



Hamilton

Economic Development Department
1 James Street South 8th Floor
Hamilton, Ontario, Canada L8P 4Y5
www.hamilton.ca

Neil Everson
Executive Director
Phone: 905.546.2359 Fax: 905.546.4107
Email: neverson@hamilton.ca

May 28, 2003

Mr. Al Little
Manager of GIS Services
Information Technology Services
77 James Street North, Suite 320
Hamilton, ON L8R 2K3

Dear Mr. Little:

Re: www.map.hamilton.ca

The development *www.map.hamilton.ca* has had significant implications on the department and the quality of service delivery. In regards to the department, the GIS application, in particular the atlas and tax features, has enabled the department to eliminate a position (vacant) that had the specific duties of the provision of information, data, etc. to industry/business and ICI realtors. This resulted in an immediate cost savings of approximately \$60K/per annum to the corporation. In addition, it equipped staff with a tool that significantly increased their efficiency and the ability to work better with department clients.

From the perspective of the general public and in particular the ICI realtors and business/industry, *www.map.hamilton.ca*, has provided these groups with the ability to immediately access a wide variety of information. Hamilton's stature amongst municipalities and economic development organizations has been elevated to that of the provincial and national leader in this field. Companies like Dofasco now regularly utilize the GIS application as does every major ICI realtor in the Golden Horseshoe. Endorsement of the application has been received by Hamilton Real Estate along with a partnership agreement that will see MLS listings being incorporated into the system.

Yours truly,

Neil Everson
Executive Director