

**Improving
Communication
with
Cityworks®**

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Outline



1. What is Cityworks?
2. Communication with City Employees
3. Communication with GIS
4. Communication with Public & Others
5. Questions



What is Cityworks?



If You Track It, You Can Fix It

- Cityworks empowers GIS to manage both physical infrastructure and land-focused asset management.
- Organizations allocate considerable resources toward developing and maintaining their GIS. Cityworks capitalizes on this valuable resource.
- Cityworks and Esri ArcGIS combine to make the perfect platform for designing and creating GIS-centric public asset management solutions.



GIS Interaction



Work Management



Permits

What is Cityworks?



Esri ArcGIS provides the tools necessary to maintain the asset inventory and for using geography as a management tool.



Cityworks provides tools for managing and tracking the work that regulates local government assets.



What is Cityworks?



Cityworks can be used for an array of purposes within any organization

Management

- ROI, Meeting Mandates, Reporting
- Cost Analysis & Negotiation
- System Integrations

Administrative End-User

- Work Management
- Ease of Use, Customization

Citizens

- Improved Customer Service

Directors

- Asset Management, Reporting, Data Mining, KPIs
- Streamlined Permitting Processes
- IT Department-Implementation, Web Services
- GIS Capabilities, Customizable

Field Supervisors and Field Users

- Improved Accuracy, Better Planning and Resolution
- Mobile
- GIS Benefits

What is Cityworks?



AMS (Asset Management Solution)

Allows you to leverage GIS and manage capital assets, infrastructure, and automates work processes

The 3 templates that comprise AMS are:

- **Service Request**
 - Initial inquiry to a problem/concern
- **Work Order**
 - Work that needs to be done on as asset
- **Inspection**
 - When you want information for an asset but it doesn't require a WO

PLL (Permits, Licensing, and Land)

Designed for public agencies that manage

- permits, projects, inspections, and other activities
- permitting, planning, and engineering review

Tracks the workflow process

- from application or request through departmental plan reviews, fee collection, inspections, regulatory meetings, hearings, and more

What is Cityworks?



Browser-based solution comprised of two major components

AMS (Asset Management Solution)

GIS-centric server- and browser-based design enables enterprise web access for higher levels of operational efficiency

AMS is fully integrated with PLL, allowing GIS asset data, service requests, work orders, and inspections to be viewed in the same environment as GIS parcel data, permit, license, and other land data.

PLL (Permits, Licensing, and Land)



www.cityworks.com/wp-content/uploads/2012/07/PLL.png



www.cityworks.com/wp-content/uploads/2012/07/AMS.png

GIS Interaction



“GIS is the perfect platform for local governments to design and create an integrated GIS-centric public asset management system using spatial relationships as a way to manage, coordinate, and analyze all public assets and work activities.”

“Combining infrastructure asset management with land-focused asset management enables an organization to establish an enterprise asset management (EAM) model.”

“Core to any asset management plan is managing and tracking historical, scheduled, and reactive work activities.”

“Local governments recognize GIS reveals many details about the asset, nearby similar assets, and disparate assets, affecting short-term and long-term monitoring and management plans, and hence decision making.”



GIS Interaction



“The ArcGIS geodatabase is a database system with all the typical data assessment tools to categorize, classify, diagram, index, order, schematize, sort, and tabulate.”

“In addition, ArcGIS is able to render data as maps; analyze interconnectivity, proximity, and other complex spatial relationships; and model the physical world.”

“Linking Cityworks permits, licenses, code enforcement, and other land cases to a geospatial reference, like parcels, buildings, or facilities, empowers the GIS in managing these additional work processes.”

Goal of Communication



The goal of communication is to convey a message and prompt the recipient to act

- The need for interpretation and guesswork should be kept to a minimum.
- Effective communication ensures all tasks are assigned, deadlines are agreed to and kept and conflicts are brought to light and dealt with accordingly.
- Internal communication should inform, reassure and direct members of the organization.
- External communication should create a positive relationship between the organization and its customers.

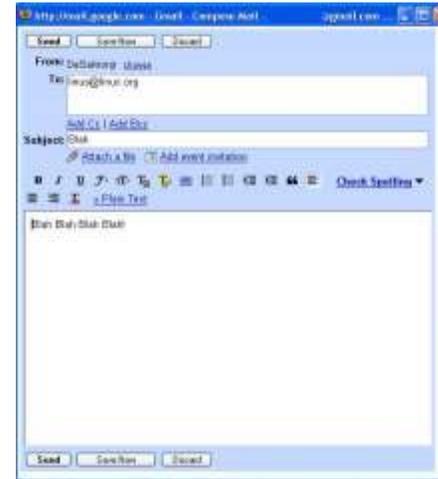


Current Communication Methods



I told you about the pothole that needs fixed didn't I?

Didn't you get my phone call about the inlet issue?



Did you see the post-it note I left on your desk with the address of the map I needed?



Do you still have the email that told you what manhole to repair?

Communication with Cityworks



Multiple ways to communicate in Cityworks

The screenshot shows the 'Inspection Details' form in Cityworks. It includes fields for 'Id' (5437), 'Location', 'Status' (Open), 'Department', 'Inspection Date', and 'Inspected By'. There are sections for 'Reason for Inspection', 'Project Information' (with a dropdown for 'SWQ Manual on File with City'), and 'Inspection Results' (with a dropdown for 'Structure').

AMS & PLL

templates display initial case information and case updates to be viewed by all

GIS Map

where you can find work history by location as well as geographic asset information

Public Portal

citizens, contractors, etc can apply for and track the progress of a permit

Task Code	Description	Result	Target End	Completed	#
	Application Submittal - Res...	COMPLETE ✓	6/16/17 3P	6/30/17 3P	1
	Admin Review - Residential ...	COMPLETE ✓	7/7/17 3P	6/30/17 3P	2
	SAF Review - Residential	COMPLETE ✓	7/7/17 3P	6/30/17 3P	1
	Stormwater Review - Residen...	COMPLETE ✓	7/7/17 3P	6/30/17 3P	2
	Building Code Review - Res...	COMPLETE ✓	7/7/17 3P	6/30/17 3P	2
	Additional Requirements Ide...	DONE-1 ✓	7/7/17 3P	6/30/17 3P	2
	Architectural Review	COMPLETE ✓	7/7/17 3P	6/30/17 3P	2
	Reviews Completed	DONE-FEES ✓	7/5/17 3P	6/30/17 3P	3
	Fees Calculated	DONE-NOTI ✓	7/5/17 3P	6/30/17 3P	4
	Notification of Fees Due	DONE-NOTI ✓	7/4/17 3P	6/30/17 3P	5
	Permit Issued	ISSUED-ISO ✓	8/11/17 3P	6/30/17 3P	6
	Financial Report	DONE-INSR ✓	7/4/17 3P	6/30/17 3P	7
	Posting Inspection	PASS-1 ✓		6/30/17 3P	8
	Driveway and Sidewalk Inspec...	PASS-1 ✓		6/30/17 3P	8
	Sewer Connection Inspection	PASS-1 ✓		6/30/17 3P	8
	Underlaid Inspection	PASS-1 ✓		6/30/17 3P	9
	Rough In Inspection	PASS-1 ✓		6/30/17 3P	10
	Sanitary Sewer Line Inspec...	N/A ✓	9/22/17 3P	8/21/17 2P	11
	Storm Sewer Line Inspection	N/A ✓	9/22/17 3P	8/21/17 2P	11
	Final (As-Built) Energy Des...	DONE-1 ✓	9/22/17 3P	8/21/17 2P	11
	Final Inspection	PASS-1 ✓		8/16/17 12A	12
	Manhole Inspection - Sanita...	IN ✓	11/13/17 2P		12
	Manhole Inspection - Storm	IN ✓	11/13/17 2P		12
	Issue CoID - New Residential...	IN ✓	8/24/17 2P		13
	Close Case				14

Communication with City Employees



Cityworks Inbox

- Main source of communication
- User specific
- check email & Inbox to start day
- Tabs can contain multiple panels and display a variety of information
 - Individualized Reports
 - **Queries of SR, WO, IN, PLL Cases**
 - **Map of SR, WO, IN, PLL Cases**
 - Announcements
 - Images
 - Weather
 - Websites

The screenshot displays the Cityworks web application interface. The top navigation bar includes tabs for 'Inspections', 'Storm Line Locates - CLOSED', 'Work Order', and 'Open Stormwater Service Request'. The 'Open Stormwater Service Request' tab is active, showing a table of requests. Below the table is a map view of the service area, which includes a search bar and a 'Locate' button. The map shows a residential area with streets like Fry Rd, Main St, and N Howard Rd. The Cityworks logo is visible in the bottom right corner of the map area.

Sr	Date Initiated	Description	Priority	Category	Submit To	Dispatch To	Address
289	2017-04-11 1:39 PM	Creek Issues	3		Jones, Chris	Jones, Chris	147 MONTICELLO DR
511	2017-07-19 2:50 PM	Street Flooding, Water in Street, Ditch, Culvert	3		Weathers, Randy		632 REDBUD LN
548	2017-08-02 2:38 PM	Creek Issues	3		Jones, Chris		
580	2017-08-22 12:15 PM	ERU Inspection	3		Weathers, Randy		566 S POLK ST
589	2017-08-24 2:30 PM	ERU Inspection	3		Weathers, Randy		897 AIRPORT PKWY

Communication with City Employees



Inboxes are able to be user/group specific because of the
‘Submit To:’
option in Cityworks

The screenshot displays two overlapping windows from the Cityworks application. The 'Select Template' window on the left shows a list of entity templates under the 'Stormwater' group, with 'SWQ Inspection' selected. The 'General' window on the right contains various form fields. The 'Submit To:' dropdown menu is highlighted with a red box and contains the text 'Weaver, Mike'. Other visible fields include 'Status: Open', 'Priority: Medium Low', 'Requested By:', 'Stage: Actual', 'Expense Type: Maintenance', and 'Associate Activity: Service Request'.

Work responsibility defined at the creation of a SR, WO, IN

- Worked with crews and supervisors to ensure right person(s) for the job
- Even though jobs can only be assigned to 1 person, multiple people can view the SR, WO, IN because the same tab can be put on multiple people's Inbox

Communication with City Employees



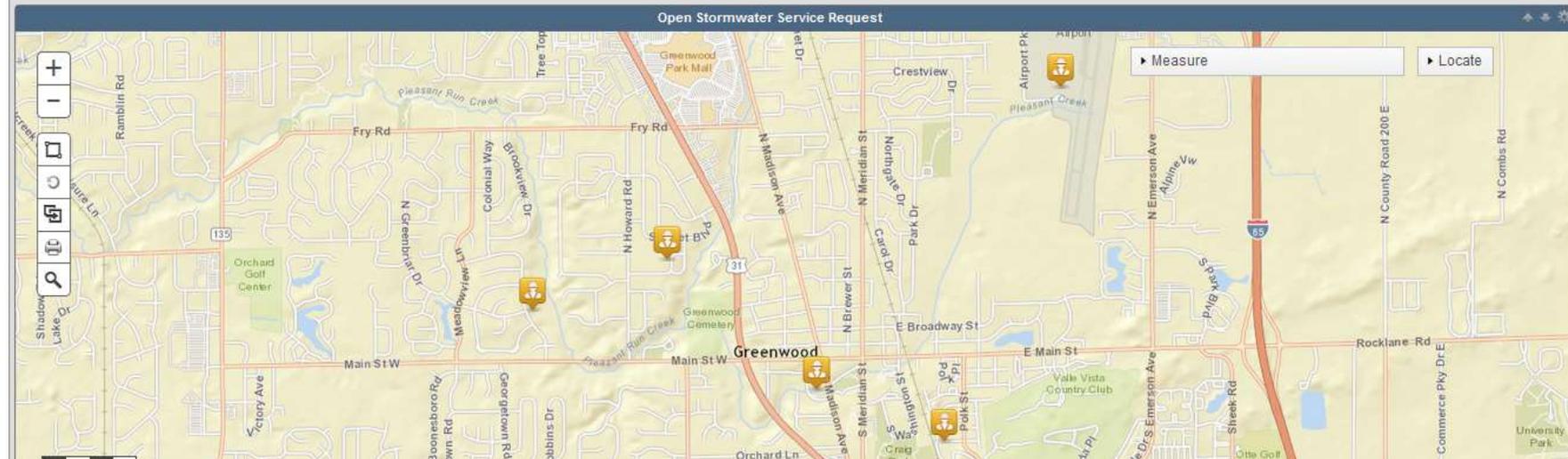
Cityworks Inbox

- You can customize each tab's search results fields based on department or type of template
 - Can search all fields in a tab
 - Create a map of the same search results
 - Not a one size fits all solution

<input type="checkbox"/>	Sr	Date Initiated	Description	Priority	Category	Submit To	Dispatch To	Address
<input type="checkbox"/>	289	2017-04-11 1:39 PM	Creek Issues	3		Jones, Chris	Jones, Chris	147 MONTICELLO DR
<input type="checkbox"/>	511	2017-07-19 2:50 PM	Street Flooding, Water in Street, Ditch, Culvert	3		Weathers, Randy		632 REDBUD LN
<input type="checkbox"/>	548	2017-08-02 2:38 PM	Creek Issues	3		Jones, Chris		
<input type="checkbox"/>	590	2017-08-22 12:15 PM	ERU Inspection	3		Weathers, Randy		566 S POLK ST
<input type="checkbox"/>	600	2017-08-24 2:30 PM	ERU Inspection	3		Weathers, Randy		897 AIRPORT PKWY

Rows

1 - 5 of 5



Communication with City Employees



Cityworks Templates

Regardless of the type of SR, WO, IN, PLL template you see, you have some basic information that is the same for all

- Address/Location ←-----→
- Actual Start/Finish ←-----→
- Who the work is Submitted To ←----→
- Comments ←-----→
- Attachments ←-----→

All of this information is crucial in keeping the lines of communication open in a organization

Where is the work happening?

When did the job begin?

Who is doing the work?

What has been happening on site?

Pictures are worth a thousand words

Communication with City Employees



Comments in a Template

Comments enhance communication even more

- All comments are time stamped and populated with the name of the commenter automatically upon creation
- Include a User in a comment and they will receive an email with a link to the SR, WO, IN, PLL
- You can create a link to an existing SR, WO, IN, PLL

Mink, les

08/4/2016 3:46 PM

no one was home left message on his voice mail

Comments: [Rich Text Editor]

@tom

Comptom, Tom	comptot	Sort ▲
Kite, Tom	kitet	
Maggard, Tom	maggardt	
Ward, Tommie L	wardt	

Resolution: [Dropdown]

016 3:46 PM

Comments: [Rich Text Editor]

sr463

463 Engineering ROW Improvement Inspection

Sort ▲

Communication with City Employees



Description	Result	Target End	Completed	M	
Application Submittal - Com...	COMPLETE-R	6/16/17 5P	6/21/17 4P	1	+
Admin Review - Commercial Z...	COMPLETE	7/5/17 4P	6/21/17 4P	2	+
SAF Review - Commercial	COMPLETE	7/5/17 4P	6/21/17 4P	2	+
Fire Department Review	COMPLETE	7/5/17 4P	6/21/17 4P	2	+
Building Code Review - Comm...	COMPLETE	7/5/17 4P	6/21/17 4P	2	+
Additional Requirements Ide...	DONE-1	7/5/17 4P	6/21/17 4P	2	+
State Plan Review	COMPLETE	8/2/17 4P	6/21/17 4P	2	+
Hood Plans	N/A	10/25/17 4P	6/21/17 4P	2	+
Fire Alarm Plans	COMPLETE	10/25/17 4P	7/5/17 9A	2	+
Sprinkler Plans	N/A	9/13/17 4P	7/12/17 10A	2	+
Health Department Notificat...	N/A	7/1/17 4P	6/21/17 4P	2	+
Reviews Completed	DONE-FEES	6/26/17 4P	6/21/17 4P	3	+
Fees Calculated	DONE-NOTI	6/26/17 4P	6/21/17 4P	4	+
Notification of Fees Due	DONE-NOTI	6/23/17 4P	6/21/17 4P	5	+
Permit Issued	ISSUED-ISD	8/2/17 4P	6/26/17 1P	6	+
Financial Report	DONE-INSP	6/28/17 1P	6/26/17 1P	7	+
Underslab Inspection	PASS-1		6/29/17 12A	8	+
Sewer Connection Inspection	N/A		7/18/17 10A	8	+
Rough in Inspection	PASS-1		7/17/17 12A	9	+
Above Ceiling Inspection	PASS-1		8/8/17 7A	9	+
Rough in Inspection	PASS-1		7/27/17 9A	9	+
Final Inspection				10	+
Issue C of O - Commercial				11	+
Close Case				12	+

PLL Case Templates have additional methods of Communication

Workflows that communicate tons of information

- Most notably workflow can't move on until certain milestones are met

People and Contractor Roles

- Easy to classify individuals involved in case

Role Code	Name	City
ARCHITECT	ALEXANDRA RICHARDSON	CHICAGO

Type	Business Name	Name	City
COM-GNRL	LOBERG CONSTRUCTION	TIM FERGUSON	PALATINE

Fees are calculated based on entered data

Communication with City Employees



The screenshot shows a software interface with a 'General' tab selected. The 'General' section contains various search filters such as 'WO ID(s)', 'Entity Group', 'Category', 'Status', 'Requested By', 'Submit To', 'Projected Start', 'Opened By', 'Completed By', 'Actual Start', 'Unattached?', 'Stage', 'Has Request', 'Has PII Case', 'Closed?', 'Reactive?', and 'Request ID(s)'. The 'Search Query' panel on the right shows a list of fields visible in search results, including 'Entity Type', 'Description', 'Priority', 'Status', 'Submit To', 'Proj Start Date', 'Proj Finish Date', 'Actual Start', 'Actual Finish', 'Type of Response', 'Map Page', 'Tile No', 'Address', 'Location', 'Entity Group', 'Category', 'Initiated By', 'Date Initiated', 'Date Submit To', 'Completed By', 'Supervisor', 'Update Map', 'Legal Billable', 'Contractor Billable', 'Project', and 'Account'. The 'Sort' field is set to 'Entity Type'.

Saved Search

- Basically database searches
- Ability to search for almost anything in a SR, WO, IN, PLL
- You can save searches to utilize multiple ways
 - Inbox
 - eURL– mapping
 - Just keep a saved search
- Searches can be saved for a User, Group or the entire Domain

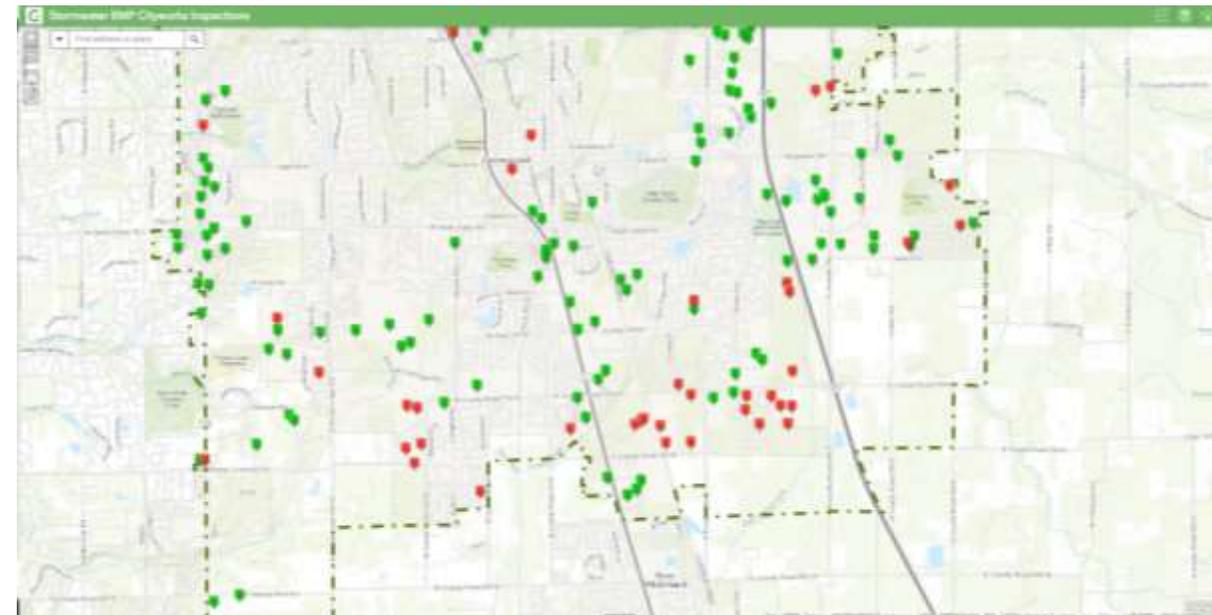
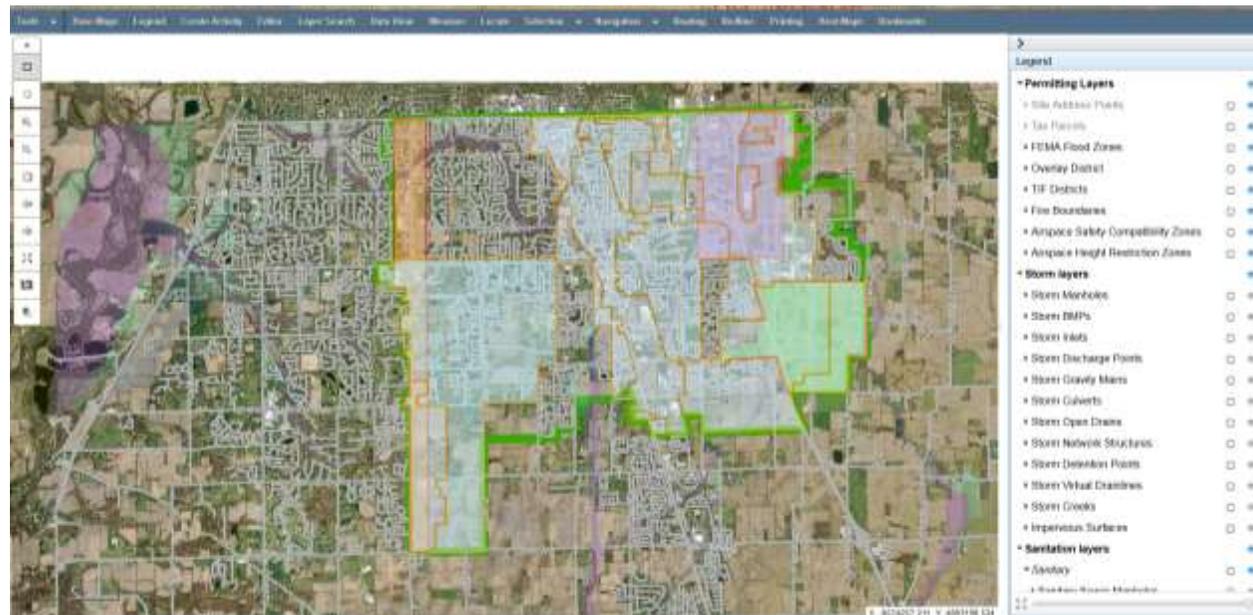
The screenshot shows a 'Name:' field with a dropdown menu showing 'Stormwater Work Orders'. Below it is a 'Description:' field containing 'all stormwater work orders'. There are also fields for 'Employee:' (Maggard, Tom), 'Share with:' (Domain, Group, User), 'User default?' (Clear), and 'Domain default?' (Clear). A 'Save' button is at the bottom right.

Communication with GIS Maps



Cityworks User Map

[Stormwater BMP WO AGOL Map](#)



Communication with GIS Maps



Cityworks User Map

GIS data from GIS Server

- Over 70 distinct layers of Greenwood specific data
- Since data is housed on server it updates automatically to user map

Maps are customizable

- They are set up individually or by group
- This allows for people to get data initially on map that they want
- Stormwater has all GIS layers but only has certain layers on initially

The image shows two side-by-side screenshots of GIS map legends. The left legend is titled 'Legend' and lists several categories of layers:

- Permitting Layers** (all visible): Site Address Points, Tax Parcels, FEMA Flood Zones, Overlay District, TIF Districts, Fire Boundaries, Airspace Safety Comp Zones, Airspace Height Restr Zones.
- Storm layers** (all visible): Storm Manholes, Storm BMPs, Storm Inlets, Storm Discharge Point, Storm Gravity Mains, Storm Culverts.

The right legend is also titled 'Legend' and lists:

- Vehicle Inventory** (all visible): Vehicle Inventory.
- Storm Data** (all visible): Storm Manholes, Storm BMPs, Storm Inlets, Storm Discharge Point, Storm Gravity Mains, Storm Culverts, Storm Open Drains, Storm Network Structur, Storm Detention Points, Storm Virtual Drainline, Storm Creeks, Impervious Surfaces.
- Sanitation layers** (all visible): Sanitary.

Communication with GIS Maps



You can search Work History for all templates on Cityworks User Map

- You can choose address or place a point on the map
- Change the map units to broaden or reduce range
- You can search any/all of SR, WO, IN, PLL saved searches

Locate

Enter Address Information

[Find by Point](#)

Search Work History

Open Selected | Print | Export | Refresh

Address Information

Address: 632 REDBUD LN

District: Zip: 46142

Map units: 200

Search Filter Configurations

Requests: ALL REQUESTS

Inspections: ALL INSPECTION

Work Orders: All Work Orders

PLL:

Request (2) | Inspection (1) | Work Order (7) | Assets (8) | Permit (0)

<input type="checkbox"/>	Id	Date Initiated	Description	Priority	Category	Submit To	Dispatch To	Address	District	D
<input type="checkbox"/>	382	05/16/2017 10:21	Miscellaneous Stormwater	3		Weathers, Randy		624 REDBUD LN		^
<input type="checkbox"/>	511	07/19/2017 02:50	Street Flooding, Water in Street, Ditch, Culvert	3		Weathers, Randy		632 REDBUD LN		v

Communication with GIS Maps



Cityworks

Home | Recent | Requests | Work Orders | Inspections | Crew Manager | Calendar | Reports | Designer | GIS Search | Table Editor | Report Manager | Project Manager | 931 Manager | PCL Admin | New Portal

Select Search

View In Grid	Delete Function	Name	Description	Date Created	Created By	Shared By	Edit	Type	Map	Service
<input type="checkbox"/>		Open Riser Manhole WO	Entity Group Sewer; Apply to Entity: Sanitary Sewer Manholes; Description: Riser Manhole; Actual Finish Date: Is Not Null	2/14/2017 12:14 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open Riser Manhole WO Need to be Closed	Entity Group Sewer; Apply to Entity: Sanitary Sewer Manholes; Description: Riser Manhole; Actual Finish Date: Is Not Null	2/14/2017 12:13 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open Manhole Clearing WO Need to be Closed	Entity Group Sewer; Apply to Entity: Sanitary Sewer Manholes; Description: Clean; Status: Open; Actual Finish Date: Is Not Null	2/14/2017 12:13 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open Manhole Clearing WO	Entity Group Sewer; Apply to Entity: Sanitary Sewer Manholes; Description: Clean; Status: Open; Actual Finish Date: Is Not Null	2/14/2017 12:11 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open CCTV Gravity Main Inspection WO	Entity Group Sewer; Apply to Entity: Sewer Gravity Main; Description: CCTV Inspection; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 3:14 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open CCTV Gravity Main Inspection WO Need to be Cl	Entity Group Sewer; Apply to Entity: Sewer Gravity Main; Description: CCTV Inspection; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 3:14 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open CCTV Sewer Lateral Lines Inspection WO Need t	Entity Group Sewer; Apply to Entity: Sewer Lateral Lines; Description: CCTV Inspection; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 3:13 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open CCTV Sewer Lateral Lines Inspection WO	Entity Group Sewer; Apply to Entity: Sewer Lateral Lines; Description: CCTV Inspection; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 3:13 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open Root Saw WO Need to be Closed	Entity Group Sewer; Apply to Entity: Sewer Gravity Main; Description: Root Saw; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 3:12 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open Root Saw WO	Entity Group Sewer; Apply to Entity: Sewer Gravity Main; Description: Root Saw; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 3:11 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open Sewer Clearing WO Need to be Closed	Entity Group Sewer; Apply to Entity: Sewer Gravity Main; Description: Clean; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 3:07 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open Sewer Clearing WO	Entity Group Sewer; Apply to Entity: Sewer Gravity Main; Description: Clean; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 3:00 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open Chemical Root Control WO Need to be Closed	Entity Group Sewer; Apply to Entity: Sewer Gravity Main; Description: Chemical Root Control; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 2:25 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open Chemical Root Control WO	Entity Group Sewer; Apply to Entity: Sewer Gravity Main; Description: Chemical Root Control; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 2:21 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open LR station cleaning WO	Entity Group Sewer; Apply to Entity: Sewer LR stations; Description: Clean; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 2:11 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Open LR station cleaning WO Need to be Closed	Entity Group Sewer; Apply to Entity: Sewer LR stations; Description: Clean; Status: Open; Actual Finish Date: Is Not Null	2/13/2017 2:10 PM	Mick, Joe	Group	Edit	Work Order	Map	Service
<input type="checkbox"/>		Gary Newman Open Work Order		1/28/2017 4:25 PM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Storm Line Locator Others 11/7/16		11/7/2016 1:05 PM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Storm Line Locator CLOSED		11/3/2016 11:04 AM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Storm Line Locator 11/3/16		11/3/2016 10:38 AM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Kel Warden Open WO		10/26/2016 1:53 PM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Bryan Hussong Open WO		10/26/2016 1:06 PM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		All Work Orders		10/27/2016 8:26 AM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Closed Stormwater Work Orders	all closed stormwater work orders	10/16/2016 3:26 PM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Work Orders submitted to Tom Maggard Open		10/16/2016 1:57 PM	Maggard, Tom	User	Edit	Work Order	Map	Service
<input type="checkbox"/>		Work Orders submitted to Tom Maggard Closed		10/16/2016 1:57 PM	Maggard, Tom	User	Edit	Work Order	Map	Service
<input type="checkbox"/>		Work Orders submitted to Tom Maggard		10/16/2016 2:50 PM	Maggard, Tom	User	Edit	Work Order	Map	Service
<input type="checkbox"/>		Stormwater Work Orders	all stormwater work orders	10/12/2016 12:05 PM	Jones, Chris	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Storm Open Drains all WO	all Work Orders for Storm Open Drains	8/30/2016 12:03 PM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Storm Culverts all WO	all Work Orders for Storm Culverts	8/30/2016 12:02 PM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Storm Gravity Main all WO	all Work Orders for Storm Gravity Main	8/30/2016 12:01 PM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Storm Jetting	search of all storm gravity main jetted	8/30/2016 11:01 AM	Maggard, Tom	Domain	Edit	Work Order	Map	Service
<input type="checkbox"/>		Houshao's Work Orders		8/11/2016 9:02 AM	Houshao, David T	Domain	Edit	Work Order	Map	Service

[Service](#)

[Service](#)

[Service](#)

[Service](#)

[Service](#)

- Enterprise URL
- Gives the capability to generate eURLs that can be used to share saved searches
- Here is an example [map](#)
- Nice way to share data to non-tech people

Communication with Public & Others



Others would be defined by

- People Roles (first column to right)
- Contractor Roles (second column to right)
- Outside Review firms
- White River Township Fire Department
- Johnson County Health Department
- Johnson County Planning & Zoning

Some of these individual will be 'clicking buttons'...

- WRTFD
- Outside Review

...others would just be contact people...

- People Roles
- Contractor Roles

...while others need to be listed as their work affects templates

- Johnson County Health Dept
- Johnson County Planning & Zoning

<u>Description</u>
Applicant
Architect
Engineer
Person(s) Who Will Attend Meeting
On-Site Contact Person
Petitioner/Applicant
Property Owner
Representative
SW Poll Prvntn Plan (SWPPP) Contact

<u>Description</u>
Commercial - General
Commercial HVAC
Communication
Demolition
Property Developer
Fireworks Vendors
Mobile Home Installer
Swimming Pool Installers
Residential - Accessory Structures
Residential - Electric
Residential - General
Sign Contractors
Tent Company

Communication with Public & Others



Public Access Portal

- Allows citizens and contractors to apply for and track the progress of permits
- PLL templates are the backbone of this portal
- City of Greenwood plans on having our portal up and running Jan 1, 2018

Create an Application

Applications	search...	Details ▾
<i>Business Case Type Description</i> Engineer - Right of Way Permit		Details ▾
<i>Business Case Type Description</i> Environmental - Well Construction		Details ▾
<i>Business Case Type Description</i> License - Commercial Business		Details ▾
<i>Business Case Type Description</i> License - Contractor		Details ▾
<i>Business Case Type Description</i> Res. Permit - Deck		Details ▾
<i>Business Case Type Description</i> Res. Permit - Electric		Details ▾
<i>Business Case Type Description</i> Res. Permit - New Single Family		Details ▾
<i>Business Case Type Description</i> Utility - Water/Sewer Tap		Details ▾

Communication with Public & Others



Main People Contractor DataGroup Rel Docs Payment

Create an Application [Engineer - Right of Way Permit]

Main People Contractor DataGroup Rel Docs Payment

Case Name: _____
 Location: _____

Show Location On Map

Next Close Cancel

Grand Sum ReCal

R-BLD SQFT: Res. Project Square Footage Group Sum Sum Flag

Enter New Construction SQFT:
 Qty: Rate: Value:

Enter Estimated Cost of Construction:

Select Desired Start Date:

R-BLD_FEES: Residential Building Fee Calculations Group Sum Sum Flag

Enter Number of Fireplaces:
 Qty: Rate: Value:

Enter Number of Decks:
 Qty: Rate: Value:

Enter 1 for Transportation Fee - Enter 2 for Glecross SF - Enter 3 for Landings at Glecross
 Qty: Rate: Value:

R-APPDETL: Res. Application Details Group Sum Sum Flag

Is this a Corner Lot? Yes No

Currently Occupied? Yes No

Select Foundation Type
 Select Value:

Select Roof Design
 Select Value:

Is there an oil well within 150 feet of proposed structure? Yes No

Citizen/Builder Will Fill Out following

- Location of permit
- people & contractor roles
- Data Group data which determines Fees
- Have the ability to add attachments

Fee	Amount
Engineering Construction Inspection Fee	\$0
Engineering ROW Permit & Inspection Fee	\$610
Engineering ROW Permit Add. Inspect. Fee	\$0
Total: \$610	

Communication with Public & Others

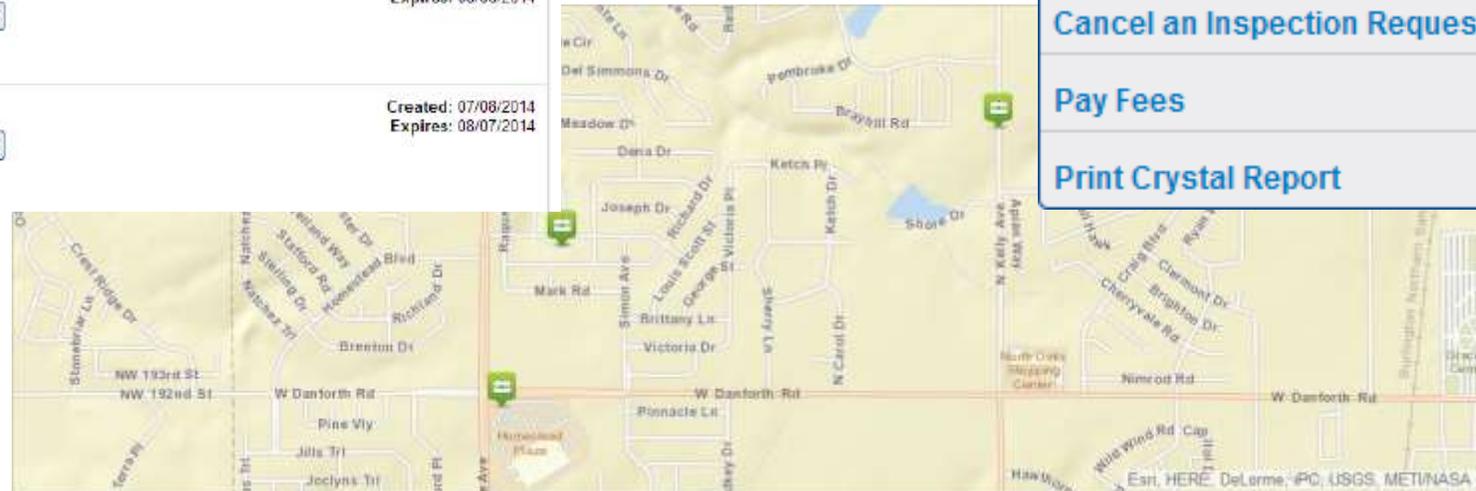


My Applications		Sort	Print
Jun 25 2014	R0692 My New Deck 1701 Geeta Rd, Edmond, Oklahoma, 73003	OPEN I want to....	Created: 06/26/2014 Expires: 06/25/2015
Jul 03 2014	E0691 Your New House 1701 Geeta Rd, Edmond, Oklahoma, 73003	OPEN I want to....	Created: 07/03/2014 Expires: 08/02/2014
Jul 07 2014	L-693 My New Shop 2122 N Kelly Ave, Edmond, Oklahoma, 73003	OPEN I want to....	Created: 07/07/2014 Expires: 08/06/2014
Jul 08 2014	L-694 -No Application Name- 2245 W Danforth Rd, Edmond, Oklahoma, 73003	OPEN I want to....	Created: 07/08/2014 Expires: 08/07/2014

I want to....

- Check Case Status
- Request an Inspection
- Check Status of Inspection Request
- Cancel an Inspection Request
- Pay Fees
- Print Crystal Report

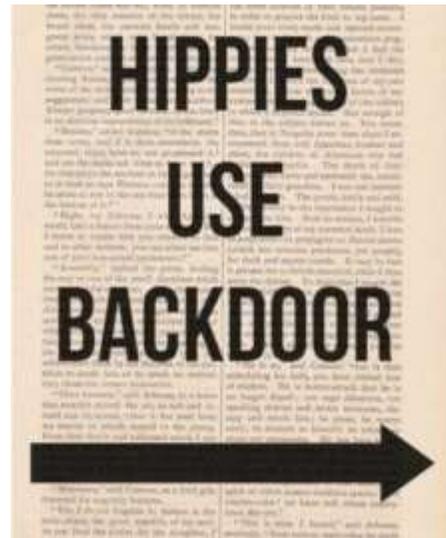
- Applicant will have the capability to view all case data through the portal
- Increased transparency will improve communication with all parties



QUESTIONS??



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[Tom Maggard](#)



[Tom Maggard](#)

