



Driving Change:

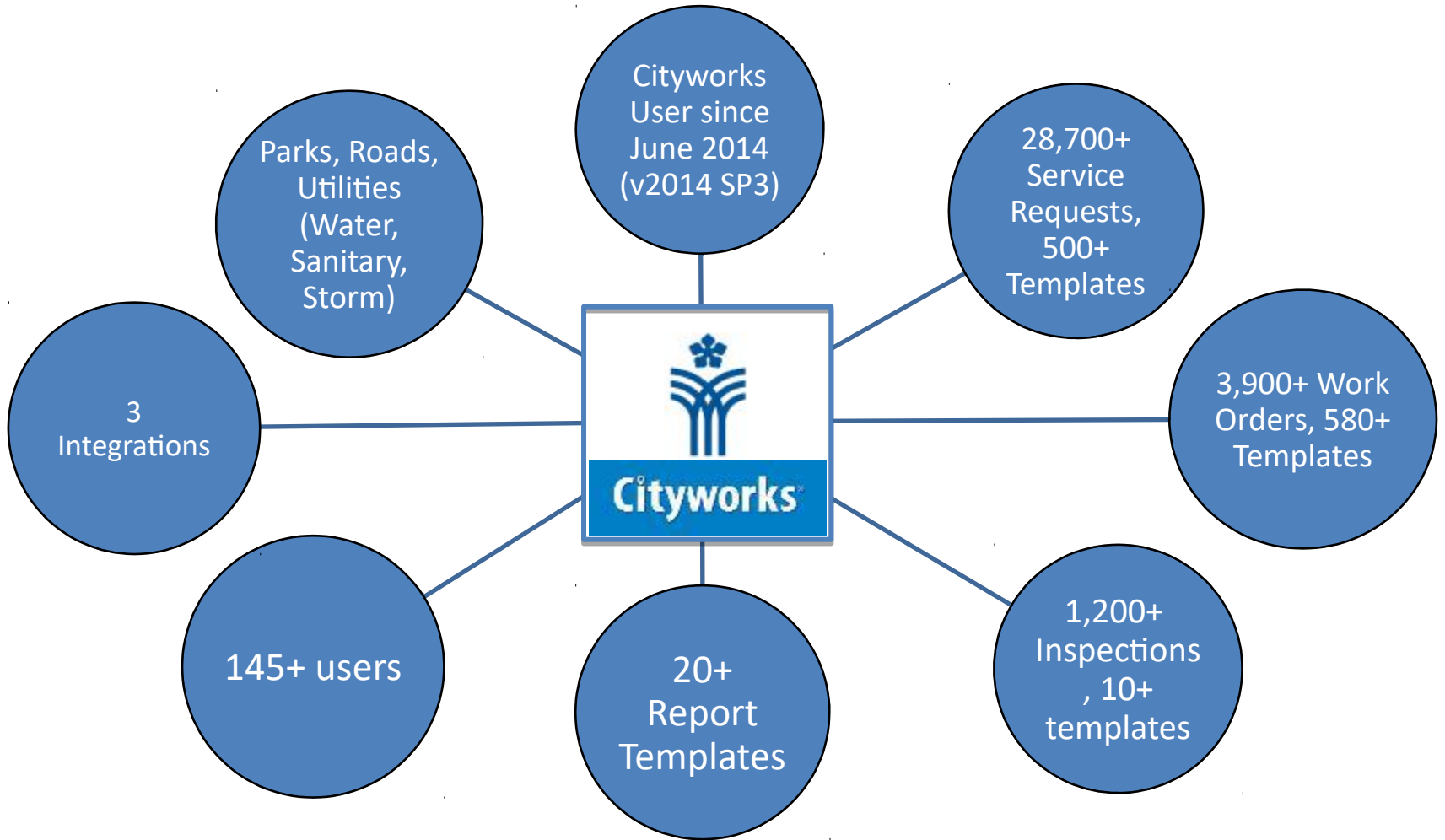
**Mobile
Implementation and
the rise of Geo-apps**

OUTLINE

- Intro to Cityworks in the City of Prince George
 - Where we are and how we got there?

- Case studies:
 - Cityworks Mobile
 - Other City Geo-Apps

Cityworks Use:



Case Study:

Mobile Implementation

1. *Service Request Pilot*

- i. Select User Group
- ii. Baseline current processes
- iii. Tool Development
- iv. Equipment Acquisition, Mobile Device Management
- v. Training, Ride-alongs
- vi. Feedback and Improvement

2. *Workorders*

3. *Inspections*

Cityworks: Finding the sweet spot

Fixed Flow → Guided Org-specific

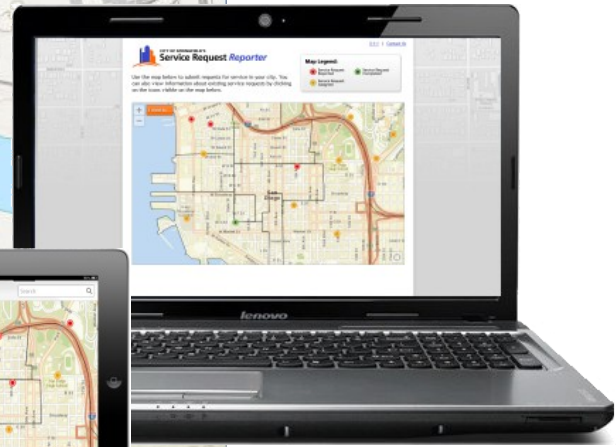
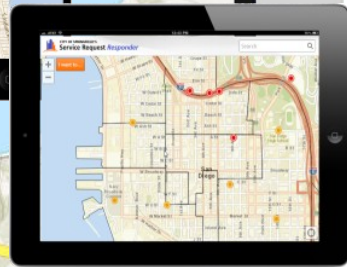
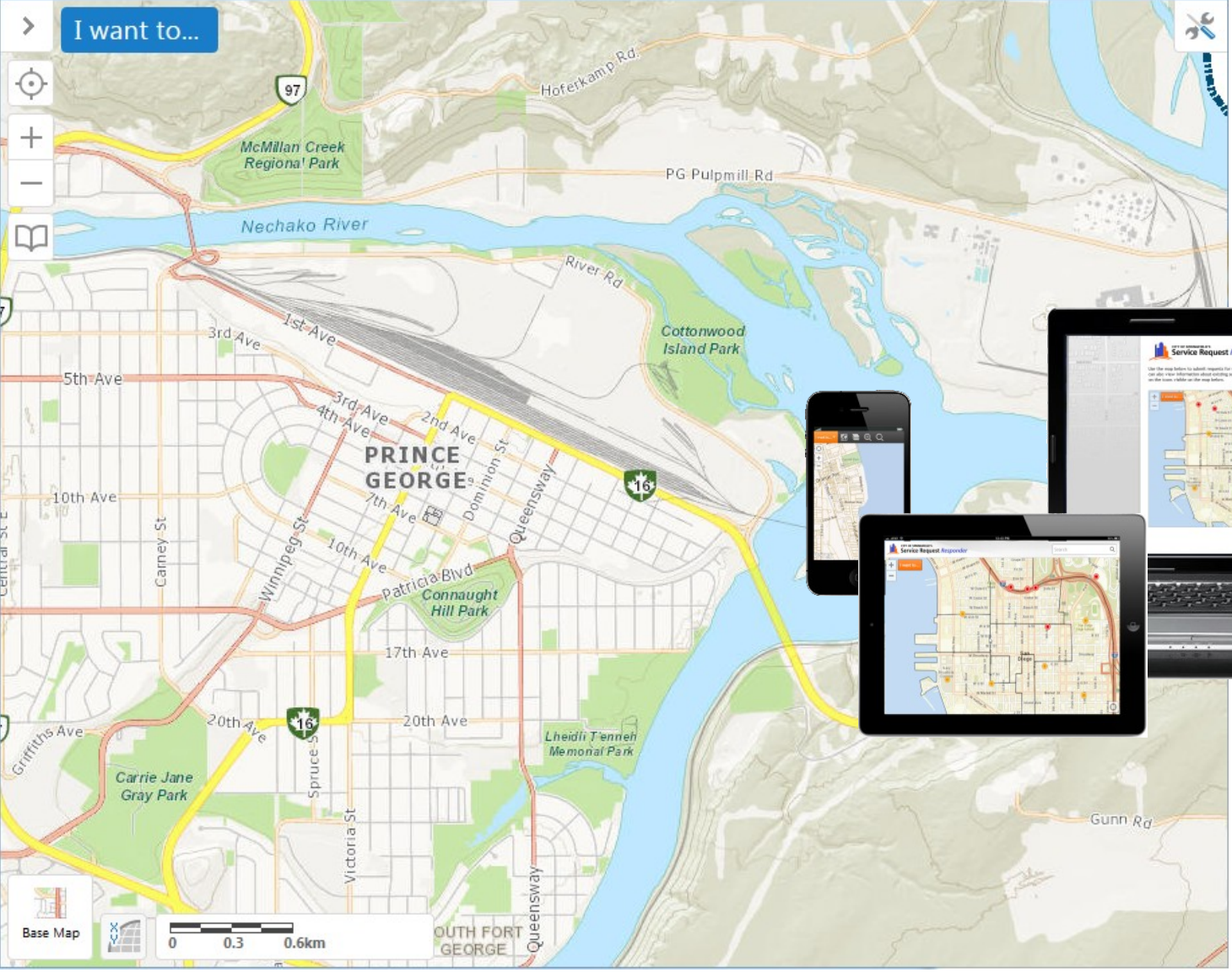
Custom Solution
“harder to manage,
requires developers”

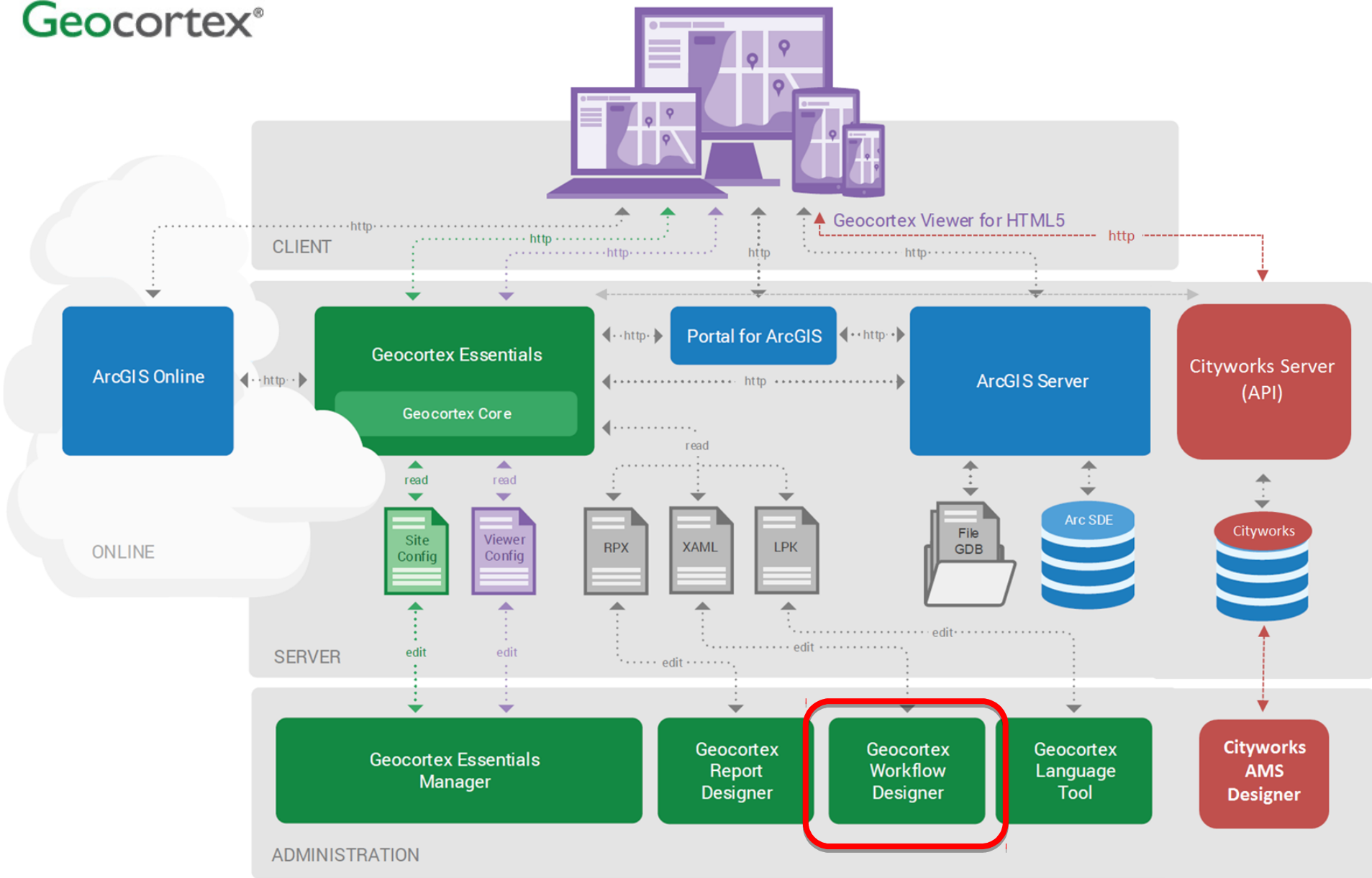
Geocortex®

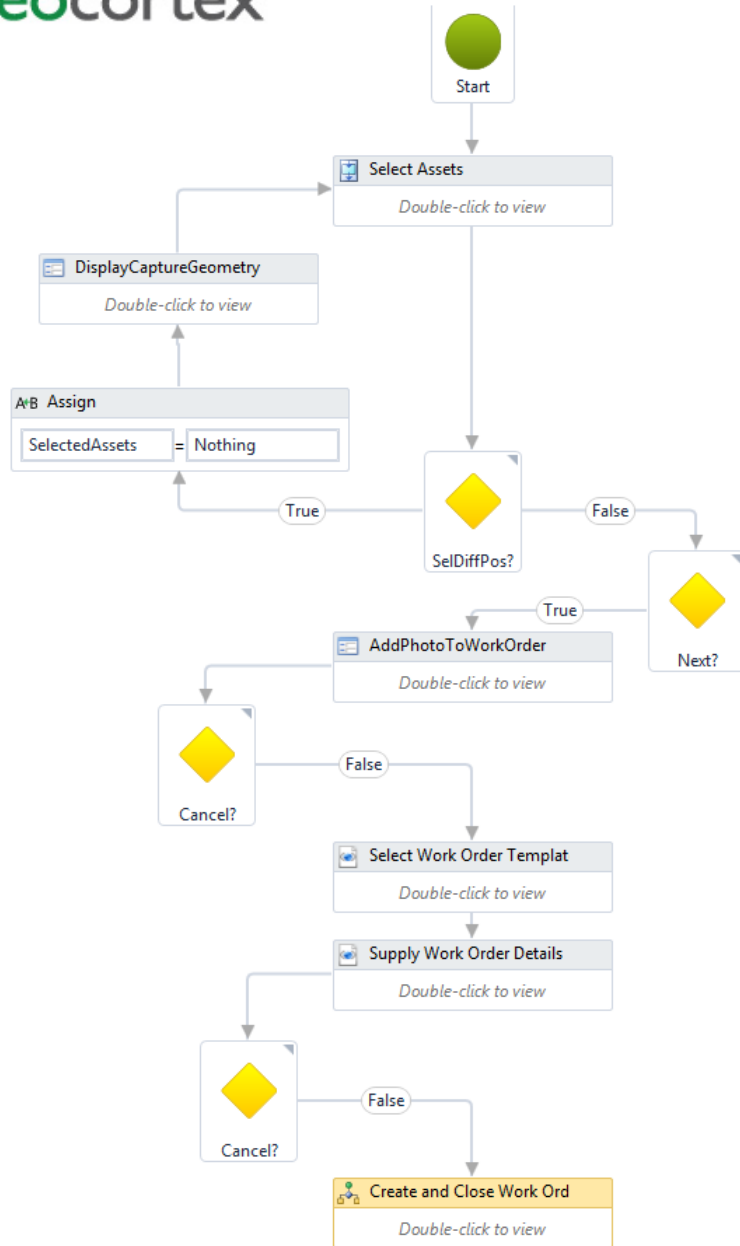
Externalized/Field Version
“function overload”

Native apps
“stuck with what you’ve got”

Complexity → Simplicity

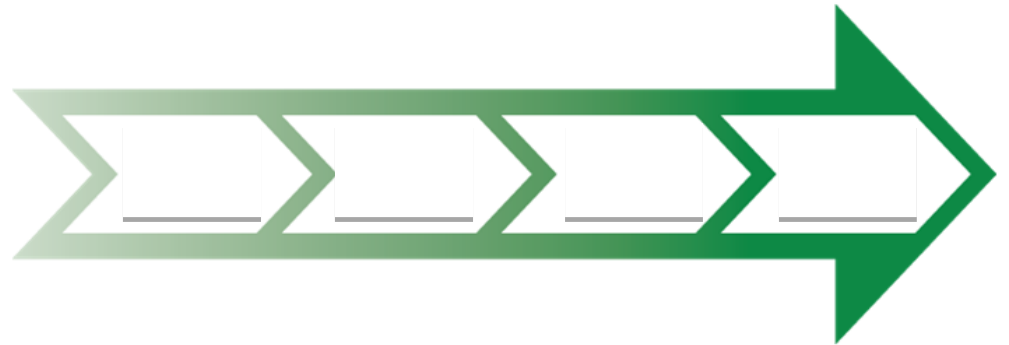






Workflow Designer

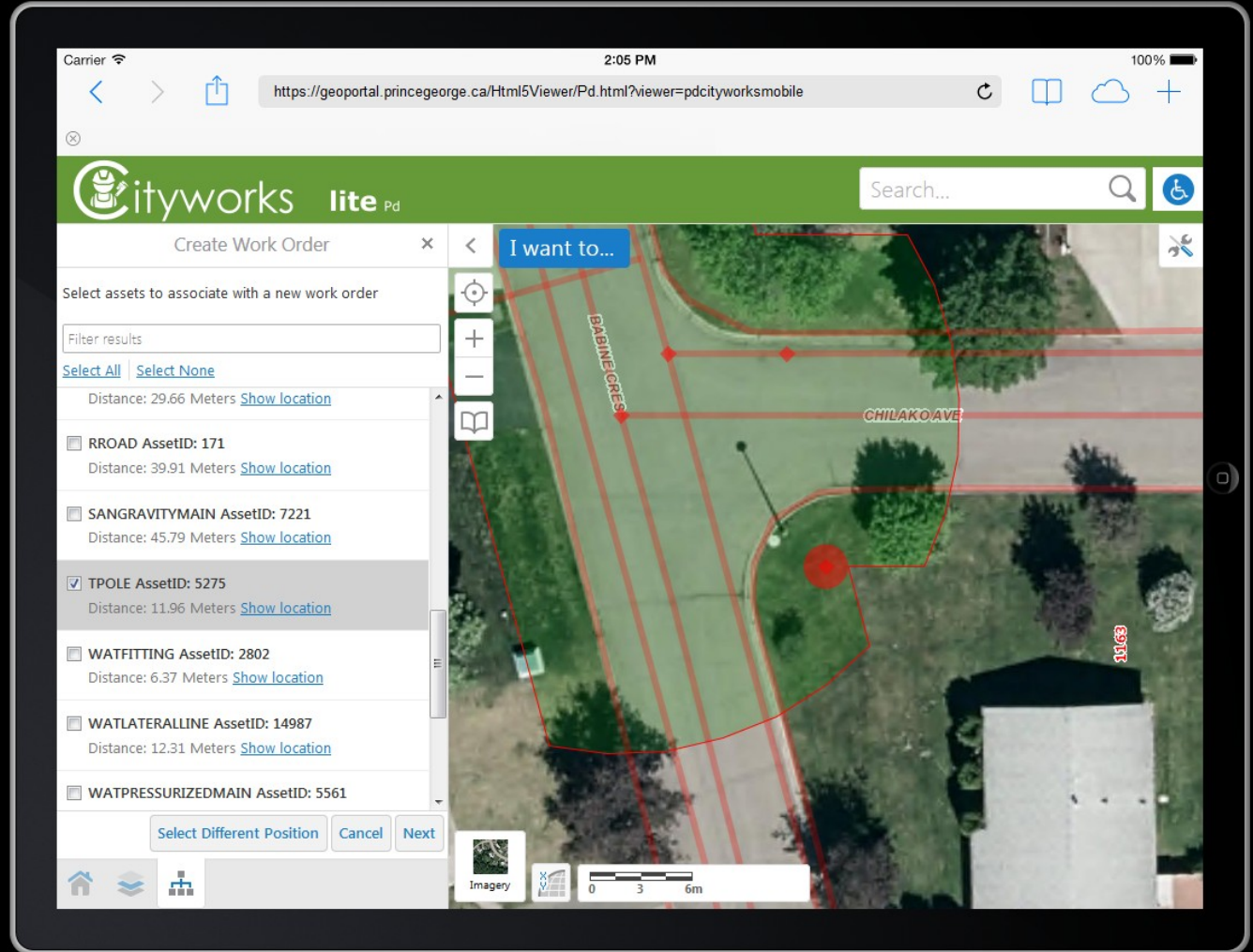
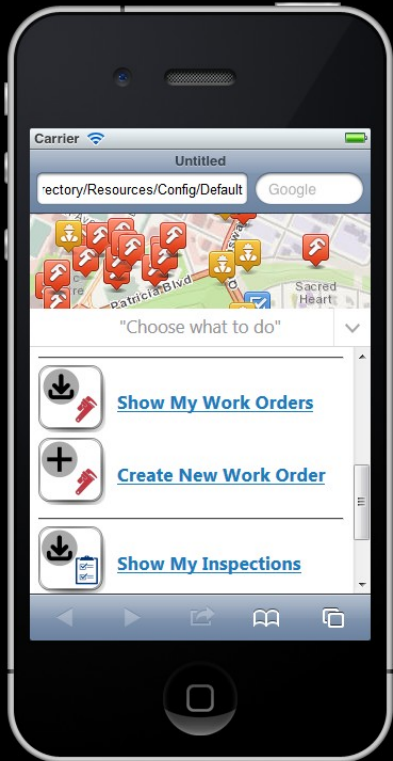
Easily build guided interactions without programming.



 **Service Requests**

 **Inspections**

 **Work Orders**





Service Requests

View SR's

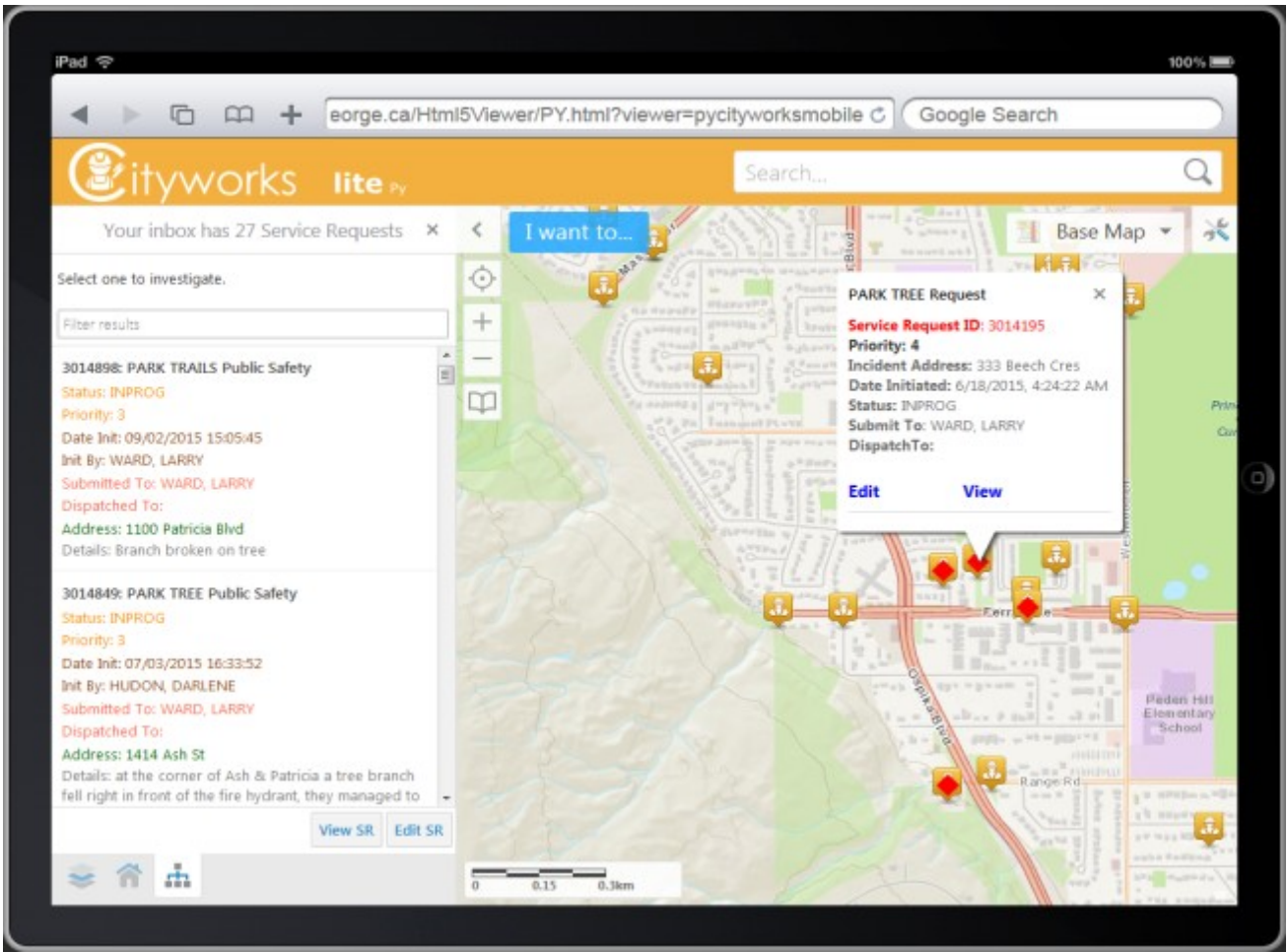
- ✓ Details
- ✓ Comments
- ✓ Callers
- ✓ Photos

Edit SR's

- ✓ Change Status
- ✓ Change SubmitTo
- ✓ Add Comments
- ✓ Add Photos

Create SR's

- ✓ Choose Problem Type
- ✓ Add Comments
- ✓ Add Photos



View Inspection

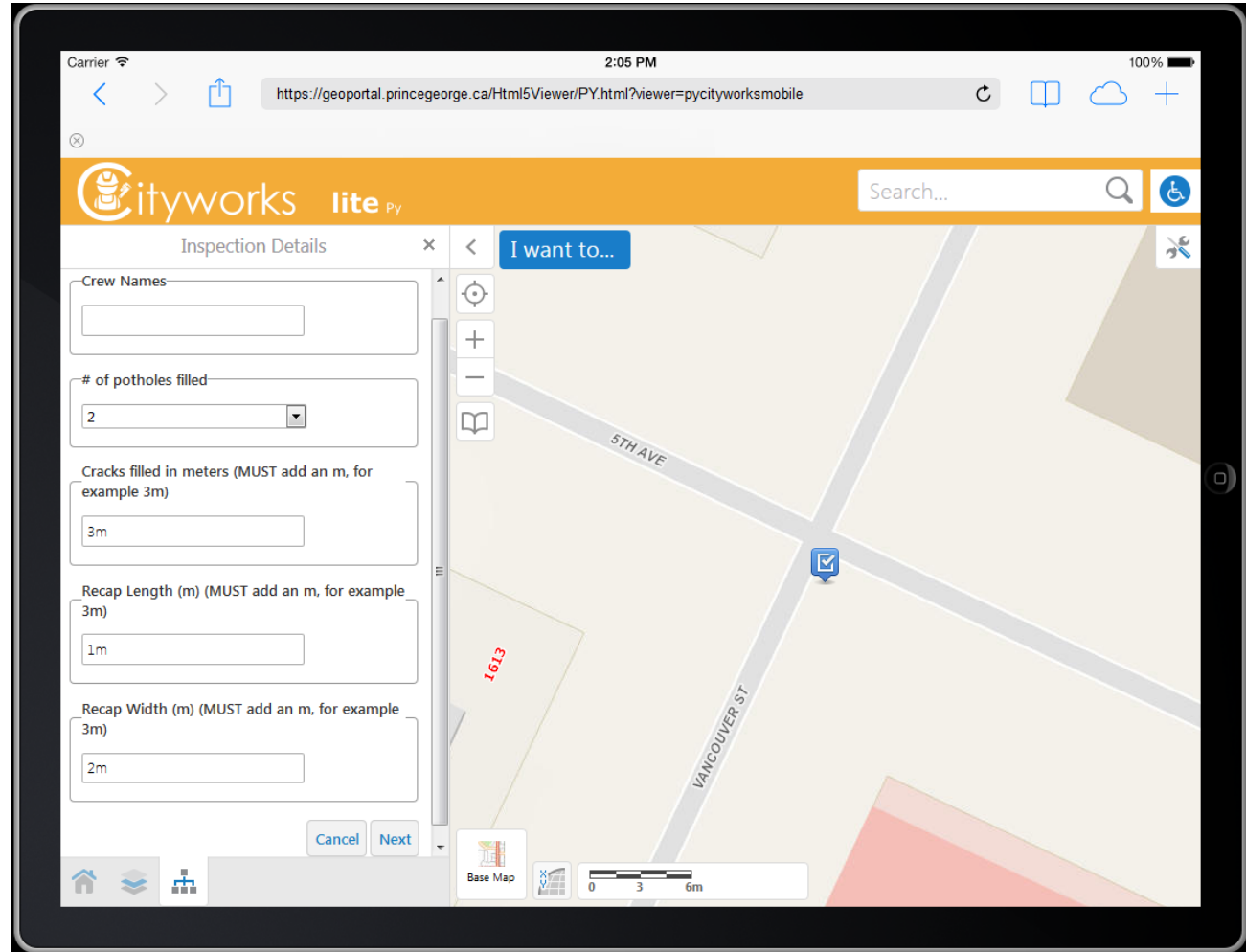
- ✓ Details
- ✓ Observations

Perform Inspection

- ✓ Add Observations
- ✓ Add Photos
- ✓ Spawn Work Order

Create Inspection

- ✓ Choose Inspection Type
- ✓ Attach assets workflow
- ✓ Add Photos



View Work Order

- ✓ Details

Edit Work Order

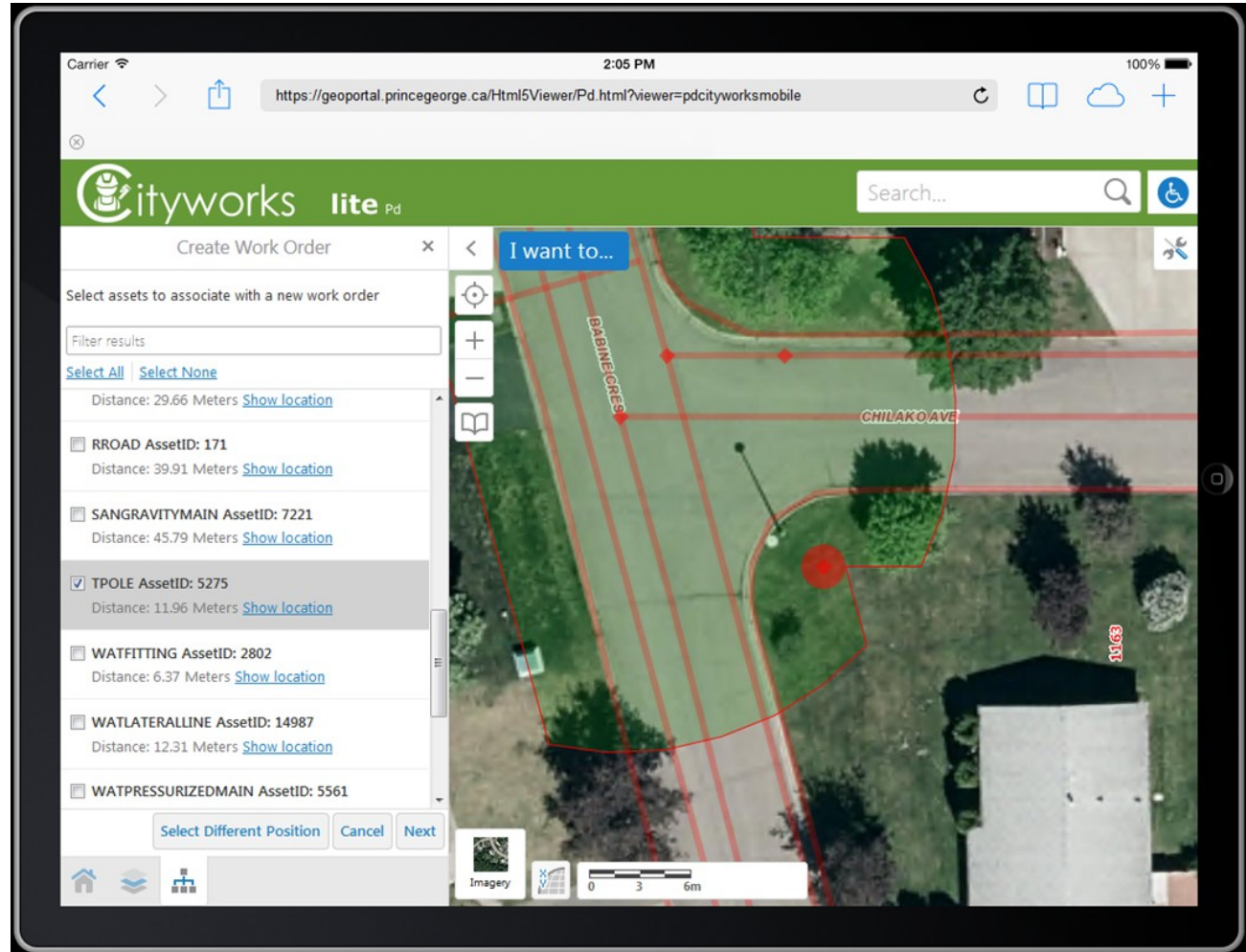
- ✓ Change Status
- ✓ Change SubmitTo
- ✓ Add Comments
- ✓ Add Photos

Tasks

- ✓ Add task
- ✓ Edit task
- ✓ Complete task

Assets

- ✓ Attach Assets within immediate vicinity
- ✓ Complete work on an asset



INBOXES



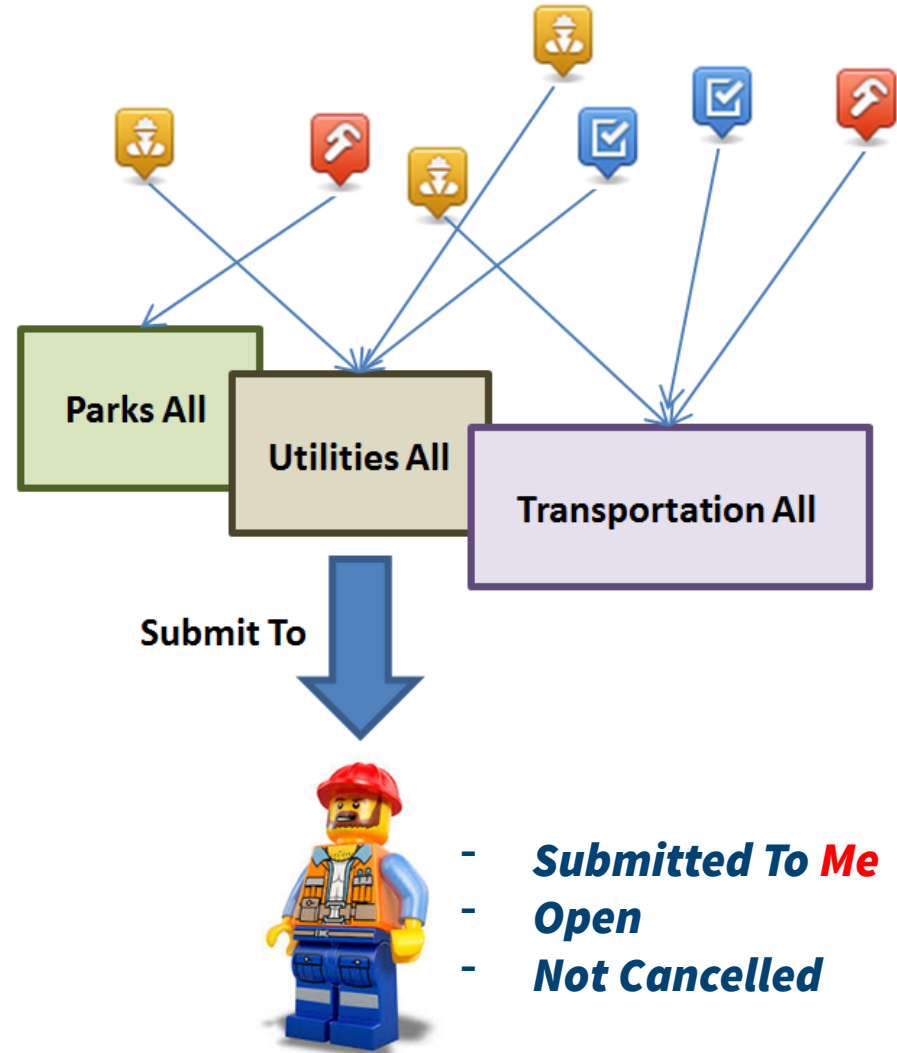
Service Requests



Work Orders



Inspections



Service Requests

The number of Service Request in your inbox

Filter your SRs by typing in keywords

The list of Service Requests in your inbox

The screenshot shows the Cityworks mobile application interface. At the top, the browser address bar displays 'george.ca/Html5Viewer/PY.html?viewer=pycityworksmobile' and a 'Google Search' button. The Cityworks logo and 'lite Py' are visible in the header. A search bar contains the text 'I want to...'. Below the header, a notification states 'Your inbox has 34 Service Requests'. A list of service requests is displayed on the left, with two entries visible:

- 3001367: PARK TREE Visibility**
Status: INPROG
Priority: 3
Date Init: 09/01/2015 10:57:38
Init By: KRAGT, KOURTNEY
Submitted To: WARD, LARRY
Dispatched To:
Address:
Details: Sidewalk is overgrown with brush. Visibility is obstructed please have a crew take a look at this area. If they can prune or maintain trees. Please call Katherine regarding findings.
- 3005104: PARK GENERAL Public Safety**
Status: INPROG
Priority: 3
Date Init: 11/20/2014 12:43:35
Init By: BIGELOW, JANET
Submitted To: WARD, LARRY
Dispatched To:

Buttons for 'View SR' and 'Edit SR' are located at the bottom of the list. The right side of the interface features a map with numerous orange tree icons and red diamonds. A scale bar at the bottom indicates 0, 1, and 2 km.

Red Diamonds denote inbox Service Requests

Inspections

The number of Inspections in your inbox

The screenshot displays the Cityworks mobile application interface. At the top, the status bar shows the carrier, signal strength, time (2:05 PM), and battery level (100%). The browser address bar shows the URL: <https://geoportal.princegeorge.ca/Html5Viewer/Py.html?viewer=pycityworksmobile>. The Cityworks logo and 'lite Py' are visible in the top left, and the number '3018402' is in the top right. A notification at the top center states 'Your inbox has 14 Inspections'. Below this, a search bar contains the text 'I want to...'. The main area is split into a map on the right and a list of inspections on the left. The map shows a residential area with numerous blue location pins, each containing a checkmark. Four black circles are overlaid on the map, indicating specific inspection locations. The list on the left shows the following details for four inspections:

- 4001010: Blocked Sewer Report**
Location: [Redacted]
Projected Start Date: 01/01/0001 00:00:00
Submitted To: MULLIGAN, GEOFF
Status: INPROG
- 4001009: Blocked Sewer Report**
Location: 162 Ogilvie St
Projected Start Date: 01/01/0001 00:00:00
Submitted To: MULLIGAN, GEOFF
Status: INPROG
- 4000951: Hydrant Flow Test**
Location: 1857 Kenwood St
Projected Start Date: 01/01/0001 00:00:00
Submitted To: MULLIGAN, GEOFF
Status: INPROG
- 4000944: Hydrant Flow Test**

At the bottom of the list, there are buttons for 'View INSP' and 'Edit INSP'. The bottom navigation bar includes icons for home, a list, and a user profile.

Filter your Inspections by typing in keywords

The list of Inspections in your inbox

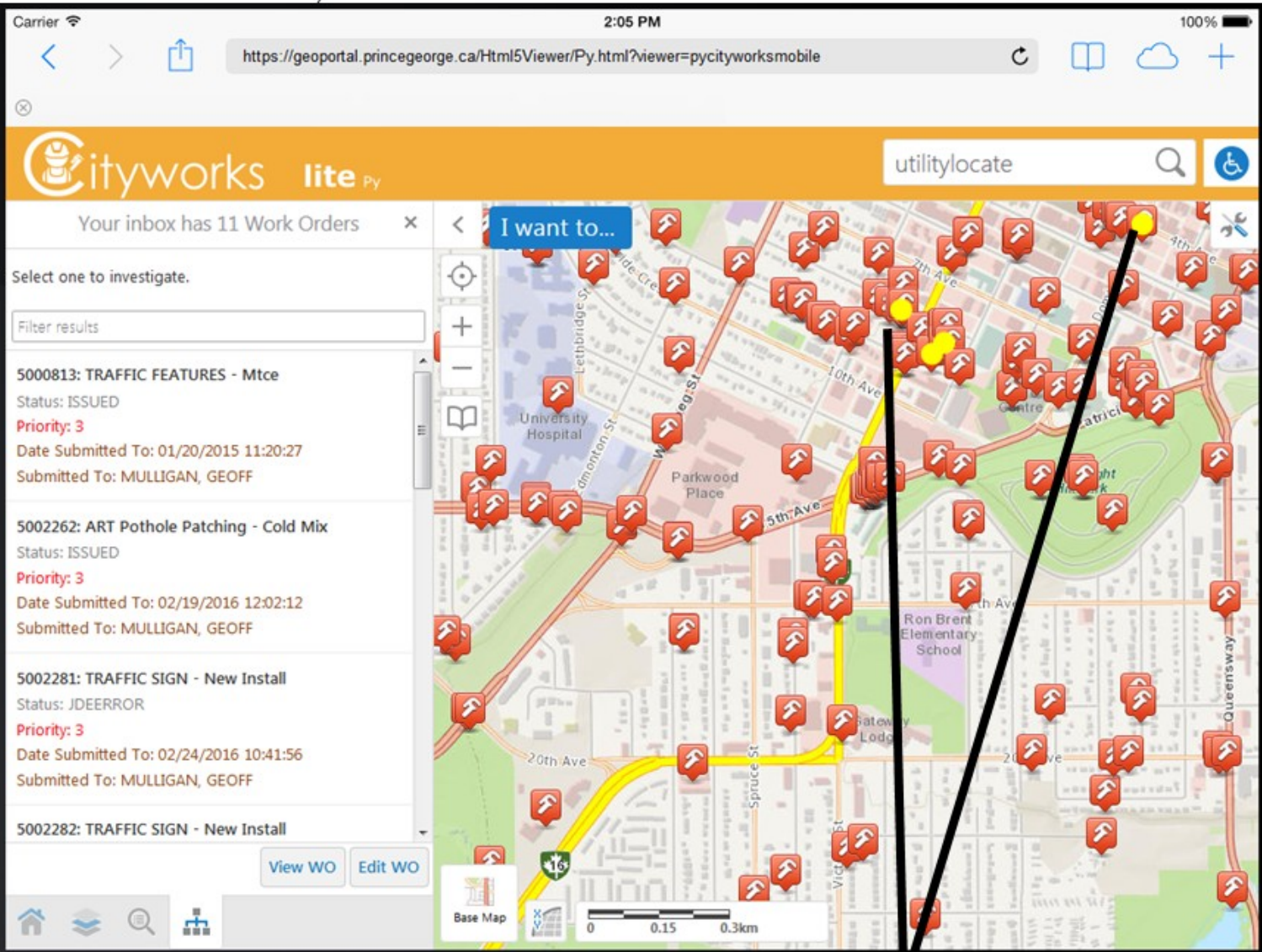
Black circles denote inbox Inspections

Work Orders

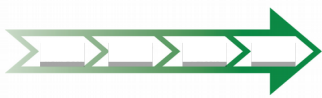
The number of Work Orders in your inbox

Filter your WOs by typing in keywords

The list of Work Orders in your inbox



Yellow Circles denote inbox Work Orders



Step 1: capture the location

Create Service Request ×

How do you want to determine the position?

Specify position on map

Use current position

Cancel Next

Create Service Request ×

Select the tool below and indicate the location of the Service Request on the map.

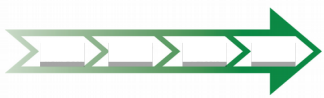
Continue

Create Service Request × < I want to...

Select the tool below and indicate the location of the Service Request on the map.

Geometry captured.

Continue



Step 2: What type of problem is it?

Note: use a filter to refine list (examples)

- Dog
- Sewer
- Catch (catchbasin)
- Aesthetic

The list of all available Service Request problem types

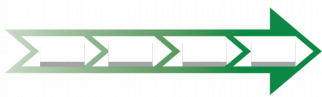
Select a problem type

dog

PARK DOG PARK Compliment Problem ID: 2348
PARK DOG PARK Litter/Litter Container Problem ID: 2350
PARK DOG PARK Maintenance Problem ID: 2351
PARK DOG PARK Public Safety Problem ID: 2352
PARK DOG PARK Request Problem ID: 2353
PARK DOG PARK Smell/Quality Problem ID: 2354
PARK DOG PARK Unknown Problem ID: 2355
PARK DOG PARK Weeds Problem ID: 2356

Cancel Next

} Grey = selected



Step 3: Capture the details

Enter Service Request Details

Address (if applicable)

Additional details

Take or attach a picture ...

Service Request Created

Thank you. Service Request 3014872 has been successfully recorded.

cityworks lite py

Search...

Identify Results (1)

I want to...

CEMETERY GENERAL Mosq/Pests

Service Request ID: 3020301

Priority: 5

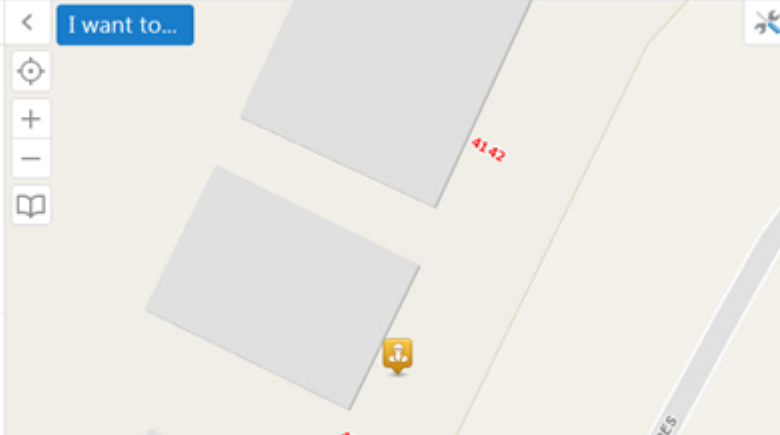
Incident Address:

Status: INPROG

Submit To: PARKS, ALL

Dispatch To:

[Edit](#) [View](#)





Assets

Work Orders

Assets

Select assets to associate with a new work order

Filter results

[Select All](#) [Select None](#)

- RROAD AssetID: 894.09
Distance: 37.55 Meters [Show location](#)
- SANGRAVITYMAIN AssetID: 7279
Distance: 53.11 Meters [Show location](#)
- SANGRAVITYMAIN AssetID: 7278
Distance: 27.01 Meters [Show location](#)
- SANMANHOLE AssetID: 3117
Distance: 7.19 Meters [Show location](#)
- STMGRAVITYMAIN AssetID: 2440
Distance: 9.36 Meters [Show location](#)
- STMGRAVITYMAIN AssetID: 2443
Distance: 63.99 Meters [Show location](#)
- STMGRAVITYMAIN AssetID: 8823
Distance: 13.26 Meters [Show location](#)

[Select Different Position](#) [Cancel](#) [Next](#)

I want to...

6TH AVE

DOMINION ST

1220

590

1188

650

1145

0 5 10m

Cityworks Lite Testimonials



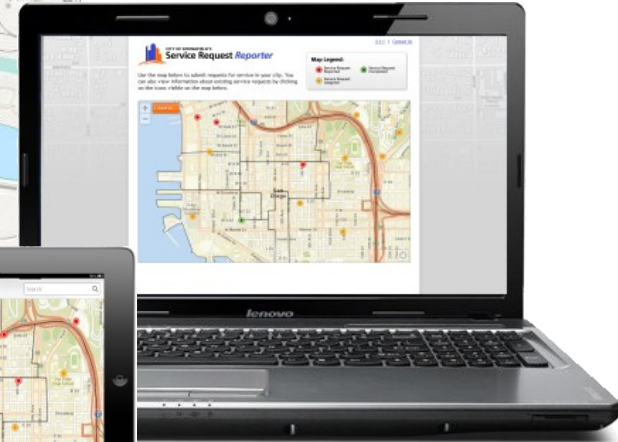
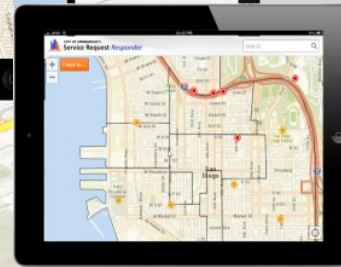
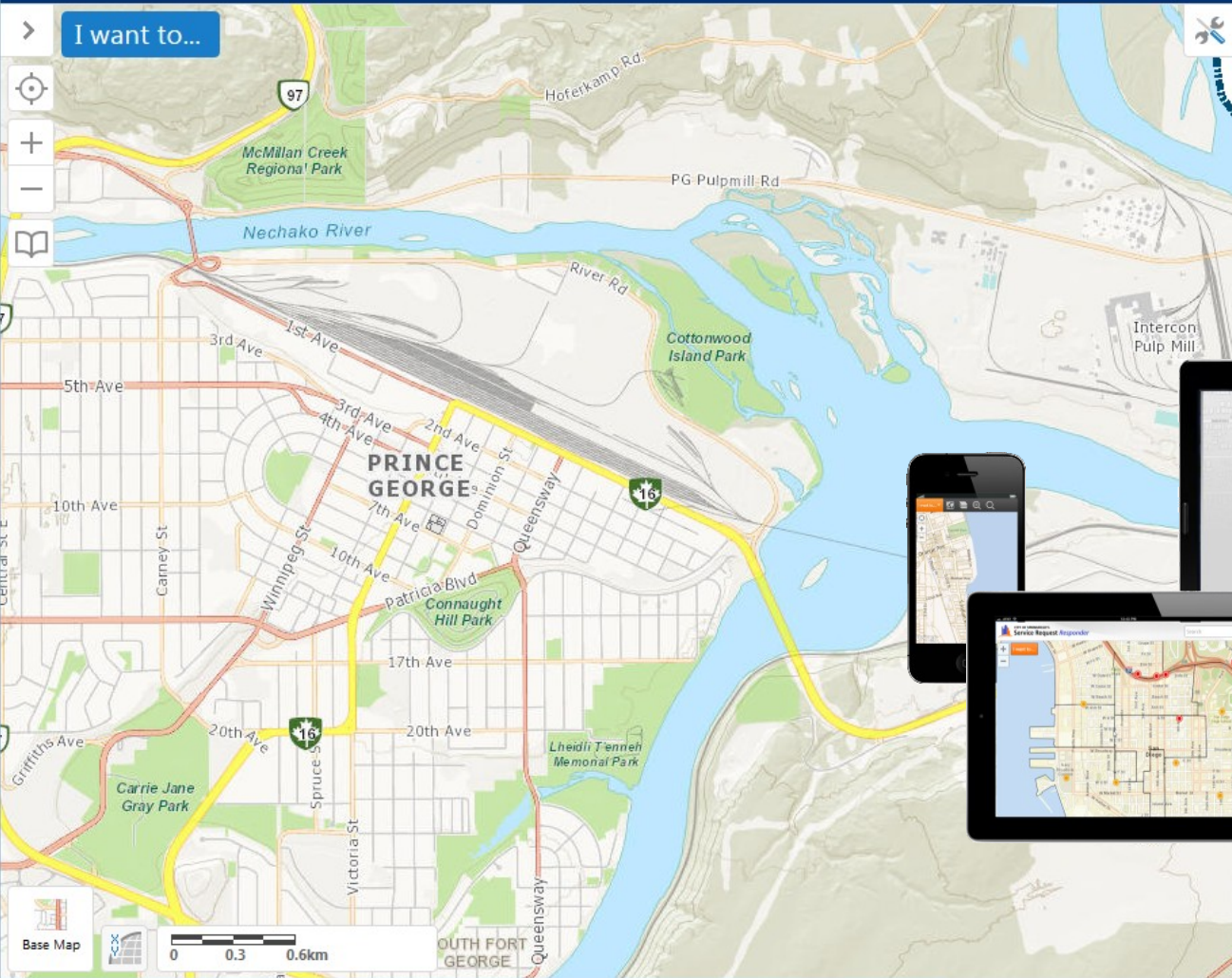
“I like that all my active Service Requests are readily available on the iPad”

“It’s nice to see real-time Status and Submit To changes”

“Larry estimates 15km savings per day by having the iPad and reduced trips to the office. ”

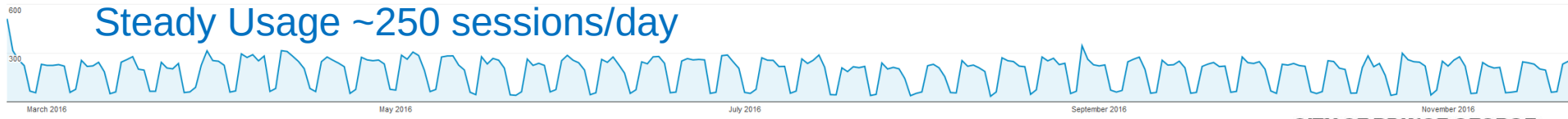
“Voice recognition/dictation is a great feature to record notes and comments without typing”

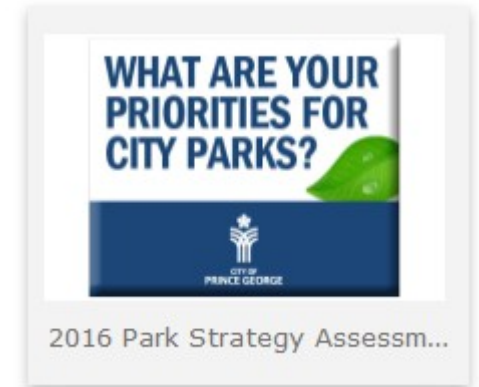
“It is simple to use anywhere and awesome on the iPad. We were able to add all the detail we needed within the Service Requests we have created.”



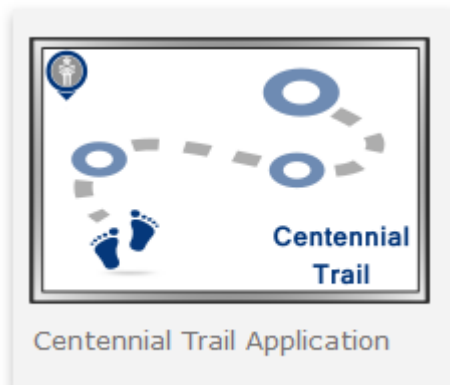
Sessions

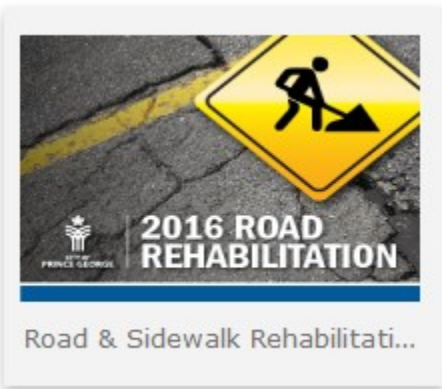
Steady Usage ~250 sessions/day





Usage of single-purpose Geo-Apps is up.





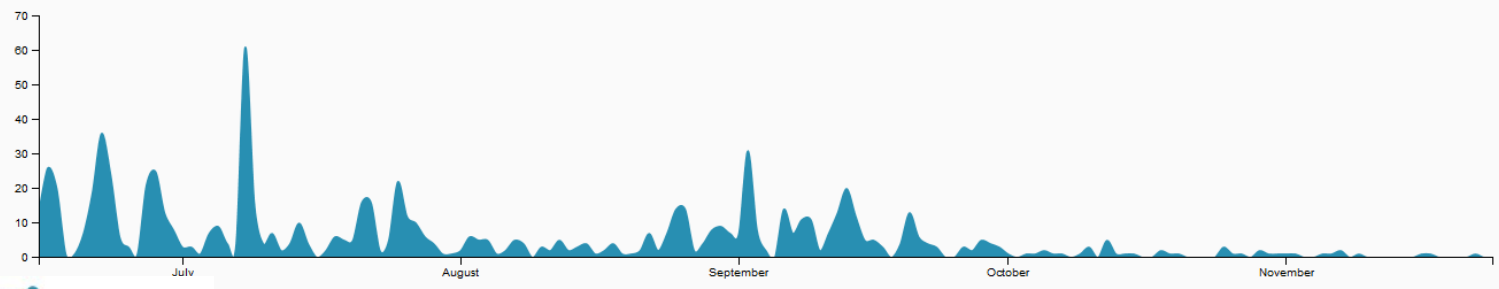
LOADS

857 Map Loads	11 Avg. Activities / Load	5 Avg. Loads / Day	12 : 3 : 1 Desktop : Mobile : Tablet
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BOUNCE RATE

26% Overall	26% Desktop	28% Mobile	25% Tablet
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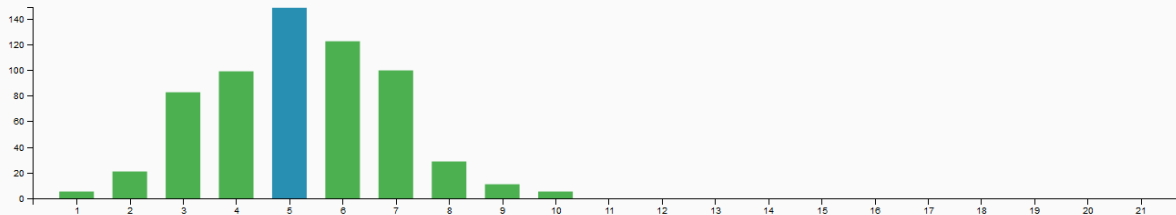
TIMELINE





SHOW ME BY
ZOOM LEVEL

SHOW ME
EVERYTHING



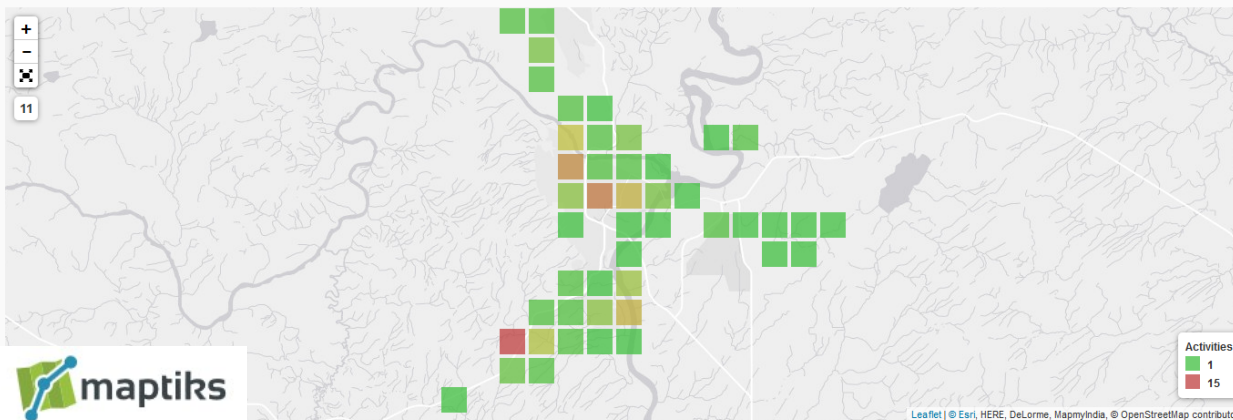
149
Activities

97
Pans

52
Zooms

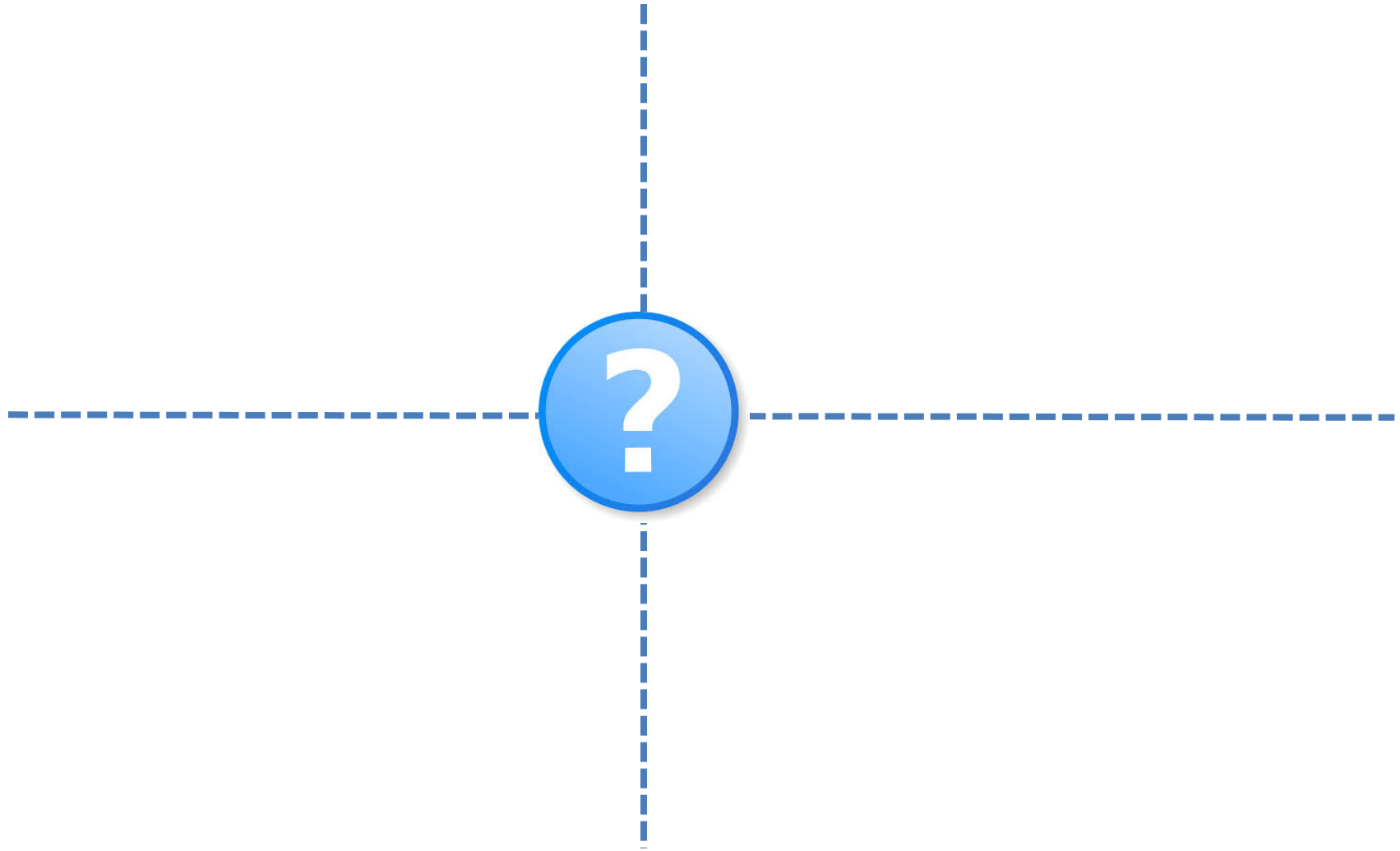
0
Marker Clicks

ACTIVITIES BY ZOOM



Finding the sweet spot

Fixed Flow → Guided Org-specific



Complexity → Simplicity

Questions

Speaker info:

Kristy Brown, Asset Manager, City of Prince George

kristy.brown@princegeorge.ca

www.princegeorge.ca

Karen Stewart, Industry Manager, Esri Canada

kstewart@esri.ca

www.esri.ca

Presentation created by:
Geoff Mulligan, GIS Analyst;
geoff.mulligan@princegeorge.ca