City of Joliet, Public Utilities

Improves Customer Service with CIS and Work Management Integration
City of Joliet

- Located 35 miles southwest of downtown Chicago
- Population 145,000
- Area 60 square miles
- Historic city center
- Large western growth area
- Home of Chicagoland Speedway
The Department of Public Utilities provides water and sewer service to over 50,000 customers within the City of Joliet, IL.

Field Operations completes in excess of 10,000 work orders per year anything from smelly water complaints to full blown main breaks.

The Customer Service Division completes in excess of 36,000 work orders per year which are created in the Customer Information System.
CIS and Work Management Drivers

• Hard to manage legacy system for service order creation, research, and management.
• Loss of job printouts before/after service order creation.
• Improve process for turnoffs to reduce backlog.
• Improve customer service response time.
• Improve operations crew efficiencies.
• Provide crews with access to newly created mapping data.
• Provide crew access to as-built drawings.
Project Overview

• Define O&M work order system requirements
• Define CIS work order integration requirements
• Create development environment
• Configure custom work order classes, types, and comment codes
• Perform user acceptance testing
• Application deployment to mobile devices
• Perform user and administrator training
• Provide post-deployment support
Mobile GIS Functionality

- Standard map navigation tools.
- Identify and view attributes of different features on the map.
- Measurement tool.
- Screenshot tool.
- Search Address, Intersection, and GIS attribute data.
- User specific settings such as bookmarks, initial extents, and layer controls.
Mobile GIS Functionality

- Create, edit and view Redlines to relay inconsistencies to the GIS staff.
Work Order Management

Provide desktop users with tools to:

- Create, manage, and complete O&M work orders
- Receive, manage, and complete Customer Service (HTE) work orders
- Create, view, and process Redline work orders
CIS Integration and Work Order Creation

- Daily updates of Location data, Customer data, Meter data, and Associated Device data.
- Customer Service work orders are routed to the Work Order system upon creation or modification.
- Work orders are assigned to appropriate staff based on schedules and work backlogs.
CIS Integration and Work Order Creation

- Users can view initial job information and provide feedback to supervisors about issues encountered on the job.
CIS Integration and Work Order Creation

• Users can perform and report on typical Customer Service work order tasks such as turn-on, turn-off, add new associated devices, and take final meter readings.
Benefits & Highlights

• Increased level of customer service – if a citizen calls regarding a request, staff have access to the records and intelligently address the citizens questions.

• Joliet estimates that with this work order management system, over $200,000.00 annually will be saved from operation expenses.

• “Most of the field users had never previously used a computer on the job. The design of this software has allowed them to learn very quickly. As one testament to its value, the Sewer Foreman always asks when he can get his computer back when we need to borrow it for upgrades, testing, or training.” – Jon Hall, City of Joliet
Questions?

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