



2003-2006 Technologies Strategic Plan Recap

Our first Technologies Plan concludes in September 2006. The plan was a very aggressive combination of software development and hardware purchases that has resulted in establishing a strong base for future endeavors. Page 3 details these innovations along with the related management agenda each corresponds to in addressing key deliverables established by the City Manager/City Council.

Key Accomplishments

There were many accomplishments during the three-year effort but the following list to me stand out as key accomplishment that has distinguished our department as a leader in innovation. Key accomplishments include:

- Development of a GIS based Customer Information system.
- Sprint/Nextel partnership for day-to-day field secured communication.
- Wireless field mobility.
- Customized SQL and web enabled work management system (WMS).
- State of the Art automated work order and vehicle tracking using a GIS base map.
- Automated Information and Resolution system for closing the loop with the customer.
- Automated IVR integration for customer callouts advising of service interruptions.
- E-Gov system as alternative method of sending a request for service.
- Skill pay module (part of WMS) provides enhanced communications of our pay program to our field crews using wireless technologies.

Marketing/Recognition

Key recognitions during our first Technologies Strategic Plan includes:

- Local Recipient of 2004 Garland Excellence Award
- Recipient of 2006 Innovation in Local Government Award from The Innovative Group
- State Water Journal publications

- National publications in The Innovative Group newsletter and online web publications
- National publications in ARC News
- Submittal to American City of County for consideration toward national recognition of Work Order and AVL system (September 2006)

Acknowledgements

As project coordinator for our departmental technologies planning efforts I want to thank all Managers and Supervisors for great ideas and follow through during this first implementation process. Thanks for your patience and understanding during these times. I hope everyone takes pride as I do in how far we have come in such a very short time. Believe it or not we are gaining a national reputation and presence in our industry. I speak to in and out of State peers almost on a daily basis who request information on how we do what we do.

Also, I want to thank you Jack for providing a positive atmosphere and unyielding support of our goal of first creating the planning process and then implementing these innovative projects for the greater good of the department and customers.

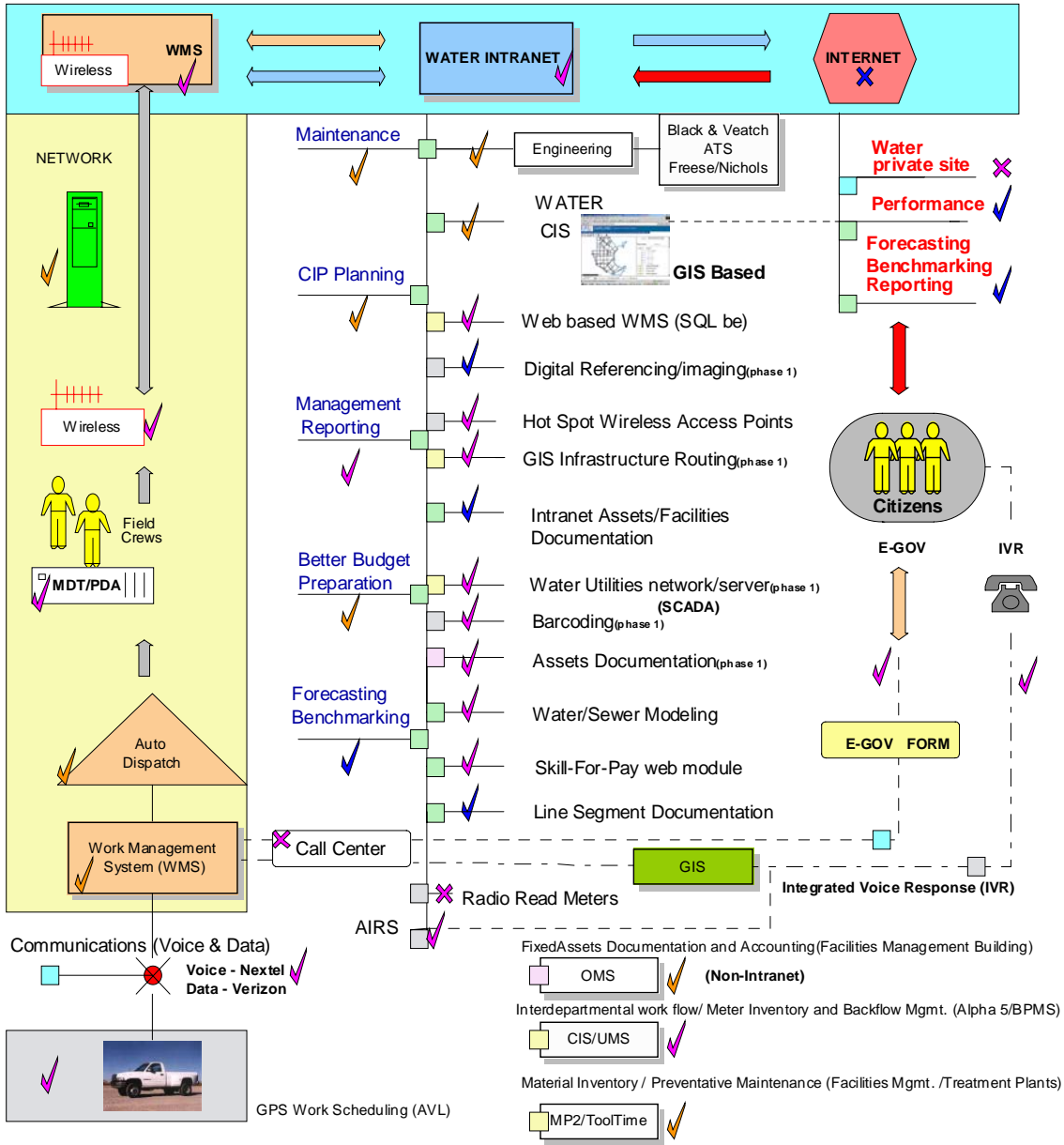
Thanks to all,

dj

Water Utilities

3 Year Plan 2003-2006

City Manager Management Agenda	
☐	Maximize Employee Resources
☐	Enhance Financial Accountability
☐	Responsiveness Council/Citizens
☐	Management Focus on Results
☐	Keep Pace with Citizen Expectations



Where does Water Utilities want to be in 3 years?

- Mobile Integrated Workforce Management
- Fixed Assets /Infrastructure Tracking and Reporting
- Enhanced Communication capabilities to improve response to Citizens/Council

	03/04	Revised: 07/17/06 ✗ In Process ✓ Completed
	04/05	
	05/06	