Construction in my Neighborhood

- Communication with Stakeholder and Public -

Presented by:
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Mission at EBMUD

To manage the **natural resources**;

To **provide reliable, high quality water** and **wastewater** services at fair reasonable rates for the people of the East Bay;

To **preserve and protect** the environment for future generations.
Our Real World

- 4100 miles of pipe
- 332 sq. miles area
- 135 pumping plants
- 35,000 hydrants
- 1.4 million water customers
- 7 district wards
- 500,000 service connections
- 150 reservoirs
- 680,000 wastewater customers
- 75,000 valves
Communicate with Stakeholders and Public

Real world

representation

perception

Maps/GIS

communication

Stakeholders and Public

Users
What questions do public have?

- How many hydrants are there in my ward?
- Where is my nearest Pay Station for Water Bill?
- How much surface water is collected by manholes?
- Which schools in our service area are served with AC pipes?
- Is there an outage of service in my area?
- What and where is construction in my neighborhood?
- Who is my ward director?
Problem Space and Solutions

How might we successfully communicate with our Stakeholders and Public?
Question:

Is there any EBMUD construction within 3 miles of my home?

Capture – Construction data, Geocoded addresses

Store – Feature Service

Analyze – Map and Report
Communicating with Stakeholder and Public

Example -2

Question:

I live in Lafayette. I’m not happy with the construction in my neighborhood. I want to report to my Ward Director. Who is my Ward Director?

Capture – Ward boundaries data, Geocoded addresses, street level data

Store – File Geodatabase

Analyze – Map and Report
Communicate with Stakeholders and Public

Stakeholders:

• Ratepayers
• The public
• Environmental groups
• Local media
• Other government entities
• **Challenge:**
  - Effective Communication
  - Authoritative Communication
  - Rapid Communication

• **Solution:**
  Browser based *interactive map* is a great tool for utility *customer service* and *public outreach* staff to overcome these challenges!
Geographic Approach!

Need:

– Easy way to convey and understand information

Solution:

– Visualizing spatial information in interactive map in a web browser!
Old way of showing Construction Projects to Public

When EBMUD crews are in your neighborhood

Frequently Asked Questions

Home > About us > Construction in my neighborhood > When EBMUD crews are in your neighborhood

1. What is the process for identifying and responding to construction projects in a neighborhood?

2. How does EBMUD ensure communication with residents during construction projects in their neighborhood?

3. What are the typical steps involved in removing or replacing water mains?

4. How does EBMUD ensure the safety of their construction projects in residential areas?

5. What are the potential risks associated with construction projects in a neighborhood, and how are they mitigated by EBMUD?

6. How does EBMUD inform residents about upcoming construction projects in their neighborhood?

7. What resources are available for residents to request information or report issues related to construction projects in their neighborhood?

8. How does EBMUD ensure that construction projects are completed efficiently and with minimal disruption to residents?

Spatial View

Query

List of Construction Projects
New way of showing Construction Projects to Public!

Design – Construction In My Neighborhood

Private Group access

Project Manager Application

Add, Update, Delete

Construction Projects Feature Layer

Add, Update, Delete

Topographic Base Layers

Ward

EBMUD Service Boundary

Supporting Layers

Private Group access

AGO

Database

Inside Firewall

Outside Firewall

Public GIS Application (on ebmud.com)
Question:
I live in **Lafayette**. I’m not happy with the construct my neighborhood. I want to report to my Ward Director. **Who is my Ward Director?**

**Capture** – Ward boundaries data, Geocoded addresses, street level data

**Store** – File Geodatabase

**Analyze** – Map and Report
Old way – Ward Map - Static
Static Map

Wards
New way – Ward Map!


Interactive Map!
Design – Ward Map

- ESRI geocoder
- Outside Firewall
- Inside Firewall
- Address Search
- Information Lookup
- Public Ward Application (on ebmud.com)
We were able to share relevant information sitting in our databases with the public using ESRI’s ArcGIS online platform. Keeping the public informed reduces the impact on our customer center with public inquiries. Empowers our General Manager to communicate effectively with board members and the public.
Thank you!

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