



San Francisco Public Utilities Commission Streamlining maintenance and construction reporting

San Francisco Public Utilities Commission provides retail drinking water & wastewater services to the City of San Francisco, wholesale water to three Bay Area counties, green hydroelectric & solar power to Hetch Hetchy electricity customers, and power to the residents & businesses of San Francisco through the CleanPowerSF program.

About San Francisco Public Utilities Commission

San Francisco Public Utilities Commission (SFPUC) employs 2300 people, with a combined annual operating budget just shy of \$1 billion. Their mission is to provide customers with high-quality, efficient and reliable water, power and sewer services, while remaining inclusive of environmental and community interests and sustaining the resources entrusted to their care.

The Challenge

SFPUC field workers are responsible for completing several

maintenance and construction projects throughout their service areas each year. These projects range from simple storm drain inspections, to substantial construction projects that involve digging up sections of roads. Upon completion, each project required a summary report containing important project information, such as the asset(s), the type of work completed, dates, photos and more.

Reports were manually compiled once the work was complete. This process involved transferring information from one system to another, often by photocopying and scanning documents and photos.

With a 24/7 operation serving one of California's largest cities,



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along with three surrounding counties, efficiency is crucial and an ongoing concern. Manually compiling hundreds of reports each year was inefficient and consumed valuable labor hours.

The Solution

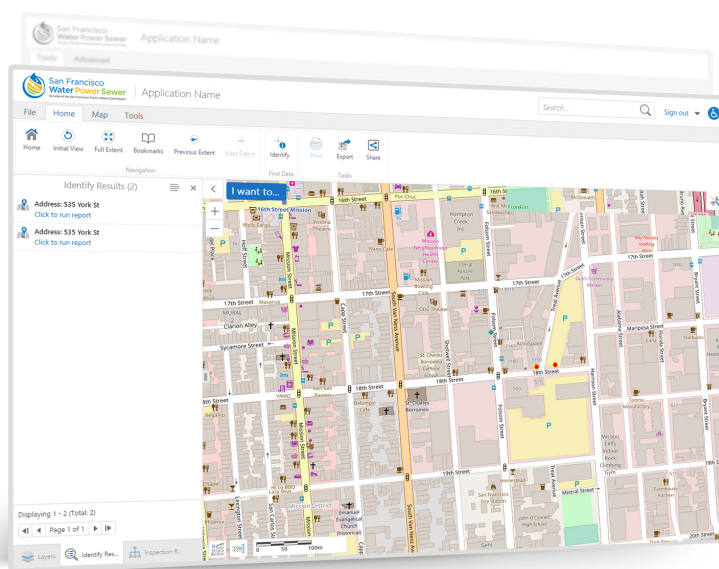
Latitude Geographics worked with SFPUC to leverage *Geocortex Workflow* and *Geocortex Reporting* technology to automate the report generation process. The result was the development of a workflow built around key business processes that queries and compiles the data, as well as various report templates to account for the different types of work.

To generate the reports, staff now simply click on a feature on the map and pass the feature ID to the workflow, which queries ArcGIS Online to pull together the required information. The workflow then passes this information into one of the report templates.

The Results

SFPUC has significantly reduced the time spent creating their reports. Instead of manually tracking down and compiling the required information from various data sources, they’re now able to generate reports with just a few clicks on the map.

“What’s great about the approach we’ve taken with Geocortex is that it not only helps us operate more efficiently; Geocortex technology provides us with the flexibility we need to incorporate new report types and functionality,” explains Lily Dryden, Enterprise GIS Coordinator at SF Public Utilities Commission.



SFPUC's simplified reporting interface

“We’ve also found that Geocortex tools make the applications we build very simple to use, and makes the technology more accessible to other departments throughout our organization.”

SFPUC is excited about the success they’ve experienced with Geocortex and Esri technology, and have future plans to integrate mapping technology into the day-to-day operations of other divisions.