



*Dedicated to a better Brisbane*

# Community Maps

## Frequently Asked Questions

Brisbane City Council

### Document Information

This document aims to share the most common questions asked by users regarding the Community Maps mapping application.

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## About Community Maps

### What is Community Maps?

Community Maps is a free web mapping application for residents, ratepayers, businesses, and visitors of Brisbane and provides an interactive experience to view Council's location-based information over a number of focused maps. The current maps are:

- Community & Recreation (e.g. layers related to Council facilities, parks, electoral boundaries, etc)
- Land & Environment (e.g. layers related to waterways, protected vegetation, elevation, etc)
- Transport (e.g. layers related public and active transport, parking, etc)
- Utilities (e.g. layers related to stormwater, sewer, water and recycled water)

### Why would I use Community Maps?

There are many and varied reasons to use Community Maps. Below are some examples:

- View your property boundaries
- Find the approximate location of stormwater, sewer, water, and recycled water assets
- Locate your nearest bus stop or ferry terminal
- Locate your nearest park with a drinking fountain or barbeque
- Determine the approximate heights on your property
- Find disability permit parking locations in the city
- Locate protected vegetation within Brisbane
- View your local waterway basin, catchment, or sub-catchment

Over time, we plan to expand the reasons you may want to visit Community Maps.

### How do I provide feedback or comments to help improve Community Maps?

1. Click on the Feedback button in the bottom right-hand corner of the map window.
2. This will take you to the Email Council page.
3. Select [General enquiries, general complaints or feedback](#) from the "What is the nature of your enquiry?" dropdown menu.
4. Fill in the form and press Next.

We appreciate any feedback given to help improve Community Maps.

## Accessing a map

Can I use Community Maps on my tablet or mobile device?

Community Maps will not display on tablet, mobile device or computer browsers sized below the minimum width of 1000 pixels. Mobile and tablet views may be released in a future update.

## Map tools and functionality

Can I rotate the map?

Yes, you can rotate the map by pressing and holding the right-mouse button on the map, and dragging left, right, up or down. To reorient the map to the default North position, press the "N" key on your keyboard. If you have the map rotated when using the Print tool, the North Arrow will correctly point to North (i.e., it may appear rotated).

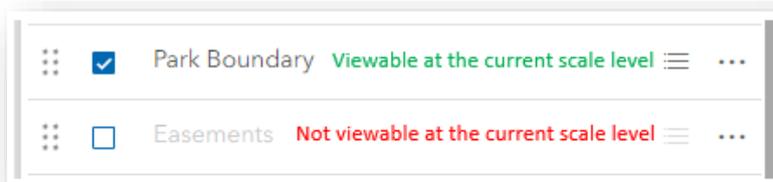
Am I able to export my selected data to CSV or PDF?

No, the Community Maps has been designed as a viewing only tool.

To download any data layers, please access Brisbane City Council's [Open Data Website](#) and source the data you require from there.

When I zoom in/out the layer I am trying to view disappears. How do I stop this?

Community Maps layers have been configured to turn on and off at specific zoom levels depending on the layer. The Layers panel will help you determine if the layer you are looking for is viewable at the current scale level. Layers viewable at the current scale are shown in black, whereas layers not viewable at the current scale level are greyed out.



Additionally, if the layer exists in the [Open Data Website](#), you can use the Add Data tool, search for the layer, then re-add the layer as a new layer. When re-added, the layer will not have any zoom restrictions. Note: These restrictions have been applied to the map layers to improve map performance relative to the standard property size, but it is expected that this will not suit all property sizes.

I turned a layer on, but it does not display on the map

See the answer above for [When I zoom in/out the layer I am trying to view disappears. How do I stop this?](#)

What do the symbols with numbers on them mean in the map?

To simplify the drawing of symbols at smaller scale, Community Maps aggregates (clusters) the symbols and adds the number of aggregated points on top of the symbol.

Why don't clustered symbols print on a map?

Clustered symbols do not print in a map as clusters - instead, they print as individual points. However, the legend reflects clustered symbols. We believe this is due to a bug in the application and are investigating the cause of the issue. Currently there is no workaround.

Why can't I select some layers in the Community & Recreation map when using the Select tool?

The following layers appear in the Layers panel of the Community & Recreation map, but are not present in the Select panel when using the Select tool:

- Council Pool
- Council Library
- Council Customer Centres

This is due to current data limitations and currently there is no workaround. We are investigating options and may make these layers available in the Select panel in the future.

Why can't I see the whole layer when I use the "Zoom to" layer function?

The "Zoom to" layer function is limited to the maximum configured zoom scale. For example, the Suburbs layer is configured to turn off at 1:100,000, which does not allow for the entire layer to be viewed. Due to this, the application will only allow viewing of the layer at the scale prior to 1:100,000. Currently there is no workaround.

I am a developer; can I use an Application Programming Interface (API) with Community Maps?

No, the Community Maps application does not have API access.

## Map layers and data

How do I download the 2002 Contours?

Council has made 2002 Contours layers available for download. Please click on the following link/s to access these layers:

- [Contours 2002](#)
- [Spot Heights 2002](#)

Note: Council has made these layers available in a specific set of formats. It is incumbent on the user to convert them to any other required format.

Am I able to export my selected data from a layer?

No, the Community Maps has been designed as a viewing only tool.

To download any data, please access Brisbane City Council's [Open Data Website](#) and source the data you require from there.

Can I view the ownership details of a property in Community Maps?

Council takes all reasonable and appropriate steps to protect the privacy of individuals as required by the Information Privacy Act 2009 and the Information Privacy Principles contained in that Act. In accordance with this, Community Maps does not allow users to view the ownership details of a property.

Ownership details must be requested via Brisbane City Council's Customer Contact Centre on 07 3403 8888.

Only the owner or an authorised third party working on the owner's behalf, can receive an adjoining property owner's postal address for:

- property fence issues
- overhanging trees causing problems with neighbours

- siting variation applications
- property boundary survey issues
- water or sewage leaks from neighbouring property
- development assessment applications

The owner or authorised third party must provide the property address.

The adjoining property owner will be given the postal address so they can write to 'The Owner' at that address. Note: owner's name, contact number or email address are not provided.

For any other property ownership information or for adjoining property ownership information in writing, it is necessary to obtain a Limited Rates search for a fee.

For ownership information for Development Application purposes, please call Brisbane City Council's Customer Contact Centre on 07 3403 8888.