Mobile Data Collection, Distribution and Collaboration: from Office to Field

2015 Annual Meeting of the City Engineers Association of Minnesota
January 28, 2015
Overview

- Snapshot of Eagan
- Opportunities for Customer Service Efficiencies
- Selection Process for Mobile App
- Demo/Customize Mobile App
Eagan at a Glance (Community)

- Population= 64,206 (2010 Census)
- Area= 36 square miles
- Approximately 95% developed
Eagan at a Glance (Community)

• Major Employers

- United States Postal Service
- Thomson Reuters
- Ecolab
- Blue Cross Blue Shield Minnesota
- UPS
- Coca-Cola
Eagan at a Glance (Infrastructure)

- Miles of streets: 240 (centerline), 685 (lane)
- Miles of trails & sidewalks: 143
- Miles of sanitary sewer: 278
- Miles of storm sewer: 216
- Miles of water main: 374
Eagan at a Glance (PW Dept)

- Engineering Division (11 employees)
- Utilities Division (21 employees)
- Water Resources Division (3 employees)
- Transportation Operations Division (12 employees)
  - 1 Streets Maintenance Supervisor
  - 10 Full-Time Street Maintenance Workers
  - 1 Full-Time Streets Maintenance Technician
  - 3 Temporary Seasonal Employees
- Public Works Department = 49 employees
Eagan at a Glance (Technology)

- ESRI ArcGIS
  - Enterprise License
- CityWorks
  - Asset Management
- Mobile Resources
  - UHF Radios
  - 800 MHz Radios
  - Smart Phones
  - Tablets
Eagan at a Glance (Customer Service Tools)

- Citizen Support Center (WebQA)
- Email
- Telephone
- Facebook
- Twitter
- Internal Employees
Mobile App

- Requirements
  - Simple vs. Complex
  - Location/description
  - Tag asset
  - Cost
  - Implementation
  - Cross-Platform (Android and iOS)
  - Easily customizable
  - Compatible with CityWorks
Mobile App

- Easy-to-use touch screen smart phone application
- One touch from the field marks the who, what, when, where, why and captures the closest address
- Data is displayed on a web-based map interface, accessible anywhere featuring your GIS data
- Attach photos, audio recordings, and comments to any data point directly from your phone
Mobile App

- Mobile311
  - Demo
    - Login on smart phone/tablet
    - Menu structure
      - 2-level
      - Custom color, button content
    - Capture work item/point
    - View work item on web-based map
      - Show selection, filtering, export
    - Customize work item, menu
    - Add employees, logins, departments
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Mobile App

- Integration with CityWorks
  - Verified Mobile311 operations
  - Consultant
  - Approx. 3 months
  - Somewhat Complex
  - Currently Functional
Contact Info

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