

# **Interactive FPTM Points of Service Map**

## **Improving the Client Experience through Collaboration**

**Prototype User Guide**


**January 2019**

Once you click on the provided link, the following **Sign In** page will load. Please enter the following credentials to view the interactive map:

*( if you have access to a browser other than Internet Explorer, it is recommended to use it, as the map will load much faster)*

Home Gallery Map Scene Groups

Sign In

Sign in to Employment and Social Development Canada 

**Username**

Client.ESDC

**Password**

Client12345

☐ Keep me signed in

**SIGN IN**

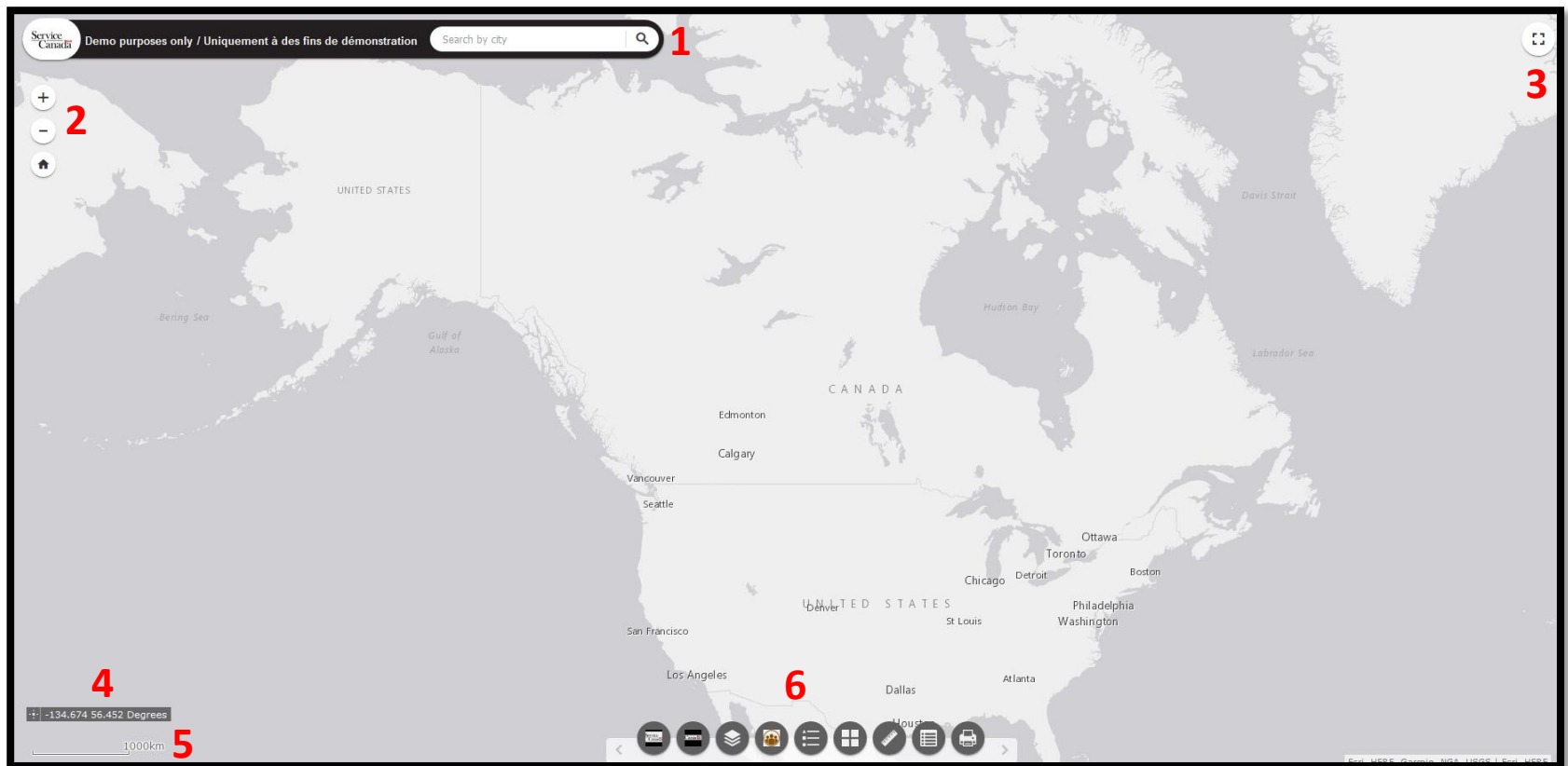
[Forgot password?](#) [Forgot username?](#)

**The Splash Screen:** This should be the first screen you see after entering your credentials for login. Click OK to view the map.

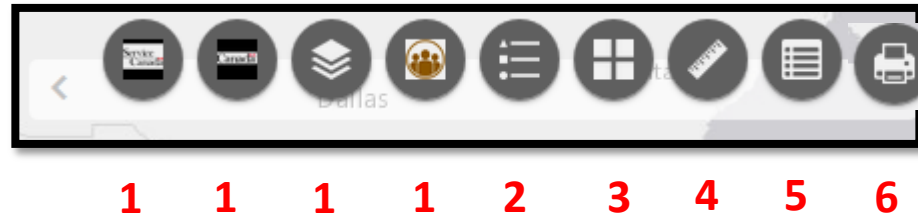


Below is a screenshot of the app with all layers turned off and the various map elements identified:

1. Title / Attribution bar and Search by City tool
2. Zoom Controls
3. Overview locator map
4. Coordinates
5. Dynamic Scale Bar
6. Widget Dashboard



## Widget Dashboard:



### 1. Layer Lists:

The four Layer list widgets provide an organized approach to the data available for visualization in this map. In order of appearance from left to right, the layer groups are: [ESDC datasets](#), [Other Federal Departments & Crown Corporations](#), [Provincial/Territorial and Municipal](#) datasets, and [Contextual](#) (socio-economic and demographic) data.

### 2. Legend:

Displays labels and symbols for layers in the map

### 3. Basemap Gallery:

A selection of basemaps for various purposes, all with the same spatial reference.

### 4. Measure:

Allows the user to measure a polygon area or the length of a line segment

### 5. Attribute Table:

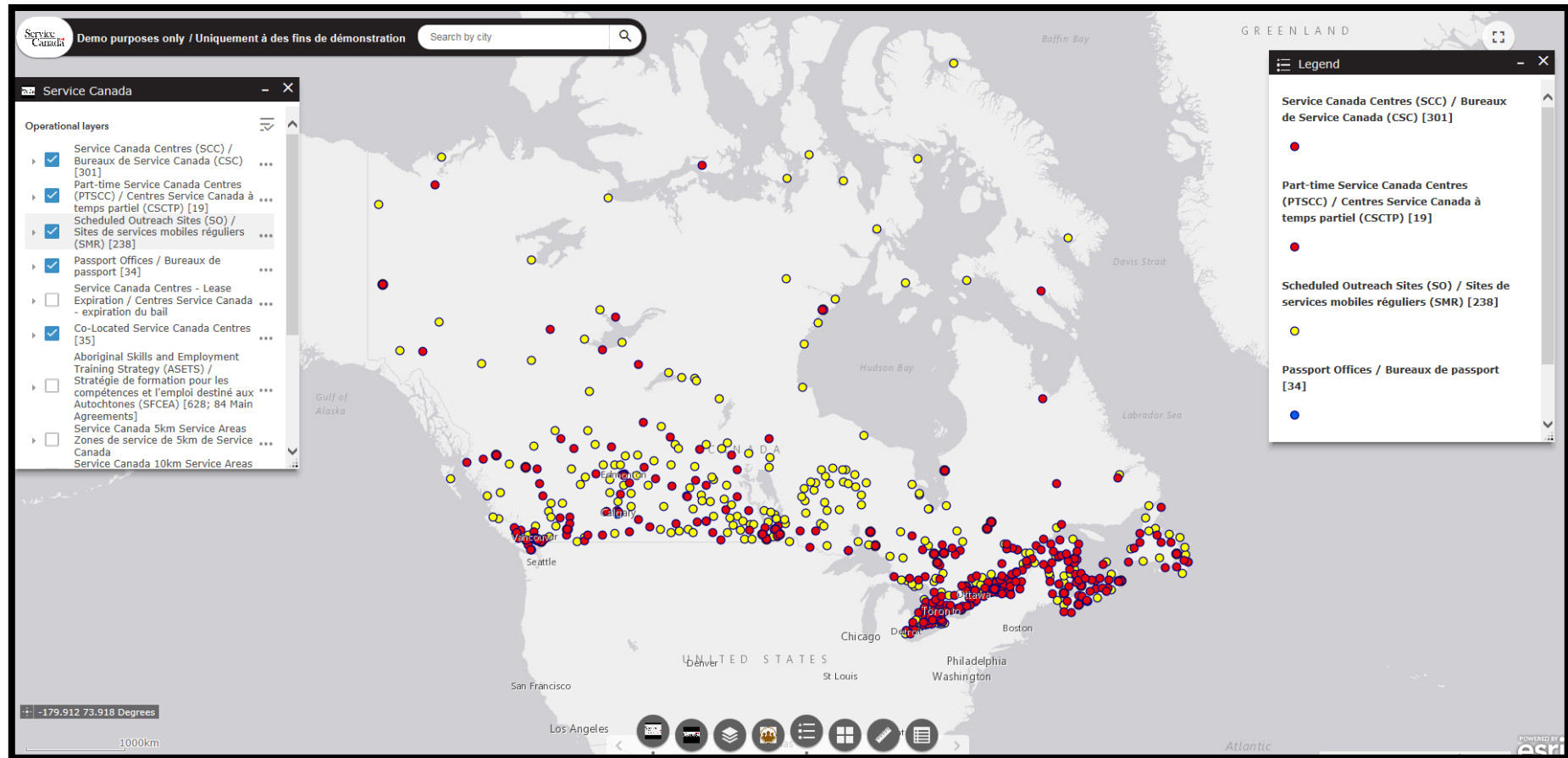
Tabular view of operational layer's attributes. Multiple tabs may be open to allow the user to switch among attribute tables.

### 6. Print:

Allows the user to print to pdf the extent of the map visible on screen with legend, scale, title, and attribution

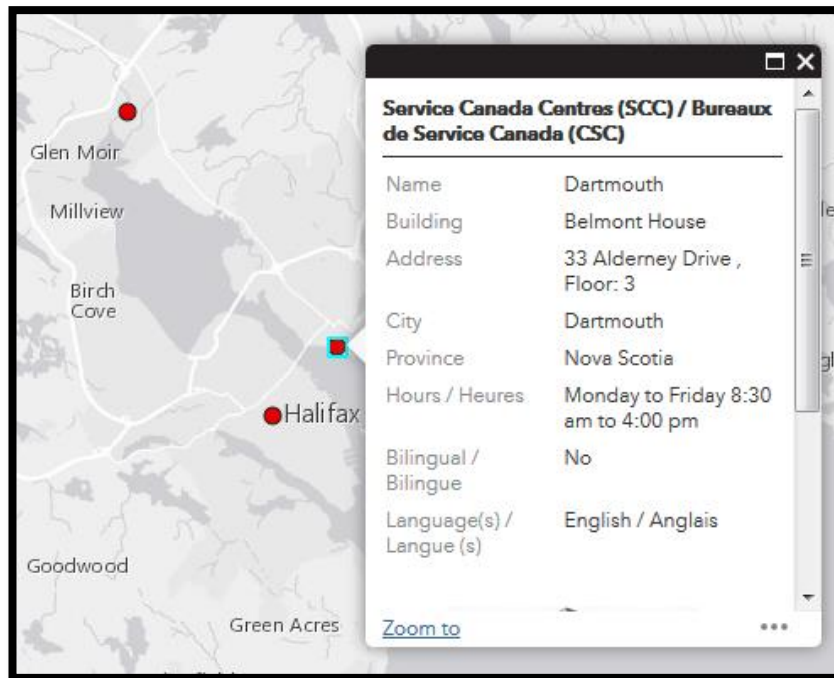
While viewing the web map, it is advisable to keep the **Legend** widget open to better associate symbology with specific points of service/data layers. Further, open the desired Layer List (*ESDC is shown below*) to view and toggle available data layers.

As the user can see, when a layer is turned on, the Legend widget updates dynamically.

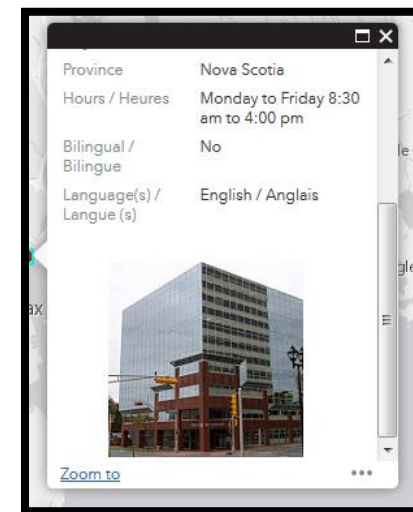


There are two different ways to obtain attribute information about a specific Point of Service location. For example, here the map is zoomed into the city of Halifax, Nova Scotia with only the Service Canada Centres layer turned on. The user can see there are three in the city's vicinity.


Click on one of the Service Centre points, a pop-up containing additional information will appear. ( *Popups are available for each dataset in the mapping tool*)

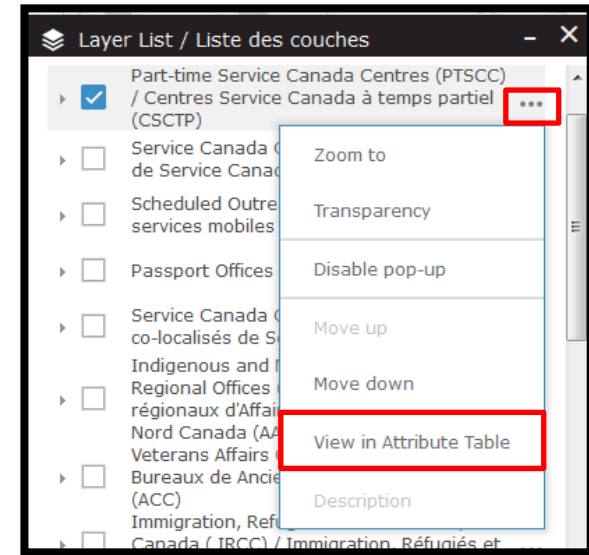


Scroll down and there is also a picture of each Service Centre



The attribute table of each data layer holds non-spatial information about each Service Centre point. The functionality of the attribute table lies in the option to export the table to a CSV file which can be imported to programs such as Excel.

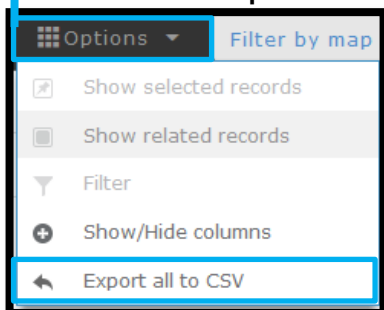
The attribute table appears either by clicking on the attribute table widget icon  or by selecting the ellipses beside the layer name and choosing “View in attribute table” (shown right)



The screenshot shows the main interface of the Service Network Collaboration GeoMapping Tool. At the top, there are tabs for different data layers: 'Service Canada Centres (SCC) / Bureaux de Service Canada (CSC)', 'Part-time Service Canada Centres (PTSCC) / Centres Service Canada à temps partiel (CSCTP)', 'Scheduled Outreach Sites (SO) / Sites de services mobiles réguliers (SMR)', and 'Passport Offices / Bureaux de p...'. Below the tabs, there is a table with columns: FID, Name, Building, Address, City, Province, Hours of Service, Designated Bilingual, and Language of Service. The table contains two rows of data. A red box highlights the 'Options' button in the top left corner of the table, and another red box highlights the 'Filter by map extent' button. A red arrow points from the 'Filter by map extent' button to a text box below the table.

FID	Name	Building	Address	City	Province	Hours of Service	Designated Bilingual	Language of Service
17	Dartmouth	Belmont House	33 Alderney Drive , Floor: 3	Dartmouth	Nova Scotia	Monday to Friday 8:30 am to 4:00 pm	No	English / Anglais
18	Halifax		6206 Quinpool Road	Halifax	Nova Scotia	Monday to Friday 8:30 am to 4:00 pm	Yes	English, French / Anglais, Français

In order to export to CSV, select Options:



The table will be populated with only those locations that are visible in the current map view unless the **Filter by map extent** is deselected.

Select this arrow to view more attribute tables.

In this screenshot, a satellite imagery layer has been selected from the basemap gallery as it could provide additional information about the geographical or cultural area within which points of service fall, specifically at larger scales. A 5 km road network catchment area (*ESDC layer list*) layer has been turned on. The user can now see that several different types of federal service centres are located within the 5 km area. These polygons are available for 5 km, 10 km, and 15 km zones from each Point of Service.

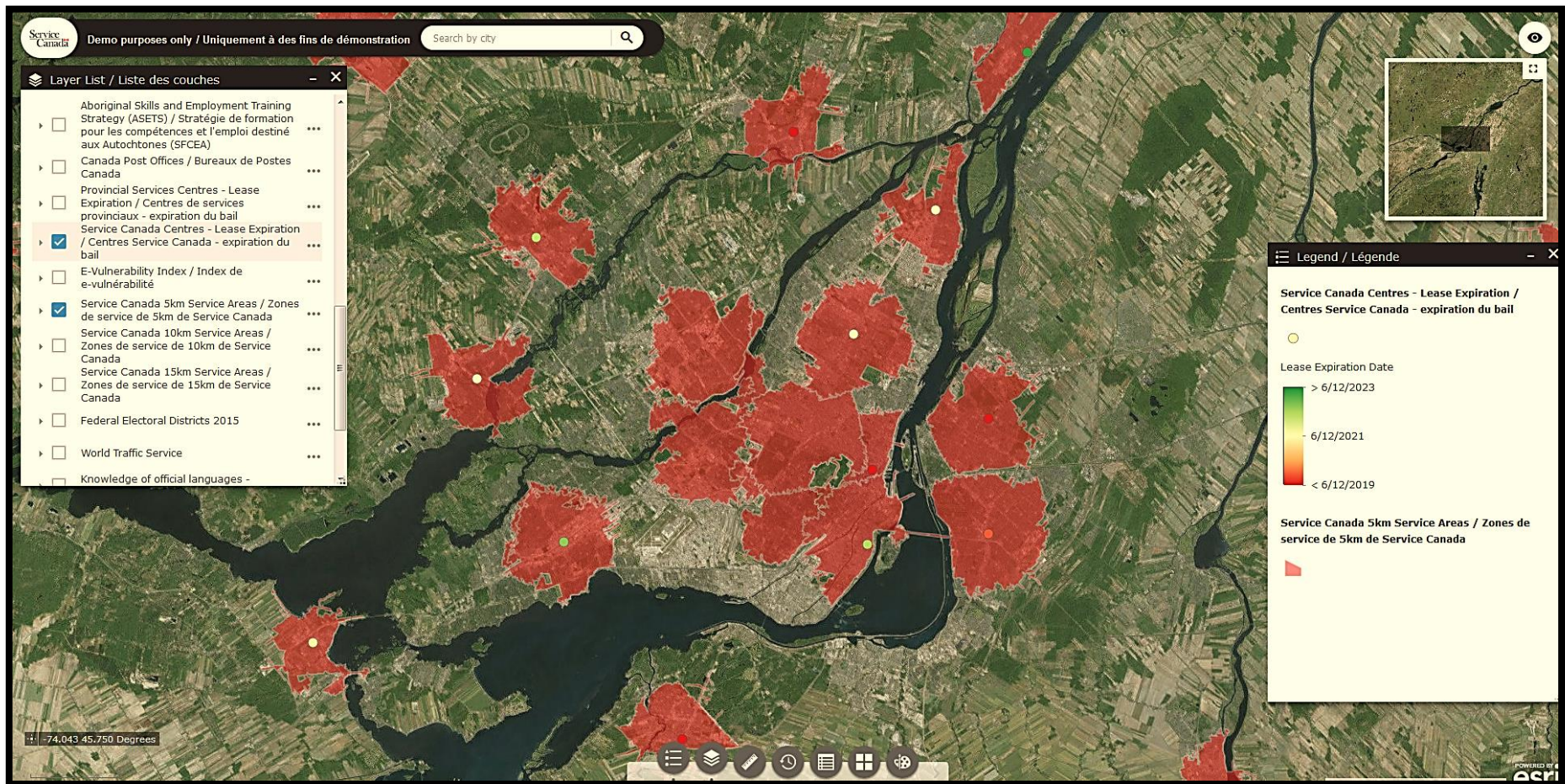


**Service Canada 5km Service Areas / Zones de service de 5km de Service Canada**

The Service Canada 5 km service area by road network layer has been turned on and added to the legend.

Service Network Collaboration  
GeoMapping Tool

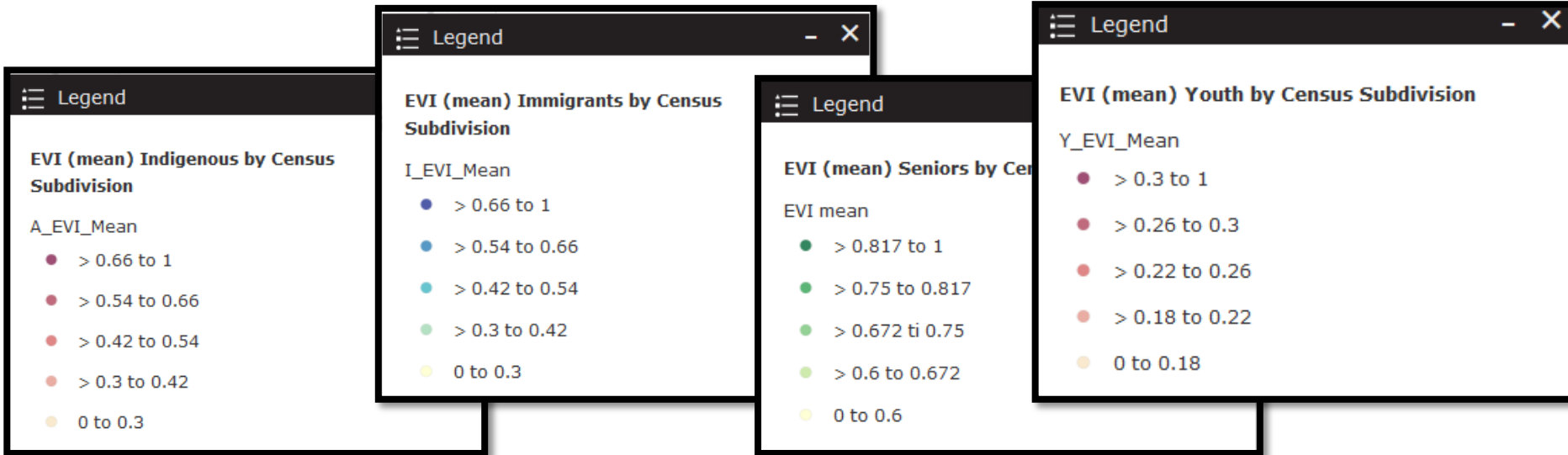
Further, we could add lease information to the map by turning on the Service Canada Centres – Lease Expiration layer. When this is done, be sure to turn off the actual Service Canada Centre layers, as the lease expiration data is layered below and will not be visible if both layers are on.



Here, the map is centered on the Island of Montreal. The red around each service centre symbolizes the 5 km radius catchment areas for each point. In referring to the legend, the user can now visualize when leases will be expiring. This is useful information to have when identifying collaboration opportunities.

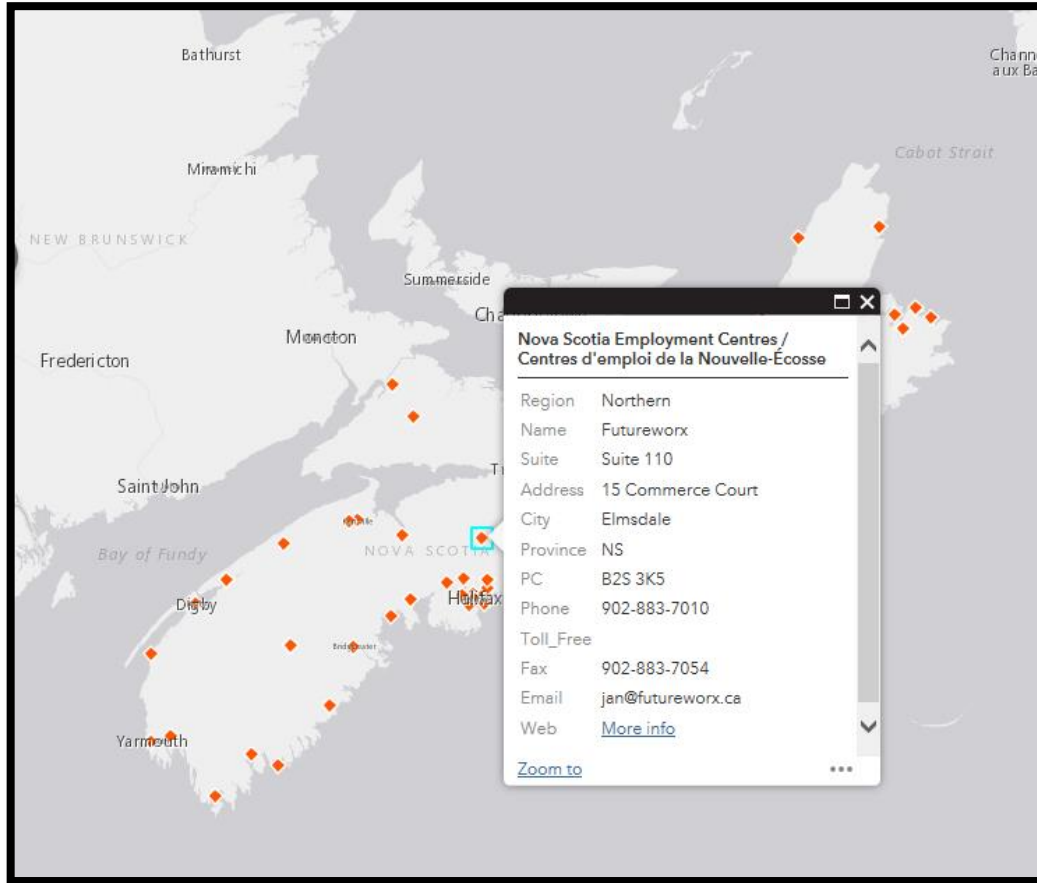
# EVI or E-Vulnerability Index

The e-vulnerability Index or EVI is symbolized to allow users to visualize where different populations in Canada are located and how “vulnerable” they would be in a migration towards online services. The 4 EVI layers include information on vulnerable populations; however, the points in each layer represent the centroid of a Census Division (StatsCan geography). The index ranges from 0 to 1, with 0 being less vulnerable and values closer to 1 indicating a higher vulnerability to accessing services electronically.



# Provincial Employment Centres

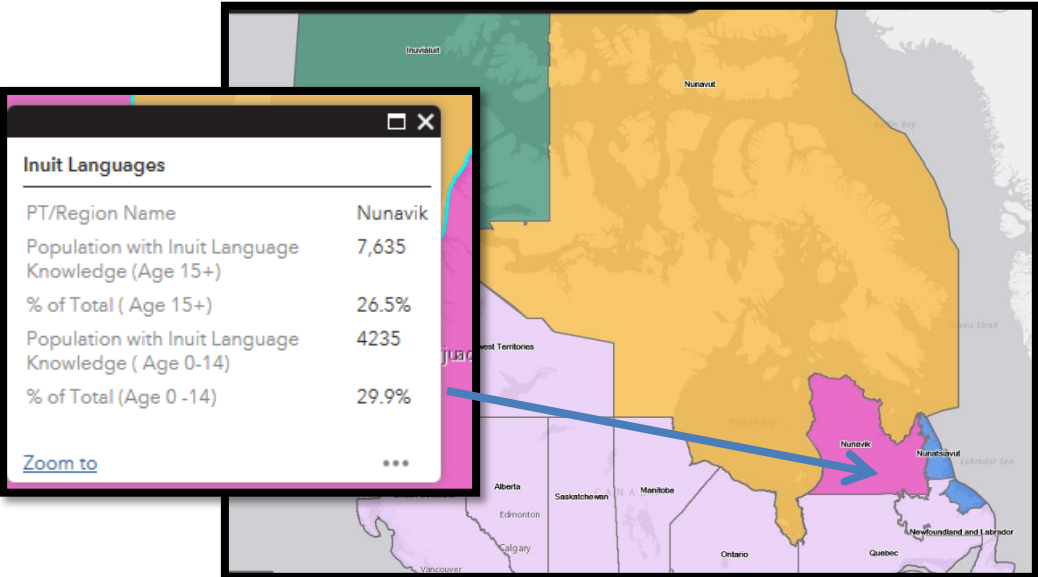
Employment Centres for the provinces of British Columbia, Nova Scotia and Ontario have been implemented into the tool.



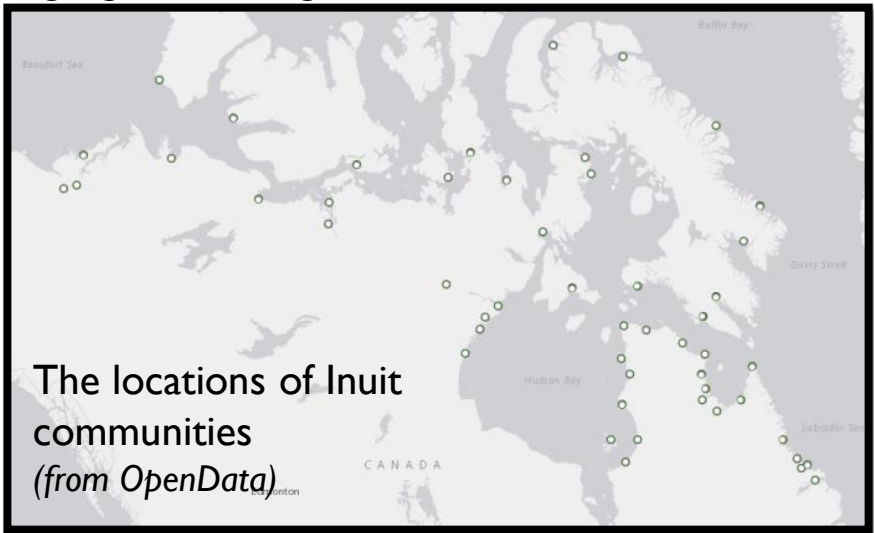
Each employment centre has a popup containing location and contact information for each office. Further, there is an external link to the office's website that the user can follow if additional information is needed.

# Inuit Regions & Communities

Data showing the 4 Inuit regions with language data as well as Inuit communities in Canada's north.



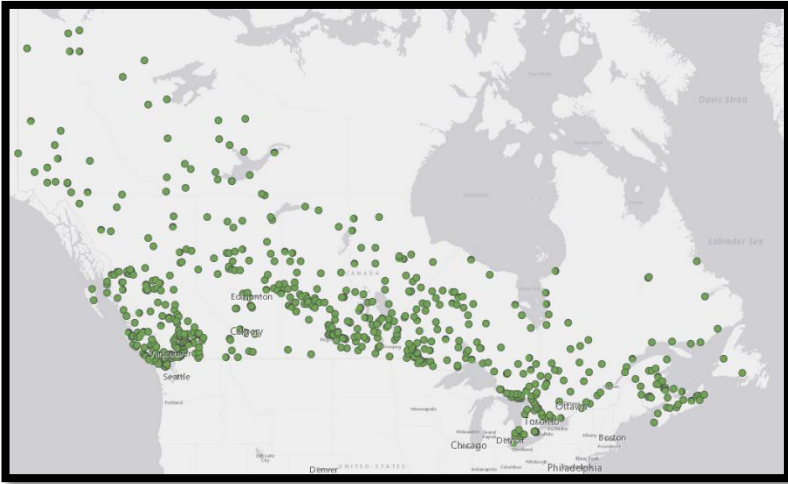
Each region has a popup with data about populations with Inuit language knowledge



The locations of Inuit communities (from OpenData)

# First Nations Communities

The locations of First Nations and Tribal Councils across Canada



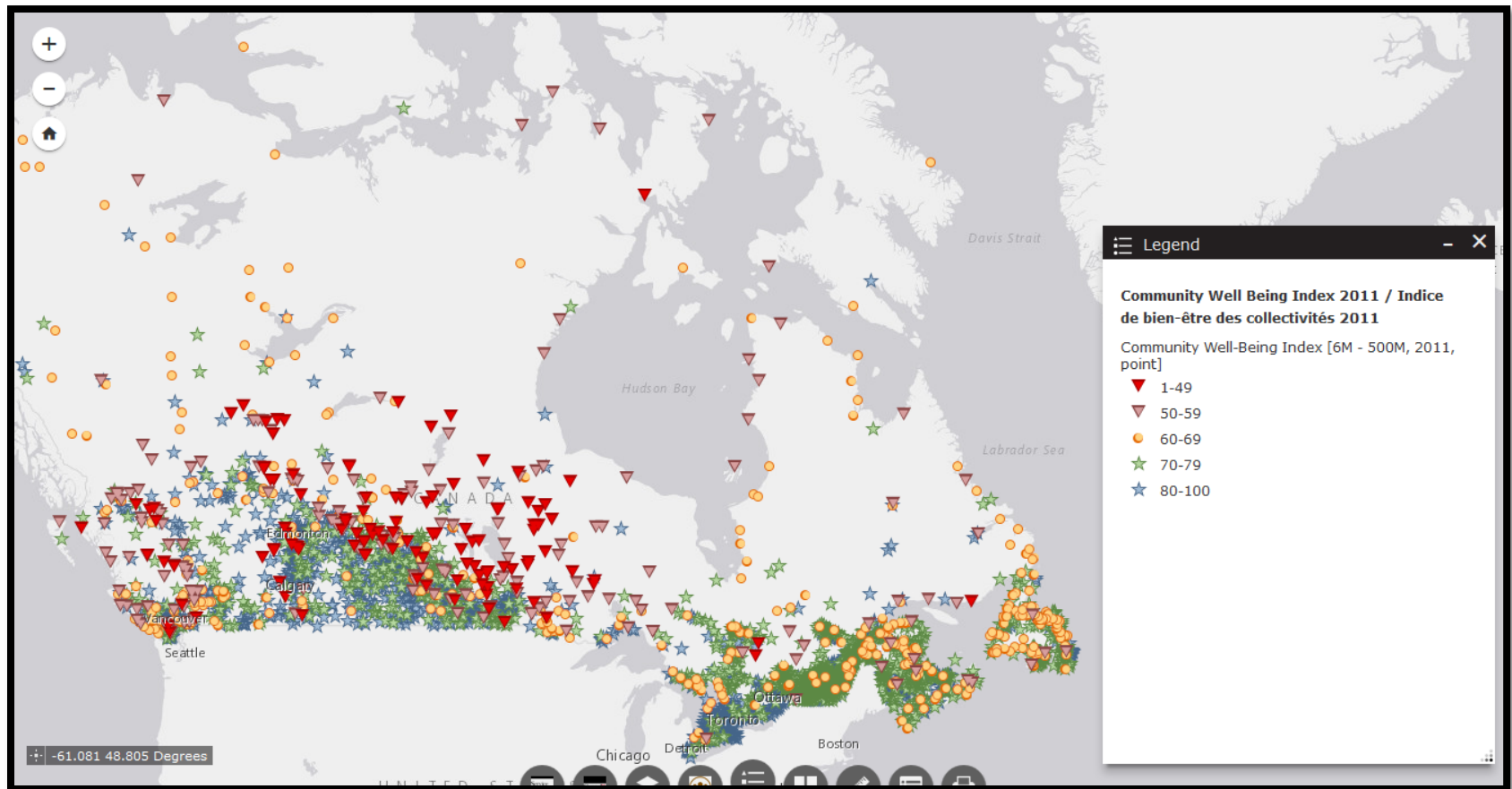
As the user zooms in, the First Nations are labeled dynamically.



# Community Well-Being (CWB) Index

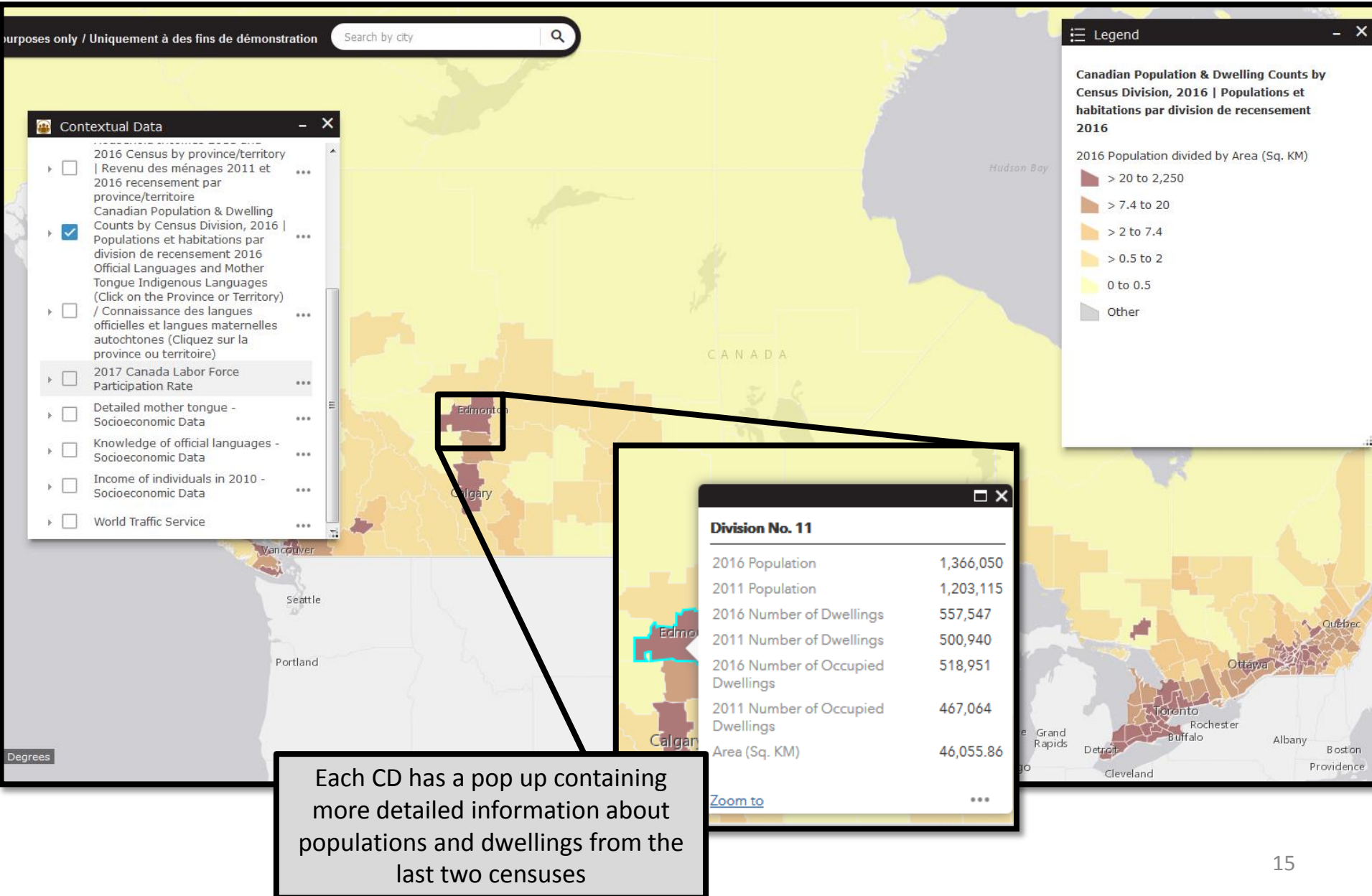
This layer is sourced from the Open Government web site and implemented into the tool as a web map service. The data was originally published by INAC in 2015 and was last updated in 2016 (maintained/updated as needed since).

The CWB is a method of assessing socio-economic well being in Canadian communities using a variety of indicators including education, labour force activity, income, and housing.



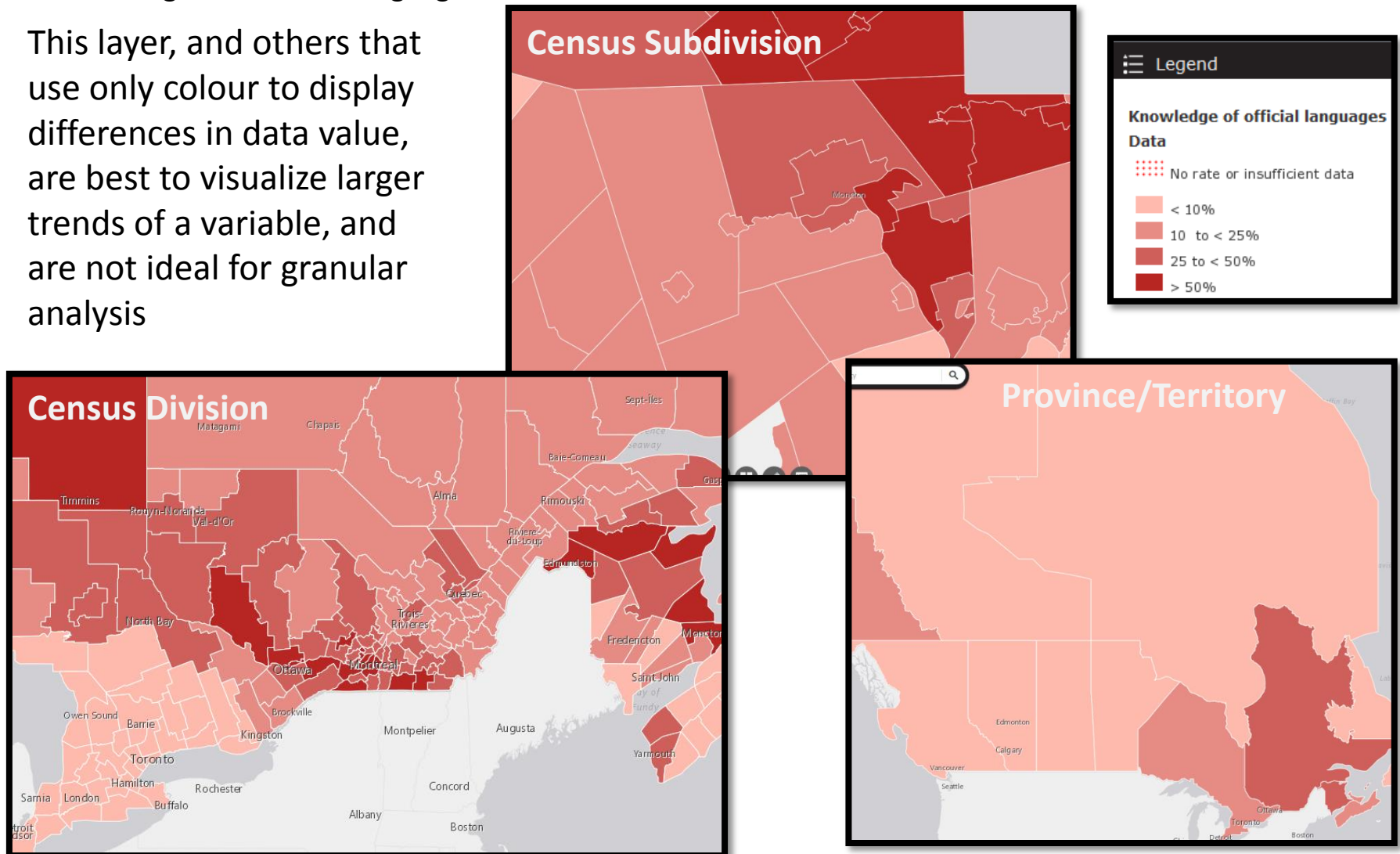
<https://open.canada.ca/data/en/dataset/e5992e3e-709c-48f9-95fa-e39e57dd33b7>

The other socioeconomic layers are symbolized thematically and thus the user needs to refer to the legend for full comprehension of the data. For example, shown below is the Canadian Population and Dwelling counts by Census Division, 2016

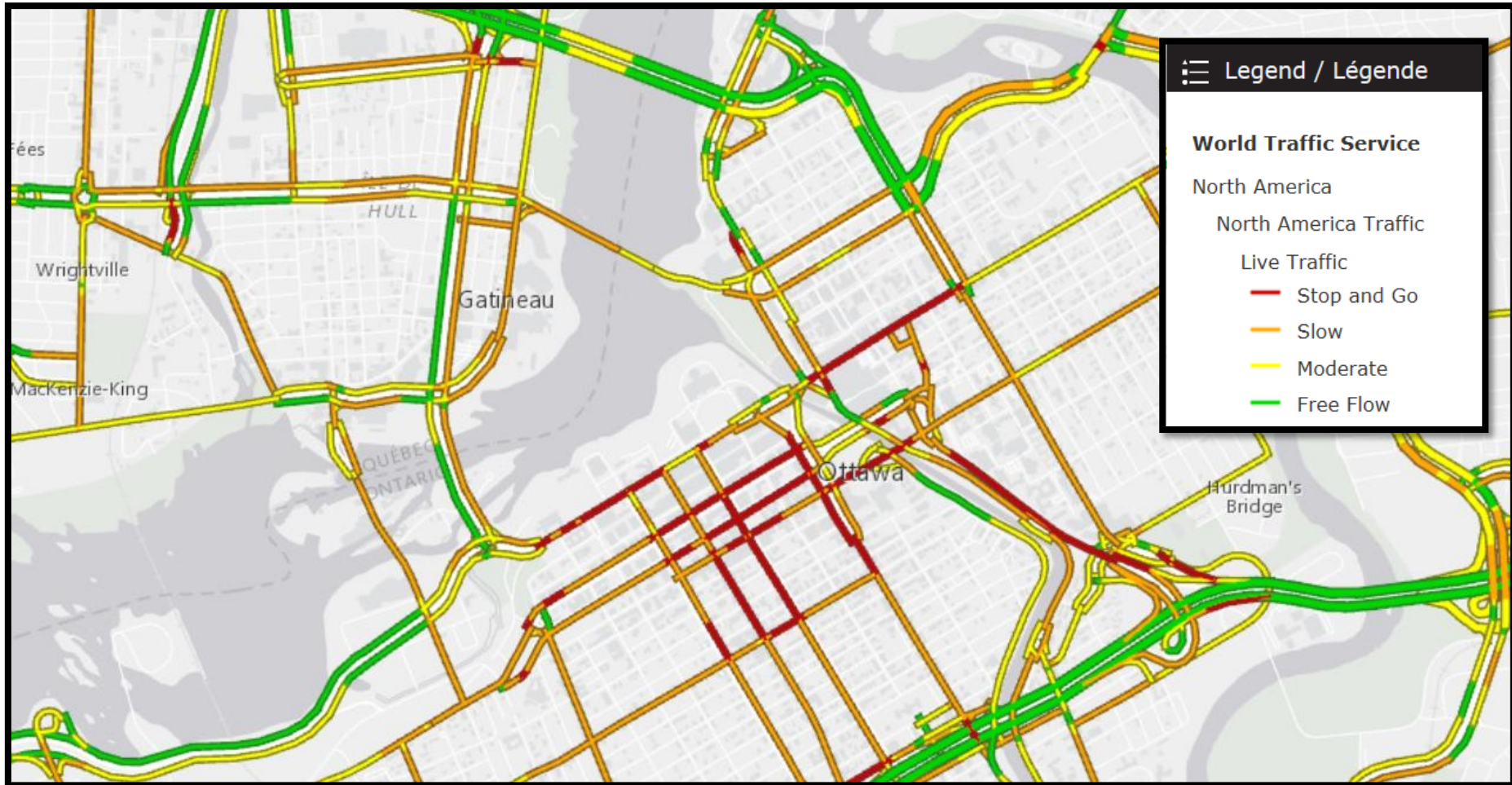


Other layers portray information pertaining to languages spoken or understood by the Canadian population. These layers also follow the pattern of showing different geographic regions at different zoom levels to maximize information provided to the map user. Below shows the layer entitled “Knowledge of Official Languages”.

This layer, and others that use only colour to display differences in data value, are best to visualize larger trends of a variable, and are not ideal for granular analysis



The World Traffic Service layer is provided through Arc Online (ESRI) and HERE Inc. This dynamic traffic layer displays near-real predictive time (5 minute refresh) traffic speeds relative to expected averages. As a smaller zoom level, only principal streets are displayed; however, as you enlarge the scale by zooming in, more streets populate the map thus allowing the user to visualize traffic from a national view to a city view.



# Datasets Available in the Tool

*\*Highlighted features in yellow are new*

## Service Canada ESDC

- Service Canada Centres (SCC, PTSCC, SO, PPT, Co - Located)
- Service Canada Centres Lease Expiration
- Aboriginal Skills and Employment Training Strategy ( ASETS)
- Service Canada Centre 5, 10, 15 ,50 km service areas
- ESDC Processing Centres
- ESDC call centres
- ESDC warehouses

## Federal Departments and Crown Corporations

- IRCC
- ISED
- INAC (Indigenous-Crown Relations & Indigenous Services)
- VAC
- Canada Post Corporation

## Provincial – Territorial – Municipal

- BC Employment Centres – Links to external website
- Nova Scotia Employment Centres-links to external website
- Ontario Employment Centres
- Provincial Service Centres
- Provincial Service Centres Lease Expirations
- GNWT Service Centres

## Contextual Data

- Inuit Regions with Language Data
- EVI (mean) Youth, Immigrant, Senior, Indigenous
- Canadian Population and Dwelling Counts by Census Subdivision 2016
- Official Languages and Mother Tongue Indigenous Languages by PT
- Inuit Communities
- First Nations
- Tribal Council Locations
- Community Well Being Index 2011
- Detailed mother tongue by PT, CD, CSD
- Labour Force Status
- World Traffic Service

If you would like more information about this interactive tool, please contact  
[NC-SP-PS-GD@servicecanada.gc.ca](mailto:NC-SP-PS-GD@servicecanada.gc.ca)

*Thank you in advance!*

## Sources

- ESRI. (2017). WebAppBuilder for ArcGIS. *Configure 2D Widgets*. Retrieved from <http://doc.arcgis.com/en/web-appbuilder/create-apps/widget-layerlist.htm>
- Service Network Collaboration Web App. (2018). [Interactive map and tabular data concerning Canadian Government and Points of Service]. WebAppBuilder for ArcGIS. Retrieved from <http://esdc.maps.arcgis.com/apps/webappviewer/index.html?id=1dbd0ebdaffe146f6a2e0ee84085318b0>
- Federal Geospatial Platform Natural Resources Canada . *Detailed Mother Tongue, Labour Force Status, Population and Dwelling Counts, and Income of Individuals in 2015*. [WMS]. Retrieved from <https://gcgeo.gc.ca/geonetwork/search/eng>.
- Data provided by Public Sector Service Delivery Council members
- Government open data portals