USING WORKFORCE AND SURVEY123

FOR

WATER METER SERVICE ORDERS

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Using Workforce and Survey123 for Water Meter Service Orders

Introduction
Using Workforce and Survey123 for Water Meter Service Orders
Operations & Maintenance Division in the Public Works Department

Utility Billing Division in the Finance Department

Engineering Division in the Public Works Department

Operations & Maintenance Division in the Public Works Department

Using Workforce and Survey123 for Water Meter Service Orders
Problem

Utility Billing

O&M Admin

O&M Meter Tech

Using Workforce and Survey123 for Water Meter Service Orders
1,298
Completed Service Orders since July 1, 2017

202
Meters Replaced since July 1, 2017

Performance Measures

This Week 0 Service Orders
out of 0 were completed in 2 days or less

%
Work Done by Work Requested

is only displaying service orders where actual work done – yes
WORKFORCE ASSIGNMENT

Using Workforce and Survey123 for Water Meter Service Orders
WATER METER WORK ORDER

Using Workforce and Survey123 for Water Meter Service Orders

Date: 01/30/19  
Time: 15:01:57

Meter No: 99999999
Serial No: 
Reader Ref: 99999999
Manufacturer: 11/Sensus Radio Read
Meter Type: 
Print Date: 01/30/19

****** SERVICE ORDER ******

Order No: 99999
Order Code: MISC
Code Desc: MISCELLANEOUS
Req Name: CHECK METER W/ CUSTOMER
Req Phone: 
Comment: RUN LEAK CHECK
Date: 01/30/19
Init Date: 01/30/19
Appointment: 01/31/19 Time: 02:00

****** ACCOUNT ******

Account No: 0001-99999999.01
Name: ROCKVILLE TOWN CIRCLE
Serv Addr: 99 MARYLAND ST
City/Zip: ROCKVILLE, 20850
Acct Type: 99
Acct Class: 
Owner Rent: 
Serv Area: 
Fri:

****** STUBS/METERS ******

Stub No: 000100  
Read Seq: 000001
Serv Addr: 99 MARYLAND AVE
Valve Loc: ICE SKATING RINK

PREVIOUS CURRENT
Reading: 8780
Read Date: 01/03/19
Read Flag: 
Cond Code: 

Usage:
01/03/19 151 11/28/18 124 10/31/18 62
10/04/18 70 08/30/18 58 08/01/18 41
07/02/18 47 06/01/18 30 05/02/18 30
03/30/18 27 03/02/18 30 02/01/18 29

Meter No Type Service Order Type/Comment Serviceman Comments

CUSTOMER IS CONCERNED ABOUT THE HIGH USAGE ON THE LAST TWO BILLS. HE’S REQUESTED THE CITY TO CHECK THE METER AND RUN A LEAK TEST. $50 FEE APPLIED.

Completed By: ________________ Date/Time Completed: ________________

This is a fake document. This is a fake document. This is a fake document.
Using Workforce and Survey123 for Water Meter Service Orders

This form records and tracks requests made to O&M from Finance. It is used to generate service order requests from Finance. It takes input from a map that passes meter information from the GIS into this form. The form captures other manual input as part of the request including the original service request PDF. When the form is submitted, it creates a Workforce project. The assignment is received by an O&M worker on a mobile device. The worker uses the Workforce app to view all open assignments. This improves the worker’s ability to plan the day. A separate form is used to view the assignment details and respond to the assignment via the form.

V1.7 - added calculation to convert model correctly from...
SURVEY123 FORM - DISPATCHER

Using Workforce and Survey123 for Water Meter Service Orders
SURVEY123
In the field

Service Order Details

Account Type
Exempt

Order No
29105

Request Type
Broken_Meter

Requested By
City

Existing Meter Information from GIS

Response

Current Reading *

Current Date
Date

Response *

Response Notes

Using Workforce and Survey123 for Water Meter Service Orders
WORKFORCE
In the field

Utility Billing Work Order
500 N WASHINGTON ST - 58280620
Low Priority | Due Mar 4, 2019 at 12:00 AM

Replace meter/broken meter

Assigned by: Mike Onzay

ID: 29105

1 Attachment

Notes

Start
VIEWING ATTACHMENTS

Add an attachment using drag and drop or by selecting a file.

100 FIRST ST.jpg
207 kB Image

Using Workforce and Survey123 for Water Meter Service Orders
Workforce Schema

Using Workforce and Survey123 for Water Meter Service Orders
Extended Assignment Feature Service
Using Workforce and Survey123 for Water Meter Service Orders

This form records and tracks requests made to O&M from Finance. It takes input from a web map that passes meter information from the GIS into this form. The form takes other manual input as part of the request including the original service request PDF.

When the form is submitted, it creates an assignment in a WorkForce project. The assignment is received by an O&M worker on a mobile device. The worker uses the Workforce app to view all open assignments. This improves the worker's ability to plan the day. A separate form is used to view the assignment details and respond to the assignment via the form.

V1.7 - added calc to convert model correctly from

Collect
Start collecting data

Inbox
Edit existing survey data
Field worker using Workforce & Survey 123

Using Workforce and Survey123 for Water Meter Service Orders
Solution

Utility Billing

Public Works O&M Admin

O&M Meter Tech

NO MORE PAPER

Using Workforce and Survey123 for Water Meter Service Orders
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Using Workforce and Survey123 for Water Meter Service Orders

- **What work was done?**
  - Replaced
  - Installed
  - Removed
  - Verify Info
  - Temporary
  - Installment

- **What was replaced or installed or removed?**
  - Meter Only
  - MXU Only
  - Meter and MXU

- **Meter Type**
  - Main meter
  - Sub meter
  - Fire meter

- **Install or Replace Date**
  - Thursday, January 10, 2019

- **New Reading**

- **Meter Model**

- **Meter Size**

- **Old or Current Meter Number**
  - 63129901
  - 59246787

- **Old or Current MXU Number**
  - 15274492
  - 12659120
Solution

1. Extend the Workforce Assignments feature service.
2. Use multiple surveys with the assignments feature service.
3. Create dashboards for better communication and reporting

Challenges

1. Both the dispatcher and worker are required to use two different apps.
2. Attachments to an existing assignment can only be viewed in Workforce, not in Survey123
3. Attachments can only be 1 page JPGs even though iOS can handle multi-page PDFs.

Benefits

1. Paperless (almost!)
2. Real time
3. Reduces errors
4. Secure
5. Every action is date and time stamped.
6. Common Operating View for everyone
7. Reports / Dashboards
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Questions?

Mike Onzay, GIS Specialist
City of Rockville

Workforce for ArcGIS

Survey123 for ArcGIS
Smarter Forms, Smarter Decisions