Earth).• Browse through Nanaimo properties one page at a time.
Nanaimo Virtual Tours	<ul style="list-style-type: none">• Browse the virtual tours.• View Nanaimo Virtual Tours as KML (Google Earth).• View Nanaimo Virtual Tours in Google Maps.
Nanaimo Business Licences	<ul style="list-style-type: none">• Explore the business licences.• View Nanaimo Business Licences by Category as KML (Google Earth).• View Nanaimo Business Licences by Date as KML (Google Earth).

Publish data to Internet Search Engines:

Data Publishing



NANAIMO PROPERTY BY STREET

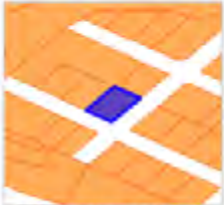
Home > Data > Property > Street Index

Click on a street name below, or search from the [Nanaimo property search page](#).

- [101ST STREET](#)
- [102ND STREET](#)
- [103RD STREET](#)
- [104TH STREET](#)
- [105TH STREET](#)
- [106TH STREET](#)
- [107TH STREET](#)
- [AARON WAY](#)
- [ABBY LANE](#)
- [ACACIA AVENUE](#)
- [ADAMS AVENUE](#)
- [ADBY ROAD](#)
- [ADDERLY ROAD](#)
- [AEBIG ROAD](#)
- [ALAN A DALL PLACE](#)
- [ALBATROSS WAY](#)
- [ALBERT STREET](#)
- [ALBERTA ROAD](#)
- [ALBION STREET](#)
- [ALDER WAY](#)
- [ALDORANN AVENUE](#)
- [ALLISON WAY](#)
- [ALPHA CIRCLE](#)
- [ALTAVISTA DRIVE](#)
- [AMBLEWOOD LANE](#)
- [AMSTERDAM CRESCENT](#)
- [ANCHOR WAY](#)
- [ANNOBEL CIRCLE](#)
- [ANTON ROAD](#)
- [APPLE GATE](#)
- [APPLECROSS ROAD](#)
- [APPLEGREEN AVENUE](#)
- [APPLEWOOD CRESCENT](#)
- [APSLEY AVENUE](#)
- [ARBOT ROAD](#)
- [ARROUR LANE](#)
- [ARBUTUS AVENUE](#)
- [ARCADIA PLACE](#)

2709 101ST STREET - PROPERTY REPORT

Home > Data > Property > 2709 101ST STREET

GENERAL INFORMATION		PARCEL MAP
Address:	2709 101ST STREET, NANAIMO, BC	 Open in NanaimoMap Beta Open as KML (Google Earth) Open in Google Maps Open in Bing Maps
Folio:	07154.000	
Plan:	318	
Size:	70.00 105.00 WIDTH/DEPTH	
Legal Description:	LOT 4, BLOCK 2, SECTION 5, WELLINGTON DISTRICT, PLAN 318	

EXTENDED INFORMATION	
Zoning	RS-1 SINGLE FAMILY RESIDENTIAL ZONE
Garbage Pick-Up	Route: F-4 Number of Cans Allowed: 1
Sewer Benefiting Area	YES
GIS Link:	115545
Location:	49.209, -124.0189

View other properties on [101ST STREET](#), or [search for other Nanaimo properties](#).

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Publish data to Internet Search Engines:

Allows citizens to find City data without having to go to City website

Data Publishing



Business License Information

[Home](#) > [Business Licences](#) > [Business Licence Search](#) > A1 EXPRESS

A1 EXPRESS

Business Information	
Licence Number:	121748
Address:	A-2248 DEPARTURE BAY ROAD NANAIMO BC V9S 3V8
Postal Code:	V9S 3V8
Phone:	
Fax:	250-585-8143
Status:	OPEN
Industry:	Transportation and Warehousing
Product/Service (NAICS):	Couriers, Messengers & Movers A4890 4920
Description:	Furniture Delivery Business
Location:	49.1943171 -123.9696840
Approved Date:	5/7/2010 3:37:27 PM

[View Licence in Google Maps](#)

[View Licence as KML \(Google Earth\)](#)

[View Licence in Bing Maps](#)

[View Location in Nanaimo Map](#)

[Find Properties at this address](#)



Social Networking



City of Nanaimo Yoga trivia time! (May 14, 2010) What is the instructor's name for our class "Classical Yoga - Level 1"? HINT: Answer can be found on page 57 of the Activity Guide. First correct answer wins a Parks, Recreation and Culture yoga mat...good luck on Friday

Wall Info Events Boxes Video YouTube

Filters

3 people like this.

View all 7 comments

Jan Stewart Great site. Saturday at 12:30pm · Flag

James Micheal Berkey <http://www.facebook.com/group.php?gid=277149794590&ref=ts> Yesterday at 3:13pm · Flag

Write a comment...

City of Nanaimo Yoga trivia time! (May 12, 2010) In which country did yoga originate? First correct answer wins a Parks, Recreation and Culture yoga mat...good luck

May 12 at 1:37pm · Comment · Like

2 people like this.

View all 4 comments

City of Nanaimo India is correct. Thank you Amanda so fast it almost matters how quick you can type. Great work. Call 250-756-5200 and ask for Kathleen to claim your mat. May 12 at 1:41pm · Flag

Linda Spenard Congrats Amanda. Looks like you they were right in awarding you the keyboarding award in high school :) May 12 at 9:44pm · Flag

Write a comment...

City of Nanaimo Last call for program proposalist Have an idea for a class and want to instruct it this fall or winter? Why not submit a program proposal form for consideration? Deadline is May 15th. Link to form below in comment section. May 11 at 8:27am · Comment · Like

Jeff Jacob and Penny Richardson like this.

Information

Location:
455 Wallace Street
Nanaimo, BC, V9R 5J6

Phone:
250-754-4251

Mon - Fri
8:30 am - 4:30 pm

7 Friends Like This

6 of 7 Friends See All

Debbie MacDonald Schebel Brad Crockett Cam Scott Bruce Burley Jeff Jacob Chris McLuckie

2,141 People Like This

Facebook

- Over 2,000 Fans
- Parks and Rec
- Public input

Twitter

- 500 followers
- Integrated with website and FB
- announcements

Google Earth



3D contest

Public participation to create models of 100 buildings

Council Webcasts



October 20
12 °C
HOME WHAT'S NEW DIRECTORY SITEMAP

RESIDENTS BUSINESS VISITORS MUNICIPAL HALL DEPARTMENTS I WANT TO...

Nanaimo - Where great ideas come to light

Municipal Hall

- City Council
 - Appearing as a Delegation
 - Bylaws Search
 - Committee Agendas and Minutes
 - Council Agendas and Minutes
 - Council Meetings - Live Video
 - Grants Advisory Committee
 - Multiplex Information
 - Our Vision
 - Public Hearings
 - Publications and Forms
 - The City's Emblems
 - City Services Directory
 - Municipal Elections
 - Nanaimo Merchandise Catalogue
 - Online Services and Payments
 - Part of Nanaimo Centre
 - Public Notices
 - Staff Contact Directory

Home > Municipal Hall > City Council > Council Agendas and Minutes

Council Agendas and Minutes

Post size: A A A

Related Links

Photo Album

Send us your picture

Facebook Twitter YouTube

00:21 / 03:59:10

TIME	NAME	SHARE
07:00 PM	Meeting Convened	Facebook Twitter YouTube More
07:01 PM	2 - Introduction of late items	Facebook Twitter YouTube More
07:01 PM	3 - Adoption of agenda	Facebook Twitter YouTube More
07:02 PM	4 - Presentations	Facebook Twitter YouTube More
07:03 PM	4 (a) - Bronze Duke of Edinburgh Award to Sergeant Andrew Gates	Facebook Twitter YouTube More
07:05 PM	4 (b) - Camela Tang	Facebook Twitter YouTube More
07:24 PM	5 - Delegations pertaining to agenda items	Facebook Twitter YouTube More
07:24 PM	5 (a) - Ms. Andrea Rosato-Taylor	Facebook Twitter YouTube More
07:29 PM	5 (b) - Ms. Dianne Magor	Facebook Twitter YouTube More
07:49 PM	5 (c) - Mr. Bob van Schubert	Facebook Twitter YouTube More

Council Meetings

- Webcast
- Link to social networks
- Developed in-house (2 weeks)
- No operating costs
- 250 – 300 views/wk

Council Webcasts

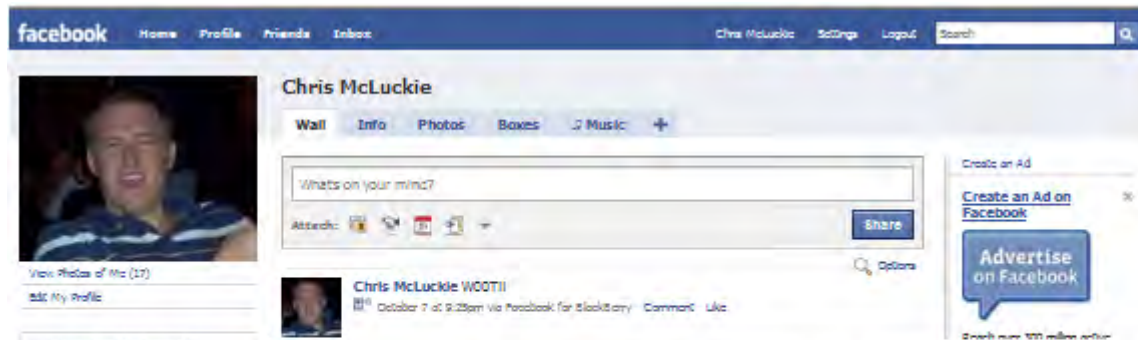


The screenshot shows the City of Nanaimo website's "Council Agendas and Minutes" page. A video player is embedded, showing a council meeting. Below the video is a table of agenda items. A blue oval highlights the first three items in the table, and a blue arrow points from the "4 (b) - Camela Tang" item to the video player.

TIME	NAME	SHARE
07:00 PM	Meeting Convened	More
07:01 PM	2 - Introduction of late items	More
07:01 PM	3 - Adoption of agenda	More
07:02 PM	4 - Presentations	More
07:03 PM	4 (a) - Bronze Duke of Edinburgh Award to Sergeant Andrew Gates	More
07:05 PM	4 (b) - Camela Tang	More
07:24 PM	5 - Delegations pertaining to agenda items	More
07:24 PM	5 (a) - Ms. Andrea Rosato-Taylor	More
07:29 PM	5 (b) - Ms. Dianne Major	More
07:40 PM	5 (c) - Mr. Bob van Schubert	More

Tag agenda items

Council Webcasts



Integrated Social Networking links

Chris McLuckie Here is the launch of our latest service! Remove

Council Agendas and Minutes
Source: www.nanaimo.ca

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September 14 at 11:26pm · Comment · Like · Share

Claire Shillabeer and Guillermo Ferrero like this.

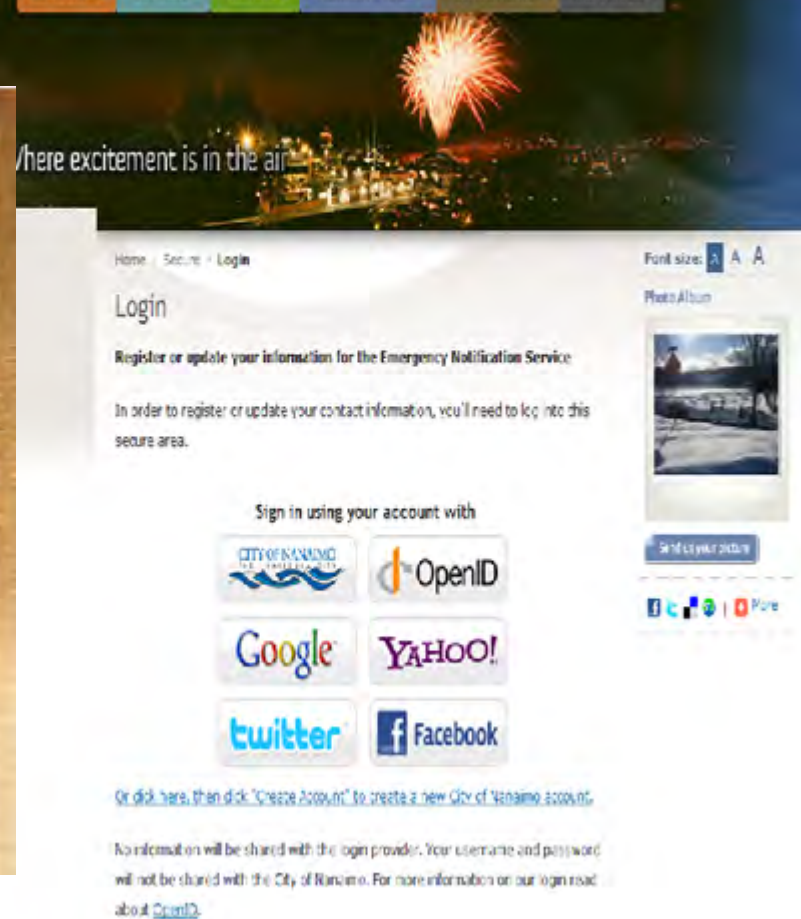
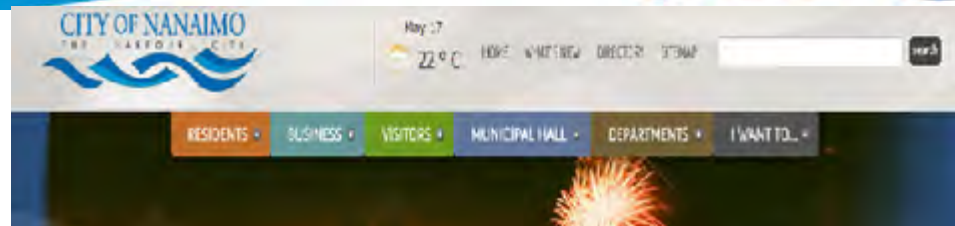
Brad Crockett Looks great - nicely done you guys!
September 15 at 7:55am · Delete

Write a comment...

Simplified Public Access



OpenID
single Sign In to City Services



Nanaimo's Open Environment



➤ 1. Council Support and Direction

- Business friendly
- Transparency
- Improved communication and better service to public

➤ 2. Stable environment

- Have built a reliable systems environment
- Small allocation of resources for strategic initiatives

➤ 3. Consistent funding

- consistent annual budget (2.5%)

➤ 4. Teamwork

- Interdepartmental projects
- Share and cooperate with other municipalities
- flexible, responsive, look for opportunities

Local Government 3.0



...questions / discussion...
..... opportunities / next steps

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Ph: 250.755.4418