

### Case Study 3. Developing a MIS for the city of Kfar-Saba, Israel

Kfar-Saba is a mid-size city about 20 miles north of Tel Aviv that has expanded rapidly in recent years. The City began its involvement in GIS in 1989 as a joint venture with the local water company. The need to invest in GIS arose from several factors. A fire in the engineering division destroyed many records, drawing and most maps. Simultaneously, some of the City veterans with more than 30 years of information stored in their heads were about to retire. On top of this, Kfar-Saba was experiencing tremendous growth requiring the quick availability of up to date maps and associated records. Computerizing existing records and automating existing activities would help protect the City records from fire, preserve information in a central repository and support rapid, flexible retrieval.

The City's pro-growth and public services policies were already being implemented as part of the development of a management information system (MIS). City officials were convinced that GIS could be used coordinate and review the information necessary for public and private construction projects. This required information interchange between the City, national utilities, Israeli federal authorities, the Lands Authority of Israel and the Survey of Israel.

[The Kfar-Saba GIS \(click here for overview in English\)](#) project started out with a dedicated management structure, well-proven GIS technology and a clear system design. This combination provided a robust structure for dealing with problems that inevitably arise during geographic database construction and early system use. A further factor in the success of this project was the formation of a GIS User Group comprising 25 representatives of City departments. This group met once a month to consider progress, plan for the future, and exchange ideas, problems and solutions regarding the GIS. Education of City officials and opening the GIS to the public were additional milestones on the route to success.

A key challenge that had to be overcome was adapting the software to support the Hebrew language, which is written from right to left (Figure 3). A further difficulty was integrating data from multiple sources, and dealing with all the inaccuracies and contradictions.

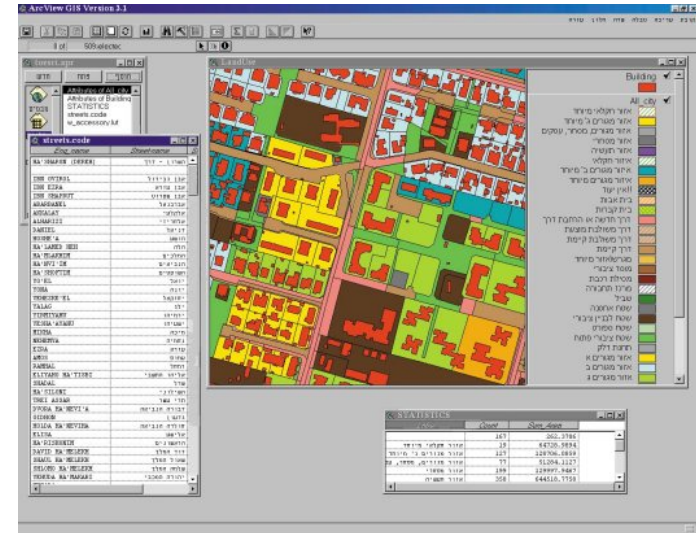


Figure 3: Building rights and zoning information for part of Kfar-Saba city, Israel. Note the right-left Hebrew interface.

Today the GIS is fully operational containing many types of data - cadastral, photogrammetric, utility distribution, zoning, land use, topography, and natural terrain. All the City property deeds and government leases, historic and current municipal regulations, tax assessment districts, and environmental controls are also loaded.

This is a good example of how a well-executed plan with appropriate funding and support can quickly turn a GIS into a major organizational asset. By taking

advantage of local opportunities and using well tried and tested management procedures, the City of Kfar-Saba was able to make GIS a great success. An oblique aerial photograph of Kfar-Saba appears as Fig. 9.21 on page 202 of *Geographic Information Systems and Science*. See also Chapter 2 for general background details of GIS applications.

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*Source: Developing a MIS for the city of Kfar-Saba, Israel, City-wide Management Information System, and economic development, Israel, ArcNews 21(1):12 Spring 2000*

Kfar-Saba, Israel

[http://www.kfar-saba.muni.il/html/body\\_gispr6.html](http://www.kfar-saba.muni.il/html/body_gispr6.html) (English overview)  
<http://www.kfar-saba.muni.il/html/gis.html> (Mostly Hebrew, some English)