

Integrating GIS and FME for Local Government Solutions

Department of Innovation and Technology

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Background

- Rancho Cucamonga was incorporated in 1977, we are located in Southern California
- City GIS established in the late 1980's
- Our focus is on enterprise GIS, solution deployment and application development
- We work with all departments within the city



Opportunity

- An outdated Citizen Request Module (CRM)
 - Poorly Utilized
 - Cumbersome
 - Time Consuming
 - No Mobile Support
 - Not GIS Centric
 - Vendor Proprietary



Goals

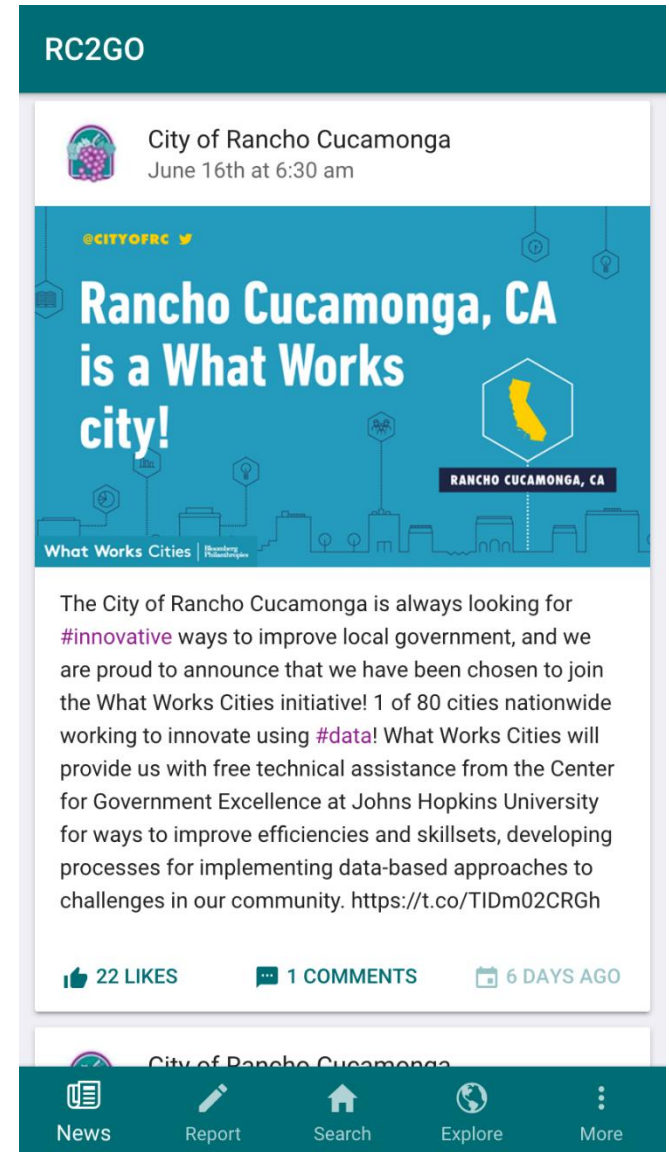
KEEP IT SIMPLE!!!

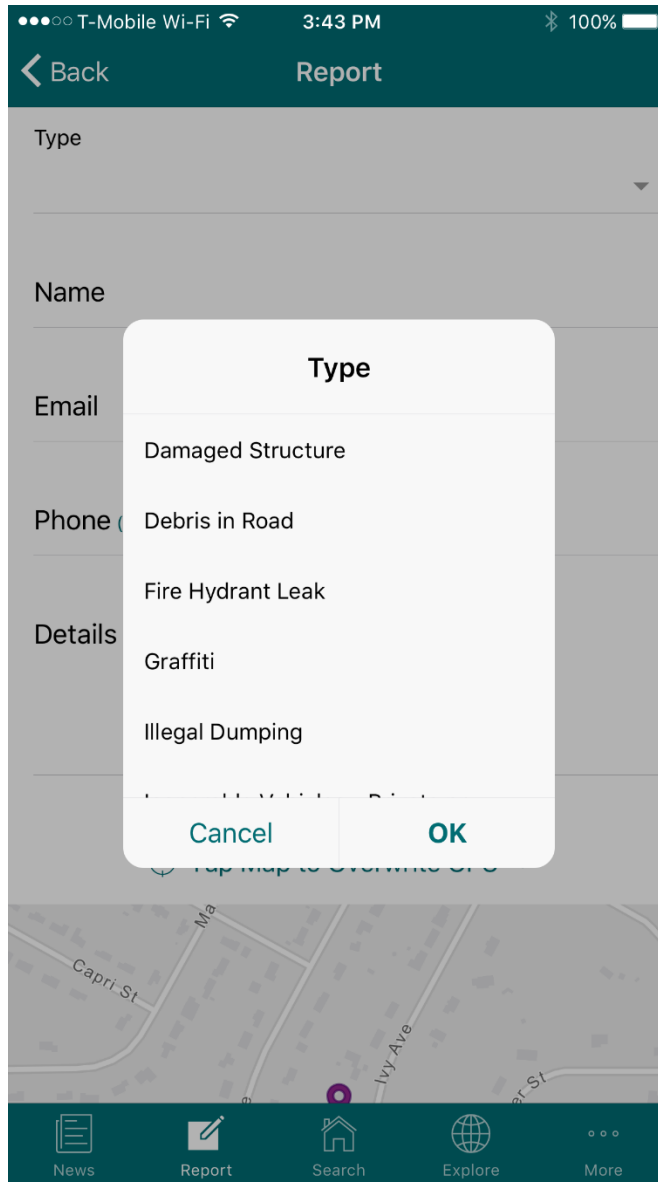
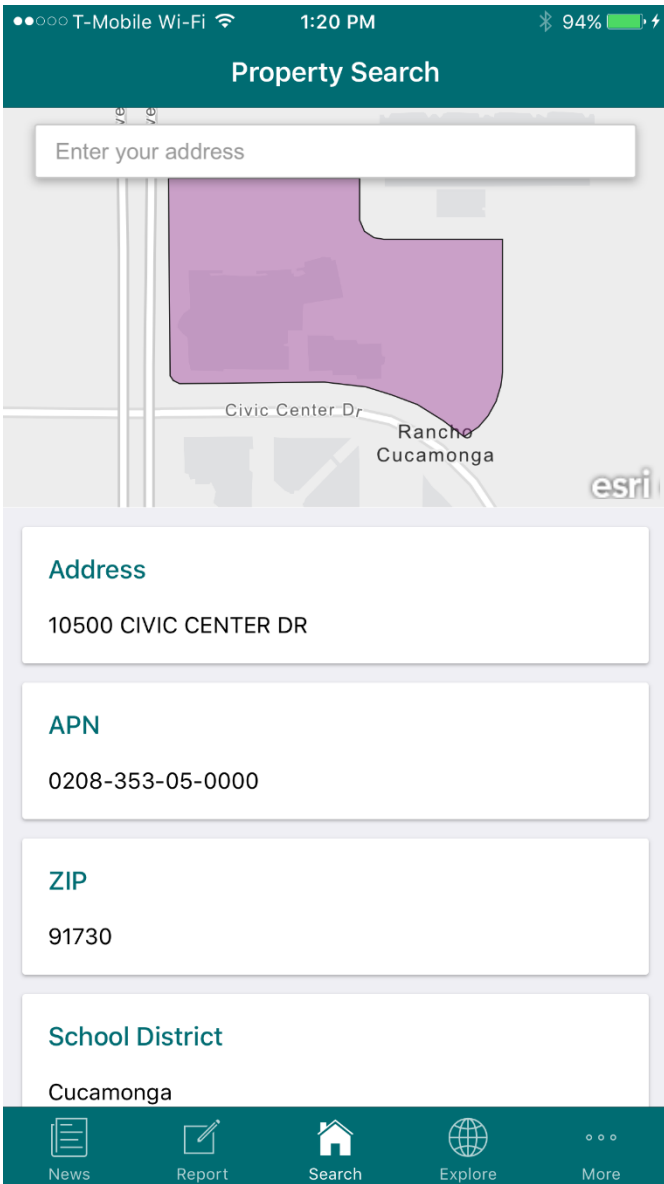
- Department Workflow Integration
- Resident First
- Mobile First
- Streamlined
- GIS Centric
- Vendor Agnostic
- In-House Developed

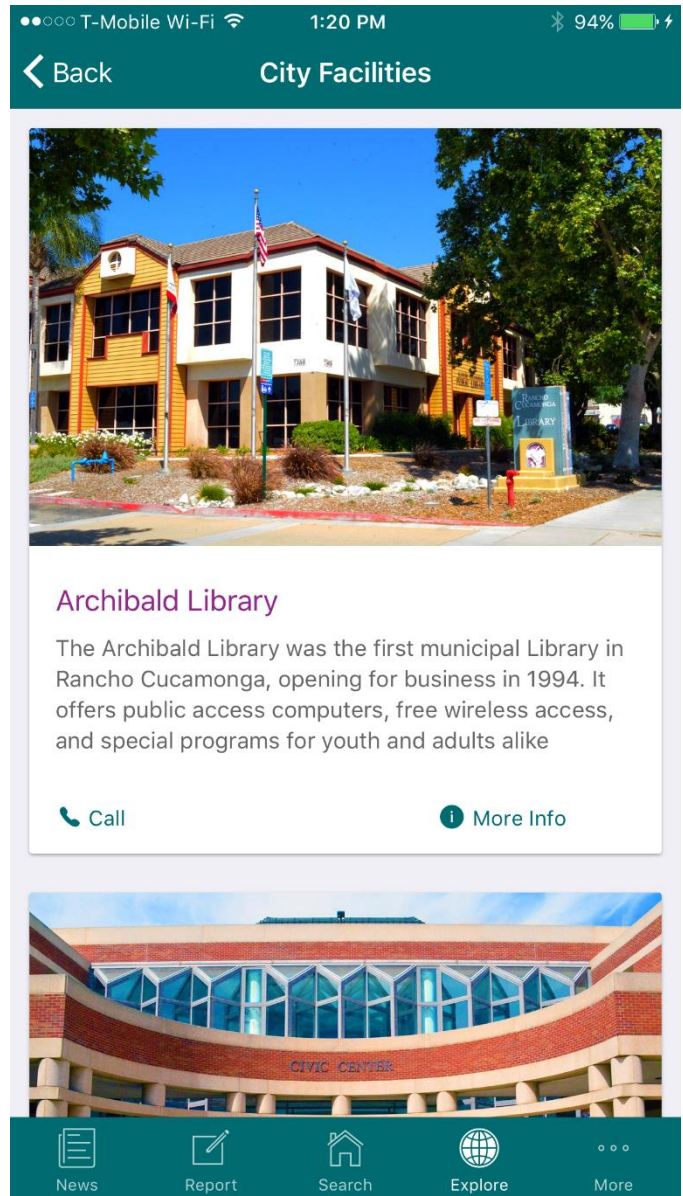
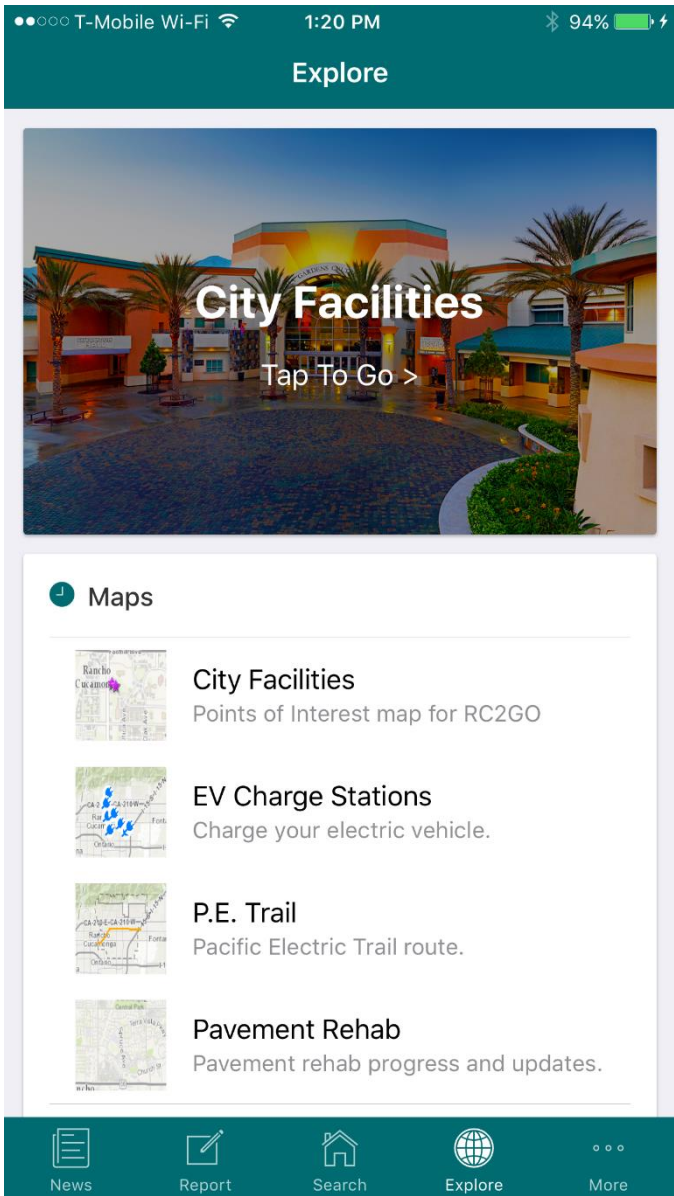


RC2GO Mobile App

- ArcGIS Online
- ESRI API for JavaScript 3.x
- Ionic Framework – Cordova
- TypeScript / Angular
- Social Media Integration
- Property Search Module
- Service Request (CRM)







FME Integration

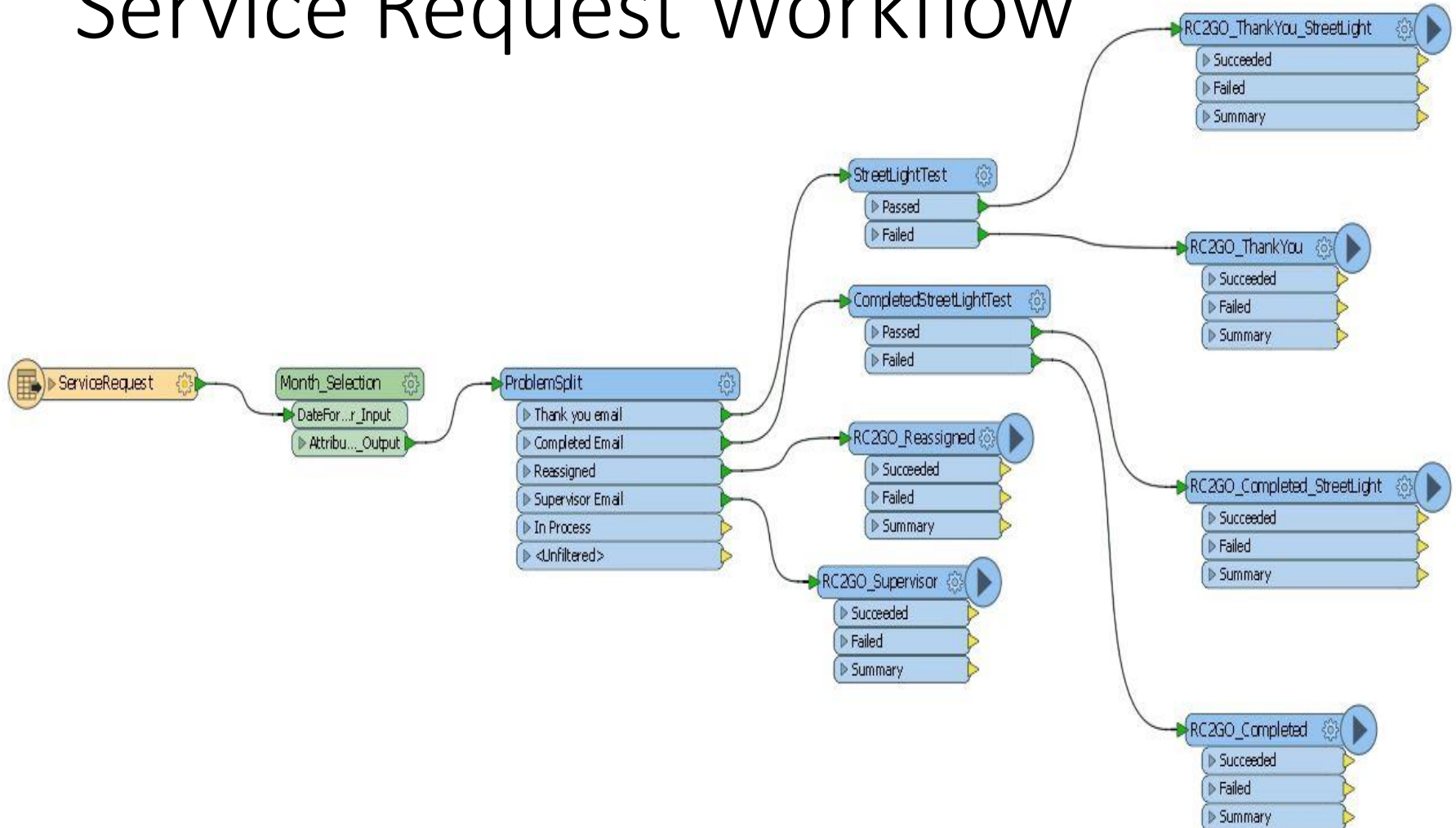
Connects and transforms data from systems and automates workflows.

RC2GO Integration

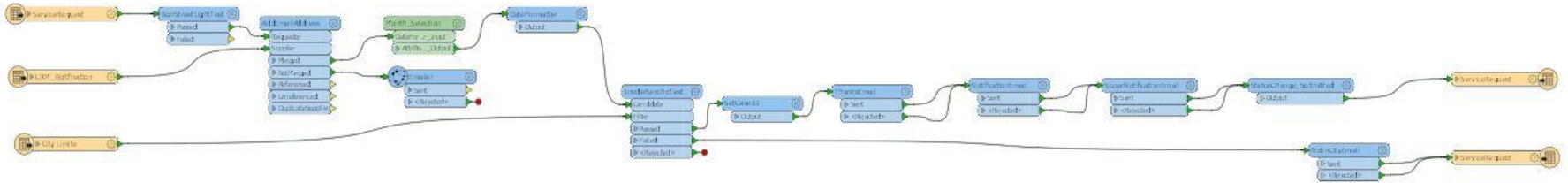
- Routes Service Requests
- Notifies Departments
- Acknowledges Resident For The Request
- Notifies Resident When Completed



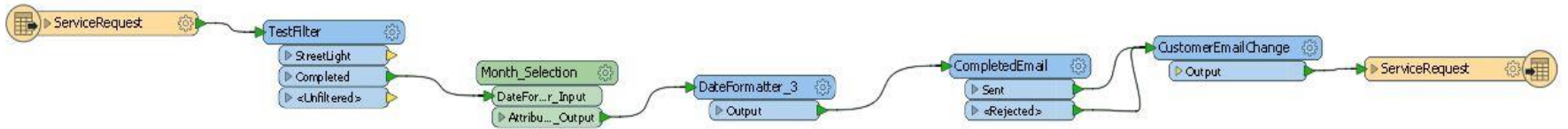
Service Request Workflow



Notification Workflow



Completion Workflow



Department Workflows

- Notified Via City Email
- ArcGIS Online Integration
 - Web AppBuilder Dashboard
 - Crowd Source Manager
- Field Crew Mobile Apps
 - ESRI Collector For ArcGIS
 - ESRI Survey123





Service Request

1 selected / 328 records

Location	Type of Problem	Details	Number of Votes	Pr...
	Street Sign Damage	Replace Utica Ave 9000 with new		
	Graffiti	Top of skyline rd		
	Graffiti	Graffiti on a small wall s/w corner san be		
	Irrigation in City Landscapes	irrigation on in the north end od red hll		
	Graffiti	Graffiti on bench and wall on north end		
	Graffiti	Bright pink grafitti with profanity on nor		
	Street Sign Damage	Down post and R2		
	Street Sign Damage	Missing yellow n-marker		
	Street Sign Damage	N Victoria Windrows s/o Bougainvillea r		

Info Comments (0)

Request Type: Irrigation in City Landscapes - Completed

Location

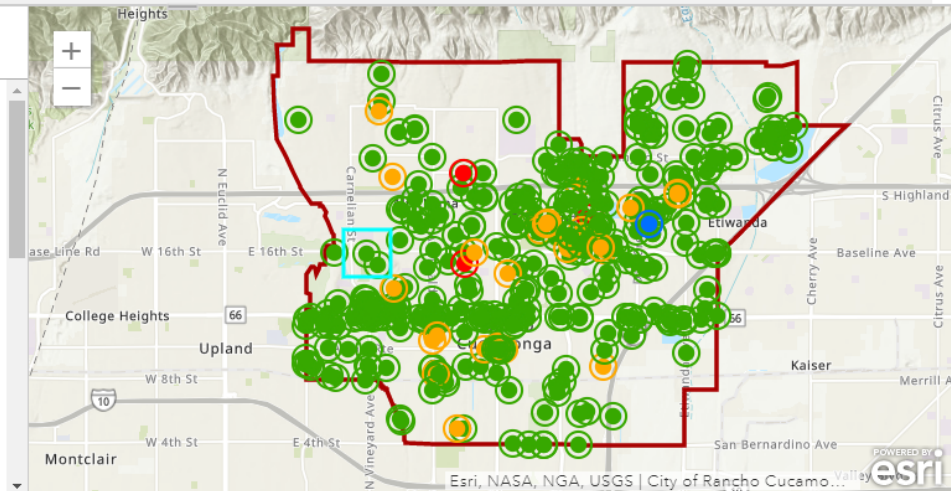
Type of Problem Irrigation in City Landscapes

Details irrigation on in the north end od red hll park on the slopes adjacent to base line. shouldnt be on on the middle of the day

Number of Votes

Public View

Name Lori sassoon



iPad 10:06 AM 75%

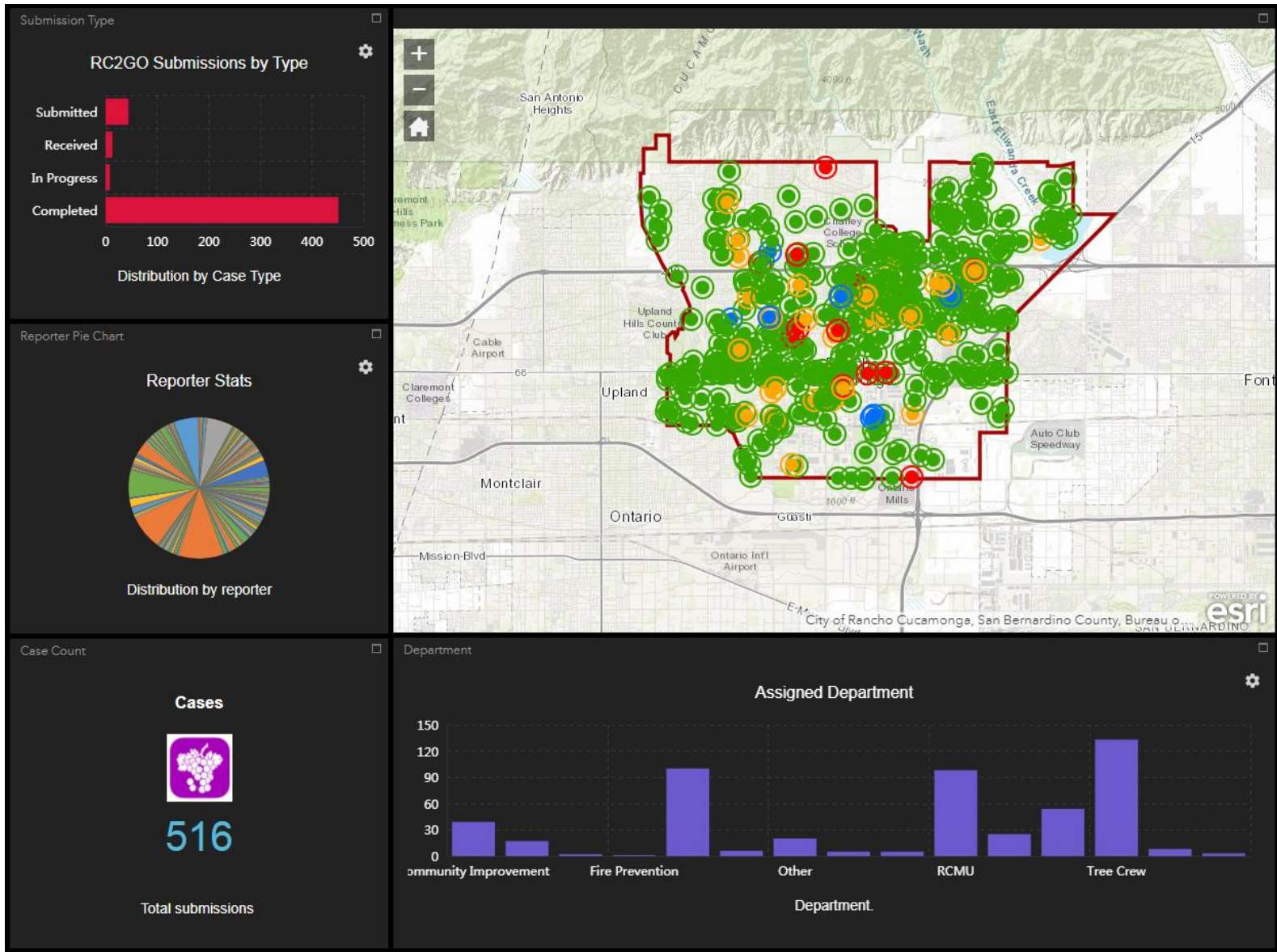
Maps

The screenshot shows the iPad Maps application interface. At the top, the status bar displays 'iPad', signal strength, '10:06 AM', and '75%' battery. The Maps app header includes the 'Maps' title and navigation icons for location, layers, search, and scale. The map shows Rancho Cucamonga with several green location pins. A blue circle highlights a specific pin near the City Hall Police Station. A details panel is open on the right, displaying the following information:

- Request Type:** Unsafe Tree - Completed
- Name:** Art Yero
- Location:** Lat: 34.09938313° Long: -117.57453673°
- Edited by:** Ryan.Wilson on 1/3/18 at 11:45 AM
- Request Type:** Unsafe Tree - Completed
- Type of Problem:** Unsafe Tree
- Details:** tree blocking lane - Rosello cut and cleaned
- Name:** Art Yero
- User Name:**
- Phone:**
- Email:**

At the bottom left of the map, a scale bar indicates 213.3 ft.





Questions?



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- Email: gis@cityofrc.us
- City Website: <https://www.cityofrc.us>

