

Long Survey Statistics

Number of respondents		58
Departments/Divisions Represented		
Administration	IT / GIS (x2)	
Cascade Title	Oregon Pacific Bank	
City Manager's Office (Springfield)	Parks and Open Space (x6)	
City of Coburg	Planning (x3)	
City of Creswell	Police	
City of Eugene	Property Management	
Community Development (x2)	Public Works (x2)	
DPW, Springfield (x6)	Public Works, Administration	
Eugene Springfield Fire	Public Works, Engineering (x5)	
GIS Services	Public Works, Maintenance	
Government services (x6)	Technology Services (2)	
IT (x3)	Title Insurance	
State Job Titles		
Administrative Assistant	Landscape Architect	
Administrative Office Supervisor	Mapping and Data Supervisor	
Associate Engineering Technician	Natural Area Operations Supervisor	
City Administrator	Planner	
Civil Engineer	Planning Director	
Community Development Interim Mgr.	Police Sgt	
Data Services Manager	Principal Engineer	
Deputy Chief/Fire Marshal (AIC)	Principal GIS Analyst	
Ecological Services Team Supervisor	Public Works Permit Technician	
Ecologist	Right-of-Way Associate	
Economic Development Director	RLID Database Admin / Systems Analyst	
Engineering Technician	Safety/Emergency Management	
GIS & Business Applications Manager	Semi-retired planner/technician	
GIS Analyst (x4)	Senior GIS Analyst (x2)	
GIS Assistant (x2)	Senior Planner (x2)	
GIS Division Manager	Spill Response	
GIS Engineering Analyst	Storm water Program Analyst	
GIS Technical Lead	Supervisor	
GIS Technician (x2)	Surveyor	
Housing Rehabilitation Specialist	SVP, Credit Administrator	
Interim GIS Program Co-Manager	Technical Specialist (x2)	
IT Architect	Title Examiner	

Short Survey Statistics

Number of respondents	80
Departments/Divisions Represented	
A&T	City of Springfield (x3)
City of Cottage Grove	City of Springfield, IT
City of Creswell (x2)	City of Veneta (x4)
City of Eugene (x26)	Emerald People's Utility District
City of Eugene, Public Works (x2)	EWEB (x4)
City of Eugene, PDD	HWPUD
Eugene, Parks and Open Space (x3)	Lane Council of Governments (x4)
Eugene, Community Development (x2)	Lane Assessment and Taxation (x7)
Eugene, Library	Lane Fire Authority (x2)
Eugene Springfield Fire (x2)	Lane Transit District (x2)
Stated Job Titles	
Administrative Assistant	IT Director (x2)
AIC Associate Engineering Technician	Landscape Designer
ASA	Library Assistant
Assessor/Tax Collector	Maintenance Lead Worker
Associate Planner (x6)	Maintenance Manager
Business Development Analyst	Management Analyst
Cartographer/ GIS Specialist (x3)	Natural Area Operations Lead Worker
Chief Information Officer (x2)	Office Manager
City Administrator	Office Support Specialist III
City Planner	Park Maintenance Supervisor
Civil Engineer 2	Park Operations Supervisor
Community Development Director	Planning and Land Use Technician
Current Planning Manager	Property and Tax Manager
Data Analyst	Property Management Officer
Director of Planning and Development	Public Works Director
Div. Director, Senior & Disability Services	Public Works Operations Manager
Ecologist	Public Works Technician
Emergency Manager	Seg/Merge Clerk
Fire Chief	Senior Planner (x3)
GIS Analyst (x4)	Sr Application Support Tech
GIS Assistant (x2)	SVP, Credit Administrator
GIS Division Manager	Systems Analyst
GIS Programmer II	Technical Specialist (x2)
GIS Technician I (x2)	Transportation Planner
GIS Technician II (x4)	Urban Development Analyst
Housing Program Coordinator	Urban Forestry Management Analyst
IT Architect	Utility Admin Coordinator (x2)

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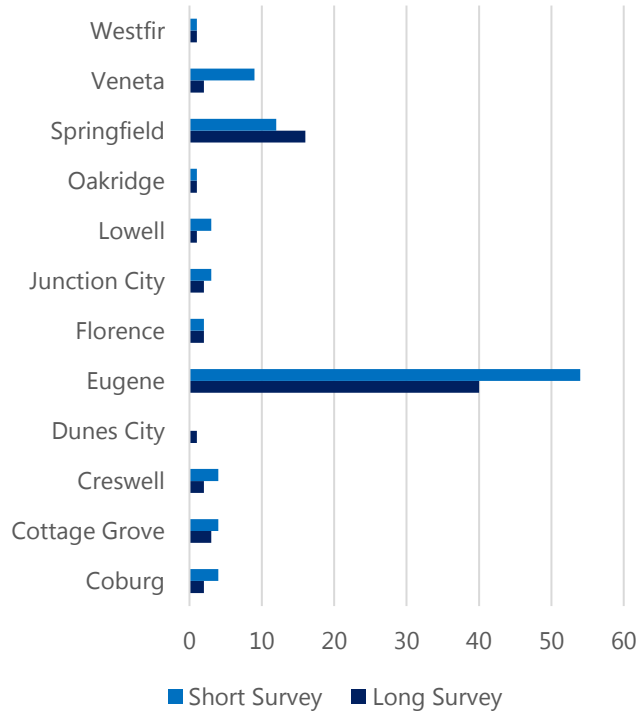
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Question-by-Question Analysis | 01

Regional affiliation

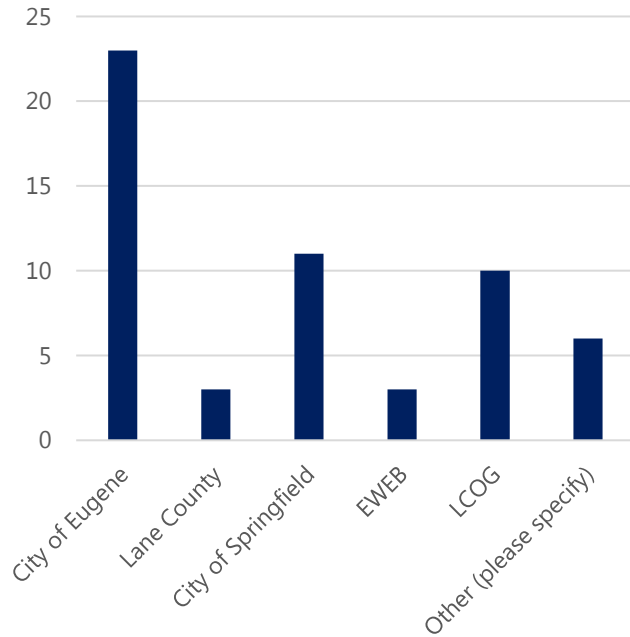
We asked respondents to choose which Lane County municipality they are most affiliated with...



Question-by-Question Analysis | 02

Organization affiliation *(long survey exclusive)*

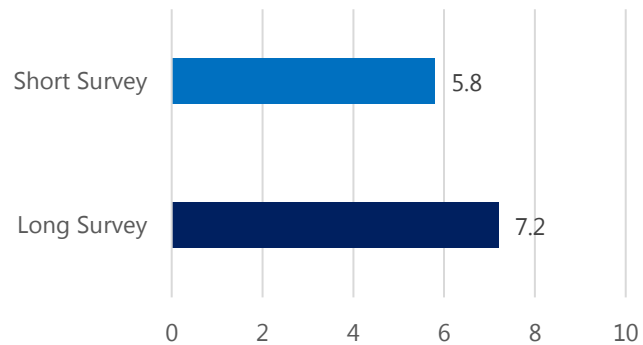
We asked respondents to choose which LCOG partner they are most affiliated with....



Question-by-Question Analysis | 03

Familiarity with RLID.org

We asked respondents to rate their familiarity with using RLID.org...



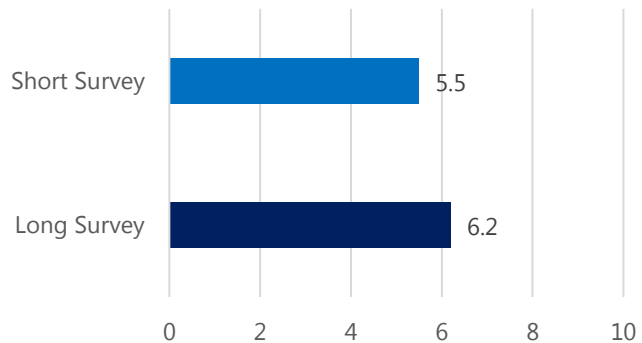
Analysis:

Respondents scored their familiarity with the functionality and capabilities of RLID.org a 7 out of 10. There were scores given for each number one through ten. Although the score was a seven, there is still room for improvement to train and educate users on what is available to them via RLID.org.

Question-by-Question Analysis | 04

Level of GIS expertise

We asked respondents to rate their overall level of GIS expertise...



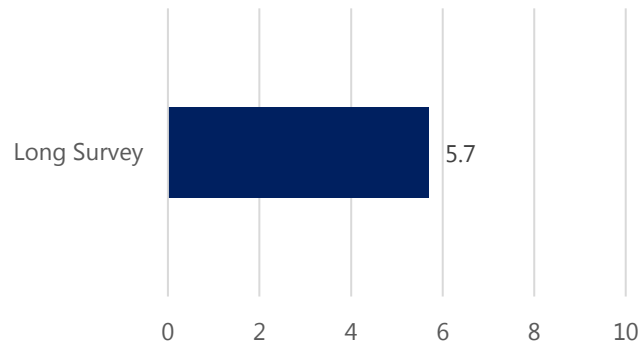
Analysis:

Since all respondents of the long version of the survey are frequently using GIS in their jobs, it would be expected that their level of expertise should be high. However, the results indicate an average of around 6. This indicates that the staff realize they could have more expertise than they currently have. However, the level of expertise might be what is needed to accomplish their job duties. It is important that high level GIS staff are properly trained in the GIS tools they frequently use in order to realize a maximum Return on Investment (ROI).

Question-by-Question Analysis | 05

Goals and Objectives: LCOG *(long survey exclusive)*

We asked respondents to rate their familiarity with the goals and objectives set forth by LCOG...



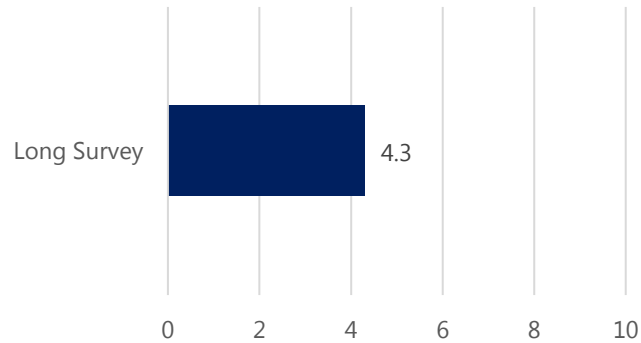
Analysis:

The average for this response was just under 6. There is clearly a need to educate stakeholders on the goals and objectives of LCOG. Similar to a previous question, scores given ranged from one by some respondents to 10 by others.

Question-by-Question Analysis | 06

Goals and Objectives: CPA *(long survey exclusive)*

We asked respondents to rate their familiarity with the goals and objectives put in place for the CPA...



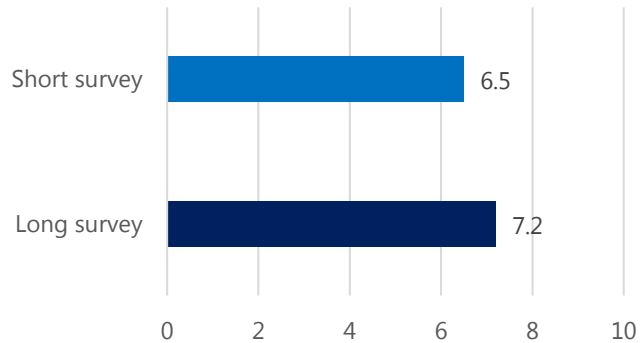
Analysis:

The average for this question was just over 4. It is likely that some of the respondents are not directly involved with the CPA and could not provide a higher score, but it is important that all stakeholders are familiar with the CPA and its goals and objectives. A critical outcome of this process will be ensuring all users understand the CPA and what it provides them as an agency/Partner.

Question-by-Question Analysis | 07

Quality of regional GIS services

We asked respondents to rate how well the current GIS offerings serve them in their roles...



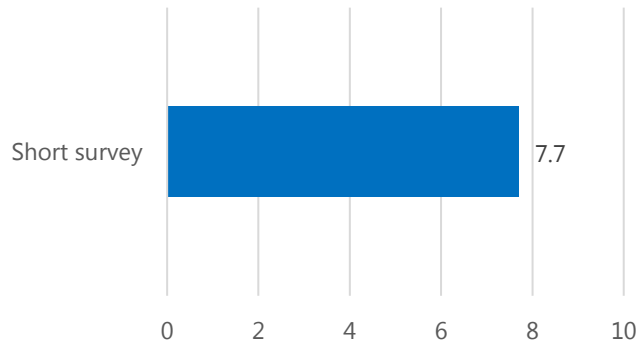
Analysis:

Although respondents may not be familiar with the goals and objectives of LCOG or the CPA, they do recognize the support that the CPA and RLID website provide in fulfilling their job duties. With an average of just over 7 for the long survey and 6.5 for the short, it is evident that the services they receive through these mechanisms cannot be overlooked or underestimated.

Question-by-Question Analysis | 08

Quality of regional GIS data *(short survey exclusive)*

We asked respondents to rate the accuracy and reliability of regional GIS data...



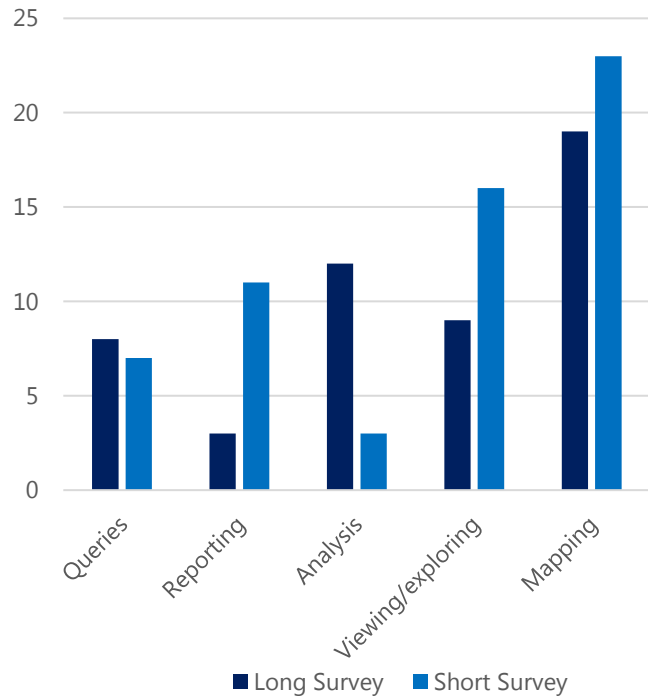
Analysis:

Respondents have confidence in the GIS data they use, and scored the accuracy and reliability of GIS data at almost 8 out 10. It is imperative that GIS data is accurate and reliable, otherwise it irrelevant.

Question-by-Question Analysis | 09

Using GIS data

We asked respondents to share how they use GIS data most frequently...



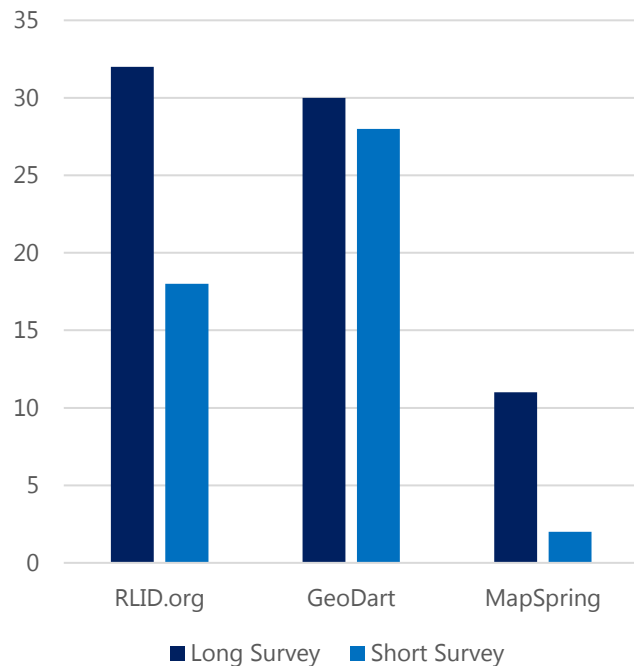
Analysis:

Most respondents are using data for mapping purposes followed by analysis, viewing and exploring, and reporting. Users rely on mapping and visualization of this data, mostly through the RLID website. Its availability and functionality are critical to many of the respondents.

Question-by-Question Analysis | 10

Accessing GIS Data

We asked respondents which LCOG-maintained portal they turn to most for GIS...



Analysis:

Most respondents from the long survey (32%) use RLID.org to access the data referenced in the previous question. Closely following is the use of the City of Eugene mapping application, GeoDart (30%), which is expected due to the number of users affiliated with the City of Eugene in this response. 26% of respondents selected "Other" and most of them noted they use desktop GIS applications to view copies of the database or they connect directly to the database itself. The most used application by short survey taker was GeoDart.

"Other" said: (short survey)

- Traditionally we have received data via ad hoc requests, but would like to start taking advantage of online repositories
- Data layers in RLID, I use in my MXD to edit tax lots for Lane County
- Lane County's mapping applications (x2)
- RLID and GeoDart (x2)

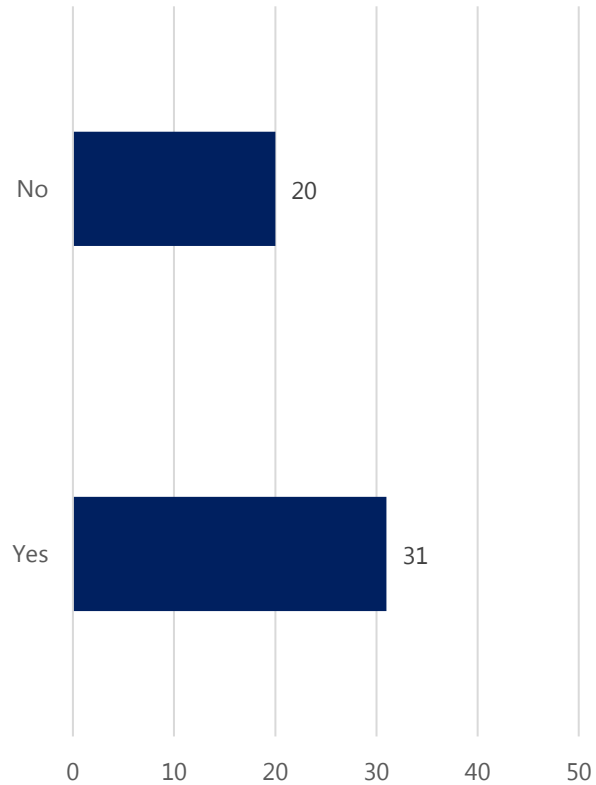
Question-by-Question Analysis | 11

RLID data warehouse *(long survey exclusive)*

We asked respondents if they ever work in the RLID digital data warehouse...

Analysis:

61% of respondents access the RLID geodatabase/data warehouse. Some users noted they are not sure if they access it or not which speaks to the need to educate users on the source of data and applications they are accessing. Other users commented that they access this data daily and that it enables them to do their job successfully.



Question-by-Question Analysis | 12

Data sets per LCOG-maintained portal

We asked respondents to share which data sets they rely on most...

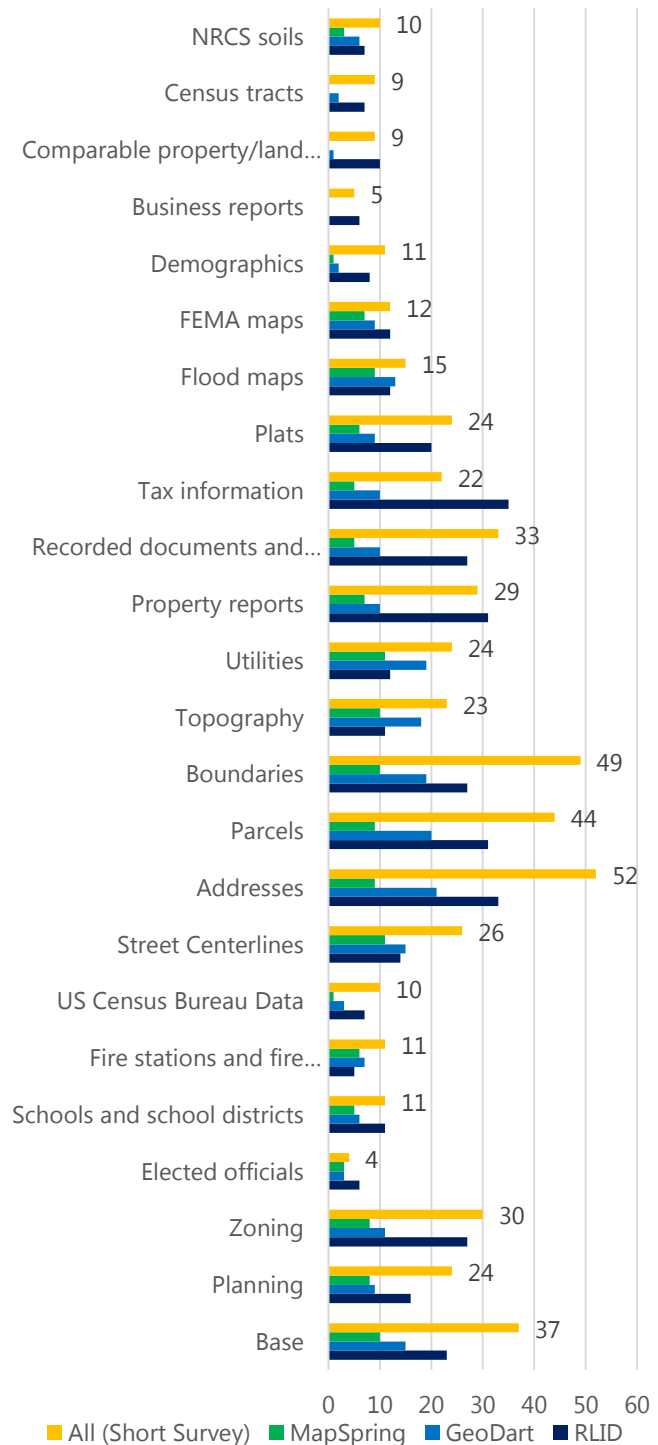
Analysis:

Of those who took the long survey, 70% of respondents are accessing tax information via RLID.org. Additionally, 66% are viewing addresses through RLID, 62% parcels, 62% property reports, and 54% zoning.

The top datasets for GeoDart were addresses (48%), parcels (45%), boundaries (43%), and utilities (43%). Only about half of respondents are currently working out of GeoDart (48%).

The top datasets, layers, and maps accessed via MapSpring are Street Centerlines (27%), Boundaries (24%), and Topography (24%). Use of MapSpring was limited to only 27% of respondents.

Respondents from the short survey were not asked to specify which of the three portals they use to view GIS data. The core GIS layers (base maps, boundaries, parcels and addresses) were by far the most utilized data set among those respondents.



Other data sets used *(continued from Question 12)*

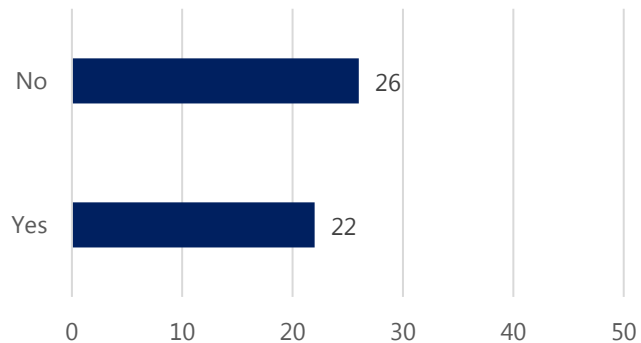
Respondents also had the option to select other and tell us about data sets not included in the provided list that they rely in.

RLID	GeoDart	MapSpring	Unspecified <i>(Short Survey)</i>
<ul style="list-style-type: none"> Deeds 	<ul style="list-style-type: none"> Natural Resources 	<ul style="list-style-type: none"> Municipal boundaries 	<ul style="list-style-type: none"> Trees, invasive species, rare plants
<ul style="list-style-type: none"> Records 	<ul style="list-style-type: none"> POS 	<ul style="list-style-type: none"> Aerials 	<ul style="list-style-type: none"> Natural resources
<ul style="list-style-type: none"> Tax Maps 	<ul style="list-style-type: none"> Aerials 		<ul style="list-style-type: none"> Storm water & waste water (x2)
<ul style="list-style-type: none"> Liens 	<ul style="list-style-type: none"> Parks 		<ul style="list-style-type: none"> Historic Streetcar Rails, ROW Mask
	<ul style="list-style-type: none"> Environmental 		<ul style="list-style-type: none"> Land, Natural Features, Parks, Environmental
			<ul style="list-style-type: none"> Ownership information
			<ul style="list-style-type: none"> Aerial photographs, historical data
			<ul style="list-style-type: none"> Assessor QTR Section Maps

Question-by-Question Analysis | 13

Inaccurate or incomplete data *(long survey)*

We asked respondents if they could recall an instance(s) of inaccurate or incomplete data...

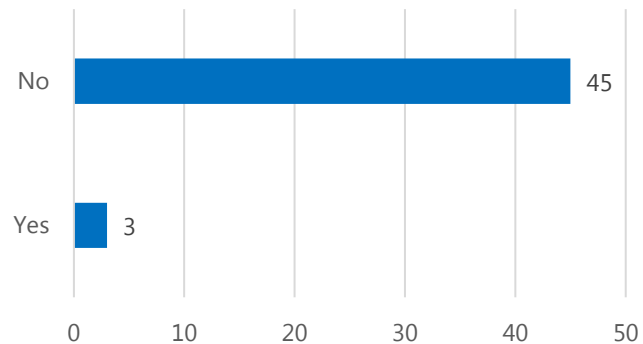


"Yes" said: *(long survey)*

- We don't have parcel-specific comprehensive plan designations.
- Tax lot history: new TL numbers & LLA info is difficult to find or demonstrate
- Historic tax lots
- Tax /Parcels are often not placed in accurately
- Boundary lines of taxing districts inaccurate
- The aerial photos only extend to the City limits, however some of the City-owned natural areas are located outside the boundaries (especially to the west and south) so this is extremely inconvenient.
- Parcel layer and air photo layers have discrepancies
- Some imagery map services have older, but higher resolution images at larger scales, so buildings like PK Park disappear as you zoom in
- Creeks, streams
- Topography lines should be based on LIDAR data; more utility data; better building footprints and data
- City owned land, easements
- Discrepancies between zoning map information and what is depicted on MapSpring.
- We need a better way to handle split zoning.
- There are known issues with land use code assignments and the placement of address points in certain areas
- Wastewater collection system, especially Springfield
- Some of the streets showed the wrong jurisdiction owner the streets.
- street centerline: ownership lines (e.g. ODOT) could be refined (e.g. Mohawk Blvd in Springfield, north of Hwy 126, I believe ODOT owns ~ 200' north of off/on ramp
- Inference to past property records and ownership
- Bridges - seismic info, critical buildings - same

Inaccurate or incomplete data *(continued from Question 13, short survey)*

We asked respondents if they could recall an instance(s) of inaccurate or incomplete data...



Analysis:

54% of respondents from the long survey do not feel that the datasets, layers and maps they use are inaccurate or incomplete, however 44% expressed some of them are. Refer to the comments for specifications on this.

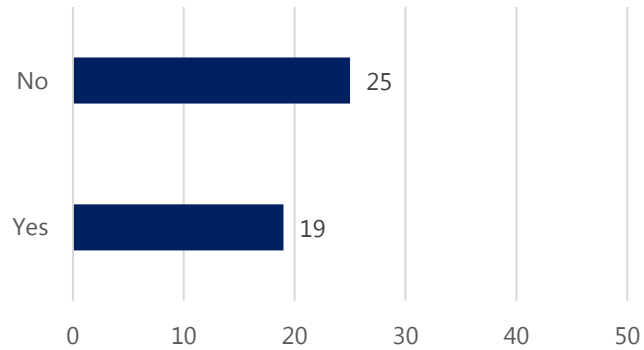
"Yes" said: *(short survey)*

- Addressing
- Existing utility/public easements.
- The most recent aerials only go to the City limits, while the City of Eugene owns natural areas outside of the limits, so this is extremely inconvenient.
- Street view sometimes does not show where I have clicked on, it goes down the street...
- easements seem to have a lot of spatial issues
- Waste water and storm water layers are getting better over time - occasionally not accurate.
- Inaccuracies - square footage, building completion dates, taxes current, etc.
- Historical data for LLA and renumbered tax lots is sometimes missing or incomplete
- RLID addresses are not great for creating mailers. I would say 40% of addresses are returned by USPS.
- Agency ownership not always up-to-date
- Fire hydrant layer includes decorative hydrants or non-existent hydrants
- Parcel data had incorrect ownership listed, but once notified LCOG fixed the error the same day
- 3 year old apt. complexes often need unit numbers
- Home builders - Buildable Lands Inventory

Question-by-Question Analysis | 14

Missing or unavailable data *(long survey)*

We asked respondents if they could recall an instance(s) of missing or unavailable data...

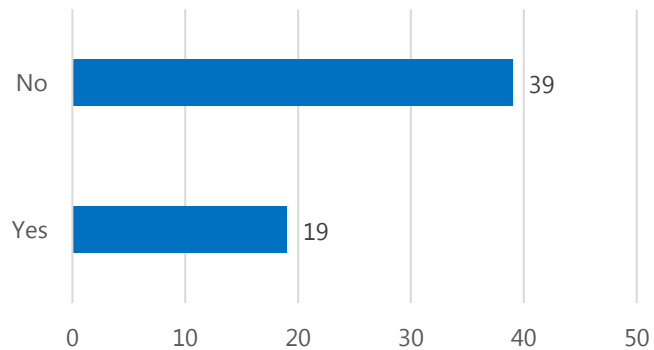


"Yes" said: *(long survey)*

- HUD CHAS data
- Eugene Parks, Rivers2Ridges public lands ownership
- May be available but not as easy to use, google street view
- Hydrography
- Farmland Protection Soils, Hazardous Materials, EPA/DEQ Brownfields, social services
- Google Earth aerial photos
- Lane County has its own mapping applications
- Transit routes and stops. Get from LTD and share with other partners.
- Detailed boundary change information; official documents
- Right-of-Way
- MapSpring, plat layers: It would be helpful to have a "hot link" to plats
- Utility District Infrastructure
- Feature classes and services created and maintained for Parks and Open Space
- All Agency Parks - multiple agencies. County specific data such as storm water inlets. Data from state and federal agencies such as schools and child care, IRIS and RAPTOR emergency ops data, project specific census demographics data, etc.
- Some Springfield asset attribute information.
- Lidar point clouds
- Parks GIS files specific to our work but not widely used by others
- Eugene ArcGIS Server or AGOL for web mapping

Missing or unavailable data *(continued from Question 14, short survey)*

We asked respondents if they could recall an instance(s) missing or unavailable data...



Analysis:

Of the long survey participants, 43% of respondents said there are datasets, layers, or maps that they rely on that are not available through RLID.org, GeoDart, or MapSpring. The comments reflect these specific items not available. Only 19% from the short survey stated there are datasets, layer or maps not available to them.

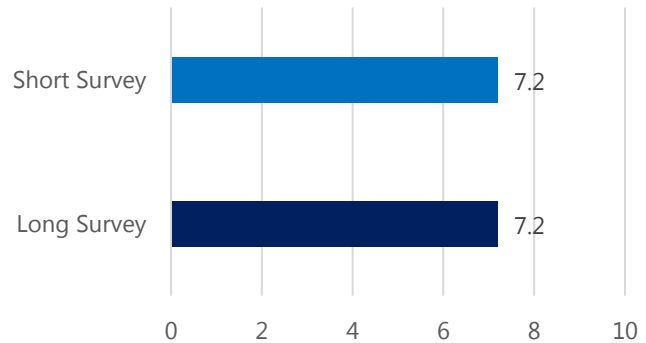
"Yes" said: *(short survey)*

- Oregon Emergency Management RAPTOR platform
- Ones that we've created in our service (not listed above)
- Historic data. No comprehensive current alternative exists.
- Employment
- Link to area surveys and plats
- Eugene street trees - now thru Collector
- Waste water service lines - scanned connection cards
- EWEB info
- Data from EPA, DEQ, LTD Bus Stops, others
- Sometimes I need a better view of a property and have to use Google maps to see closer or around trees
- Buildings, Hydrology, and Surveys
- Several datasets that I ask Kyle Overstake to provide to me via an FTP site
- Parks and Open Space data is housed and maintained on the City of Eugene's ArcGIS online account.
- Certain special districts that Lane County has mapped
- Fire first-in areas, need medic first-in areas
- Lane County provides tax lot and address GIS data

Question-by-Question Analysis | 15

Finding and accessing GIS data

We asked respondents how easy it is for them to get to the GIS data they need...



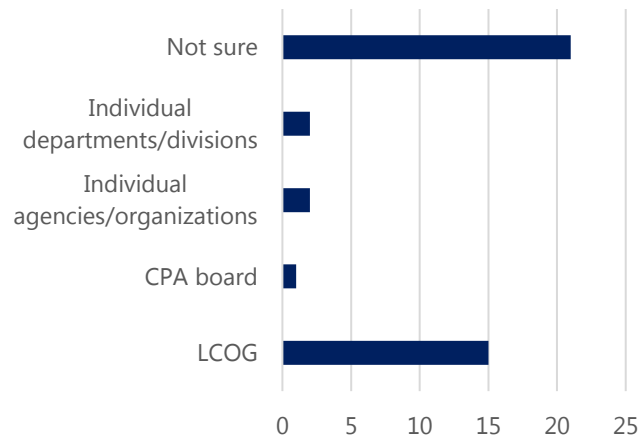
Analysis:

Respondents rated the ease of finding the GIS data needed to perform job duties at an average of about 7 with the consideration that a rating of 10 means “very easy” for both versions of the survey.

Question-by-Question Analysis | 16

Executive responsibilities: GIS data upkeep *(long survey)*

We asked respondents who they thought should be the authority on GIS data creation and maintenance

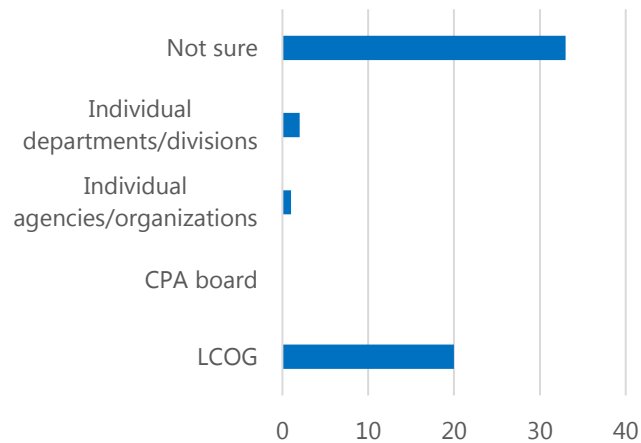


"Other" said: *(long survey)*

- Combination of LCOG and individual agencies/organizations. (x3)
- I think LCOG should be responsible for distributions and storage of metro shared datasets like tax lots, streets, boundaries, but jurisdictions should maintain the data and provide it to LCOG. It doesn't make sense to break it out any other way.
- I think regional data (e.g., addresses, school districts, etc.) should be maintained / stored on regional servers and community specific data (e.g., city sanitary sewer manholes) should be stored / maintained locally.
- Hybrid Approach. All agencies should maintain and store authoritative data and share it with the region via LCOG, except where there are special concerns with access. Many datasets should be integrated by LCOG into a single, seamless layer (e.g. streets, addresses, etc.). LCOG staff can also function as a staff extension service and be contracted to assist in maintenance and storage of agency data.
- It's a mix between LCOG and the agencies. Whatever it is there needs to be some explicit process set out or communication. Being newish to Springfield, I don't have a good feel of the how the partnership works and the processes that go into maintaining and serving the data. I suspect that has been lost over time as people move on.
- Because our facilities across multiple jurisdictions, we need a one-stop resource and authority for the critical data that we rely on for our operations
- Depends on the data. Some data should be stored centrally while agency specific/sensitive datasets should reside with the origin agency
- The organization/agency with the most resources and talent
- We should all have a role, but someone has to lead/oversee.

Executive responsibilities: GIS data upkeep *(continued from 16, short survey)*

We asked respondents who they thought should be the authority on GIS data creation and maintenance



Analysis:

Majority of respondents from both versions of the survey were not sure who should be responsible for storing and maintaining digital geospatial data to ensure the best path forward for the CPA and all those included in the partnership. This was closely followed by respondents saying LCOG should be the one responsible. Respondents who selected "other" expressed a mixture between LCOG and the individual agencies, or other suggestions.

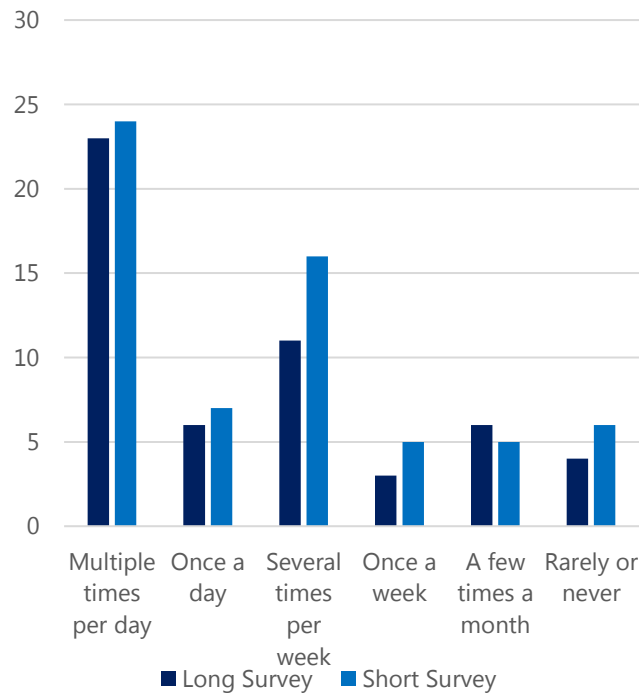
"Other" said: *(short survey)*

- LCOG or other for storage and maintenance, but free and equal ability to use and distribute data by any agency as well as Open Data for the public
- 3rd party - maybe cloud based
- Regional consortium for GIS data
- It would have to be a mix of all the above, with the exception of board members.
- Depends on the data
- My thoughts are to have individual departments/divisions maintain their data and share county wide if not state wide
- Not sure, but current structure appears to unnecessarily hierarchical at times, which presents long wait times for seemingly simple actions. This suggests that more autonomy should be provided to individual agencies or departments.

Question-by-Question Analysis | 17

Frequency of GIS Use

We asked respondents how often they use RLID.org, GeoDart and/or MapSpring....



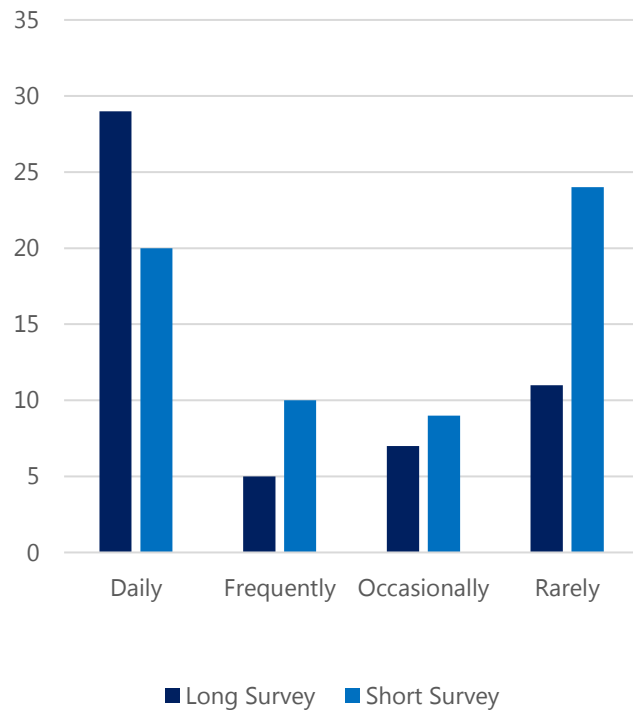
Analysis:

Majority of all of the respondents access the RLID website, GeoDart, or MapSpring multiple times a day. It is clear that these tools are useful to the staff, and play a large part in their daily routine.

Question-by-Question Analysis | 18

Third-party software use

We asked respondents how often they use GIS solutions other than RLID.org, GeoDart and/or MapSpring....



Analysis:

GIS software other than RLID.org, GeoDart, and MapSpring are used daily by majority of respondents. This suggests that these tools are not enough to support the respondent's job duties on their own, and more than half of staff are needing to seek out other GIS software tools.

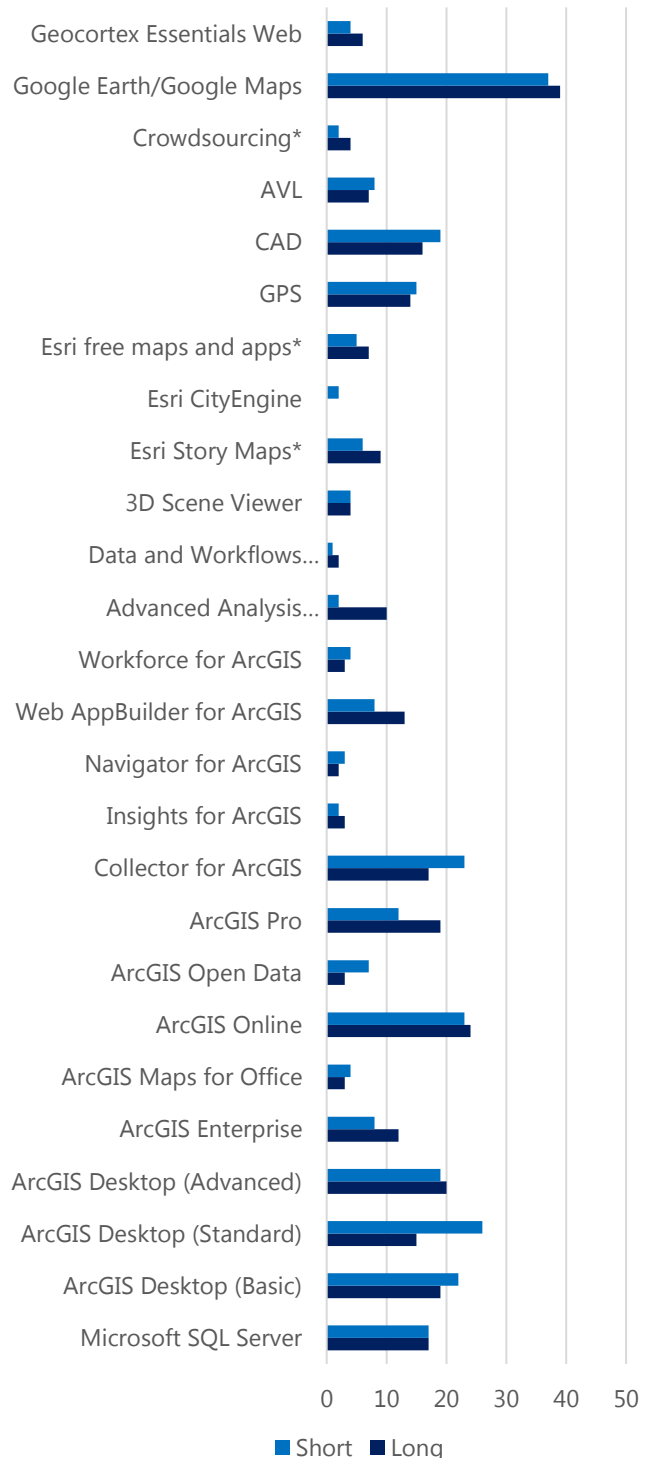
Question-by-Question Analysis | 19

Third-party software solutions

We asked respondents to share which third-party software they use...

Analysis:

To add more value to the previous question, the top tools have been revealed. The top 5 GIS software tools used by full survey respondents are Google Earth/Google Maps, ArcGIS Online, ArcGIS Desktop (Advanced), ArcGIS Desktop (Basic), and ArcGIS Pro. Apart from Google Maps, staff are leveraging ArcGIS software quite frequently. Short survey takers used Google Earth/Google Maps, ArcGIS Desktop (Standard), ArcGIS Online, and Collector for ArcGIS



Other software solutions used *(continued from question 19)*

Respondents also had the option to select other and tell us about data sets not included in the provided list that they rely in.

"Other" said: *(long survey)*

- LAS Tools
- Starting to develop analytic tools in Power BI
- OpenStreetMap
- Federal/State Web Maps
- 3D analyst (x3) Drone2Map
- Spatial Analyst (x3)
- Network Analyst (x4)
- Publisher/ArcReader
- Wishing for Geostatistical Analyst
- Drone2Map
- QGIS, Mapbox, Tableau
- Several story maps, a couple of crowdsourcing apps using survey123, operations dashboard and other free ESRI apps.
- Have used ArcGIS Online to create several Story Maps and have used Network Analyst extension

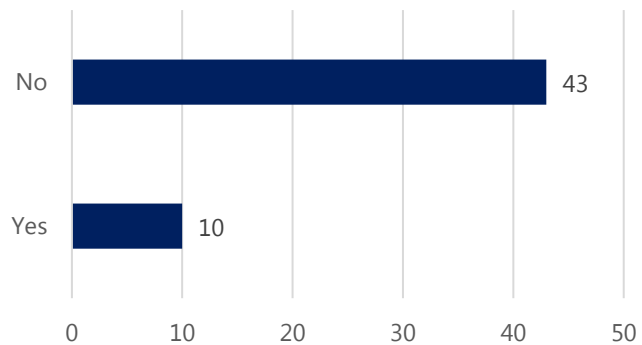
"Other" said: *(short survey)*

- ESRI Javascript API
- ArcScene, ArcCatalog
- ArcGIS Solutions/story map templates
- Cartoviewer

Question-by-Question Analysis | 20

Options for Mobile GIS *(long survey exclusive)*

We asked respondents if they can and ever access GIS software through their mobile device...



Analysis:

Respondents scored their familiarity with the functionality and capabilities of RLID.org a 7 out of 10. There were scores given for each number one through ten. Although the score was a seven, there is still room for improvement to train and educate users on what is available to them via RLID.org.

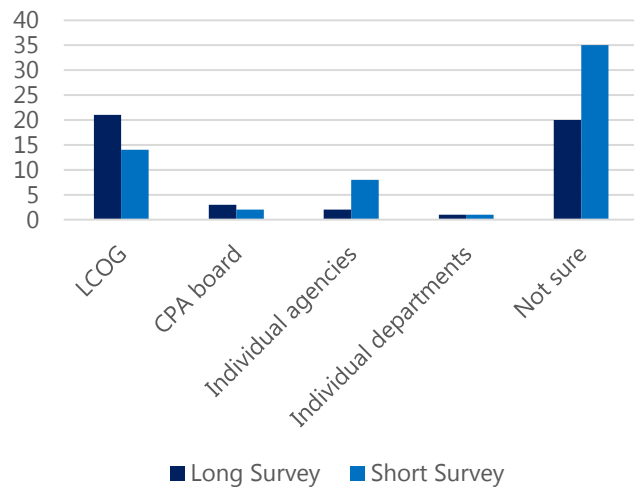
"Yes" said: *(long survey)*

- iPhone
- Would like to use iPad, cell phone for emergency response/planning
- Quick checks away from workstation.
- Didn't know that was an option.
- Purpose: Testing, User Support; Device: Phone, Tablet
- All of Lane County's applications are mobile friendly
- We develop and use our own GIS web maps and apps and use those from our mobile devices
- When researching in the field for reference point to a shown property boundary

Question-by-Question Analysis | 21

Executive responsibilities: GIS software solutions

We asked who should be the authority for procurement and upgrade of GIS software...



Analysis:

Most respondents were either not sure, or think that LCOG should be responsible for the procurement/development, integration, and maintenance of software solutions for RLID and GIS. This is seen as the best path forward for the CPA and all the partners. Since the next highest response was “not sure” it might be useful to provide more information of this topic to the CPA and partners so they can make a better-informed decision.

“Other” said: (long survey)

- I think each jurisdiction should be responsible for their own applications, like COE is for GeoDart.
- Hybrid Approach: Each agency should coordinate GIS use and acquire and deploy GIS software. LCOG can be hired to assist in this. LCOG should acquire, deploy and maintain GIS software for regional use.
- Depends on a number of factors.
- As the regional coordinator for the cities and county
- The organization/agency with the most resources devoted to GIS
- Combination of LCOG and local agencies/organizations

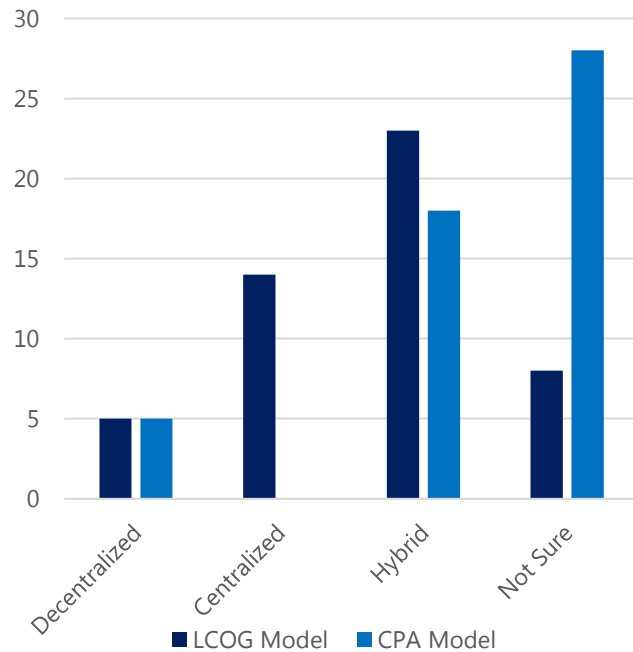
“Other” said: (short survey)

- All of the above PLUS open data for public creation.
- Combination of partners

Question-by-Question Analysis | 22

Current GIS governance model

We asked respondents to choose which governance model the current structure most closely matched...



Analysis:

46% of long survey respondents would describe the current GIS governance model within their organization or agency as a Hybrid model. Over half (53%) of respondents are not sure what type of governance model the CPA has. There are however varying answers across the board which might suggest a clear governance model does not exist for LCOG or CPA.

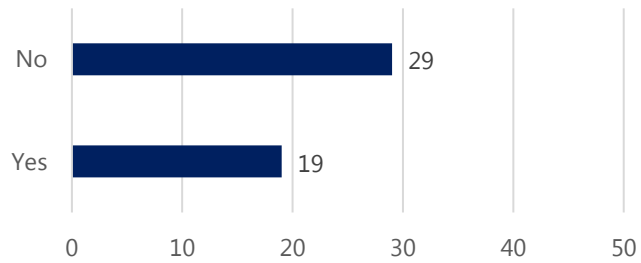
"Yes" said: (long survey)

- PW has been working on a strategic plan
- City of Eugene GIS Strategic Plan (x3)
- Eugene has a strategic plan which is used
- CPA Work Plan
- An IT/GIS strategic plan was developed in 2015. It has not been updated since

Question-by-Question Analysis | 23

Existing GIS strategic plans *(long survey exclusive)*

We asked respondents if they had any knowledge of an older GIS strategic plan(s) for their agency...



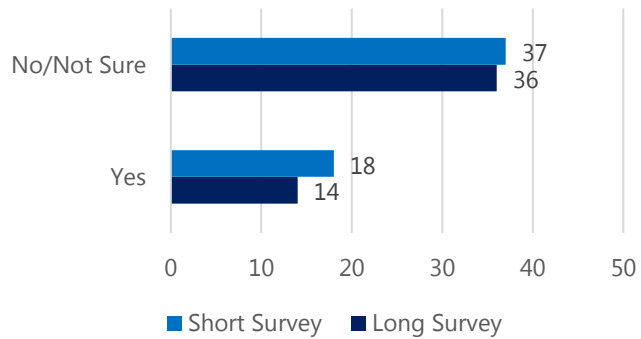
Analysis:

Only 40% of respondents are aware of an existing GIS strategic plan that has been developed for their organization or the CPA. Majority of comments reflect familiarity with the City of Eugene's GIS Strategic Plan.

Question-by-Question Analysis | 24

GIS roles and responsibilities

We asked respondents if they felt clear lines of responsibility had been delineated for GIS staff and users...



Analysis:

Based on the varied responses and majority of them being “no”, it can be determined that individual agencies/organizations, the CPA, or LCOG have not established clear lines of responsibility for managing or maintaining GIS data and/or services. Have this in place is important for a GIS that operates smoothly.

(continued from question 24)

"Yes" said: (long survey)

- We have a service level agreement between the Information Technology Dept. and the Development and Public Works Dept.
- Identified data custodian roles
- All agencies should maintain and store authoritative data and share it with the region via LCOG, except where there are special concerns with access. Many datasets are integrated by LCOG into a single, seamless layer (e.g. streets, addresses, etc.). LCOG staff function as a staff extension service and are contracted to assist in maintenance and storage of some agency data.
- County is responsible for parcel mapping. LCOG is responsible for many shared boundary/overlay layers. Some cities prefer to retain responsibility for their own boundary/overlay layers.
- A work in progress part of our strategic plan
- It would be helpful if the responsibilities for managing GIS data (and a comprehensive list/chart of layers and coverage) were developed and shared among CPA agencies
- Within Springfield IT, management is clearly defined; however on a regional level the roles are fairly organic.

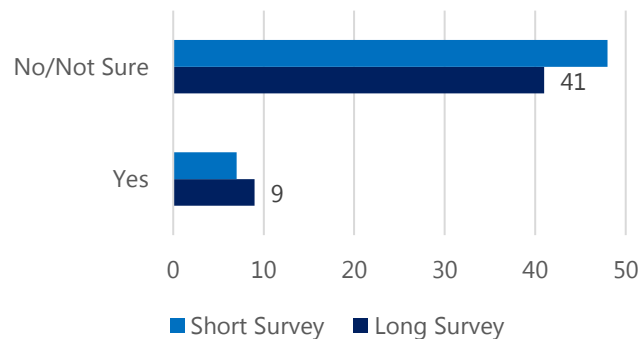
"Yes" said: (short survey)

- IGA with Lane County for GIS data maintenance and map generation
- CoE PWE specifies process for most Eugene GIS data
- I haven't read the CPA, would be helpful if we are taking a survey on it
- It has been a long time since agencies have been updated on data management responsibilities.
- Tax lot update agreements

Question-by-Question Analysis | 25

Existence of performance metrics

We asked respondents if they knew of any performance metrics being used measure GIS progress...



Analysis:

Only a select few (18%) of full respondents and even less of the short survey respondents are aware of existing key performance indicators or similar metrics to track the growth and success of GIS and its users. It is imperative for measuring the success of GIS to have KPIs in place.

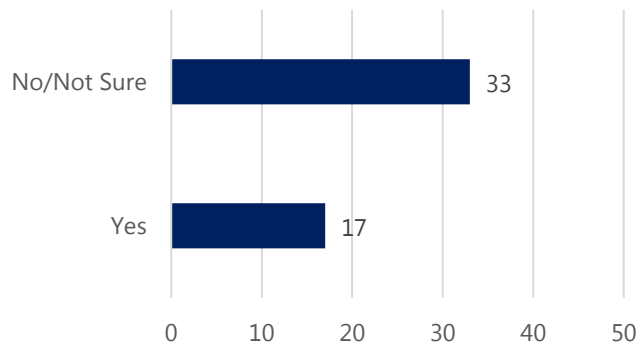
"Yes" said: (long survey)

- Working on implementing a more robust request/incident tracking system
- Number of trainings and other indicators to monitor the annual priorities outlined in the Eugene GIS strategic plan are monitored
- We list and verify the "Desired Outcomes" with our GIS Strategic Plan, as well as our annual GIS Initiatives. We also monitor use of data layers and GIS apps.
- Periodic survey (Survey Monkey) of users
- Service Desk tracks GIS Requests
- Measurements of success our in our strategic plan
- Number of trainings and other indicators to monitor the annual priorities outlined in the Eugene GIS strategic plan are monitored
- Very limited measures dealing with program service levels: budget, staff time and service requests. These are fairly new measures supporting Performance Based Budgeting.

Question-by-Question Analysis | 26

Annual GIS work plan *(long survey exclusive)*

We asked respondents if their agency had established and adhered to a GIS work plan each year...



Analysis:

There is inconsistency in the responses regarding a GIS work plan that is reviewed periodically for their organization/agency or the CPA. Most of the respondents (54%) are not sure if there is one. The only ones mentioned in the comments are for the CPA and Public Works.

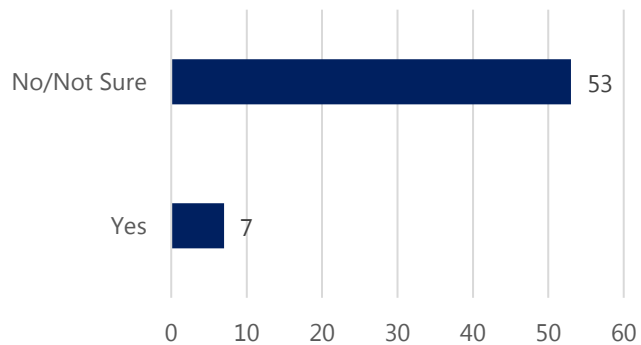
"Yes" said: *(long survey)*

- I think we are on our first plan ever
- CPA work plan is reviewed/revised annually with budget.
- For PW work, not others
- At least a quarterly review of GIS Strategic Plan
- At least annually, by the GIS coordinators.
- Annually (x3)
- Annual review and adoption of CPA Work Program by partners
- Yes, CPA yearly
- In Springfield about quarterly, but on no set schedule. The CPA has only been reviewed annually for the past few years.

Question-by-Question Analysis | 27

Service level agreements *(long survey exclusive)*

We asked respondents if they knew of any GIS service-level agreements currently in place....



Analysis:

Most respondents (86%) are not aware or are not sure of any Service Level Agreements between agencies/organizations. The 14% that did know about an existing SLA mentioned the City of Eugene, LCOG and Eugene Planning, and Internal Springfield Agreements

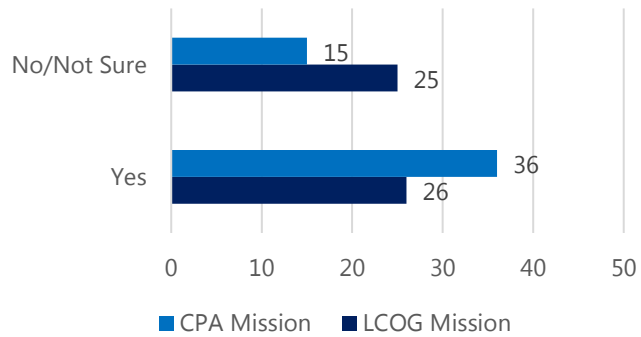
“Yes” said: *(long survey)*

- Internal Springfield Agreements
- I think there are a few like the Planning Division
- LCOG did not know what an SLA was until several partner agencies asked for one
- City of Eugene but not sure of details
- Annual contract between LCOG and Eugene Planning
- We have a service level agreement between departments

Question-by-Question Analysis | 28

Alignment of GIS goals

We asked respondents how well they thought the goals of the regional GIS initiative matched that of the broader organization goals...



Analysis:

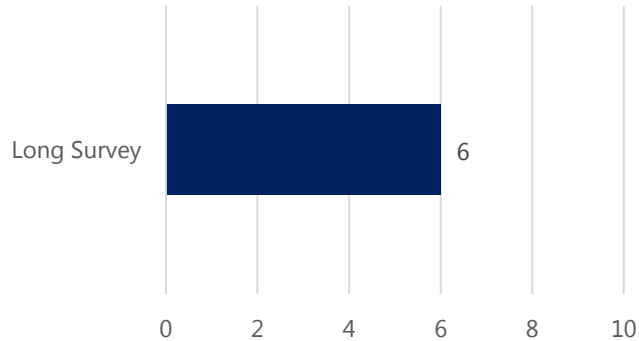
It was almost an even split between those who would say the goals and objectives for expanding and improving GIS services align with the overall vision and mission of their agency/organization and those who are not sure. Only 4% responded "no".

It seems respondents are less familiar with the overall vision and mission of the CPA as 69% of respondents was not sure if the goals and objectives for expanding and improving GIS services align with the overall vision and mission for the CPA.

Question-by-Question Analysis | 29

GIS collaboration *(long survey exclusive)*

We asked respondents to rate how well the CPA fosters a culture of GIS collaboration for the region.



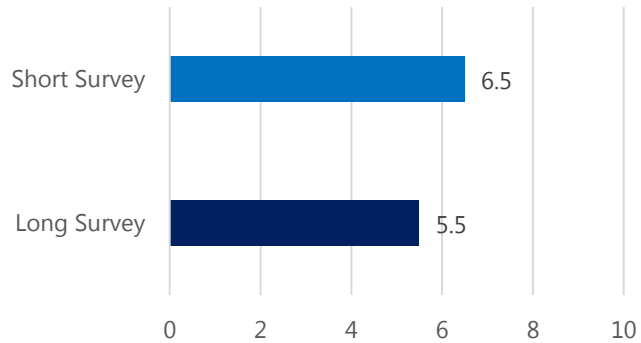
Analysis:

An average of 6 out of 10 was the rating for the level of collaboration among agencies/organizations in the CPA. While this indicates there is some level of collaboration, there is significant room for improvement.

Question-by-Question Analysis | 30

Effectiveness of current governance

We asked them to rate how well the current governance model serves the GIS initiative...



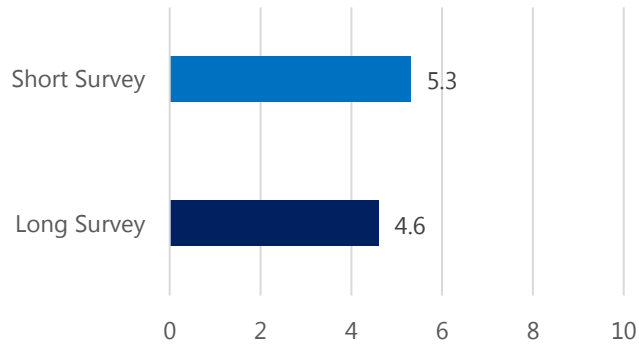
Analysis:

Similarly to the previous question, there is room for growth when it comes to the effectiveness of the CPA's governance model currently in place for managing enterprise GIS services and coordinating the efforts of its partners. An average rating of 5.5 was given out of 10 by long survey respondents and 6.5 out of 10 by short survey takers.

Question-by-Question Analysis | 31

Integration: Existing procedures

We asked respondents to rate how well GIS solutions are integrated with other protocols/procedures...



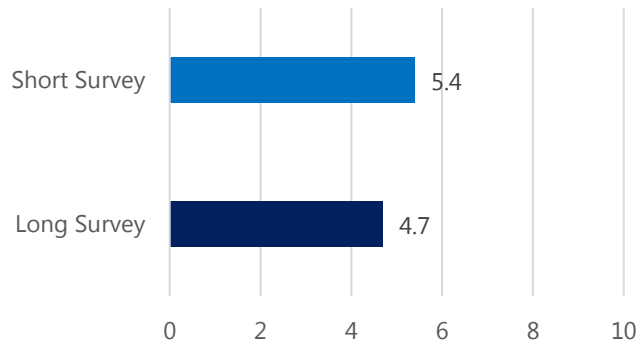
Analysis:

Respondents expressed that the GIS services are okay when it comes to integration into the agency/organization's overall business procedures. Both surveys reflect a need for improvement in this area.

Question-by-Question Analysis | 32

Integration: Existing hardware/software

We asked respondents to rate how well GIS solutions are integrated with other systems...



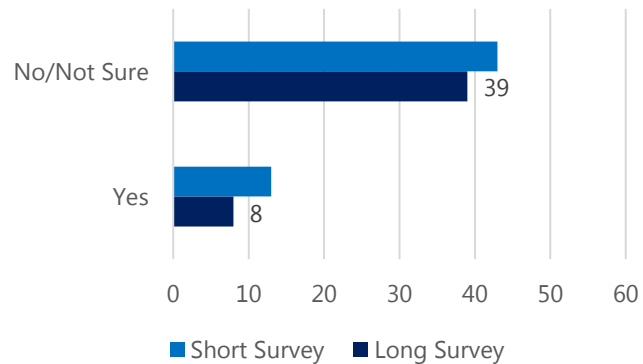
Analysis:

With similar ratings to the previous question, this is another area for improvement for the CPA and partnering agencies.

Question-by-Question Analysis | 33

Existing protocols and procedures

We asked respondents if their agency had any documented protocols related to GIS...



Analysis:

Having protocols and procedures in place are important for all aspects of GIS management. Since majority of respondents are not sure of any currently in place, it is recommended the agencies make an effort to put them in place, and make it known throughout the organization.

"Yes" said: (long survey)

- Electronic data acceptance standards
- Data maintenance procedures, AGOL best practices
- Over the years, LCOG has used a variety of means to share best practices with staff at member agencies.
- Documents have been developed to specify data distribution procedures and restrictions and data maintenance processes.
- GIS Strategic Plan
- Update schedules for certain layers are set

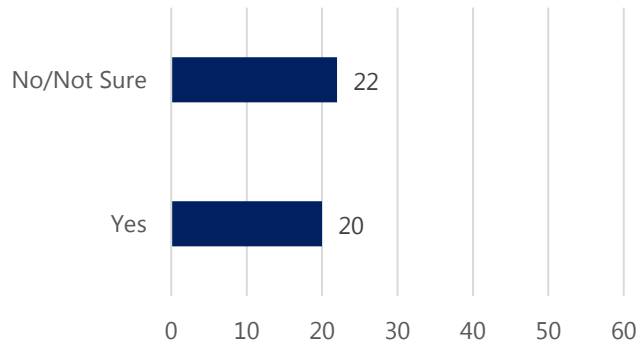
"Yes" said: (short survey)

- IGA with Lane County, recently went to e-permitting with APO data
- PW has made some agreements, protocols, disclaimers, etc.
Each org has their own policies
- Tax lot update agreements

Question-by-Question Analysis | 34

Data storage overlap *(long survey exclusive)*

We asked respondents if they knew of any instance where data was being unintentionally stored in separate databases...



Analysis:

There is almost an exact split between those who can think of an instance where data is being stored AND maintained in separate places by separate individuals, a situation that could result in conflicting information across separate mediums (48%) and those who cannot (52%). This raises concern, as according to these results almost half of the data might be giving conflicting information.

(continued from question 34)

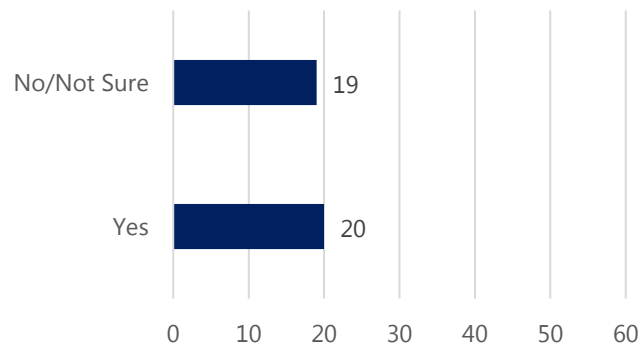
"Yes" said: *(long survey)*

- parcel file acreage and tax lot acreage; wetlands; possibly zoning at LCOG vs zoning at city; land use
- I believe Eugene Parks has this situation with some of their data, and possibly Rivers to Ridges ownership data.
- Development and land use data, easement data.
- Copies of tax lot data, copies of zoning layer
- Park planners and habitat restoration
- Numerous write-offs between agencies. Uncodified plans for aggregation pipelines.
- Sometimes I see emails that LCOG has new data, when I also have a similar dataset.
- Parcels created using cogo traverse by City staff and then subsequently modified by County Assessor staff
- Parcels, easements, streets, zoning, plan designations, city limits.
- Some cities maintain their own city limits and/or zoning and do not always communicate changes to LCOG so data can occasionally get out of sync.
- Not sure, as I don't know the update processes that go into maintaining LCOG's data, roads, tax lots, zoning, city limits. I think that LCOG has old Springfield data on their server (archived, I suppose) that nobody uses, but might be afraid to get rid of it. Bike Facilities. I'm not sure how that is being actively maintained.
- Imagery is a very good example of where we maintain multiple, duplicate copies throughout the region.
- Address, parcels, and many other datasets are copied nightly from RLID to lane county servers for use in web apps and for general use by Lane County GIS and other users.

Question-by-Question Analysis | 35

Data upkeep overlap *(long survey exclusive)*

We asked if respondents knew of any instance where data upkeep responsibilities were unintentionally shared...



Analysis:

Another area of concern, as again, almost half of respondents can think of an instance where resources are being wasted due to overlapping duties in managing and maintaining GIS data throughout the various agencies/organizations comprising the CPA (51%) compared to those who cannot (49%).

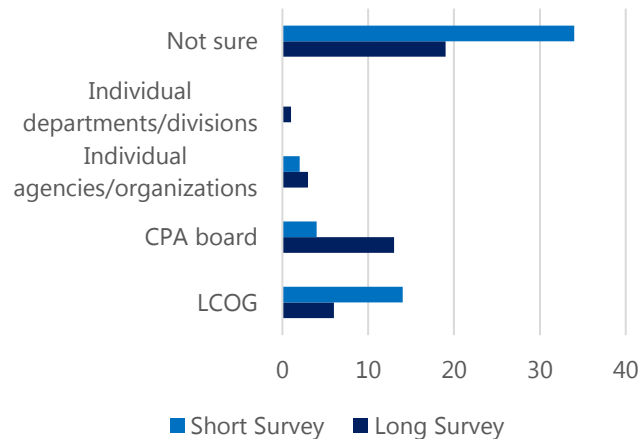
"Yes" said: *(long survey)*

- Development and land use data, easement data.
- Tax lots -- we only need one definitive source and custodian
- Tax lot and deed mapping by Eugene and Lane Co
- I'm sure there are duplications between individual division level staff, departmental staff, city staff, and LCOG staff, but I don't know of a specific thing.
- Yes, but minor instances, far surpassed by benefits.
- as local agencies enhance their own GIS resources, data is sometimes duplicated and is often inaccurate (specifically related to taxing district boundary changes
- City of Eugene needs to have a more centralized GIS Team
- Both cities and the county have, over the years, have duplicated GIS services that were already available thru LCOG. To say that there is waste and overlap would be a gross understatement.
- Again, maintaining multiple large imagery sets is wasting storage and backup capacity. Other areas include individual software and data procurement where we could achieve better pricing through shared agreements.
- Address, parcels, and many other datasets are copied nightly from RLID to lane county servers for use in web apps and for general use by Lane County GIS and other users.

Question-by-Question Analysis | 36

Executive responsibilities: GIS governance

We asked respondents who they thought should be the overall authority on GIS management and oversight...



Analysis:

When excluding the responses of those who were not sure, responses varied between LCOG, the CPA Board, and other suggestions for who should be responsible for the overall authority on GIS management and oversight. Establishing this role with any data upkeep overlap, as earlier discovered in the previous question.

“Other” said: (long survey)

- Goals and objectives should be established by representative group of stakeholders
- A hybrid model incorporating bottom-up input would be best I think.
- I’m not sure about this, each municipalities should be responsible for their own GIS. This makes it sound like all GIS would go through LCOG which isn't logical. But there should be coordination
- The CPA Board (GIS coordinators) should be in charge of planning and making recommendations to a decision-making committee made up of executive members from each partner agency.
- The CPA is more than GIS, so the deciders should not be limited to those within GIS
- collaborative (x2)
- CPA Board and GIS Program Managers
- LCOG as the coordinating agency

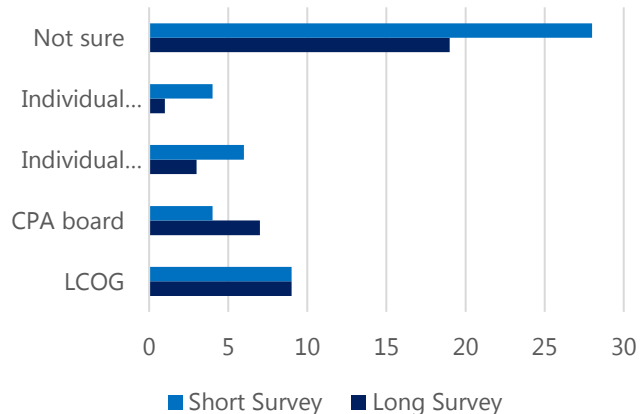
“Other” said: (short survey)

- CPA board for Datasets. RLID should be a separate application that stands on its own with data being free and open for all (costs for creation and maintenance part of CPA)
- Combination of partners
- jurisdictions should coordinate with LCOG for data and governance

Question-by-Question Analysis | 37

Executive responsibilities: GIS procedures and protocols

We asked respondents who they thought should be the authority on GIS protocols...



Analysis:

When excluding the responses of those who were not sure, it was a healthy mix between LCOG, the CPA Board, and other suggestions for who should be responsible for developing procedures and improving workflows for RLID and GIS to ensure the best path forward for the CPA and all those included in the partnership. It is important that this role be established to ensure the GIS continues to grow and succeed.

“Other” said: (long survey)

- We should all work together to do this. Collaboration
- These questions are difficult to answer because there are so many factors and nuances. Also, LCOG's poor performance and lack of accountability make me hesitant to assign responsibility.
- Collaborative
- CPA Board and GIS Program Managers
- A strong collaborative group of users
- Collaboration between LCOG and individual agencies
- Seems like it should be a partnership of LCOG, CPA and the agencies. Clearly there are procedures in place that seem to be working for many data layers.

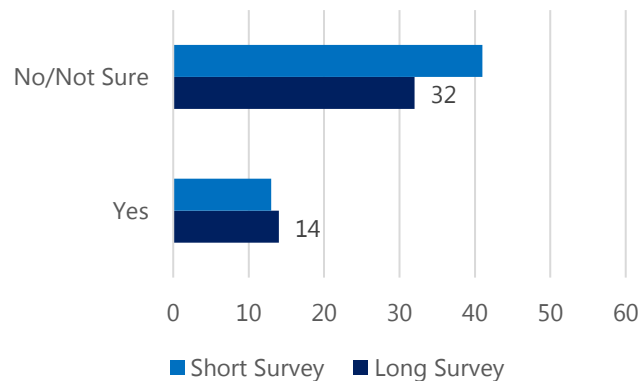
“Other” said: (short survey)

- CPA board for datasets. RLID and GIS work should be independent from the CPA and charged/designed for just those subscribers using it.
- Combination of partners
- All partners

Question-by-Question Analysis | 38

RLID.org training opportunities

We asked respondents if they have had any experience with the training modules on RLID.org....



Analysis:

Just over half (48%) of respondents from the full survey are aware of the training opportunities LCOG offers via RLID.org. It is important and recommended to make it known to the other 52% of respondents of the tools available to them. The short survey takers had a similar ratio.

“Yes” said: (long survey)

- I've helped run them
- One when Stacy Sallady showed some new things in RLID ~7+ years ago.
- The new RLID maps
- Map Basic, One on one training
- I have been to a number of RLID trainings in my years as a title officer

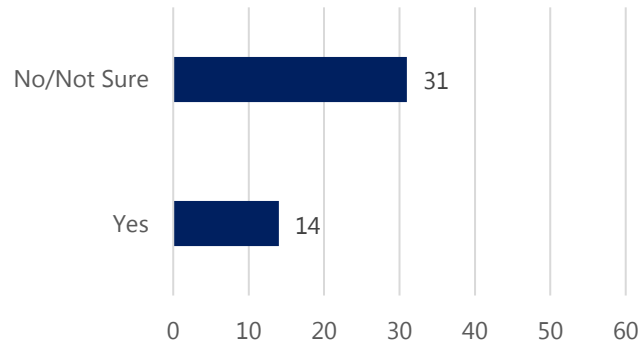
“Yes” said: (short survey)

- Long ago when it was first launched
- Initial introduction and it was well needed.
- Pictometry
- Navigation additions changes in last upgrade. Good
- Review of RLID upgrades. Training was pretty thorough.
- Technical software training - good.
- See new features - and excellent
- In previous role as Information Services Program Manager

Question-by-Question Analysis | 39

LCOG-conducted training opportunities *(long survey exclusive)*

We asked LCOG had ever conducted a training session for their agency/organization....



Analysis:

Only 31% of respondents recalled that LCOG has participated in the arrangement or actually carried out a GIS training session for their agency/organization. Actively engaging in these activities could increase and improve GIS usage through each agency/organization

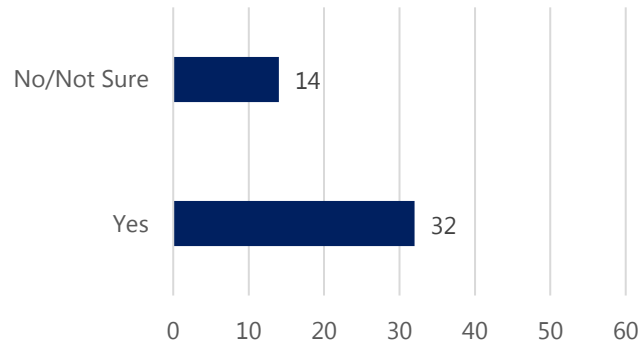
"Yes" said: *(long survey)*

- My agency is LCOG. We have trained LCOG staff in the past though not recently.
- Python programming and ArcGIS Pro customization
- Esri workshops
- Pictometry Connect Training
- I believe the Pictometry training last year was coordinated through LCOG.

Question-by-Question Analysis | 40

Other GIS training opportunities *(long survey exclusive)*

We asked if they have ever participated in GIS training with an outside agency...



Analysis:

Despite the preconceived notions regarding lack of training from the previous questions, 70% of respondents have noted they participated in a GIS training program, workshop, conference, or user group conducted by an agency/organization other than LCOG. Majority of them were related to the City of Eugene or Esri.

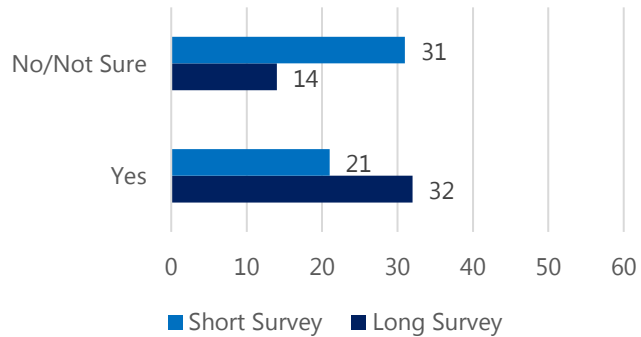
"Other" said: *(long survey)*

- University of Oregon
- ESRI (x6)
- ESRI UC, URISA GIS in Action
- City of Eugene GeoDART
- Numerous conferences or workshops, most have been vendor or association run.
- City of Eugene (x3)
- Quarterly WVGISUG meetings, Python and Pro workshops, tax lot and street maintenance subcommittees and focused GIS training
- Esri User Conference
- Geospatial, Public Works Engineering
- Autodesk, Oracle
- URISA Conferences

Question-by-Question Analysis | 41

GIS technical support through LCOG

We asked if they have ever interacted with LCOG tech support and how well it had gone...



Analysis:

Most respondents from the long survey are aware that LCOG offers technical support for RLID.org (70%), while the opposite is true for the short survey takers. It would be expected that the heavy GIS users might take advantage of the tech support more often and therefore are more familiar with it.

(continued from question 41)

"Other" said: *(long survey)*

- Issues with logging in, understanding the data sets, helping with a query
- It hasn't been good in the past, and should be left to the individual agencies.
- Asking LCOG for information about data in a GIS layers, asking them for the best source to get GIS data
- years ago I would get info for veg enforcement vacant lot mass mailing from LCOG
- LCOG GIS staff support each other
- ArcGIS SDE, Python programming, Geoportal metadata development and maintenance
- I'm involved in helping to provide support
- It is not great. Slow response.
- LCOG staff is helpful in answering questions about data, servers, versioning
- Server help, Lidar analysis, Nick Seigal and Eric Brandt
- Support regarding the Buildable Lands Inventory Model development
- LCOG technical support is consistently excellent.
- Accessing data from the RLID warehouse.
- Help with ArcGIS licensing issues

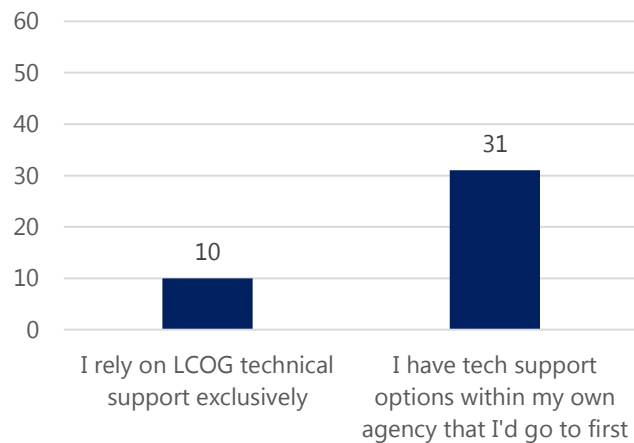
"Other" said: *(short survey)*

- Very positive
- Training/guidance for setting up our ArcGIS Enterprise services
- User support, positive experience
- Got help accessing data for S&DS Needs Assessment
- When a certain application is not working
- GeoDART - Great
- To correct an error found within RLID. It was quickly and professionally handled
- Bob has helped a lot with our recent Data Warehouse project
- Mapping our District for Board subdivisions
- When RLID inaccessible, email help, describe problem and tech helps regain access.
Very good
- RLID - good.

Question-by-Question Analysis | 42

GIS technical support options *(long survey exclusive)*

We asked respondents who they are likely to turn to first for technical support...



Analysis:

76% of respondents expressed that they have their own tech support options within their own agency they would go to first for RLID/GIS technical support, meaning only 24% rely on LCOG technical support exclusively.

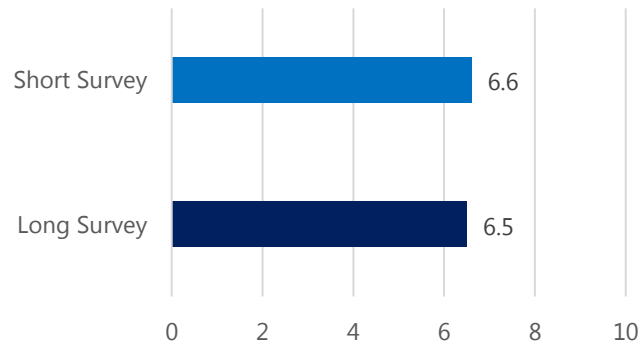
"I have other" said: *(long survey)*

- For GIS, I would use our staff. For RLID support, I would go to LCOG.
- I am involved in RLID technical support myself.
- Co-workers and PW Engineering GIS staff
- I go to colleagues at LCOG and others for tech help with GIS
- ESRI
- ESRI Tech Support, City of Eugene staff
- A mix of both depending on the issue I need help with. (x2)
- I do use both LCOG and City GIS resources when need
- We have a support contract with ESRI. For RLID support, we would contact LCOG.
- Lane County GIS Division

Question-by-Question Analysis | 43

GIS knowledge transfer

We asked respondents to rate how well GIS knowledge is disseminated under LCOG and the CPA...



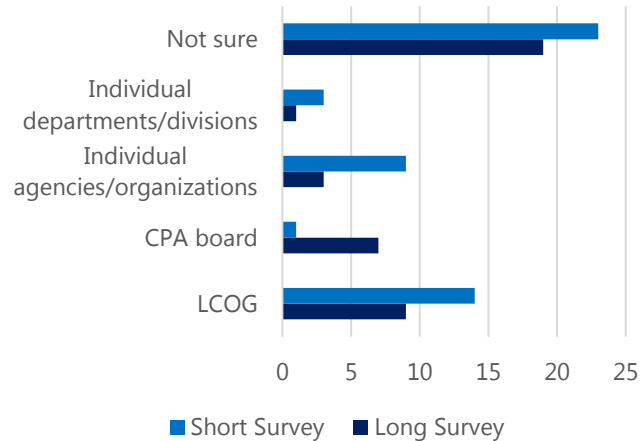
Analysis:

An average score of 6.6 and 6.5 out of 10 was given regarding how well the partnership with LCOG facilitates the transfer of knowledge between agencies/organizations included in the agreement. While this is a good score, there is still room for improvement.

Question-by-Question Analysis | 44

Executive responsibilities: GIS education & support

We asked respondents who should be the authority for overseeing the development of a knowledgeable user base....



Analysis:

Most respondents were not sure who should be responsible for the advancement of RLID and GIS knowledge and skills to ensure the best path forward for the CPA and all those included in the partnership. Out of those who had a definitive answer, the next highest answer was LCOG.

"Other" said: (long survey)

- All involved
- A regional group should coordinate this, A group bigger than regional GIS group - more inclusive of GIS staff
- Perhaps the CPA board if it includes some non-GIS folks
- Collaborative
- all of the above
- Combination of LCOG, CPA board and agencies. I don't have enough expertise to give a good answer

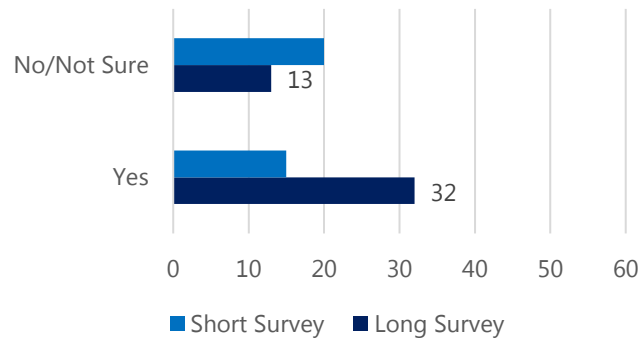
"Other" said: (short survey)

- LCOG and subscribers. RLID application should not be part of the CPA
- Combination of partners
- LCOG and agencies, we should work together on this, but it is nice when LCOG has user groups/trainings, because then different cities get together this helps us all work better - networking and collaboration

Question-by-Question Analysis | 45

GIS accessibility

We asked respondents if they can access GIS 24 hours per day, 7 days per week...



Analysis:

Majority of the heavy GIS users stated they do have 24/7 access to GIS which is favorable. Most of the short survey respondents were not sure. This is most likely due to the fact that they are not using GIS as much, and do not have the need to access it 24/7.

"Other" said: (long survey)

- Occasional downtime due to upgrade

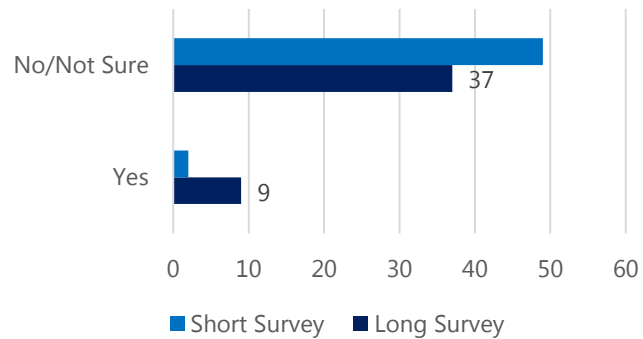
"Other" said: (short survey)

- Available at my work station only.
- Shared licenses are sometimes all in use
- Sometimes we have too many users.
- Not all unless I come to my office
- I do personally with VPN
- Available at my work station only.

Question-by-Question Analysis | 46

GIS data storage capacity

We asked respondents if they have had any issues storing new data...



Analysis:

Storage does not seem to be a very large issue for the CPA or partnering agencies. There are however, mentions of limited sever space, and the lack of a data backup plan in the comments below worth noting.

"Yes" said: (long survey)

- Limited server space
- We (LCOG & CPA) currently do not have a comprehensive data or backup plan that accounts for "cold storage" of items that do not need to be immediately available.
- Imagery and Lidar point clouds are becoming very large.
- There have been 3 instances in the past 15 years when there has been a verified "shift" in the tax-lot fabric...about 3 feet
- I don't know specifically but I have heard it talked about.

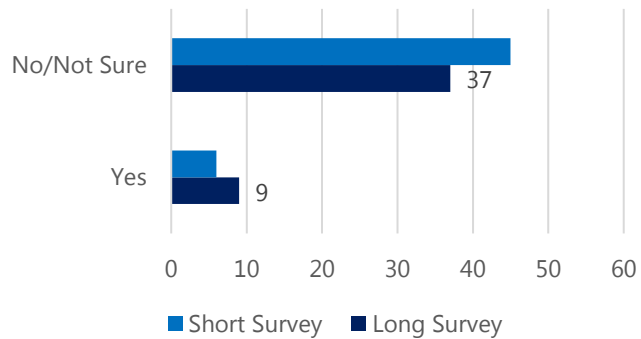
"Yes" said: (short survey)

- Capacity seems to be the limiter for making historical data more accessible
- Once you segregate remote sensing data, store issue go away.

Question-by-Question Analysis | 47

GIS Connectivity

We asked respondents if they've had any issues connecting to GIS servers or software...



Analysis:

GIS connectivity was noted to be occasionally slow according to the comments, however the overall results reflect that it is not a large issue.

"Yes" said: (long survey)

- Slow Wi-Fi, field use limited by cell towers
- Network could be faster
- Am concerned that recent changes to network/domain sharing may impact connectivity to regional data.
- License availability
- Need VPN

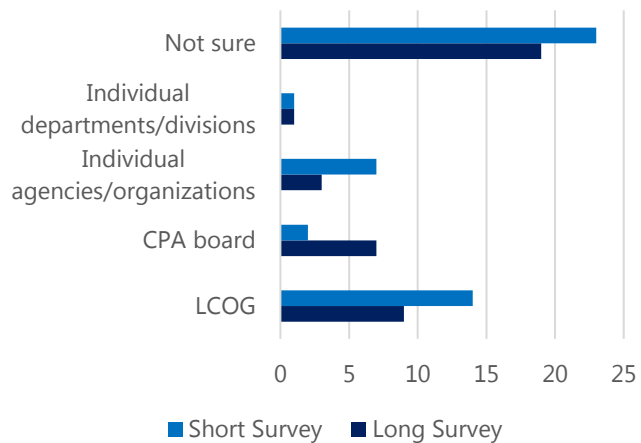
"Yes" said: (short survey)

- initial connectivity is slow
- When on mobile device
- GeoDART 3 sometimes loads very slowly (minutes)
- Using GIS data stored on the network is very slow. Poor performance.
- Occasionally 'slow' connection; lately some problems with LCOG servers not being accessible

Question-by-Question Analysis | 48

Executive Responsibilities: GIS Infrastructure & Architecture

We asked respondents who should be the authority for procuring and maintaining GIS hardware...



Analysis:

After considering majority of responses from both surveys were not sure, survey takers feel LCOG should be responsible for the procurement, integration, and maintenance of hardware for RLID and GIS to ensure the best path forward for the CPA and all those included in the partnership.

"Yes" said: (long survey)

- Collaborative
- All of the above
- Those with the most dedicated resources
- Combination of LCOG and local agencies/organizations
- Hybrid of LCOG for RLID and Individual Agencies for internal data

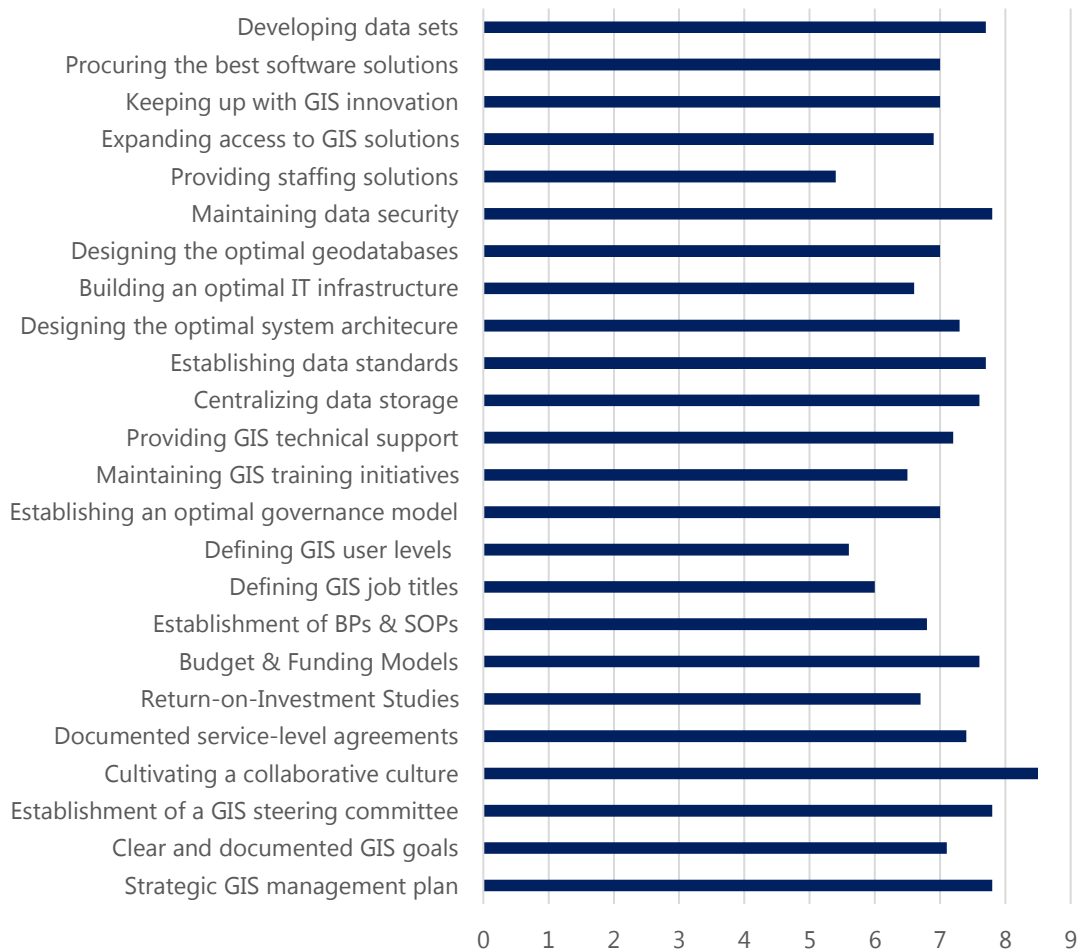
"Yes" said: (short survey)

- RLID and GIS should be independent services that have lifecycles determined by their service level agreements with subscribers. Not part of CPA
- Combination of partners
- Both LCOG and Jurisdictions. I like the current situation with LCOG maintaining some data on servers and the City working with them on this
- ISD

Question-by-Question Analysis | 49

Executive-level GIS responsibilities

We asked respondents to rank the importance of 20+ essential on-going GIS tasks....



Analysis:

The clear leader in this response was a desire to cultivate a collaborative culture. This is the purpose of LCOG and is obvious that is what the respondent's desire. Not far behind include development of data, maintaining data security, data standards, updated budget and funding models, SLA development, GIS Steering Committee creation, and a Strategic GIS management plan. Most of the top ranking tasks can be categorized as governance oriented items. This confirms the need to re-establish a formal governance model and ensure buy-in.