



City of St. Louis & Cityworks

Leveraging GIS to Improve
Communication and Efficiency



Citizens' Service Bureau

The city's call center

- Like a “311” center, the CSB answers all citizen questions and routes service requests to the appropriate city departments
- Answers 120,000 calls, emails, tweets annually.
- Services Health, Animal Control, Building Division, Forestry, Parks, Streets, Traffic, Refuse, and more.



Background



- 1980 – 2009 – Call center used a DOS “green-screen” system to track service requests. All requests entered on generic blank form, no scripting
- 2007 – began to explore newer database options due to growing number of calls, growing complexity of calls, and need to increase call taker’s situational awareness
- Quickly realized the only way to allow call takers to visually see the requests in the system and determine next actions was to have a GIS based system.
- City already had a very robust base map of our streets and parcels – so Cityworks was basically plug and play for us.



Cityworks[®]
Empowering GIS[®]

2009 – CSB launches Cityworks

Cityworks[®]



Immediate Benefits Realized



Scripting

- **Before:** Sometimes the call taker remembered to ask if dog loose or contained, sometimes they did not.
- **After:** Configure Q&A so your call takers get all the details the departments need, every time.
- Questions can be “branched” – for if/then scenerios.

A screenshot of a software interface titled "Caller Questions & Answers". It displays a list of five questions for a call taker to answer, each with a corresponding input field. The questions are:

- 1 Number of dogs:
- 2 Describe the dog(s) color, size, breed, etc.
- 3 Is the dog running at large or contained?
- 4 Explain how it is contained:
- 5 Describe the dog's behavior (growling/showing teeth? runs away from people? chases people? wagging it's tail?)

The interface has a light blue background and a dark blue header.



Tasks on Work Orders

- Before: Call taker had to refer citizen to call the departments directly for updates on their concern = interruption to operating departments trying to get work done
- After: Call taker can see the status of the departments work order

Tasks						
SeqID	Name	Description	Status	Proceed	Rework	Assig
1	1st Letter	1st Letter	COMPLETE	False	False	
2	Re-inspection 1	Re-inspection 1	CURRENT	False	False	
3	Send to Contractor	Send to Contractor	PENDING	False	False	

Tasks				
Shop	Start Date	Finish Date	Proj. Start	Proj. Finish
FORCsr		5/10/2013 10:06 AM	5/10/2013 10:06 AM	5/14/2013 12:00 AM
FORInsp				5/24/2013 12:00 AM
FORCsr				6/11/2013 12:00 AM



GIS = Situational Awareness

Incident Information | Caller Information

Description: Potholes - Residnt

Address: 2929 VIRGINIA AVE

District: [Dropdown] Apt Number: [Text]

City: [Text] State: [Text]

Zip Code: [Text]

Geocode [Button] Copy to [Text]

Landmark: [Dropdown]

Shop: [Dropdown]

Location: [Text]

Submit To: STREET DIVISION, 514 [Dropdown] Dir: [Text]

Details: [Text]

Request Comments: [Text]

X: 895,459,15

•Before – Call taker might not realize 2929 Virginia and 3001 Virginia are actually on the same block and enter 2 pothole requests a day apart, causing 2 crews to respond to same location

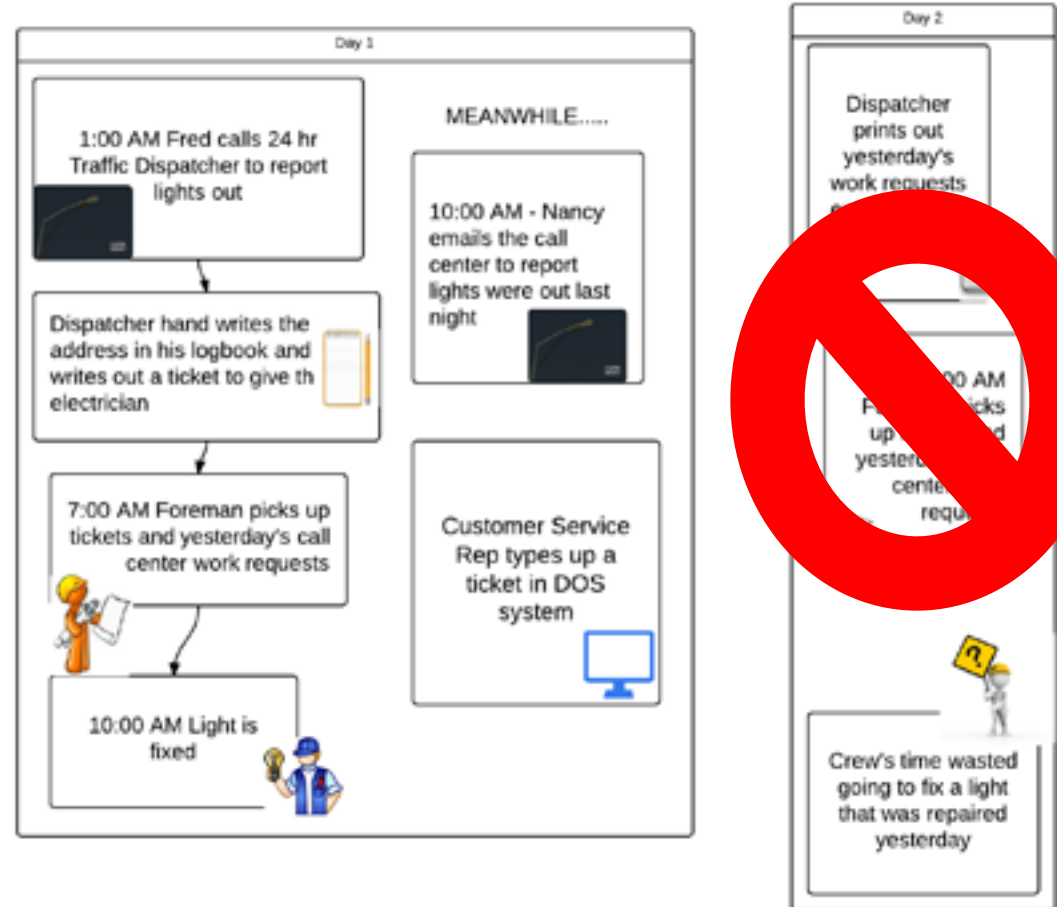
•After – With map immediately available and use of AMS layers, they can see a request has already been entered for this pothole and tell caller a crew is already on the way





Increased Efficiency

- Before - Traffic Dispatchers and the Call Center used to duplicate each others work
- Now both use Cityworks and can instantly see each others data entries eliminating unnecessary duplicate work





Cityworks - Scalability

- In 2013 the Street Department began using Cityworks to manage their permits (excavations, blockings, etc)
 - Moved out of a MS Access database
 - This has resulted in less permit duplication, no more issuing 2 permits to 2 companies to block the same street.



Cityworks - Scalability

- In 2014 the Office of Special Events began using Cityworks to track various department's approvals of event applications.
 - Once approved, a shape layer of the event footprint is created and shared with Laclede Gas to ensure they don't dig up a street one day before a bike ride.



Cityworks – Enterprise

- Water Dept was first to implement Cityworks in 2005.
- CSB came on-line in 2009 through an enterprise license.
 - This was key to our success as we were not limited in number of users. Every department could train as many people as they wanted to on use of Cityworks – whether they were a clerk who entered data or a manager who needed to look up and review data.



Cityworks – Enterprise

- Forestry added work orders in 2011
- Streets added work orders in 2013
- Facilities Maintenance (city building maintenance/custodial work) added work orders in 2014, switching over from a non-GIS asset management system.
- Office of Special events added in 2014
- Airport is now adding work orders
- Information Tech Services (city IT user support) is now adding service requests and work orders to track IT assets.