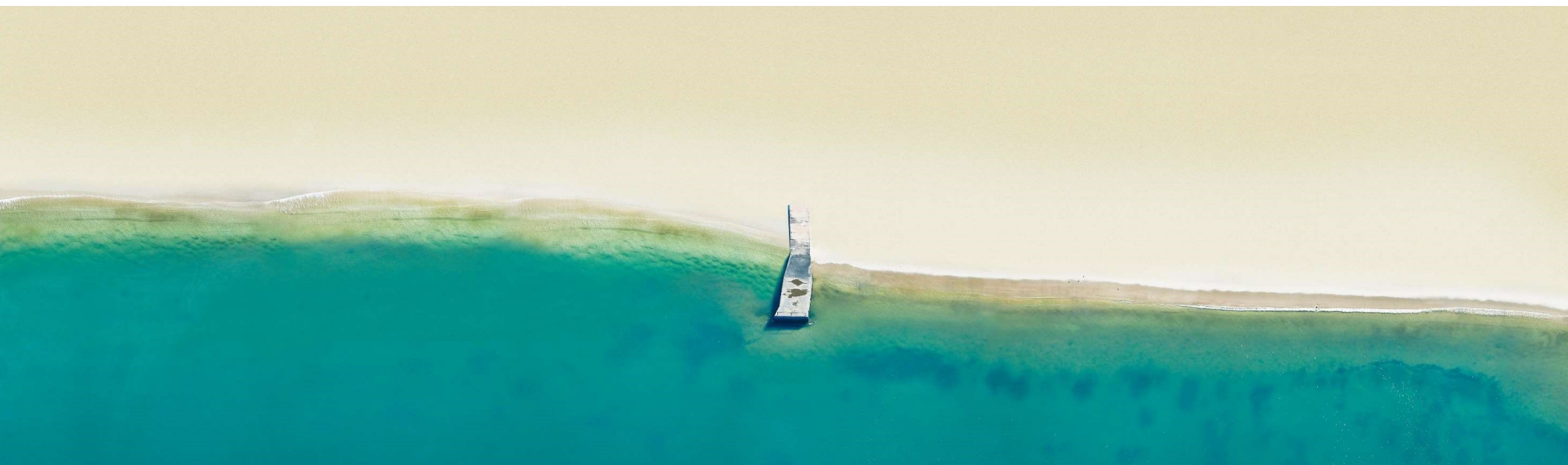


Bayside Council CityWatch & BEN Implementations

- Challenges and limitations

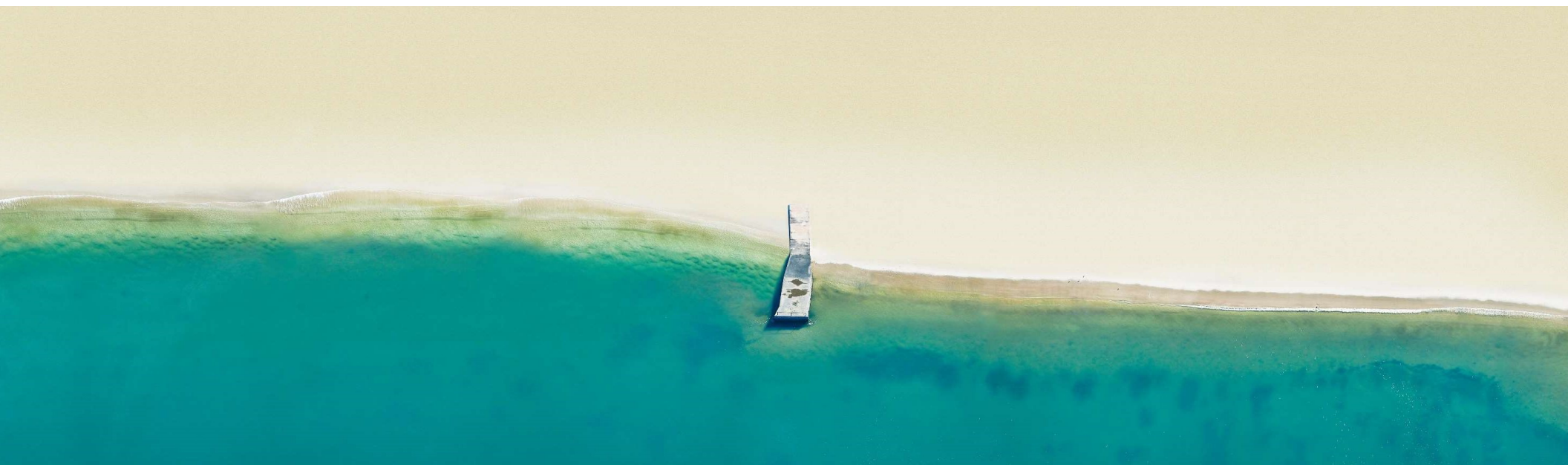


Contents

- 1. Scope of Project, Reason for change*
- 2. Existing Experience*
- 3. Implementation Choices*
- 4. Challenges*
- 5. Compromises*
- 6. Conclusions*

Scope of Project

- Reasons for why we're changing

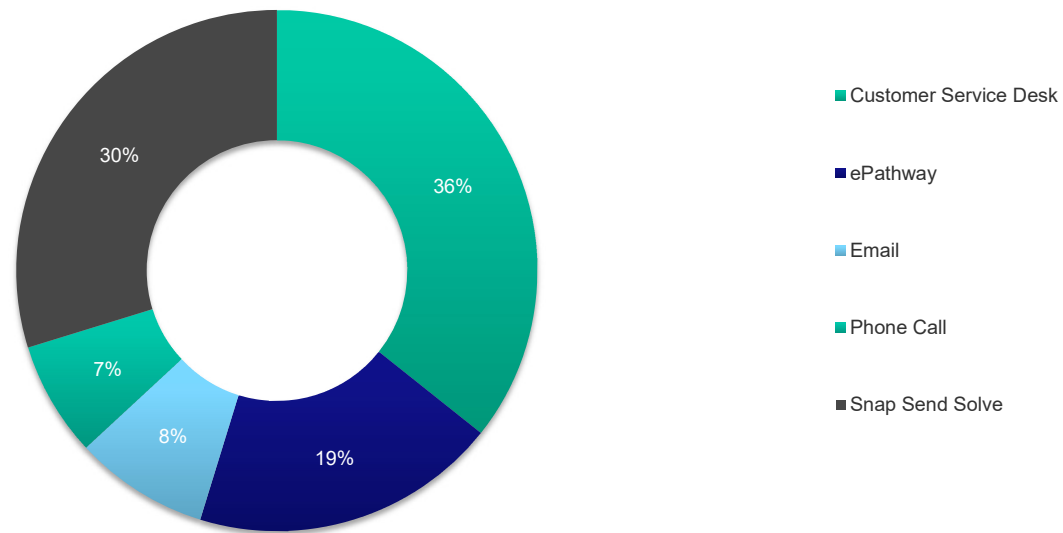


Customer First

- Mobile Friendly – when people are out and about and see something they want to lodge it
- Alternative to Snap Send Solve
- Easier for customer to find – involved SEO for main bayside site.

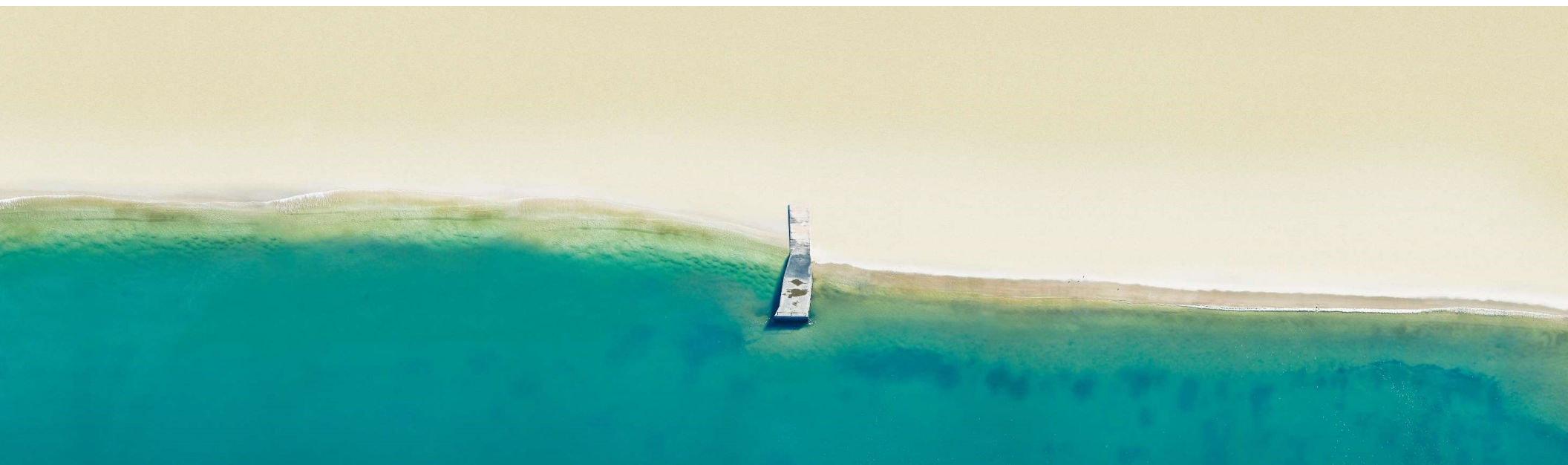
Pre CityWatch Stats

Customer Requests by Channel



Existing Experience

- Problems with ePathway



Customer pain points

- Not Mobile Friendly – difficult to view and submit via Mobile with current styling
- Volume of options designed with council staff in mind, not the customer



SIGN IN | PRINT | CLOSE

HomeApplicationsReport ItApply for PermitPay ItHelp

Below is a list of the customer service request types that you can lodge online. Please select the relevant request type and click the Next button at the bottom of page to continue.

Select a Customer Service request type

Please select a Customer Service Request Type:

Request Types	Instructions
☐ Abandoned/Unattended vehicles . . .	Select this category to report an abandoned, unattended, or unregistered vehicle located on Council land. Check to see if the vehicle is registered and/or meet the NSW Public Spaces Act . Cars located on private property need to be reported to Strata Management or Body Corporate.
☐ Complaint . . .	Select this category to notify Council about a complaint regarding Policy, quality of service or staff behaviour
☐ Compliment . . .	Select this category to notify Council about a compliment regarding quality of service or staff behaviour
☐ Environment . . .	Select this category to report environmental concerns such land, air and water contamination. You can also report overgrown vegetation, noxious weeds or flooding from private property.
☐ Footpath . . .	Select this category to report uneven or broken footpaths on Council land
☐ Health Concern . . .	Select this category to report food shop or beauty shop concerns
☐ Other . . .	Select this category for any other issue you would like to report not listed in these categories
☐ Parking . . .	Select this category to report illegal parking on Council roads. Please do not use this category to request a review of a penalty notice as this is adjudicated by the NSW Revenue If this is a parking issue that you require immediate action, call council on 1300 561 209 In the case of the emergency please contact NSW Police
☐ Road Repair or Traffic Advice . . .	Select this category to report an uneven surface or pothole that needs repair on Council roads or advice relating to parking restrictions, changes to parking conditions or traffic related enquiries
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☐ Tree . . .	Report a council tree that is causing concern or needs attention on nature strips, parks, or public space. Contact Ausgrid if the tree is near a power infrastructure
☐ Unapproved Building Work . . .	Select this category to report construction sites working outside of agreed operational hours, dangerous work practices and pollution from building sites

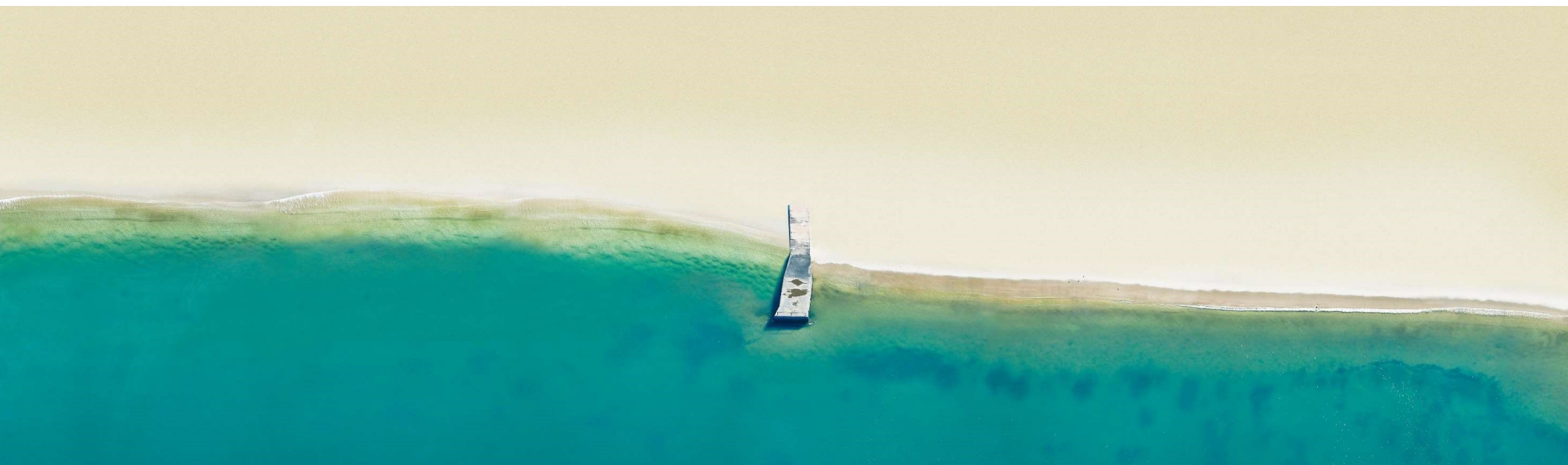
Next

Customer pain points – we're not alone

Add, Remove or Change Bin Size
Animal Stray NOT DOGS
Asbestos on Private Property
Asbestos Works - Incident Reponse
Booked Waste Drop Off [REDACTED] - AM
Booked Waste Drop Off [REDACTED] - PM
Booked Waste Drop Off [REDACTED] - AM
Booked Waste Drop Off [REDACTED] PM
Booked Waste Service - Zone 1
Booked Waste Service - Zone 2
Booked Waste Service - Zone 3
Booked Waste Service - Zone 4
Booked Waste Service - Zone 5
Bushcare - Subscribe to Newsletter or Volunteer
Caravan Parks - Maintenance / Enquiry
Change to Fortnightly Red Bin Service
Council Asset Cleaning
Council Buildings Maintenance
Damaged Bins

Implementation Options and Choices

- CityWatch, ePathway uplift, something else



Implementation Choices

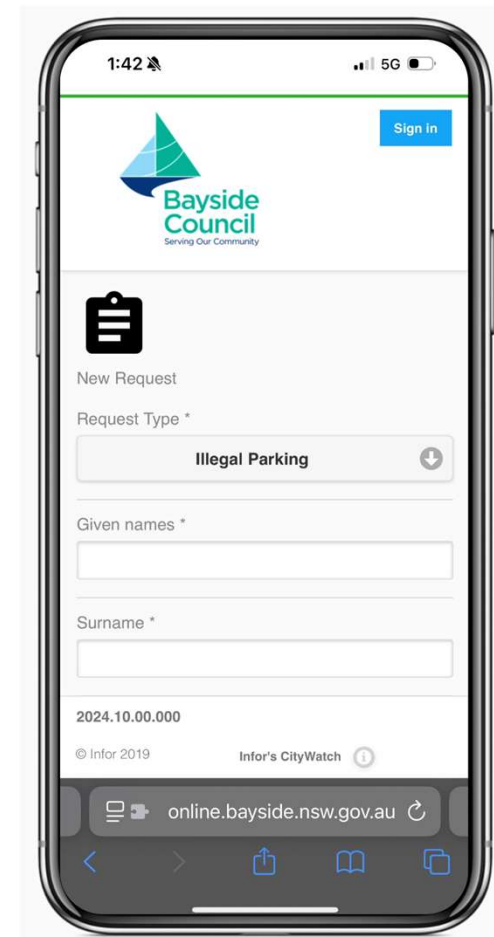
- Restricted to the Pathway suite – Strategic decision from executive team
- Option 1 - Style and uplift functionality in ePathway with map options and custom css / javascript
- Option 2 - Implement CityWatch, hosted on top of ePathway website, but Data stored directly in Pathway

Implementation Stack

- On Premise
- 2024.10
- SQL Database in-house skills
- Javascript and HTML in-house skills

City Watch

- A new interface for external customers
 - Replaces our ePathway Customer Request offering
- Improved ability to interact with Council
 - Self Service
 - Mobile Friendly
 - Boost engagement – (through our main website advertising)
- Functional uplift
 - Reduced clicks
 - Intuitive
- Visual uplift



BEN (Business Events Notification)

- Uplift on the style of the emails being sent out
 - Consistent messaging across our Customer Request Types

Your Customer Service Request has been successfully submitted and one of our officers will be reviewing it as soon as possible.

Thank you for lodging your Pavement request. These requests are completed in 30 days.

Transaction Reference 419436
Customer Service Type Pavement
Lodgement Date 9/08/2024

Pavement

Customer Details
Given Names: Fred
Surname: Smith
Phone Number: 0422961848
E-Mail Address: brigid.meehan@bayside.nsw.gov.au

Request Details
What is the request for?: Clean windblown sand
Any other details?: testsetasetsaetesatseat

Supporting Documentation/Attachments
Attachment File 1: CSO Knowledge base information - Tree Removal or Prune Application.docx
Attachment File 2:
Attachment File 3:

Location Role Street\Suburb

Location Role Property
9-9A Bryant Street, ROCKDALE NSW 2216

If you have any enquiries, please contact Council's Customer Service Centre on 1300 581 299

VS



Request Number: 420652

Dear Customer,

Thank you for contacting council about the **Council Tree Removal (internal use)** issue which was lodged on 22/08/2025.

Your request has been assessed/reviewed by a council officer. Council has put your request on a current Works/Inspection list, and should have your issue resolved.

Please contact Bayside Council Customer Services Team on 1300 581 299 or council@bayside.nsw.gov.au if you have any questions, or [visit our website](#).

Kind regards,

Bayside Council

Postal address
PO Box 21, Rockdale NSW 2216
ADN 90 090 793 443

Bayside Customer Service Centres
Rockdale Library, 444-446 Princes Highway, Rockdale
Westfield Eastgardens, 152 Bunnerong Road, Eastgardens

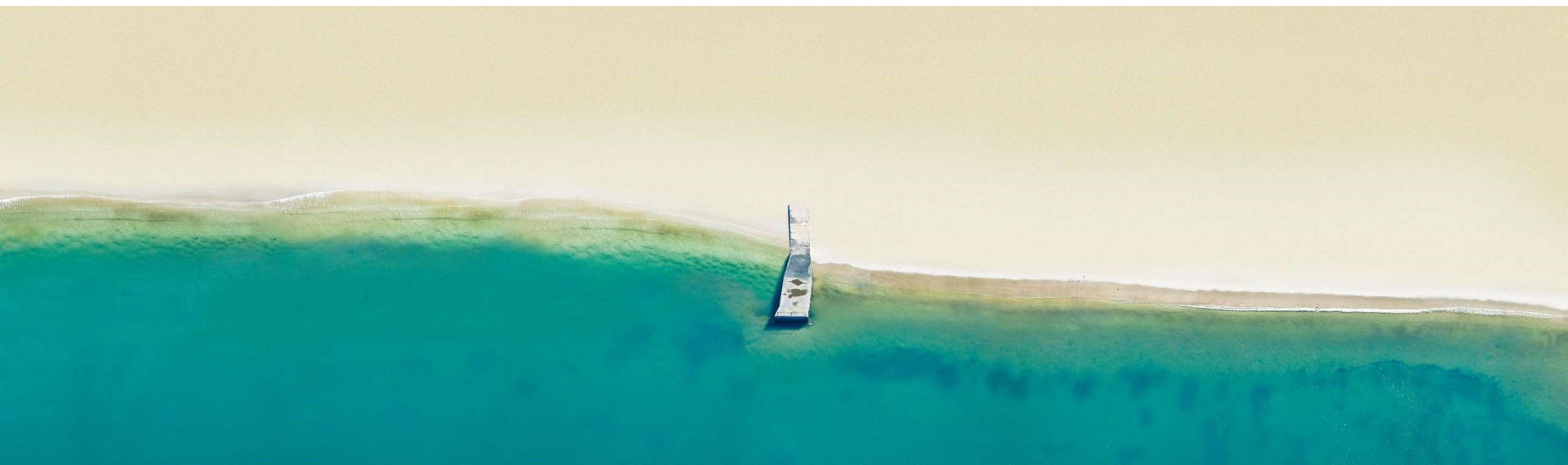
E council@bayside.nsw.gov.au
W www.bayside.nsw.gov.au
T 1300 581 299 | 02 9562 1666

Telephone Interpreter Services: 131 450 Τηλεφωνικό/Υποστηρικτικό/Διαμετρητήριο خدمة الترجمة الهاتفية 電話傳譯服務 Служба за переводы по телефону



Challenges

- Of which there were many



Challenges

- CityWatch going straight to Pathway Database despite being hosted on ePathway website



Challenges

- Some elements of CityWatch controlled from ePathway, e.g email Templates
- Some controlled from Pathway, e.g Questionnaires

Challenge / Limitation

- Maximum of 3 modules visible in Pathway customer module, had to shift to a uniform approach

Modules (All 3 records)

Details

Customer Service Role Type	Customer Service Role	Multiple Links	Mandatory
Name		☒	
Registers	Reference Number: 9656, Register: AVR - Abandoned Vehicle Register, Field: CRM Number.	☒	
Street\Suburb	Sanoni Avenue, SANDRINGHAM	☒	

Simon Murray

Page 1 of 1

15 records per page ▼

Name and Address

Name

G Nehme - GARY.NEHME@BAYSIDE.NSW.GOV.AU (Email Address)

Property Administration

Property

5 Bryant Street, ROCKDALE NSW 2216

Challenges

- Map selection isn't enforced. Can type part of address and allows through. Some other councils who have implemented appeared to be unaware.

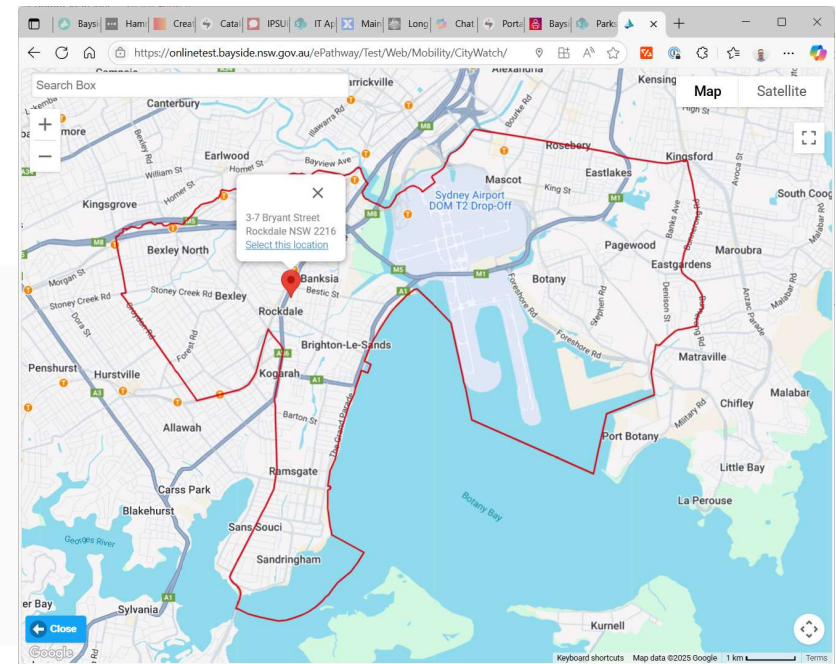
Please ensure you use the map to enter a valid location so we can better address your request.

Location

444-446 Princes Highway Rockdale NSW

Map

Provide additional address details such as property, nearest cross street, park, or other

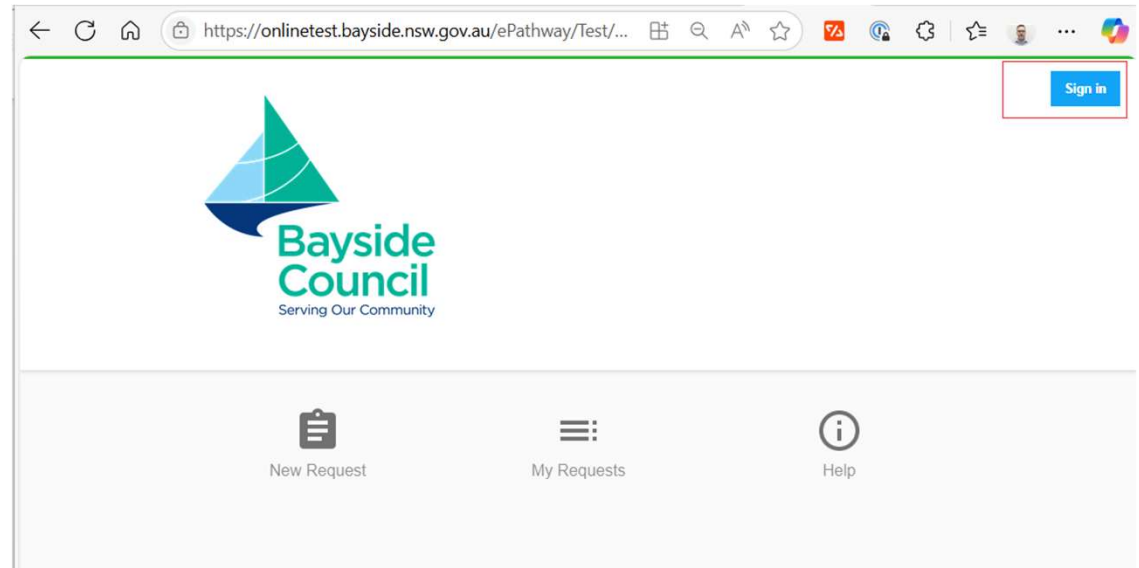


Challenges

- Modules not mandatory due to the nature of CityWatch implementation
- Email and Phone not mandatory, CityWatch only enforces one. Implemented Client-side scripting; Risks involved.
- Map selection isn't enforced. Can type part of address and allows through. Some other councils who have implemented appeared to be unaware.
- Must have PUBLIC user exposed and tied to ePathway. Bayside previously had a custom user in this space automatically assigned to Customer Requests.

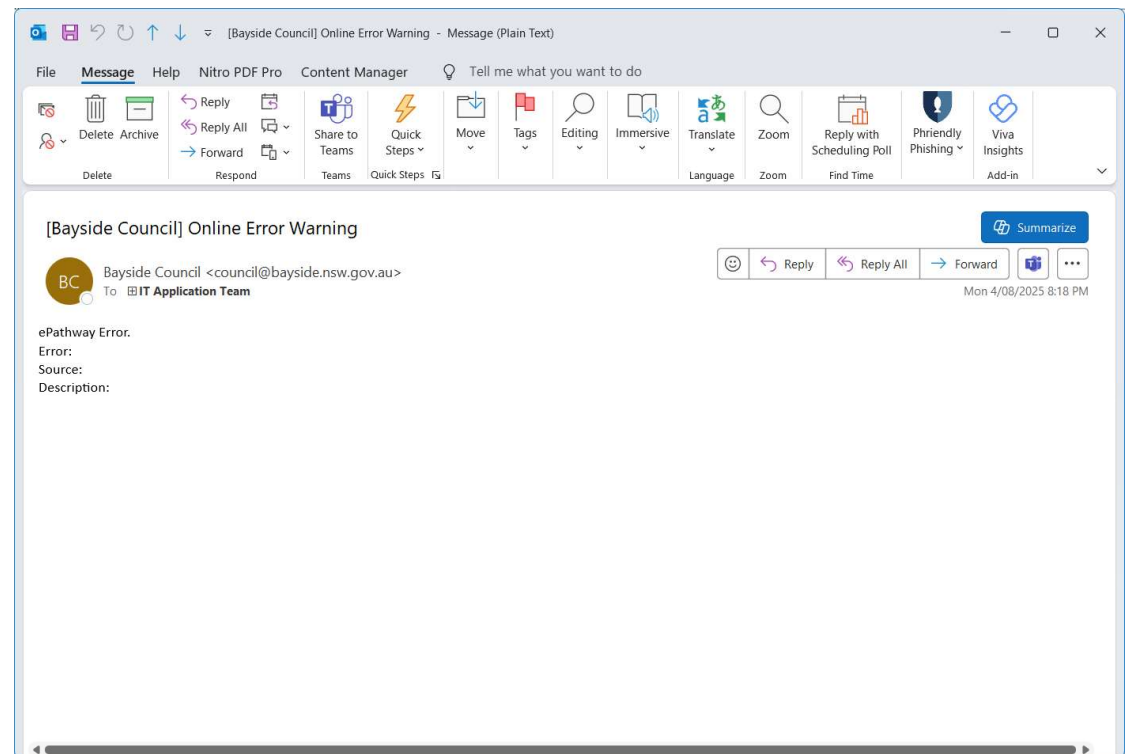
Challenges

- Certain elements on the Page we wanted hidden, no config to do so.
- There is a user defined javascript file that can be edited to manipulate the html/css



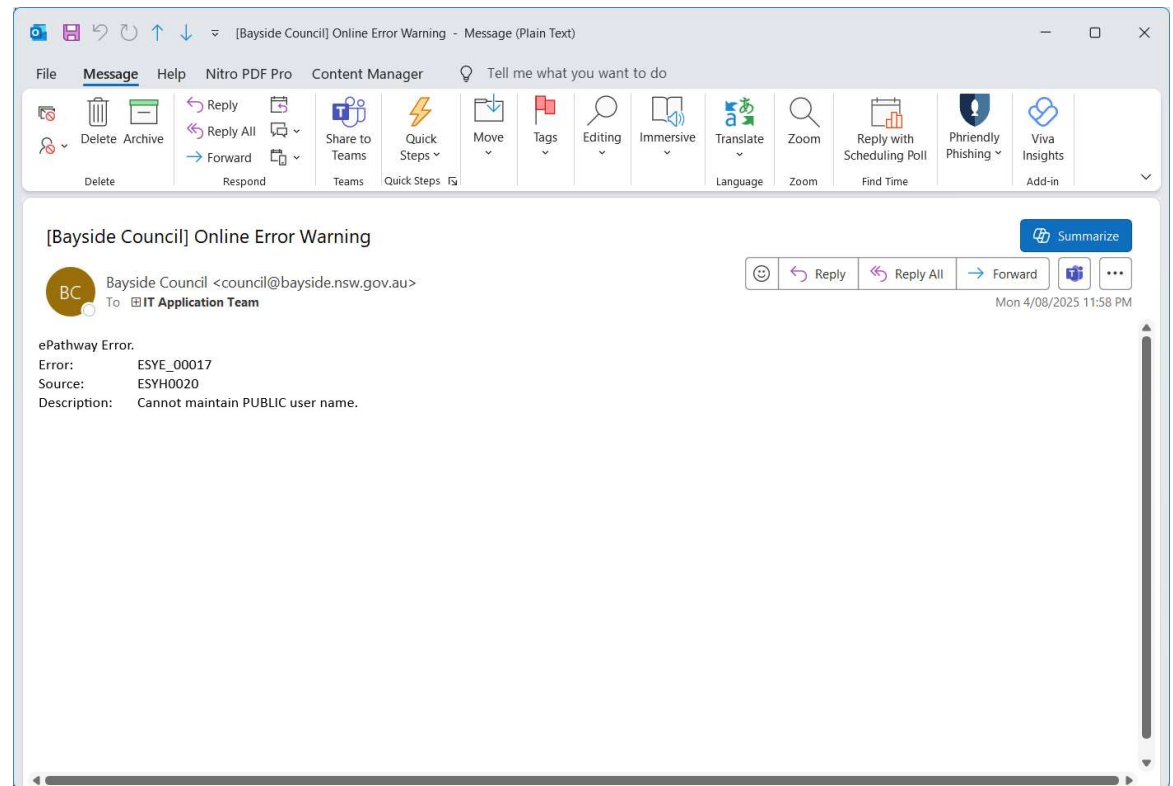
Challenges

- Spurious Errors – creating noise still waiting for a solution so client side email rules introduced.



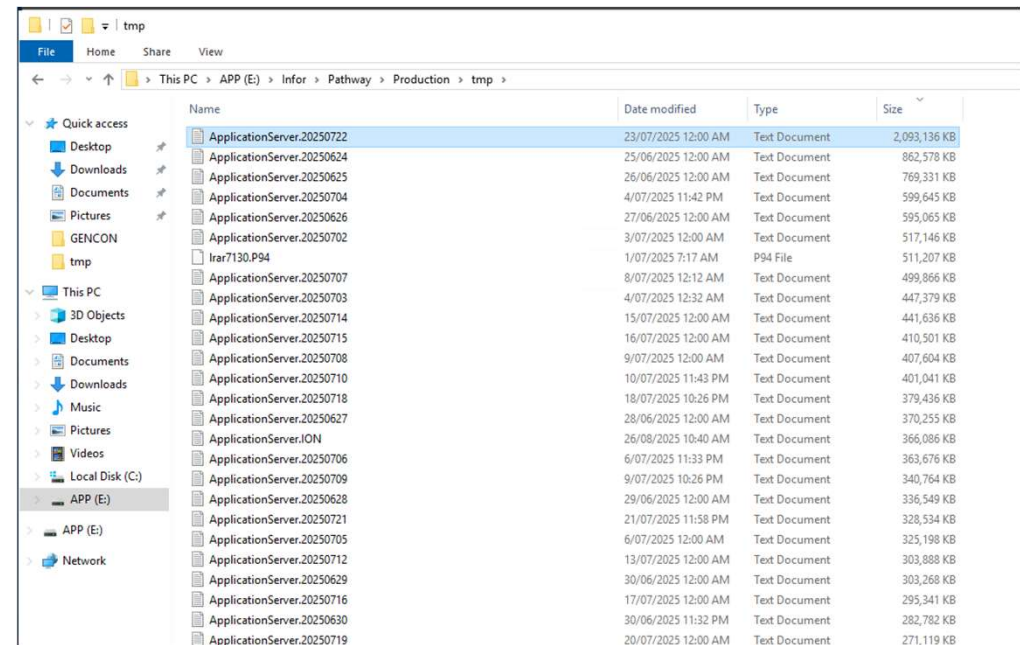
Challenges

- Spurious Errors – creating noise with no option but to delete the email



Challenges

- CityWatch started logging everything
- Went from 1-2MB per day in logs to > 300MB
- One day over 2GB.
- Resolved with CityWatch Config in Javascript file



The screenshot shows a Windows File Explorer window with the address bar set to 'This PC > APP (E:) > Infor > Pathway > Production > tmp'. The left sidebar shows the 'tmp' folder selected under 'This PC'. The main pane displays a list of files with columns for Name, Date modified, Type, and Size.

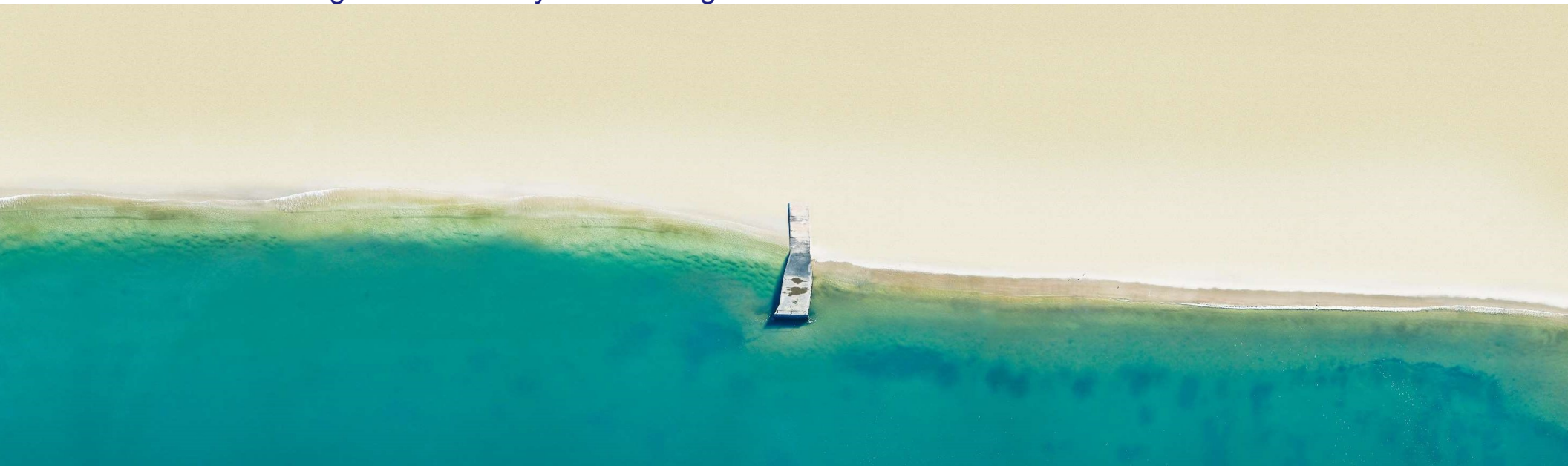
Name	Date modified	Type	Size
ApplicationServer.20250722	23/07/2025 12:00 AM	Text Document	2,093,136 KB
ApplicationServer.20250624	25/06/2025 12:00 AM	Text Document	862,578 KB
ApplicationServer.20250625	26/06/2025 12:00 AM	Text Document	769,331 KB
ApplicationServer.20250704	4/07/2025 11:42 PM	Text Document	599,645 KB
ApplicationServer.20250626	27/06/2025 12:00 AM	Text Document	595,065 KB
ApplicationServer.20250702	3/07/2025 12:00 AM	Text Document	517,146 KB
Irar7130.P94	1/07/2025 7:17 AM	P94 File	511,207 KB
ApplicationServer.20250707	8/07/2025 12:12 AM	Text Document	499,866 KB
ApplicationServer.20250703	4/07/2025 12:32 AM	Text Document	447,379 KB
ApplicationServer.20250714	15/07/2025 12:00 AM	Text Document	441,636 KB
ApplicationServer.20250715	16/07/2025 12:00 AM	Text Document	410,501 KB
ApplicationServer.20250708	9/07/2025 12:00 AM	Text Document	407,604 KB
ApplicationServer.20250710	10/07/2025 11:43 PM	Text Document	401,041 KB
ApplicationServer.20250718	18/07/2025 10:26 PM	Text Document	379,436 KB
ApplicationServer.20250627	28/06/2025 12:00 AM	Text Document	370,255 KB
ApplicationServer.ION	26/08/2025 10:40 AM	Text Document	366,086 KB
ApplicationServer.20250706	6/07/2025 11:33 PM	Text Document	363,676 KB
ApplicationServer.20250709	9/07/2025 10:26 PM	Text Document	340,764 KB
ApplicationServer.20250628	29/06/2025 12:00 AM	Text Document	336,549 KB
ApplicationServer.20250721	21/07/2025 11:58 PM	Text Document	328,534 KB
ApplicationServer.20250705	6/07/2025 12:00 AM	Text Document	325,198 KB
ApplicationServer.20250712	13/07/2025 12:00 AM	Text Document	303,888 KB
ApplicationServer.20250629	30/06/2025 12:00 AM	Text Document	303,268 KB
ApplicationServer.20250716	17/07/2025 12:00 AM	Text Document	295,341 KB
ApplicationServer.20250630	30/06/2025 11:32 PM	Text Document	282,782 KB
ApplicationServer.20250719	20/07/2025 12:00 AM	Text Document	271,119 KB

Challenges BEN

- Email Triggers are not synchronous – items sent to the queue, average Bayside user does not have this visibility.
- We found we could interrupt the queue. Locked records meant the job never processed, even when the record was unlocked.

Compromises / Limitations

- The best thing about Pathway is it is configurable
- The worst thing about Pathway is it is configurable



Unable to add helper text to Dropdown options in CityWatch
Decided to direct customers to
Bayside Website landing page





[Home](#)
[About Us](#)
[Services](#)
[Contact Us](#)

[Home](#)
[Applications](#)
[Report It](#)
[Apply for Permit](#)
[Pay It](#)
[Help](#)

[Sign In](#)
[Reset](#)
[Close](#)

Below is a list of the customer service request types that you can lodge online. Please select the relevant request type and click the **Next** button at the bottom of page to continue.

Select a Customer Service request type

Please select a Customer Service Request Type

Request Types	Instructions
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☐ Complaint ...	Select this category to notify Council about a complaint regarding quality of service or staff behaviour
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☐ Footpath ...	Select this category to report uneven or broken footpaths on Council land
☐ Health Concern ...	Select this category to report food shop or beauty shop concerns
☐ Other ...	Select this category for any other issue you would like to report not listed in these categories
☐ Parking ...	Select this category to report illegal parking on Council roads. Please do not use this category to request a review of a penalty notice as this is adjudicated by the NSW Revenue If this is a parking issue that you require immediate action, call council on 1300-561-299 In the case of the emergency please contact NSW Police
☐ Road Repair or Traffic Advice ...	Select this category to report an uneven surface or pothole that needs repair on Council roads or advice relating to parking restrictions, changes to parking conditions or traffic related enquiries
☐ Rubbish ...	Select to report rubbish dumped on Council Land. Check the waste calendar in case the rubbish is part of the clean-up service.
☐ Tree ...	Report a council tree that is causing concern or needs attention on nature strips, parks, or public space. Contact Ausgrid if the tree is near a power infrastructure
☐ Unapproved Building Work ...	Select this category to report construction sites working outside of agreed operational hours, dangerous work practices and pollution from building sites

[Next](#)

VS



[Services](#)
[Your Council](#)
[Recruitment](#)
[Community](#)
[Planning and Development](#)
[Environment](#)

Report It

[Home](#) / [Report It](#)

Below is a list of the customer service request types that you can lodge online. Please select the relevant request type to continue.



Illegal Parking

Report illegal parking on Council roads.

If a parking issue requires immediate action, call Council on [1300-360-289](tel:1300-360-289).

In the case of an emergency, please contact [NSW Police](#).

Contact [Revenue NSW](#) to request a review of your parking ticket.

→



Abandoned/Unattended Vehicles

Report an abandoned, unattended, or unregistered vehicle on Council land.

Check to see if the vehicle is [registered](#) and/or meet the [NSW Public Spaces Act](#).

Cars located on private property need to be reported to Strata Management, Body Corporate or the NSW Police.

→



Rubbish Dumping

Report rubbish on Council land. Check our [waste calendar](#) in case the rubbish is for the clean-up service.

→



Unapproved Building Work

Report construction site work outside of agreed hours, dangerous work practices and pollution from building sites.

→



Trees of Concern

Report a tree that needs attention on nature strips, parks, or public spaces. Contact [Arising](#) if the tree is near power infrastructure.

→



Complaint

Lodge a complaint regarding Council policy, service quality or staff behaviour.

→



Compliment

Let Council know if you have a compliment about our service or staff.

→



Road Repair

Report potholes or uneven surfaces on local Council roads. Report issues on [Council Roadways](#) directly to [TNSW](#).

→



Uneven or Broken Footpaths

Report uneven or broken footpaths on Council land.

→



Environment

Report contamination, overgrown vegetation, noxious weeds, or flooding from a private property.

→



Traffic Advice

Request advice or raise concerns for traffic matters. Contact your [local police station](#) to report speeding or anti-social behaviour. If relating to [State roads](#) or traffic signals, contact [Transport for NSW](#).

→



Health Concern - Food Shops

Report hygiene or food handling concerns.

→



Health Concerns - Beauty Shops

Report beauty treatment hygiene or skin penetration concerns.

→



Other

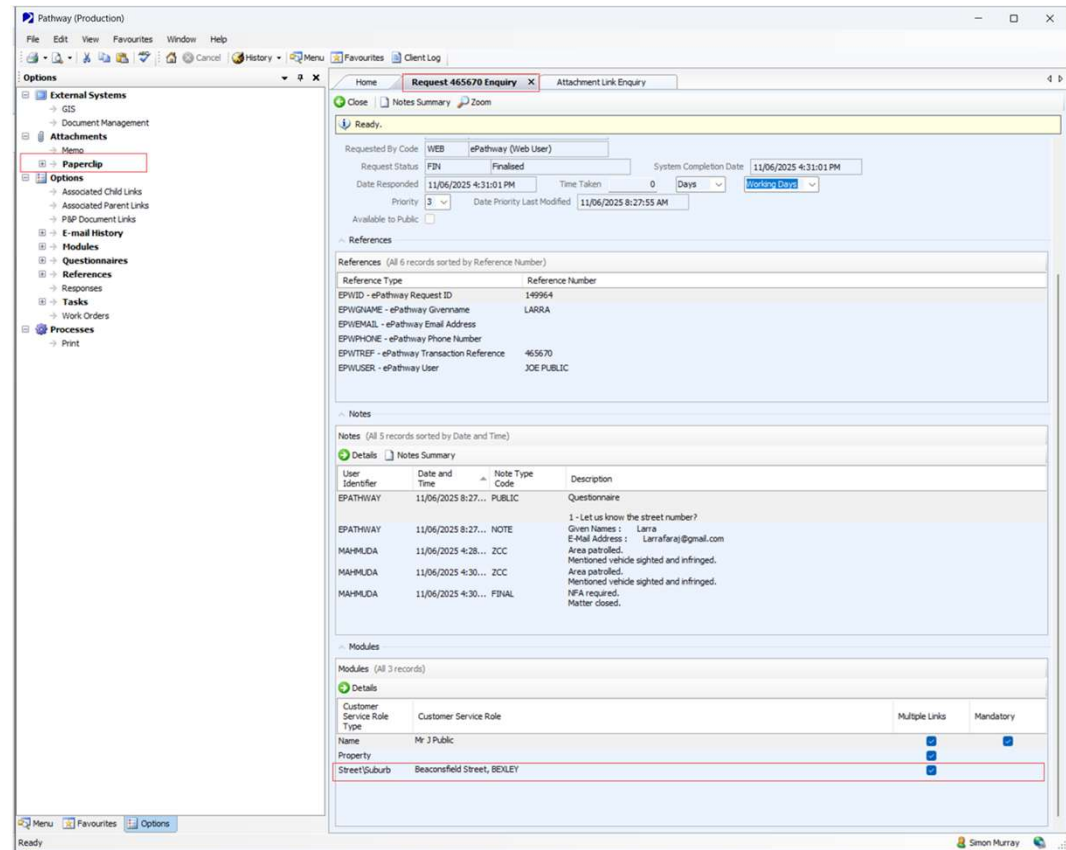
Report other Council-related issues not included in this list.

→



CityWatch Limitation

- Attachments are not sent to EDRMS until user clicks on them
- ePathway previously sent these to EDRMS at time of lodging in Pathway



The screenshot displays the 'Pathway (Production)' application window. The left sidebar shows a navigation menu with categories like External Systems, Attachments, Options, E-mail History, Modules, Questionnaires, References, Responses, Tasks, Work Orders, and Processes. The main content area is titled 'Request 465670 Enquiry' and shows a 'Ready' status. It includes fields for Requested By Code (WEB - ePathway (Web User)), Request Status (FIN - Finalised), Date Responded (11/06/2025 4:31:01 PM), System Completion Date (11/06/2025 4:31:01 PM), Time Taken (0 Days), Priority (3), and Date Priority Last Modified (11/06/2025 8:27:55 AM). Below these are sections for References (All 6 records sorted by Reference Number), Notes (All 5 records sorted by Date and Time), and Modules (All 3 records). The Notes section contains a table with columns for User Identifier, Date and Time, Note Type Code, and Description. The Modules section contains a table with columns for Customer Service Role Type, Customer Service Role, Multiple Links, and Mandatory. The bottom of the screen shows the user's name, Simon Murray.

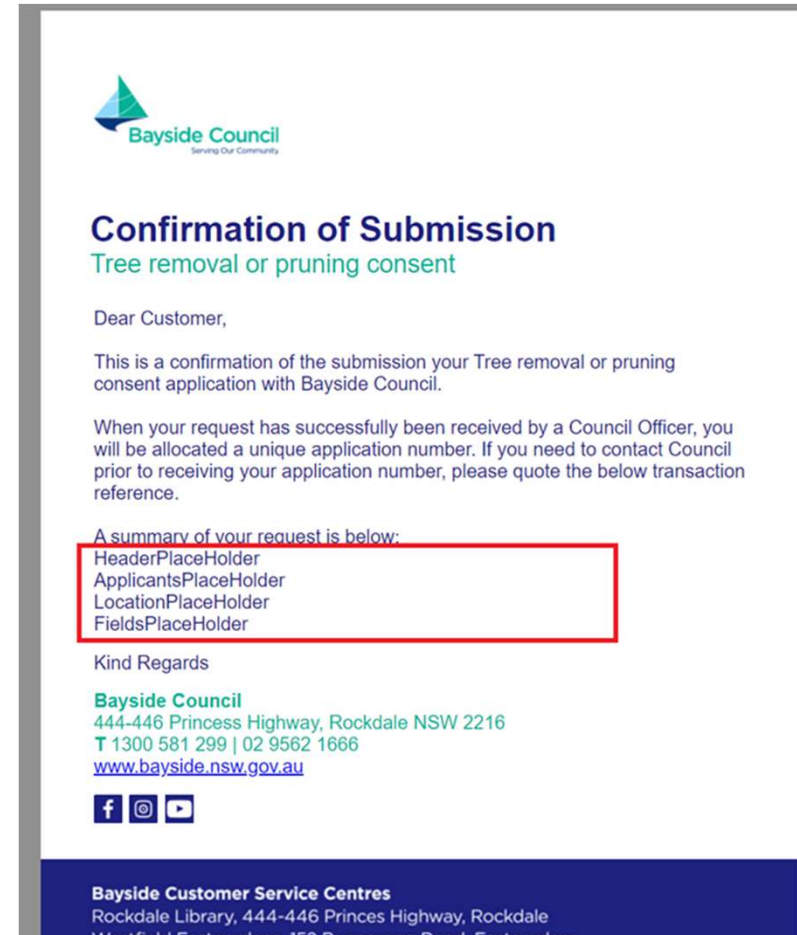
Reference Type	Reference Number
EPWID - ePathway Request ID	149964
EPWIGNAME - ePathway Givenname	LARRA
EPWEMAIL - ePathway Email Address	
EPWPHONE - ePathway Phone Number	
EPWTRDF - ePathway Transaction Reference	465670
EPWUSER - ePathway User	JOE PUBLIC

User Identifier	Date and Time	Note Type Code	Description
EPATHWAY	11/06/2025 8:27...	PUBLIC	Questionnaire
EPATHWAY	11/06/2025 8:27...	NOTE	1 - Let us know the street number? Given Names : Larra E-Mail Address : Larrafara@gmail.com
MAHMLDA	11/06/2025 4:28...	ZCC	Area patrolled.
MAHMLDA	11/06/2025 4:30...	ZCC	Mentioned vehicle sighted and infringed.
MAHMLDA	11/06/2025 4:30...	PINAL	Area patrolled.
MAHMLDA	11/06/2025 4:30...	PINAL	Mentioned vehicle sighted and infringed.
MAHMLDA	11/06/2025 4:30...	PINAL	Matter closed.

Customer Service Role Type	Customer Service Role	Multiple Links	Mandatory
Name	Mr J Public	☒	☒
Property	Beaconsfield Street, BEXLEY	☒	☒
Street/Suburb	Beaconsfield Street, BEXLEY	☒	☒

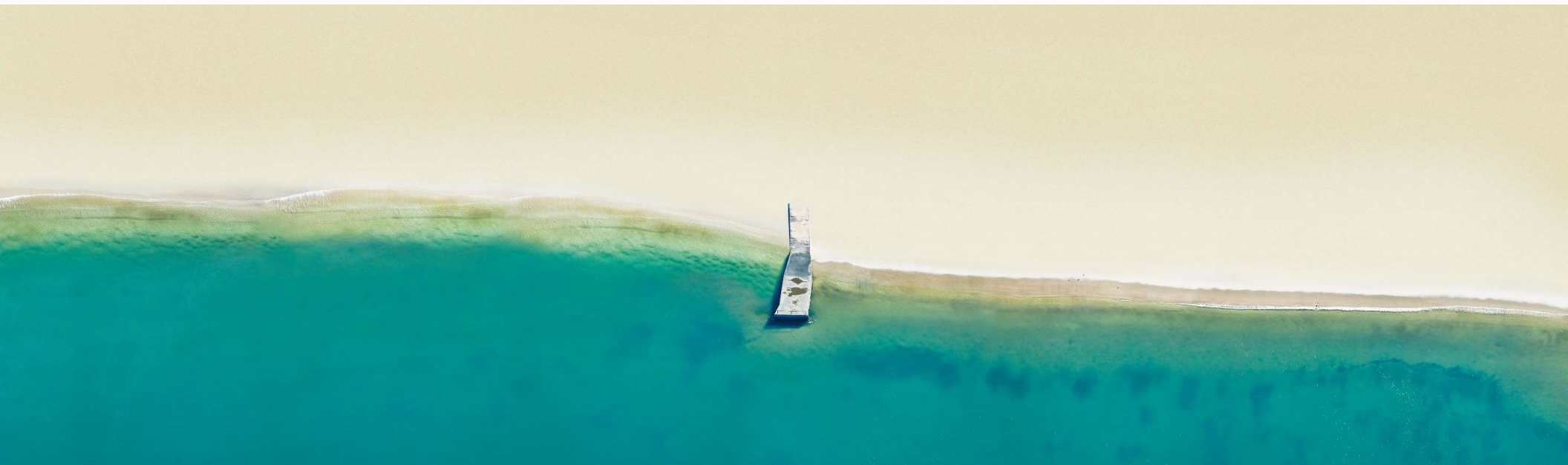
BEN Limitation

- Email place holders are great to include the details of the case but cannot be configured.
- No option to chose which parts of the customer data to include



Conclusions

- An uplift in Technology may result in an uplift in business process



Conclusions

- Changes in the technology forced us to question current standards
- Map has made some questions superfluous
- Customer service team have had to be made aware of the differences. Potential changes to come with how requests lodged within Pathway.
- Current service team type free flow when on the phone, allowing customer to relay the information in the order that makes sense to them. This means email is not the same internally versus on the web.
- Key Information no longer visible immediately. Forces them to look at request as a whole.
- Downstream reporting changes required, e.g data source now listed as Mobile

Conclusions

- Desired effect achieved - more tickets lodged via our website
- Better for the customer