



# My Public Services Web App Helps Locate Valuable Services

## A Case Study

### Highlights

- One-stop shopping to find needed public services
- Find a service and get directions to it
- 24/7/365 access to information

### Return on Investment (ROI)

- No cost solution to public information
- Maximize government staff time by decreasing the number of repetitive phone calls

### Contact Us

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In collaboration with county municipalities, Lake County GIS has implemented the [My Public Services](#) web map application that allows the user to locate an address and see various public services and facilities that are nearby such as trash pick-up days, or the nearest library, police station or DMV office.

### Background:

Despite economic trends, Lake County continues to receive new residents, as well as the return of many part-time residents, drawn to the warm winters and friendly neighborhoods. But even long term residents may not always be familiar with where to go to get valuable services if they have not used them in the past, or have forgotten where those services are if it has been a while since they were needed.

### The Issue:

Customer service is a priority with Lake County, but it's not always easy for people to find services they may need when a neighborhood is new or unfamiliar. The information can be spread over a myriad of web sites, yellow pages, and government directories, and phone calls to inquire can get one lost in automated operators, phone trees and voice mail.

### The Solution:

More and more of the public is turning to computers and the internet for answers to their questions, and since a picture is worth a thousand words, Lake County has launched the [My Public Services](#) web application to interactively show the locations of popular government facilities and services.

This web application uses a free mapping template the GIS and PASS Divisions downloaded from Esri—the county's GIS vendor. The team then collected and input information from



municipalities about trash, recycling and yard waste pick-up days and service areas. Other facilities collected and input include the locations of libraries, post offices, police stations, fire stations, hospital and health facilities, veteran services, and DMV services.

Users simply enter a local address into the Find Address box and the map zooms to that address. The facilities and services available near that address pop up in a scrolling window across the bottom of the screen. The user can then either scroll through the windows to view all the available services or click on a specific tab to jump to that window. The look of the map can be customized by changing the base map to an aerial photograph to assist in identifying local landmarks if desired.

*“We are new to Mount Dora and need to check the trash schedule every time we come to visit. Your new interactive map is excellent: easy to use, very clear, and easy on elder eyes. Well done!!!” — J.H., Resident of Lake County*

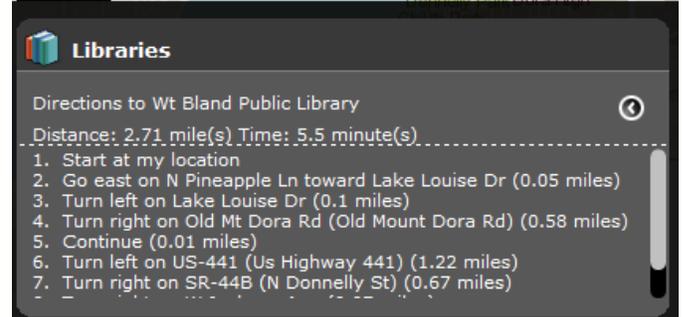
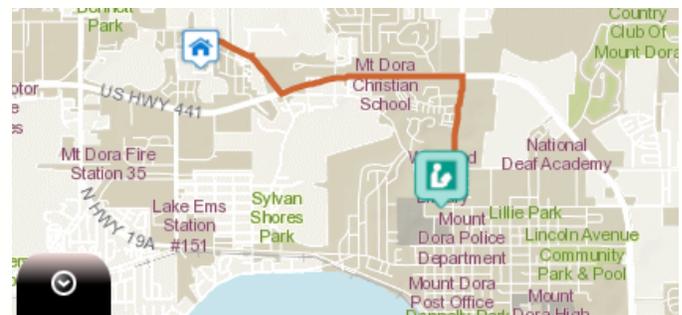


Trash, recycling and yard waste service information includes the days of the week for pick-up service, the responsible agency, con-

tact name and phone number, and links to a website and email, plus any additional information that might be helpful to the user.

Facility locations such as the nearest library include the address, distance to the facility from the users address, and driving directions graphically on the map and as text.

The app also allows the user to share the map on Twitter or Facebook, or easily email the link to others directly. And it can be accessed by most mobile devices.



**The Benefit:**

It is anticipated that the [My Public Services](#) web app will reduce the number of phone calls to government offices by allowing the citizens to answer many of their own questions. This will allow staff to maximize their time and redirect efforts toward other work, thereby saving time and money. Also, having services and facilities from multiple agencies consolidated into one map will, hopefully, reduce frustration levels for the citizens who need the services allowing them to see local government as an instrument for good.