

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.


EMAIL TO MAP AUTOMATION FOR DIGGER'S HOTLINE REQUESTS

CITY OF STEVENS POINT PUBLIC UTILITIES, WI

PRESENTED BY: TYLER PRAHL (GISINC)



BACKGROUND

- THE CITY OF STEVENS POINT PROVIDES MUNICIPAL SERVICES TO A COMMUNITY OF NEARLY 27,000 RESIDENTS IN CENTRAL WISCONSIN. THE WATER DEPARTMENT MANAGES OVER 8,000 WATER CONNECTIONS, 8,000 WASTE WATER CONNECTIONS, AND 2,200 STORMWATER INLETS IN THEIR RESPECTIVE UTILITY NETWORKS.
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- GISINC WAS APPROACHED BY STEVENS POINT UTILITIES TO WORK ON IMPROVING THEIR SYSTEM FOR SCHEDULING INSPECTIONS AND OVERSEEING DIGGERS HOTLINE REQUESTS. EVERY DAY, REQUESTS COME IN THROUGH A STATE-MANDATED PROGRAM BASED ON THE PREMISE OF “CALL BEFORE YOU DIG”. THE CALLS ARE FIELDDED REGIONALLY, AND THEN SENT ON VIA EMAIL TO UTILITIES IN THE AREA OF REQUESTED DIG SITES. THE PROBLEM, IT’S JUST TEXT, AND THE LOCATION INFORMATION WAS SIMPLY COORDINATES OF THE DIGGING AREA. GISINC CREATED A SOLUTION THAT AUTOMATICALLY READS THROUGH THE DIGGERS HOTLINE EMAIL ACCOUNT, AND PROCESSES THE REQUESTS. DURING THE PROCESSING, THE SPATIAL AREAS ARE CREATED IN STEVEN POINTS GIS, AND THEN VISIBLE TO FIELD CREWS VIA A FEATURE SERVICE. THIS LAYER IS VIEWABLE IN THE FIELD CREWS' CURRENT GIS WEB MAP, AND HAS GREATLY IMPROVED STEVENS POINT RESPONSE TIME FOR INSPECTING THE DIG SITES PRIOR TO WORK BEING DONE.