The Power of ONE
GIS-Centric Asset Management System
City of Augusta, GA
The Power of ONE GIS-Centric Asset Management System
City of Augusta, GA and Woolpert
Augusta GA

- 329 Square Miles
- ≈200,000 Residents
- ≈571,000 Metro Population
- ≈ 9,000 Students - Augusta University
Augusta’s One Stop Shop...

Empowering you..
The citizen, office worker, and mobile field crew
Augusta Departments Leveraging Cityworks

- **2014:** Utilities (including Treatment Facilities)
- **2016:** Engineering Department
  - Stormwater
  - NPDES / MS4
  - Environmental
  - ROW / Locates
  - Maintenance

Traffic
- Signals
- Signs
- Pavement Marking
- Traffic Studies
- Street Lighting

- **2018:**
  - Central Services and Parks & Recreation
    - Facilities Maintenance
    - Recreation & Parks
    - Marshal's Office
    - Environmental Services

- **Future:**
  - Transit Authority
  - Vehicles
  - Structures
  - Augusta Regional Airport
  - 311 Office
  - Plan Review Collaboration

700+ Cityworks Clients
One Stop Shop for Data Driven Decision Making

Collective GIS Map
Collaboration Software
Centralized Location for Reporting

Gathering Asset Data and Analyzing Information

The Power of One...
Communication...Visualization...Reporting...Analysis
### Augusta Mobile Workforce – 300+ and Growing

- **AMS** 153 Users
- **Mobile iOS App** 101 Users
- **AMS** 71 Users

<table>
<thead>
<tr>
<th>Department</th>
<th>Surface Pro</th>
<th>iPad</th>
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<tr>
<td>IT</td>
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**Increased Productivity – Reduced Paper & Fuel Costs**
Mobile Workforce Improves Quality of GIS

Mobile Workforce Input  = Quality GIS Data

Over 2,900 GIS Updates Received To Date
  – Updates Prior to Implementation
    0 to 10 a year scribbled on a napkin…
How We Use Cityworks
Communication

Tropical Storm Hermine - Affected Roads
Augusta, GA

Flood Prone Areas
Location: Laney Walker Blvd
Comments: New restoration area for floods.

Edited by AugustaGAgis on 9/2/16 at 10:14 AM

Zoom to
Visualization

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City of Augusta, GA and Woolpert
Visualization

- Charts & Graphs
  - Commission Districts & Subdivisions

AGOL
- eURL
  - Cityworks map service
### Stormwater Report

**Dates between 1/1/2017 to 8/31/2017.**

<table>
<thead>
<tr>
<th>Date</th>
<th>Work Order Initiated</th>
<th>WO Closed</th>
<th>Energy Dissipators Cleaned</th>
<th>Ponds Cleaned</th>
<th>Structures Cleaned</th>
<th>Structures Repaired</th>
<th>Ponds Inspected</th>
<th>T. Racks Inspected</th>
<th>RCCI Ditch Cleaned/Cut</th>
<th>ROW Cut Inmates</th>
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### AED - ESPC Inspection Report

**Inspection Summary for 8/1/2017 to 8/31/2017**

- **Total General Inspections for Month:** 24
- **Total General Inspections for Period:** 24
- **Total Corrective Action Inspections for Month:** 0
- **Total Corrective Action Inspections for Period:** 0
- **Deficient Items:**
  - Storm Pipe Cleaned
  - Street Scrape

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### Peach Orchard Apartments – new apartment complex

- **P/R Project Number:** 2016-949
- **Work Order:** 56639
- **Commercial/Residential Project**

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**The Power of ONE GIS-Centric Asset Management System**

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CITYWORKS INSIGHTS

The Power of ONE GIS-Centric Asset Management System
City of Augusta, GA and Woolpert
How We Did It
Leveraging Our Current Technology For Our Vision

- **Online Forms Integration** - LaserFiche

- **311 Customer Service Center**
  - Reactive - Citizen Service Requests
  - Proactive - Waze Partnership - ArcGIS GeoEvent Processor

- **Automatic Vehicle Locations (AVL) & Work Orders** - SignalTrack

- **Mobile Workforce Input = Quality GIS Data** - ArcGIS Collector

- **ArcGIS Drone2Map** - On Demand Updates
  - Infrastructure Changes, Imagery, LiDAR, 3D Modeling
LaserFiche - Forms Management Integration Solution

Citizen
- Impervious Area Review
- Roadway Light Petition
- Hydrant Test Request

Contractor
- Project Inspections
- ROW Encroachment Permit
- Plan Review

Collaboration
- Open Records Requests
- ADA Accessibility Intake Form
- Blighted Properties Initiative
The Power of ONE GIS-Centric Asset Management System
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ROW Encroachment From Application To Permit

Reviewed by Multiple Departments

Approved Permit Emailed for Posting on Jobsite

Submitter Fills Out Online Form
Populates Service Request
Emails Application & Status Link

Online Form Submittal
Populated in Cityworks
Email to Submitter
Completed / Closed in Cityworks
Electronic Plan Review
Online Forms & Tasked Work Orders

• Multi-Department Collaborations in One System via Tasked Work Orders
  – Electronic Plan Review Process
  – Developer Submittal To Construction
  – Email Alert
  – Site Inspections

• Other Workflows
  – Demolitions
  – Illegal Dumping
311 Customer Service Center - **Reactive**

**Citizen Report**
Reports a request for service for
clogged storm drain, rats in the
sewer, or traffic signal outage

**Service Request**
Routes to a SR Inbox for
Supervisor to review and assign
WO to field crew

**Mobile Work Order**
Receives WO in the field on a
mobile device and their inbox is
sorted by priority
AVL Integration & Work Orders

Dispatcher & Supervisors

- Expedites Work Assignments
- Storm Damage Response
  - Enables Emergency Reassignment by closest vehicle via map
Waze + ArcGIS GeoEvent = Proactive

- Waze Connected Citizens Program & ArcGIS Web Service
  - Two-way data exchange
    - Wazer reporting Potholes & Traffic Issues
    - Staff Monitoring Map for issues reported
    - Cityworks map service sharing road closures & construction projects to Waze
ArcGIS GeoEvent = Future Real Time Data Feeds

- **Connect** To Sensors
  - In-Vehicle GPS
    - Buses, Fire Trucks, Airplane Parking
- **Process** Real-Time Data
  - Environmental Information
    - Rain Gauge Alerts during Storm Events for Flooding
- **Monitor** Events
  - Mobile field devices for periodic updates on location
ArcGIS Pro 3D Vertical Assets
ArcGIS Pro 3D Vertical Assets
ArcGIS Drone2Map & ArcGIS Collector

- Stormwater Impervious Updates - New Neighborhoods & Assets
The Power of One…

Communication…Visualization…
Reporting…Analysis

Our Goal Collaboration through
Software Consolidation
Thank You! Cityworks & Woolpert
Questions?