USING WORKFORCE FOR ARCGIS

TO IMPROVE THE CITY OF ROCKVILLE'S

WATER METER SHUT-OFF PROGRAM

Mike Onzay, GIS Specialist
City of Rockville

ESRI Water Conference
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Introduction
USING WORKFORCE FOR ARCGIS TO IMPROVE THE CITY OF ROCKVILLE'S WATER METER SHUT-OFF PROGRAM
Utility Billing Division in Finance Department

Engineering Division in Public Works Department

Operations & Maintenance Division in Public Works Department

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USING WORKFORCE FOR ARCGIS TO IMPROVE THE CITY OF ROCKVILLE’S WATER METER SHUT-OFF PROGRAM
Water Meter Cutoffs

About this Project

Project to track monthly cutoffs

Open Project

Users: 9
6 Mobile Workers,
3 Dispatchers

Assignments: 118
118 Completed, 0 Assigned,
0 Unassigned

Maps:
- Dispatcher map
- Worker map

Configure the maps used by this project.
Assignment types specify the different kinds of work that your mobile workers need to perform. When creating a new work assignment, dispatchers choose from a list of assignment types.

**Add an Assignment Type**

Enter a new type...

**Assignment Type**

- Cut off - Utility Billing
- Turn on - Utility Billing
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<table>
<thead>
<tr>
<th>User</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>MB</td>
<td>Mario Benitez, Mobile Worker</td>
</tr>
<tr>
<td>MS</td>
<td>Mark Sanoir, Mobile Worker</td>
</tr>
<tr>
<td></td>
<td>Mike Onzay, Dispatcher (Owner)</td>
</tr>
<tr>
<td></td>
<td>Mike Onzay, Mobile Worker</td>
</tr>
</tbody>
</table>
App Integration

App integrations maximize the efficiency of your mobile workers by providing directions and the maps and forms needed to complete their work. More info

- Collector for ArcGIS
- Explorer for ArcGIS
- Navigator for ArcGIS
- Survey123 for ArcGIS

Location Tracking

View where your workers have been when their status is set to Working. The interval determines how often the worker’s location is recorded.

- Enable

5 min. 0 sec
30 sec
15 min

Update
Water Meter Cutoffs

Overview

Assignment Types

Users

Advanced

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Data Prep

1. Clean up Excel file.
2. Import as fGDB table
3. Join to existing account feature class by account number
4. Verify all imported rows have matches
5. Join to water meter feature class
6. Verify all meter numbers exist
7. Export to new feature class
8. Publish feature class to ArcGIS Online
9. Add to Workforce dispatcher map
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Contents
- Cutoffs March 2018
  - Workers
    - Assignments - Turn On
    - Assignments - Turn Off
    - Address and Property
  - City Limits
  - Topographic

Show Pop-ups

Pop-up Title

{METER_NUMBER} at {ServiceAddress}
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Workflow before July 1, 2017

Office

Field

Office

Field

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Workflow after July 1, 2017

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Challenges

1. Some workers are technologically challenged; Worried about being tracked
2. From the UI you cannot create more than 50 assignments at a time

Benefits

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