MARIN MUNICIPAL
WATER DISTRICT

Utilizing GIS to Provide Outstanding Customer Service

Presented by: Joseph Eischens

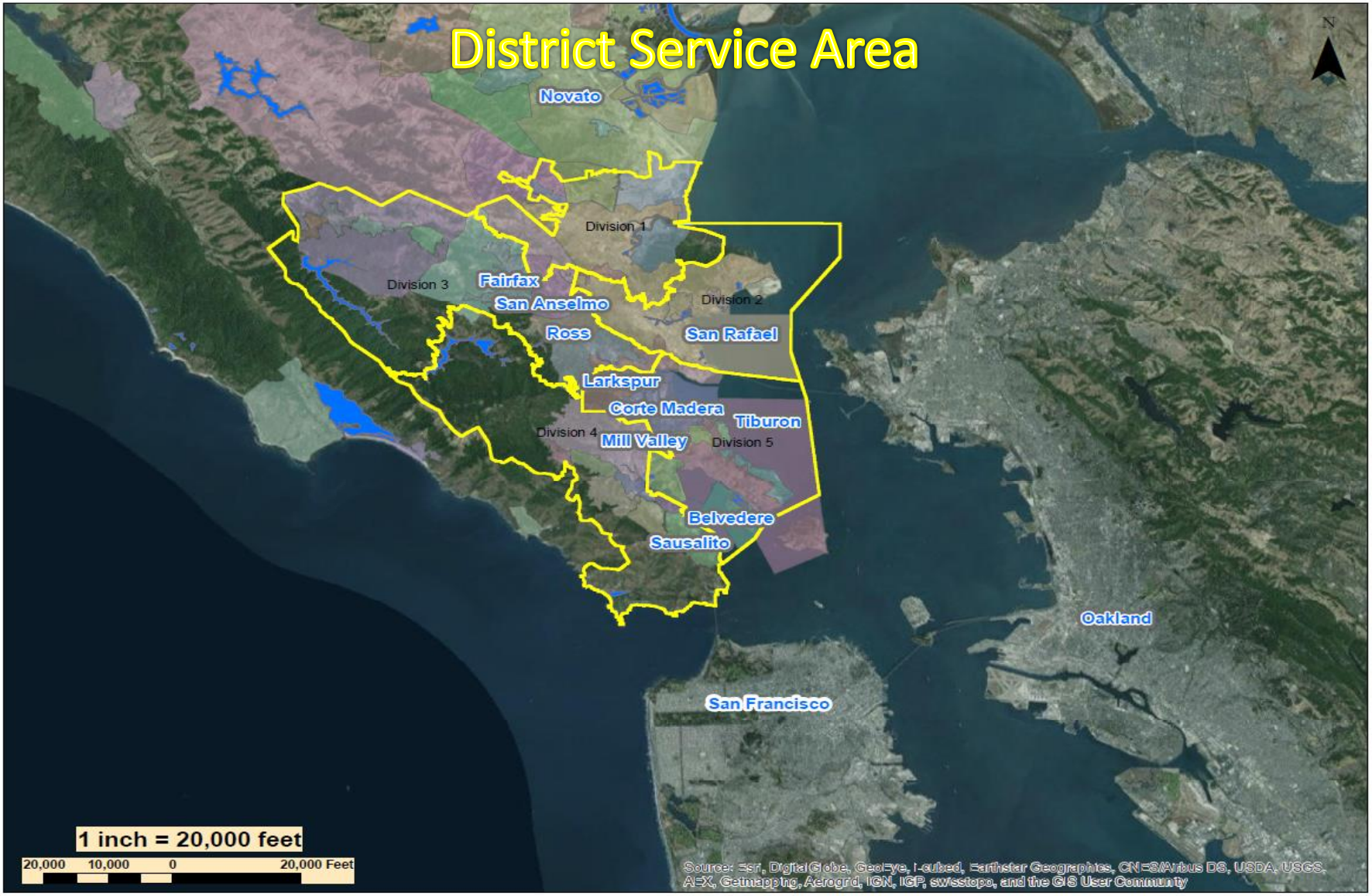
MARIN MUNICIPAL WATER DISTRICT

- Brief Introduction
- Problems Providing Outstanding Customer Service
- Hello GIS! Goodbye pain and suffering!
- Results

- Senior Engineering Technician – Development Services Area of the Engineering Department
- Nearly 15 Years with MMWD
- Manage Pipeline Projects Related to New Development and 1,628 Other Things!

Marin Municipal
Water District

MARIN MUNICIPAL WATER DISTRICT

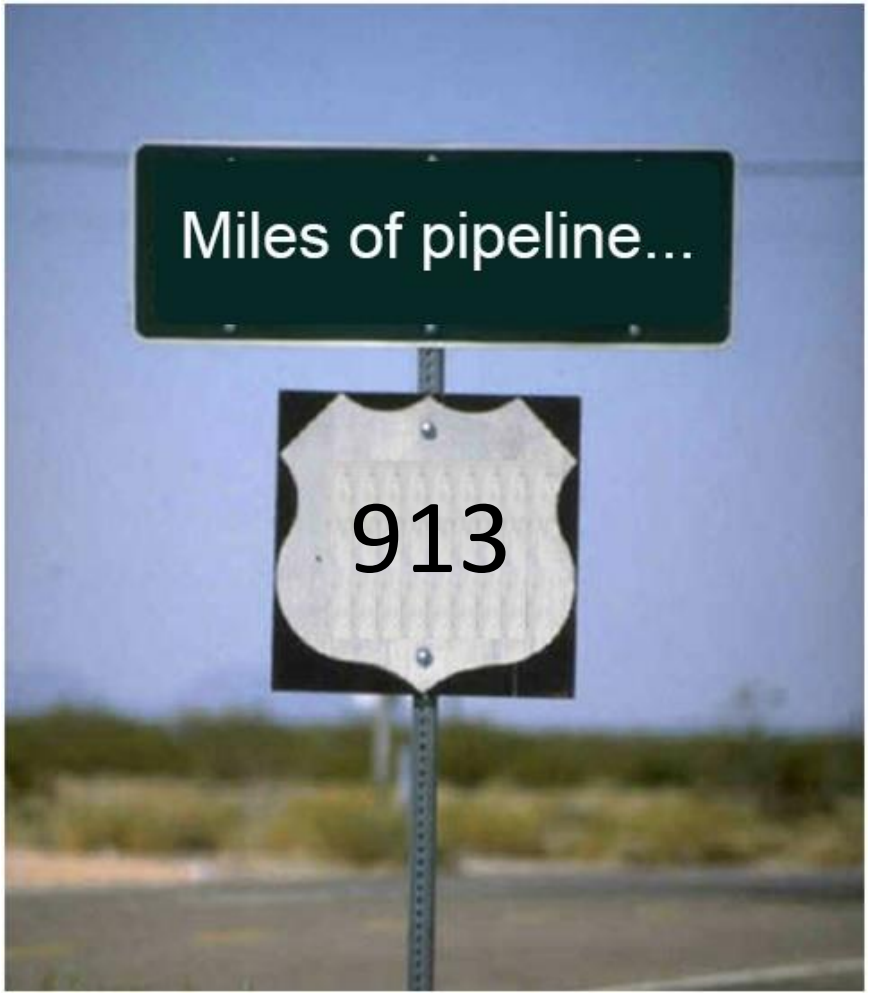


MARIN MUNICIPAL WATER DISTRICT

Where Our Water Comes From

MARIN MUNICIPAL WATER DISTRICT

Water Facilities



- 889 miles of potable water distribution pipes
- 24 miles of recycled water distribution pipes

MARIN MUNICIPAL
WATER DISTRICT

I NEED A NEW WATER METER PLEASE!

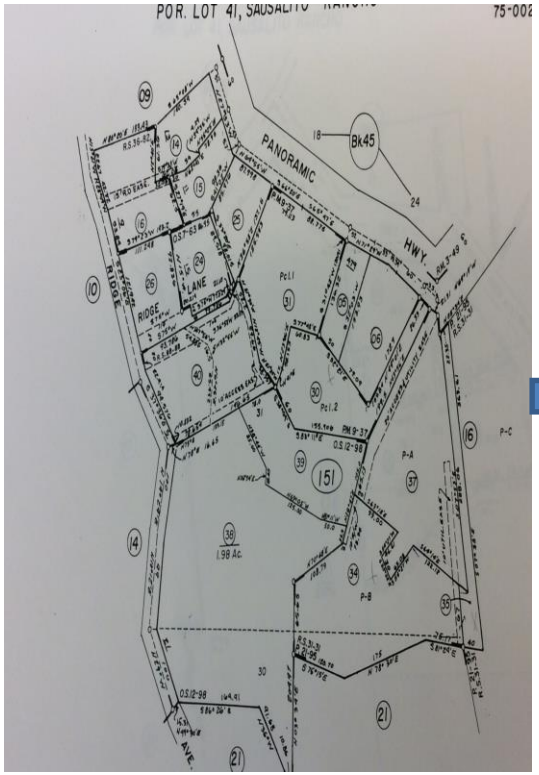
MARIN MUNICIPAL WATER DISTRICT

The Problems

- Disconnected Data Sources
- Out of Date and Unreliable Records
- No Communication Between Software
- Bob, who knows everything, is on vacation!

MARIN MUNICIPAL WATER DISTRICT

Data Sources



Parcel Map

Street Map with Grid Overlay

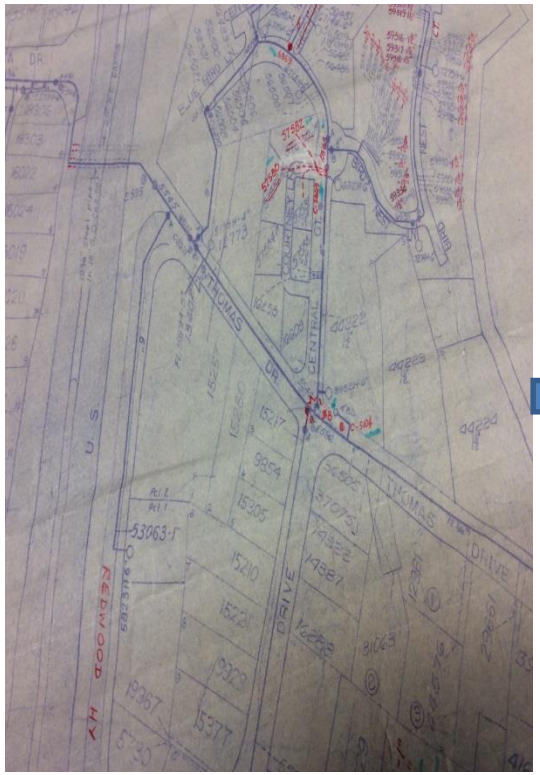
Drop Sheet Maps

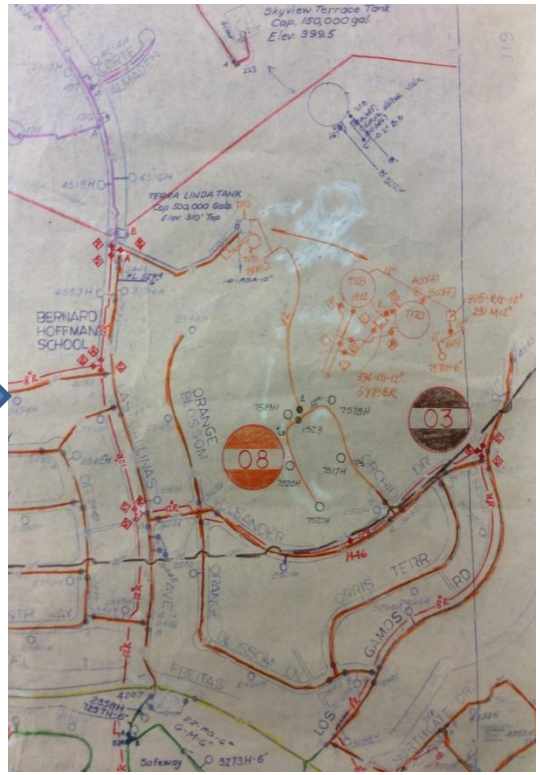
Marin Municipal Water District

Thanks for your patience Mr. Customer, Just a few more steps

MARIN MUNICIPAL WATER DISTRICT

Even More Data Sources





Drop Sheet Map | **Service Cards** | **System Map**

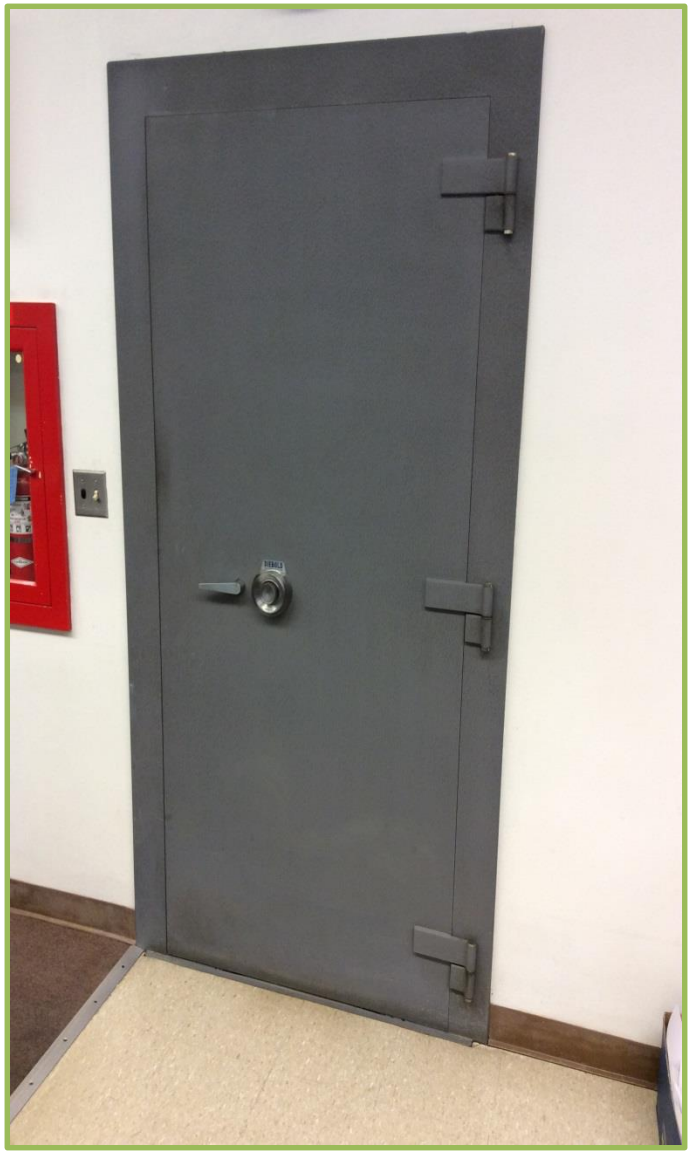
MARIN MUNICIPAL WATER DISTRICT

This is taking a little longer than I thought!

MARIN MUNICIPAL
WATER DISTRICT

MARIN MUNICIPAL WATER DISTRICT

"I'm going in the vault, tell my family I love them!"



MARIN MUNICIPAL WATER DISTRICT

ARE WE THERE YET?

MARIN MUNICIPAL WATER DISTRICT

This leads to…

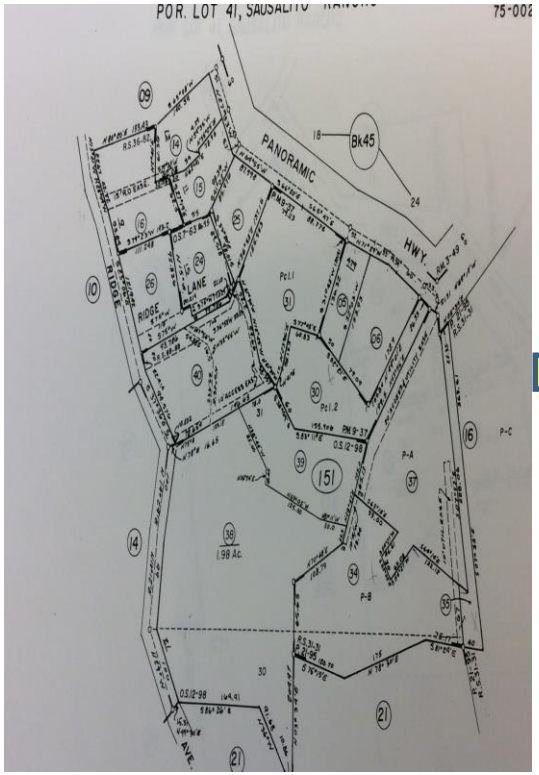
MARIN MUNICIPAL WATER DISTRICT

Ladies and Gentlemen……GIS!

- Integrated Data
- Credible Records
- The Software Whisperer
- Bob, you can retire now!

MARIN MUNICIPAL WATER DISTRICT

Data Sources



+

+

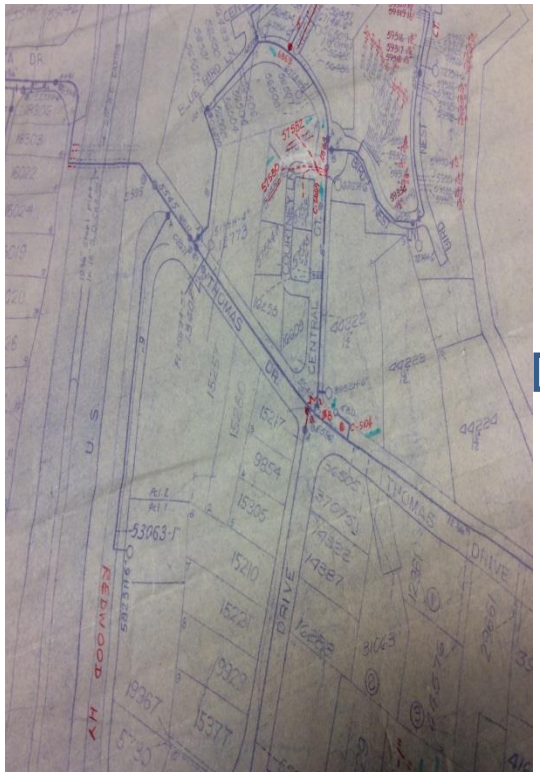
Parcel Map

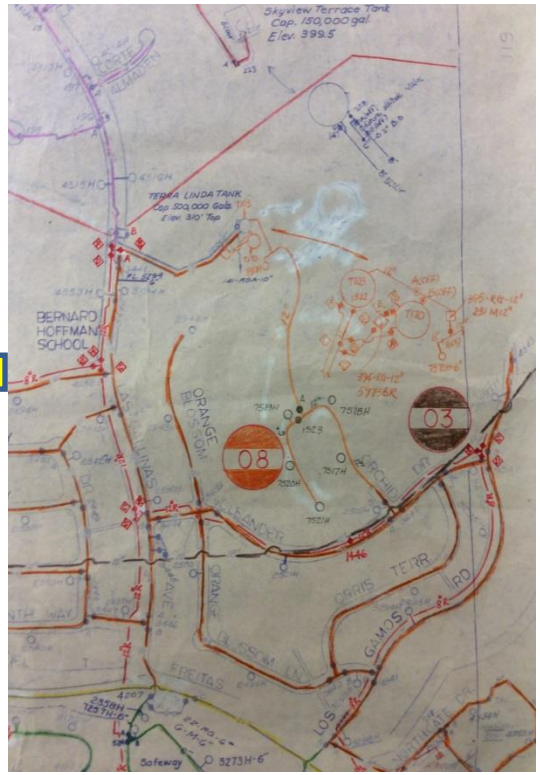
Street Map with Grid Overlay

Drop Sheet Maps

MARIN MUNICIPAL WATER DISTRICT

Even More Data Sources

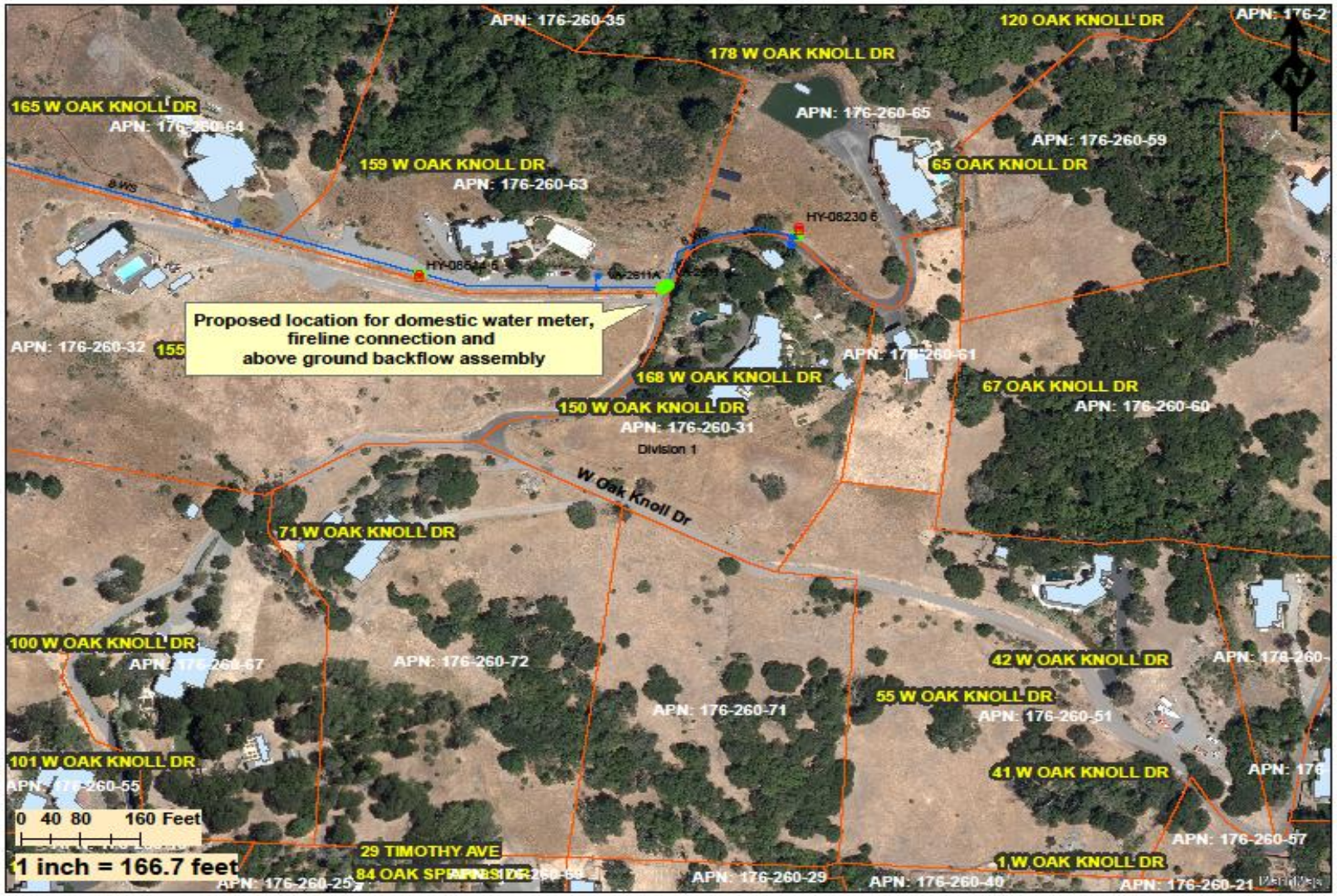




Drop Sheet Map **Service Cards** **System Map**

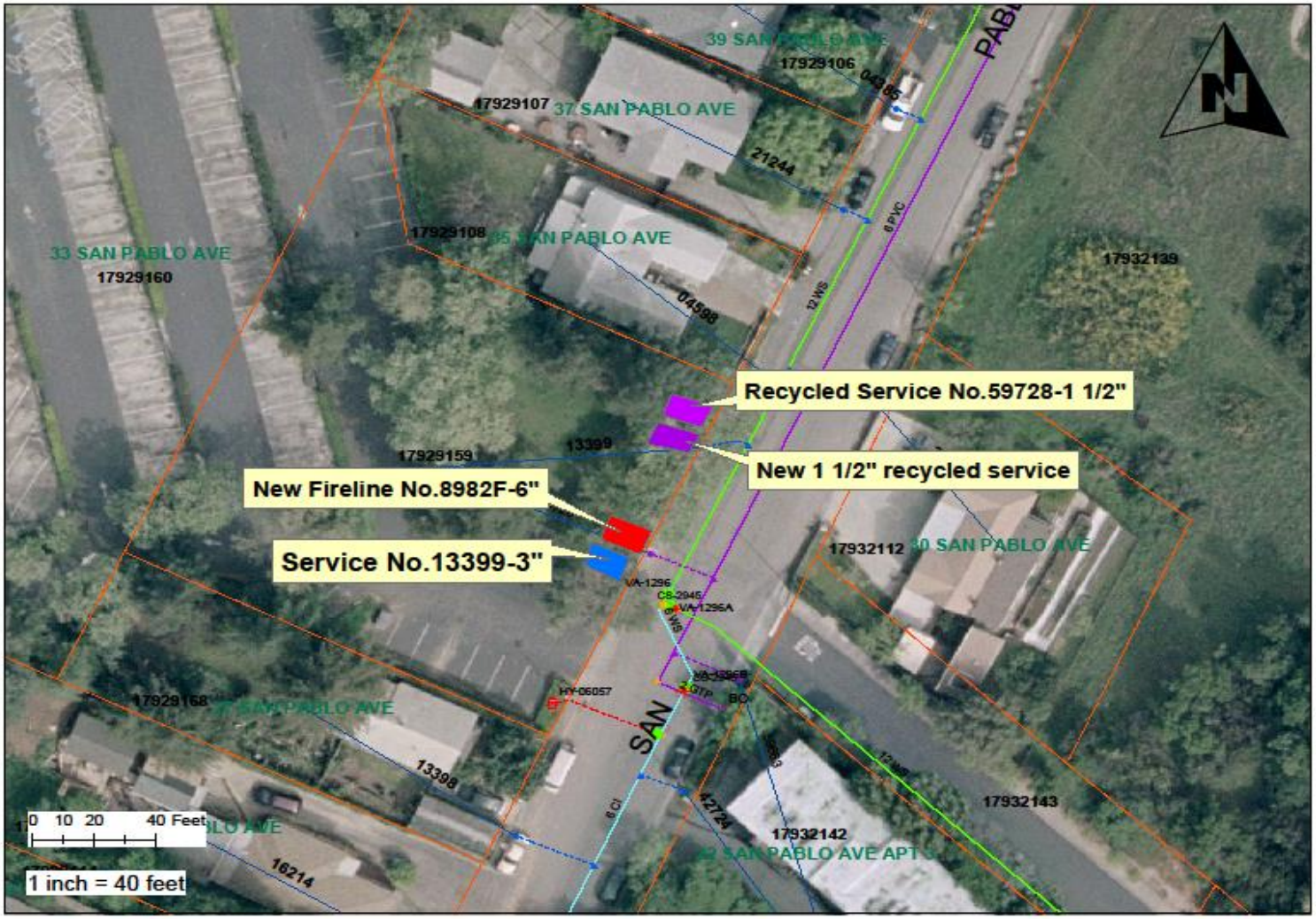
MARIN MUNICIPAL WATER DISTRICT

All of the data at my fingertips!!!



MARIN MUNICIPAL WATER DISTRICT

"Can I have this?" Credible and Useful Maps



MARIN MUNICIPAL
WATER DISTRICT

Now the process is really moving faster!

MARIN MUNICIPAL WATER DISTRICT

Now you're speaking my language

Features have been selected and a report requested from the work order system

MARIN MUNICIPAL WATER DISTRICT

Impacts of GIS on service

- Integrated data sources
- Prompt updates (email vs. snail mail)
- Software communication streamlined

MARIN MUNICIPAL WATER DISTRICT

Customers may have thought of us like this before GIS

MARIN MUNICIPAL
WATER DISTRICT

After GIS…

MARIN MUNICIPAL WATER DISTRICT

Which changes this customer…

MARIN MUNICIPAL WATER DISTRICT

Into this customer!

MARIN MUNICIPAL
WATER DISTRICT

Thank you for watching….or did you?

MARIN MUNICIPAL WATER DISTRICT

Attributions

1. By Di Williams - Edinburgh labyrinth, photo by Di Williams, uploaded at her request., CC BY-SA 3.0, https://commons.wikimedia.org/w/index.php?curid=5233507
2. By Richard Bartz, Munich aka Makro Freak - Own work, CC BY-SA 2.5, https://commons.wikimedia.org/w/index.php?curid=2852006
3. By No machine-readable author provided. Parag.naik assumed (based on copyright claims). - No machine-readable source provided. Own work assumed (based on copyright claims)., CC BY-SA 3.0, https://commons.wikimedia.org/w/index.php?curid=6203673
4. By USAF / Judson Brohmer - Armstrong Photo Gallery: Home - info - pic, Public Domain, https://commons.wikimedia.org/w/index.php?curid=30816
5. Chris Borjian as “the customer”