Where’s My Meter?
A Public Outreach Mobile GIS App for Water Customers

City of Sacramento Department of Utilities and Carollo Engineers, Inc.

July 13, 2017
Introduction to the City of Sacramento Accelerated Water Meter Program (AWMP)

- $230M program to install ~42,000 water meters and ~60 miles of pipeline over 4 years
- Program began in 2005 with original 20 year duration
- Drought drove need to accelerate and shorten program duration by 5 years
- 28 separate projects across the City
- Many improvement opportunities for public outreach, project management, systems integration, etc.
Sacramento GIS Need for Improvements

- GIS State Pre-AWMP
  - Primarily used for mapping
  - Custom data model – no standards
  - No features for meters or service lines
  - Asset data captured in CMMS work orders and spreadsheets
  - Limited/incorrect data provided to PMs for meter project design
  - Limited/inconsistent information provided to City water customers during construction
  - Problems with data transfers to GIS, CIS, and CMMS addressed long after projects completed
Sacramento AWMP Drives GIS Improvements

• GIS State Post-AWMP
  – LGIM for service connections and lateral lines, with unique IDs
  – GIS as master asset data repository from design through construction
  – GPS data collection for meter location
  – Improved data integration/workflows between GIS, CIS, and CMMS
  – Mobile GIS web map and app for public outreach and customer communication
ArcGIS Online Web Apps Provided New Possibilities for Public Outreach

What’s a Web App?

- Runs through a browser
- Server processes
- Simplified interface
- Compatible with multiple screen sizes
- Connects cloud data
Sacramento Meters Matter Web Site

WATER METERS
The City of Sacramento will resume construction work, after the rainy season, on the installation of water meters, advanced metering communications technology, the abandonment of some backyard water mains with new mains placed in the street right-of-way as part of the meter program. Work started in May 2017 and is scheduled to continue through the end of 2020.

PROJECT AREAS

To see a larger map click the link to the right: AWMP Project Map
Sacramento Meters Matter Web Map
Sacramento Meters Matter Mobile App

Download on the App Store

GET IT ON Google Play

Sacramento Meters Matter
Carollo Engineers, Inc

The City of Sacramento's Accelerated Water Meter Program - Meters Matter
Sacramento Meters Matter Mobile App

**Legend**
- **In Design**
- **Construction Upcoming**
- **Under Construction**
- **Construction Completed**

**Meters Matter Projects**

**Citywide Traffic Alerts**
- **Construction**
- **Hazardous due to Construction**
- **Road Closed for Construction**
Sacramento Meters Matter Mobile App

Address: 2200 GERBER AVE
Address: 2200 GERBER AVE
APN: 01400210010000
Meter Status: Unmetered
Planned Improvement: Frontyard Meter Retrofit
AWMP Project Number: Z14010078
Construction Start (Estimated): May 15, 2017
Construction Finish (Estimated): June 22, 2017
Mobile GIS Web Apps Are Effective Public Outreach Tool for AWMP

To: City of Sacramento, Department of Utilities
From: Program Management Public Outreach Team
Date: May 25, 2017
RE: Meters Matter Analytics Report

This memo summarizes analytics Meters Matter digital and social media advertising from March 27, 2017 through May 8, 2017. While this report spans more than two months to incorporate the start of digital and social advertising through current, future reports will be presented by month.

Keyword and Digital/Mobile Advertising

- 1,009,155 – total impressions from March 27-May 8, 2017
- 1,867 – clicks on digital ads to reach www.MetersMatter.org

Social Media

Twitter
- 64,590 – total impressions from May 1-14, 2017
- 916 – tweet engagements

Facebook/Instagram
- 33,692 – impressions from May 12-14, 2017 (first three days of available data)
- 582 – “Likes” to date

Website Analytics

- 3,432 – total April page views, more than double the number of unique web visits over previous month
- Website visits spike just after City Council meeting dates
Questions?

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