



AUSLIG

YEAR IN REVIEW

2000 - 2001

Our Purpose

Our purpose is "to ensure that Australia derives economic and social benefits from access to fundamental geographic information through partnership with industry and government".

Customer Service

Our Service Charter commits AUSLIG to mutually beneficial relationships with customers and to the principles outlined in the Australian Public Service Code of Conduct.

In the *Customer Satisfaction Survey 2000* conducted by Falls Corporate Research, customers rated AUSLIG as performing extremely well in customer service. The issues of products providing current and accurate information and meeting customer requirements were identified, though neither issue was rated as significant.

Factors perceived to be performing relatively well

The highest ranked performance factors for AUSLIG overall (ranked in order) are:

Rank 2000 (n=130)

| | |
|----|--|
| 1 | Product delivered matches order * |
| 2 | Helpful customer service staff |
| 3 | Prompt responses to inquiries * |
| 4 | Prompt turnaround of order * |
| 5 | Product availability on different media |
| 6 | Prompt resolution of any problems * |
| 7 | Ease of ordering |
| 8 | Product details supplied with the product |
| 9 | Informative and comprehensive Internet site |
| 10 | Prompt notification of any problems with order * |

*Factors also identified in the top ten importance ranking.



Some members of the AUSLIG Customer Support team (front row, left to right): Cheryl Camp, Ian Miller (retired), Judy Dowhy, Lisa Davidson. (Back row L-R): Bob Kennard, Tony Fox, Ian Virtue, Brian Burbidge, Leigh Howard and Arek Drozda.

Staffing 2000 - 2001

| | |
|-------------------------------------|-----|
| Australian Public Service employees | 119 |
| Contractors on site | 79 |

New Maps Produced

Thirty-five new editions of the 1:100 000 scale NATMAP topographic map series were published in 2000-01 as part of a joint program with the Department of Defence.

In the 1:250 000 scale NATMAP revision program, 125 new editions were published in the 2000-01 financial year and a milestone was achieved as the program passed the half-way mark.

Series 2 GEODATA digital products were produced for each 1:250 000 map area and all maps were produced under contract by the private sector.



Geoff Grimmelt, of AUSLIG's Validation and Testing Section, validates a revised 250K GEODATA map tile and companion NATMAP Product. These map and data products are tested for accuracy and completeness against a wide variety of reference material prior to their acceptance. Photo: Col Ellis.

Antarctic Coastline Mapped

The coastline of the Australian Antarctic Territory (AAT) is being mapped as part of the four-year Australian Antarctic Southern Ocean Profiling Project (AASOPP). AUSLIG is collaborating closely with the Australian Geological Survey Organisation in its contribution to AASOPP. The first year of the project involved initial mapping of the 5,000 kilometre coastline of the AAT from satellite imagery and ancillary data. Future work will confirm the accuracy of this initial mapping and update some areas with more recent imagery.

Online Services

Two new online services were implemented to improve community access to spatial information. The online GPS processing service (AUSPOS) allows users to submit their GPS observations through the Internet and receive high accuracy processed coordinates on the Geocentric Datum of Australia.



The ACRES speedy transmission after reception (STAR) service provides processed satellite imagery to users within 12 hours of reception at the Alice Springs or Hobart ground station.



Parliamentary Secretary to the Minister for Industry, Science and Resources, Warren Entsch, launched the online AUSPOS service on 9 November 2000 in Canberra. Photo: ID Photographics.

Trials were conducted that will guide online service delivery implementation in 2001-02 map generation and product purchases across the Internet. The map generation (web mapping) trial demonstrated the feasibility of integrating spatial information held by Commonwealth and other agencies and producing customised maps using standard Internet browser technology. The product purchase (e-commerce) trial demonstrated the catalogue and ordering system requirements for online purchase of AUSLIG products.

AUSLIG continues to enhance its Internet site and, in the past year, has added a distance calculator, a satellite image gallery, an improved place name search and an e-mail news subscription service.

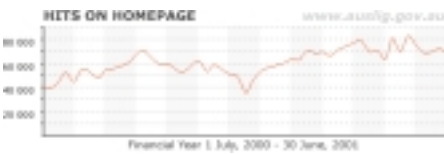
CONTACTS

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There were an average of 10,644 unique users a week on the AUSLIG Internet site in 2000-01, an increase of 35% over the previous year.



Australia's Contribution to Global Map

AUSLIG's 1:1 million scale topographic map data of Australia was submitted to the international Global Map project.

Global Map is a program initiated by Japan in 1992 to develop small scale geographic datasets from which globally consistent thematic map products can be created. The project is being implemented by the International Steering Committee for Global Mapping in which 14 countries and several international, industrial and academic institutions participate.

New DEM of Australia

A new digital elevation model of Australia (GEODATA 9 Second DEM Version 2) was released.

Whole of Australia Available as a Raster Map

A new version of the GEODATA RASTER 250K raster map covering Australia was released. The data was compiled by scanning all of the five hundred and forty 1:250 000 scale NATMAPs that cover Australia. The whole lot, including 112 updated maps, are available on two CD-ROMs at just 2% of the cost of the equivalent paper maps.

Australia's Maritime Domain Defined

A database (AMBIS 2001) of the baseline that defines Australia's territorial sea and maritime zones was released.



Services to Coordinating Bodies

Secretariat services were provided to ANZLIC (the peak council for public sector spatial information management in Australia and New Zealand), the Inter-Governmental Committee on Surveying and Mapping, the Commonwealth Spatial Data Committee, and the Committee for Geographical Names Australia.

Industry Development

During the year, AUSLIG contributed to the development of an Action Agenda for the Spatial Information Industry and also to a new, whole-of-government spatial data access and pricing policy that will help to stimulate the growth of the Australian Spatial Information Industry.

World's Best Practice

AUSLIG achieved world best practice in Satellite Laser Ranging (SLR) data acquisition. External benchmarking rated the Mount Stromlo (ACT) and Yarragadee (WA) SLR stations as first and second in the world in terms of the total number of satellite passes observed during the year.



The satellite laser ranging facility at Mt Stromlo is operated by Electro Optic Systems.

Quality Assurance

AUSLIG has maintained comprehensive quality assurance procedures throughout its operations for many years and has conducted regular quality audits. We have been certified against ISO quality standards since 1996 and have recently been accredited against ISO 9002.

Mapping Program Evaluated

External evaluation of the utility and benefits of the 1:100 000 scale NATMAP topographic mapping series concluded that mapping at this scale continues to be used extensively for a wide variety of essential purposes in both the public and private sectors.

Financial Performance

The end of year financial performance shows that we came very close to our breakeven target, coming under budget by \$92 000.

Revenue in 2000 - 2001

| | |
|---------------|-------------------|
| Appropriation | \$A26.207M |
| Sales Revenue | \$A4.849M |
| Total | \$A31.056M |

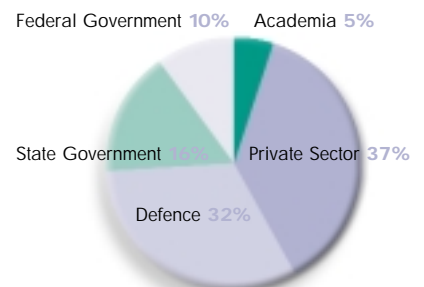
Product Distribution

Distribution by Product Units

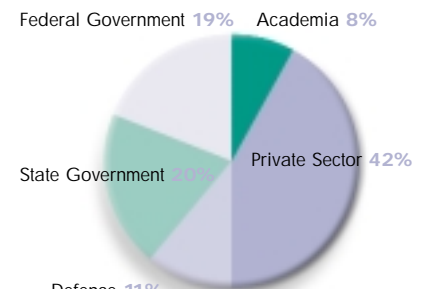
| | |
|------------------------|---------|
| Paper Maps | 148,274 |
| Digital Map Data | 23,296 |
| Satellite Image Scenes | 3,131 |

Distribution by Sector

Paper Maps 2000-2001



Digital Data 2000-2001



Satellite Image Scenes 2000-2001

