PURPOSE
To develop, modify, analyze and manage location-based information.

MAJOR PROGRAMS

Rural Addressing

Assign e911 emergency response addresses to rural structures of Collin County. The responsibilities of this program are to assign addresses, update the statewide e911 address range database to reflect city annexations and communicate address and changes to the customer, Post Office, Sheriff's Office and other related agencies. This program is part of the Building Permit work-flow process of Development Services. This program is dependent on the Geospatial Database Management, Application Development, Cartography and Spatial Analysis programs of the GIS Department to be functional. The results of this program benefit Public Works, Auditor's Office (GASB 34), Sheriff's Office and the Elections Department. Each of these departments has a vested interest in the accuracy of roads and boundaries.

Goals & Objectives

To Assign Addresses within 3 business days of receipt 95% of the time.
To update Annex / Deannex information within 10 business days of receipt 90% of the time.
To process Road Name Petitions within 21 business days of receipt 90% of the time.
To update 911 Net system for rural MSAGs within 10 business days of receipt 95% of the time.
To make City/County coordinated MSAG recommendations within 10 days for City 911 Net system updates 95% of the time.
To communicate with City to update 911 Net system as recommended.
Track acreage of land annexed by cities monthly.

PERFORMANCE MEASURES	CURRENT YEAR ACTUALS				GOAL
	FY 2011 QTR 1	FY 2011 QTR 2	FY 2011 QTR 3	FY 2011 QTR 4	FY 2011
# of Addresses Assigned	45				200
# of Addresses Assigned in 3 days or less	45				200
% of Addresses Assigned within 3 days	100				95%
# of Annexations / Deannexations	22				75
# of Annex / Deannex updates completed within 10 days	22				75
% of Annex / Deannex updates completed within 10 days	100				90%
# of MSAGs started	267				500
# of MSAGs entered into 911 Net system within 10 days	267				500
# of MSAG requests completed within 10 days	100				95%
# of Road Name Petitions Received	3				5
# of Road Name Petitions completed within 21 days	3				5

PERFORMANCE MEASURES	CURRENT YEAR ACTUALS				GOAL
	FY 2011 QTR 1	FY 2011 QTR 2	FY 2011 QTR 3	FY 2011 QTR 4	FY 2011
% of Road Name Petitions completed within 21 days	100				95%
Track acreage of land annexed by cities monthly	3254				2,000.00

GIS Services

There has been some interest in hiring our GIS department for GIS services by other agencies. We started providing GIS Services to the City of Wylie in FY 2005. We have many resources that some cities within Collin County cannot afford, maintain or staff. We have an opportunity to leverage our GIS investment to support other County entities as well as generating revenue. This program is dependent on the Geospatial Database Management, Application Development, Cartography, Spatial Analysis and Web-Based GIS programs of the GIS Department to be functional. The result of this program is that the geospatial database that we develop for our customers is the same as ours. Thus, we do not have to convert or manipulate data to fit into our database schema.

Goals & Objectives

To complete all projects outlined in our Inter-Local Agreement with Wylie by October 1st each year.
To offer proposals to agencies that are interested in GIS Services.

	CURRENT YEAR ACTUALS				GOAL
PERFORMANCE MEASURES	FY 2011 QTR 1	FY 2011 QTR 2	FY 2011 QTR 3	FY 2011 QTR 4	FY 2011
# of Projects identified in ILA		1			2
# of Projects completed by current FY					2
% of Projects completed					100%
# of Proposals written for GIS Services					1
# of Proposals for GIS Services delivered to prospective agency					1

Geospatial Database Management

It is our department's goal to provide access to our GIS database to all employees and citizens. We have tiered our environment to three major components – Development, Power User and Web. Development is the GIS department. Power users are the departmental users and the web is for all. Mobile and Wireless GIS are now part of the architecture. All of the GIS Departments major programs are dependant on Geospatial database management. This program is the essence of GIS and requires hardware, software and network infrastructure.

Goals & Objectives

To acquire roads /city boundary from "digital" cities monthly 90% of the time.
To process acquired roads / city boundaries into GIS database within 10 business days of acquisition date 90% of the time.
To add hydrants within 1 month of receipt 90% of the time.
To track the number of additions to the GIS database monthly.

	CURRENT YEAR ACTUALS				GOAL
PERFORMANCE MEASURES	FY 2011 QTR 1	FY 2011 QTR 2	FY 2011 QTR 3	FY 2011 QTR 4	FY 2011
# of roads / city boundary updates requested from "digital" cities					12
# of roads / city limit updates received from "digital" cities within 1					12
% of roads / city limit updates received from "digital" cities monthly.					90%
# of acquired roads / city data received					
# of acquired roads / city data entered into GIS database within 10 days					
% of acquired roads / city data entered into GIS database within 10					
# of records received added to GIS Database					
mileage of roads added to the GIS Database	6.73				
acreage of city boundaries added to GIS database	3254				
# of hydrants to be added FIX THIS CELL	162	202%			200
# of hydrants added within 1 month	162	202%			200
% of hydrants added within 1 month.	100%	100%			90%

Application Development

Automating tasks, improving operational efficiency, supporting major programs and customizing are all reasons for designing applications. Our GIS has been developing applications since its inception in 1992. Application development represents the flexibility of GIS. Through code, our office is able to design internal and external web applications; develop address and road range calculations for our Rural Addressing program; automate methods to manage geospatial data; population estimates; and an efficient method to produce maps. The Application Development program requires development software such as Visual Studio and a GIS. This program supports Rural Addressing, GIS Services, Web-Based GIS, Spatial Analysis and Cartography.

Goals & Objectives

To develop forecasted applications using the RAD scoring system.
Track the number of application development projects.

PERFORMANCE MEASURES	CURRENT YEAR ACTUALS				GOAL
	FY 2011 QTR 1	FY 2011 QTR 2	FY 2011 QTR 3	FY 2011 QTR 4	FY 2011
# of Application development projects requested					3
# of Application development projects approved					3

Spatial Analysis

Spatial Analysis is a set of techniques whose results are dependent on the locations of the objects being analyzed (Dr. Michael F. Goodchild, National Center for Geographic Information and Analysis University of California, Santa Barbara). The Rural Addressing, GIS Services and Web-Based GIS programs all are dependent on spatial analysis. This program requires the Geospatial Database Management program to function.

Goals & Objectives

To process spatial analysis requests within 1 month from receipt 90% of the time.

PERFORMANCE MEASURES	CURRENT YEAR ACTUALS				GOAL
	FY 2011 QTR 1	FY 2011 QTR 2	FY 2011 QTR 3	FY 2011 QTR 4	FY 2011
# of Spatial Analysis requests received	7	2			40

PERFORMANCE MEASURES	CURRENT YEAR ACTUALS				GOAL
	FY 2011 QTR 1	FY 2011 QTR 2	FY 2011 QTR 3	FY 2011 QTR 4	FY 2011
# of Spatial Analysis requests completed within 1 month	7	2			40
% of Spatial Analysis requests completed within 1 month.	100	100			90%

Web-Based GIS

This program allows Collin County to "give back" to our constituency all of the time and resources spent developing GIS database. Any citizen can view our aerial images, 2' contours or any other data at any time. Most of our GIS layers are now on the web. We will continue to develop web GIS projects. This program is dependent on the Geospatial Database Management, Application Development, Cartography, and Spatial Analysis programs of the GIS Department to be functional. The result of this program is a cost-effective method for the citizens, County departments, agencies and business to access our geospatial data.

Goals & Objectives

To achieve "Top 10 Most Visited" status on the County's website 95% of the time.
To have the ePolling site up with in 10 business days of Elections Office request 90% of the time.
To process webGIS requests within 5 days 90% of the time.
Track the number of public-designed custom maps monthly. 1st Quarter- 3,263

PERFORMANCE MEASURES	CURRENT YEAR ACTUALS				GOAL
	FY 2011 QTR 1	FY 2011 QTR 2	FY 2011 QTR 3	FY 2011 QTR 4	FY 2011
# of page views for the Interactive Maps site	100,951	89,509			15,000
Ranking among the Top 100 most visited site on the Collin County	9	8			
% of time achieved "Top 10 Most Visited" Status	100	100			
# of times ePolling site requested	1	0			4
# of times ePolling site up within 10 days of request	1	0			4
% of time ePolling site up within 10 days of request	100	0			90%
# of webGIS requests received	2	2			10
# of webGIS requests processed within 5 days	2	2			10
% of webGIS requests processed within 5 days	100	100			90%

Cartography

Many may consider mapping the only thing the GIS Department does. However, cartography is often the end result of analysis that is performed. For instance, the Rural Addressing, GIS Services and Web-Based GIS all use cartography as part of their function. The Cartography program allows our office to creatively represent spatial information in clear and concise manner. We are an office of Geographers and cartography is our tool to creatively express ourselves. This program requires the Geospatial Database Management program (GIS software) to function.

Goals & Objectives
To complete Jury Trial maps prior to trial date 95% of the time.

Goals & Objectives
To design / plot fire district maps within 1 month of request from VFD 90% of the time.
To Geocode / print SO Dispatch Cities maps within 10 days of receipt of CFS / IBRS data from SO 90% of the time.
To process "standard" map requests as identified in the Incident Management system 90% of the time.
To process "custom" map requests identified in the Incident Management system 90% of the time.

	CURRENT YEAR ACTUALS				GOAL
PERFORMANCE MEASURES	**FY 2011 QTR 1**	**FY 2011 QTR 2**	**FY 2011 QTR 3**	**FY 2011 QTR 4**	**FY 2011**
# of Jury Trial maps requested	6				15
# of Jury Trial maps completed as identified in the Incident Management system	6				15
% of Jury Trial maps completed as identified in the Incident					95%
# of fire district map requests from VFD	44	24			45
# of fire district map requests completed within 1 month	2	12			45
% of fire district map requests completed within 1 month	5	50			90%
# of SO Dispatch Cities maps updates received	21	21			98
# of SO Dispatch Cities maps completed and printed	21	21			98
% of SO Dispatch Cities maps printed within 10 days	100	33			90%
# of standard map requests	39	18			250
# of standard map requests processed as identified in the Incident Management system	39	18			250
% of small quantity standard map requests processed as identified in	100	100			90%
# of custom map requests	79	20			600
# of custom map requests processed as identified in the Incident Management system	79	20			600

Admin

General office support and administration. This program includes staff performance reviews, managing projects and requests,

PROGRAM IMPROVEMENTS