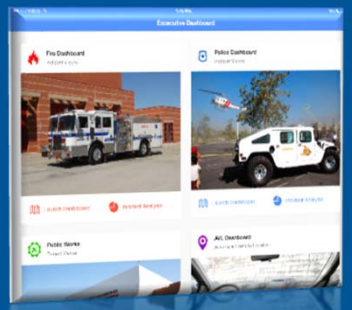
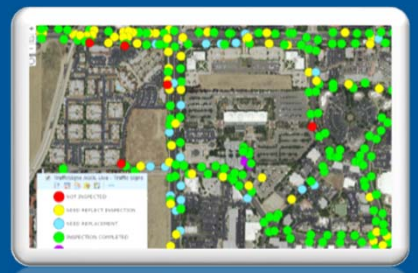
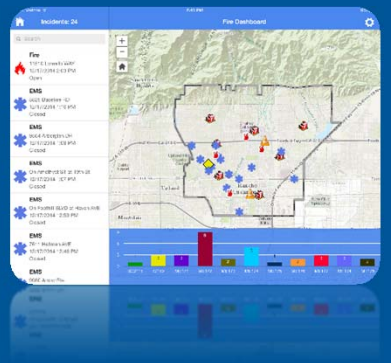
Transforming Local Government Business Processes

---- Building Smarter Cities







John R. Gillison
City Manager
City of Rancho Cucamonga

2015 SEPT 27-30 seattle
ICMA ANNUAL CONFERENCE KING COUNTY

RANCHO CUCAMONGA

Why Change service delivery model?

- Advancement in technology (iPhone, iPad, android, windows devices)
- Social media
  - Younger work forces – more tech savvy
- Residents are demanding quicker responses to service requests
- Increase transparency & accountability for citizens
- Increase efficiency & effectiveness
  - Reduction in workforce

Changing Business Processes …..

- Adopting smarter technologies **(ArcGIS Platform)**
- Incorporating smart devices
- Embracing GIS and Cloud GIS
- Changing existing workflows
  - Move from clipboards
  - Assets mapping
- Provide easy access to critical data
  - Web maps
  - Mobile apps

Geographic information portal

City of Rancho Cucamonga

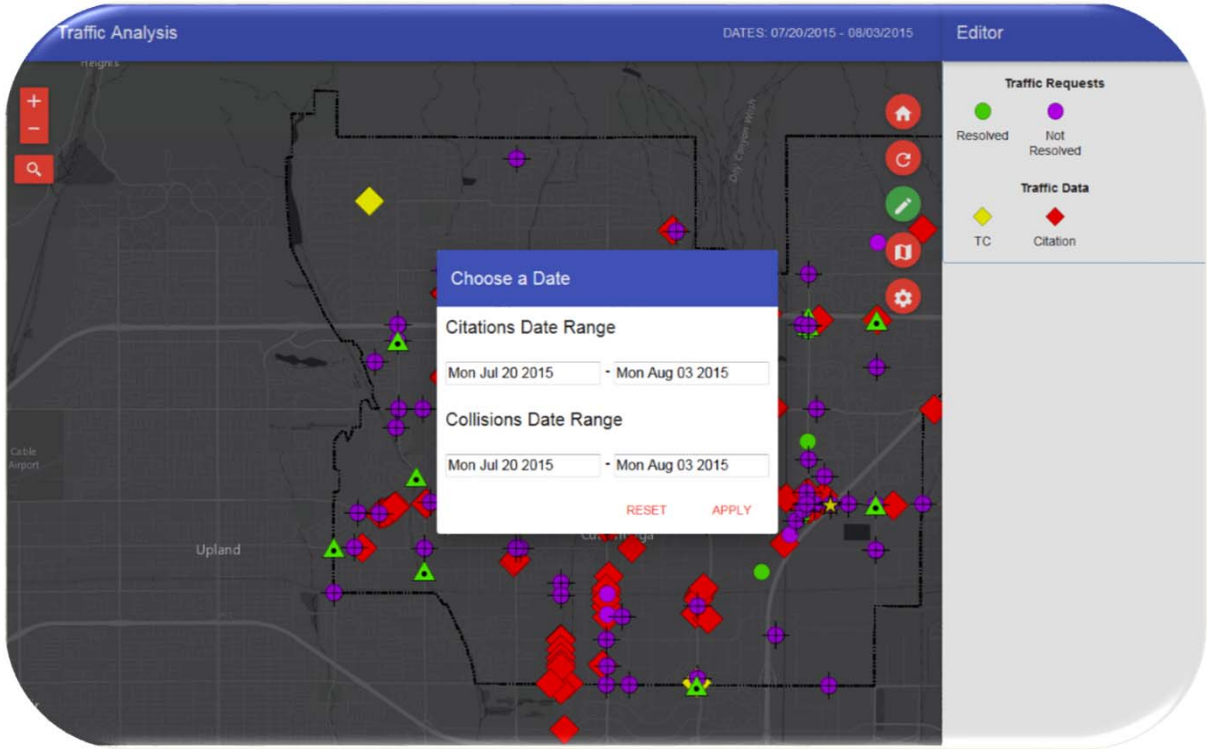
- Located in San Bernardino County
- Population – 171,058
- City/Fire Budget - $221,887,760
- FTE - 771
- Daytime Population – 187,567
- Landuse Mix – 40.2 sq.mi
- Parks – 20
- Fire Stations – 7
- Rancho Cucamonga Police Department
- Victoria Garden Mall
- Street Signs – 26,949
- Catch Basin/ Storm Drain – 4,024
- Traffic Signal – 194

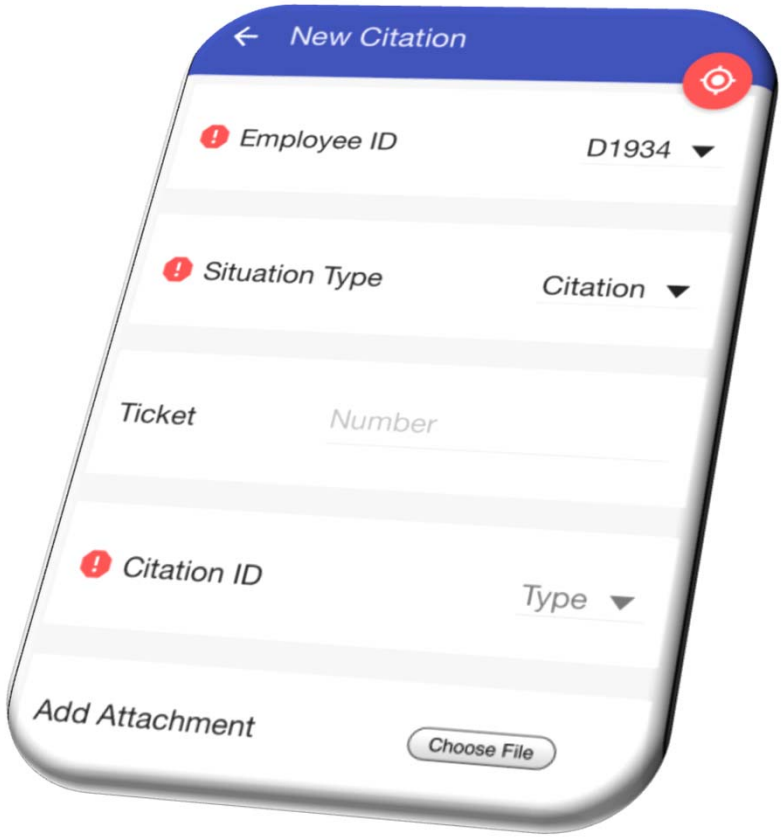
Rancho Cucamonga Police Department

- Provides real-time citation & collision information
- Provide trend analysis
  - Hot spots
- Smarter traffic enforcement
  - Faster response to speeding request
  - Easy data access by deputies
  - Provide Street speed survey data for court cases

Traffic Analysis App Components

Desktop

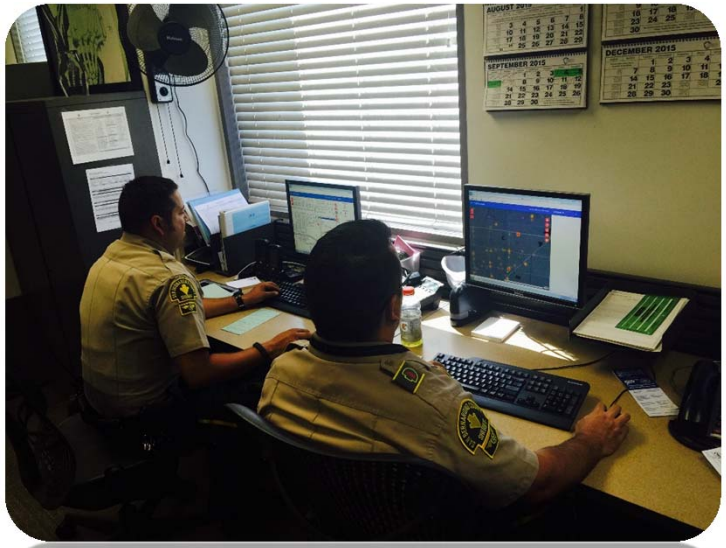


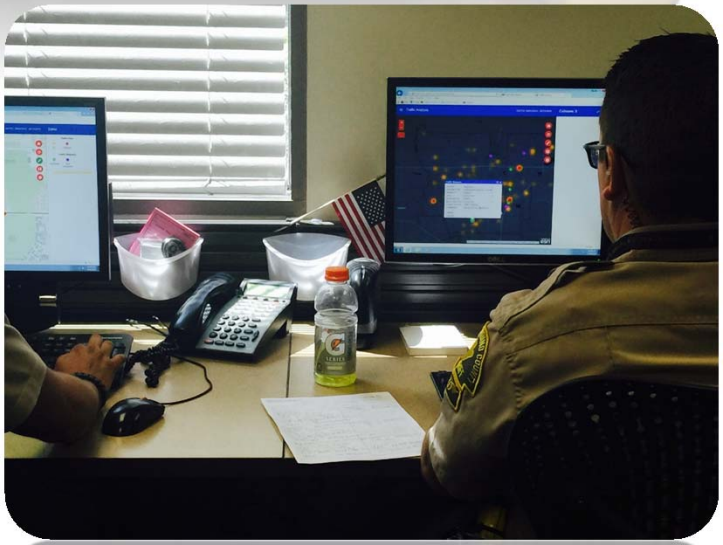


Mobile App

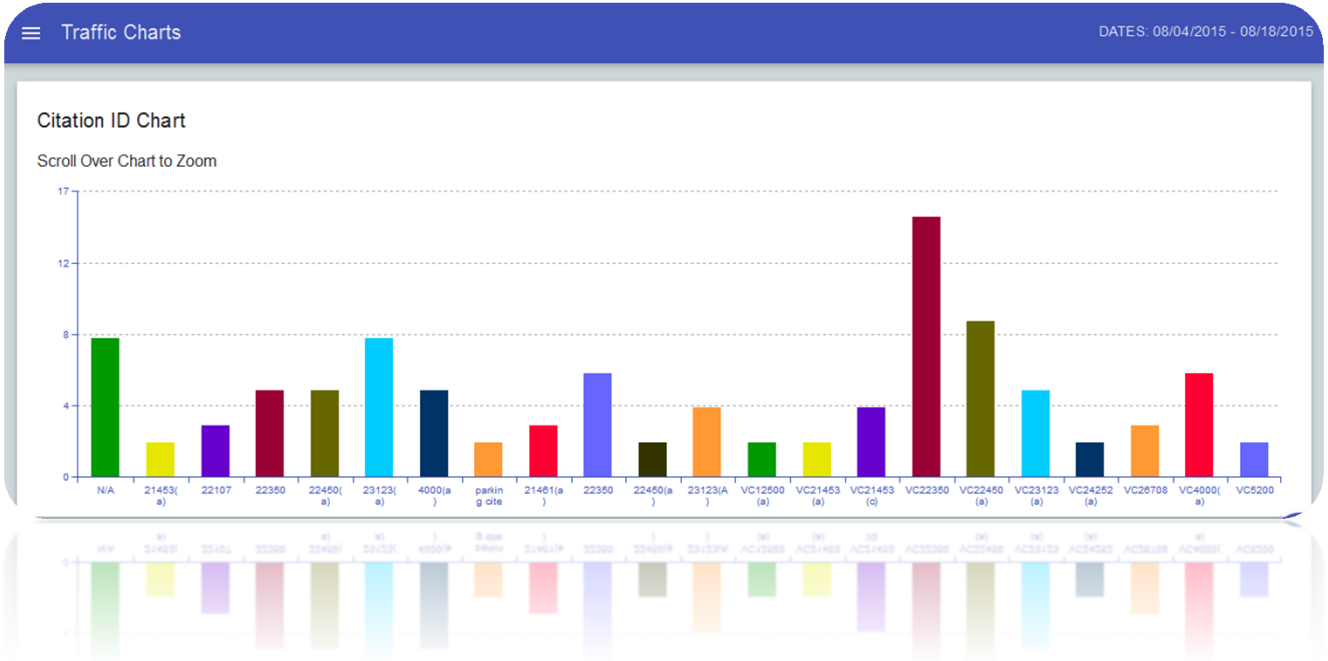
Benefits of the app

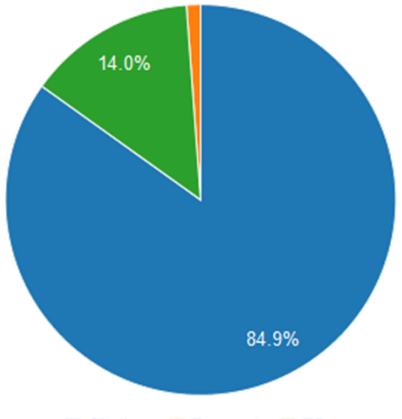
- Data driven decision making
- Provides officers with spatial planning tool
- Plan their daily patrol based on trends
- Effective data sharing among officers
- Prompt response to speeding request

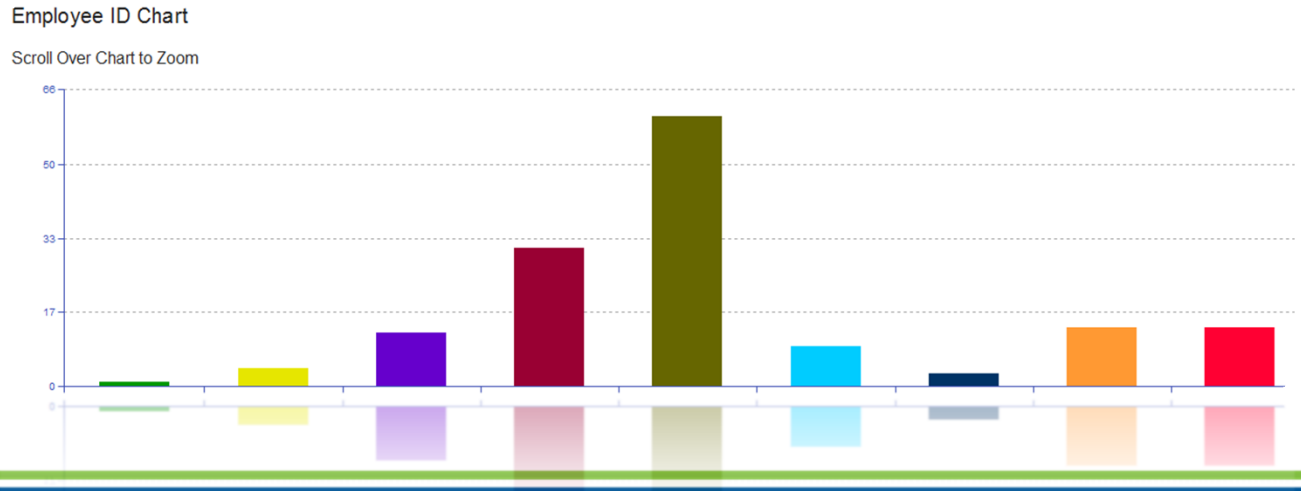




Benefits of the app





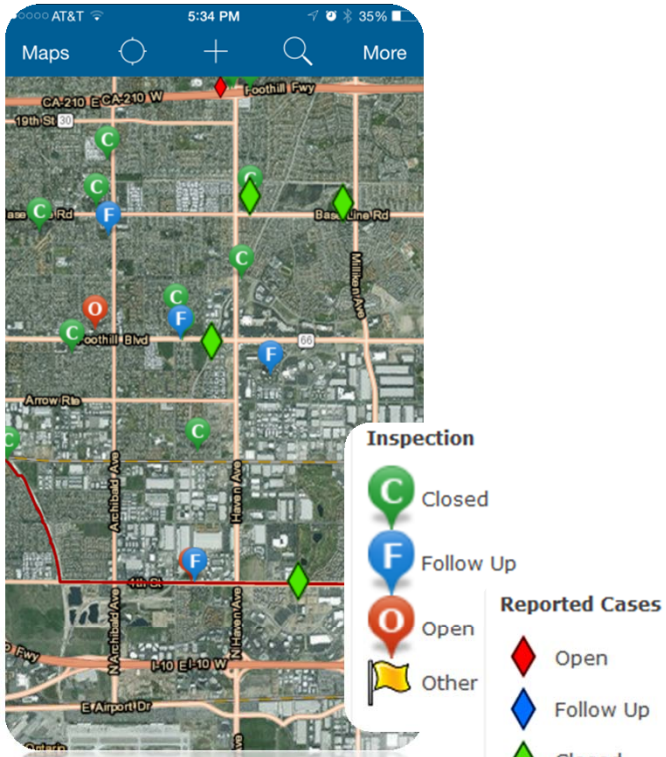


Transient Population Monitor App

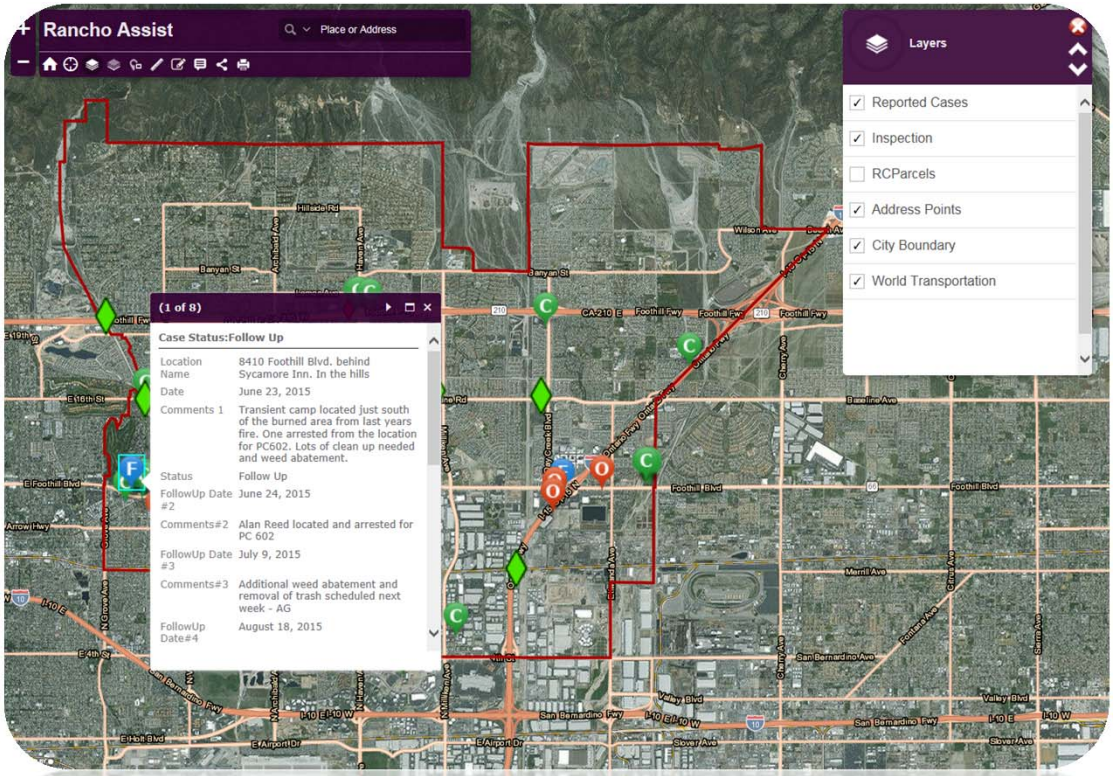
- Almost all code enforcement cases are location based
- Code Enforcement & Police Department joint project
- Aimed at reducing time for responding to residents calls
  - Improved information flow to residents
- Improve collaboration between the two departments
- All City departments can access, including management

Transient Population Monitor App

Collector App

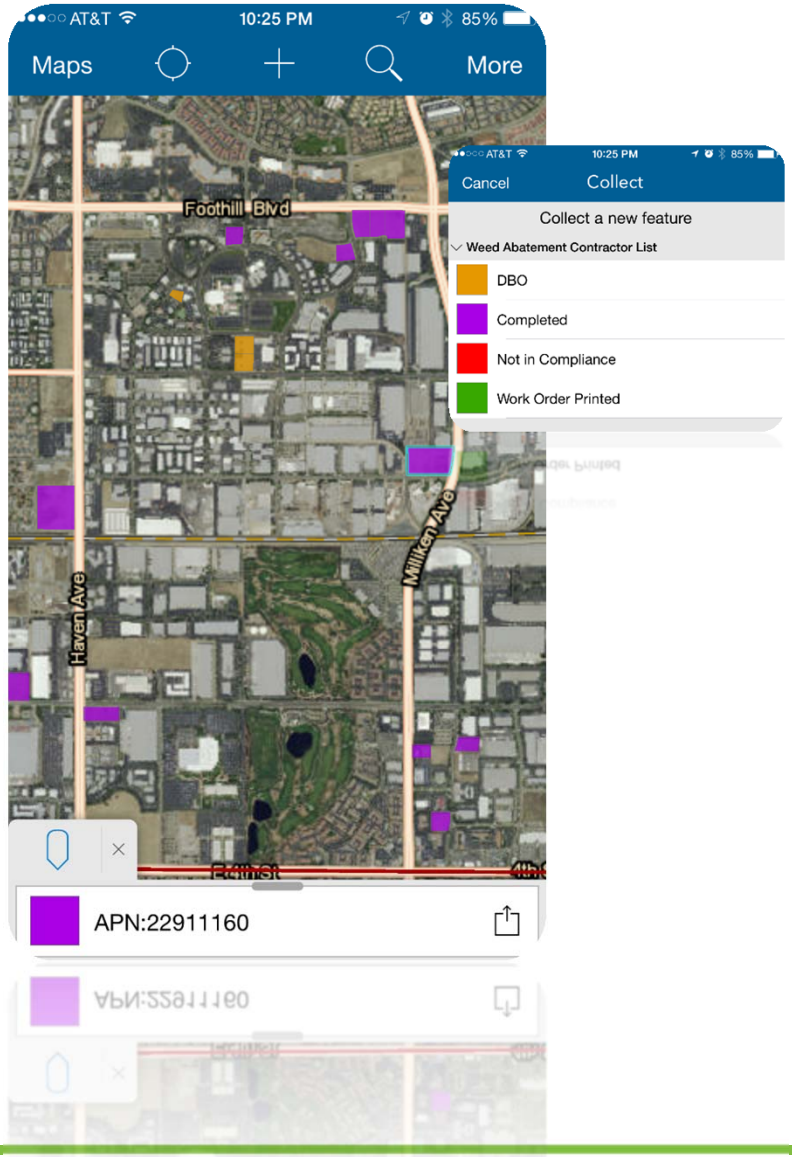


Web Application

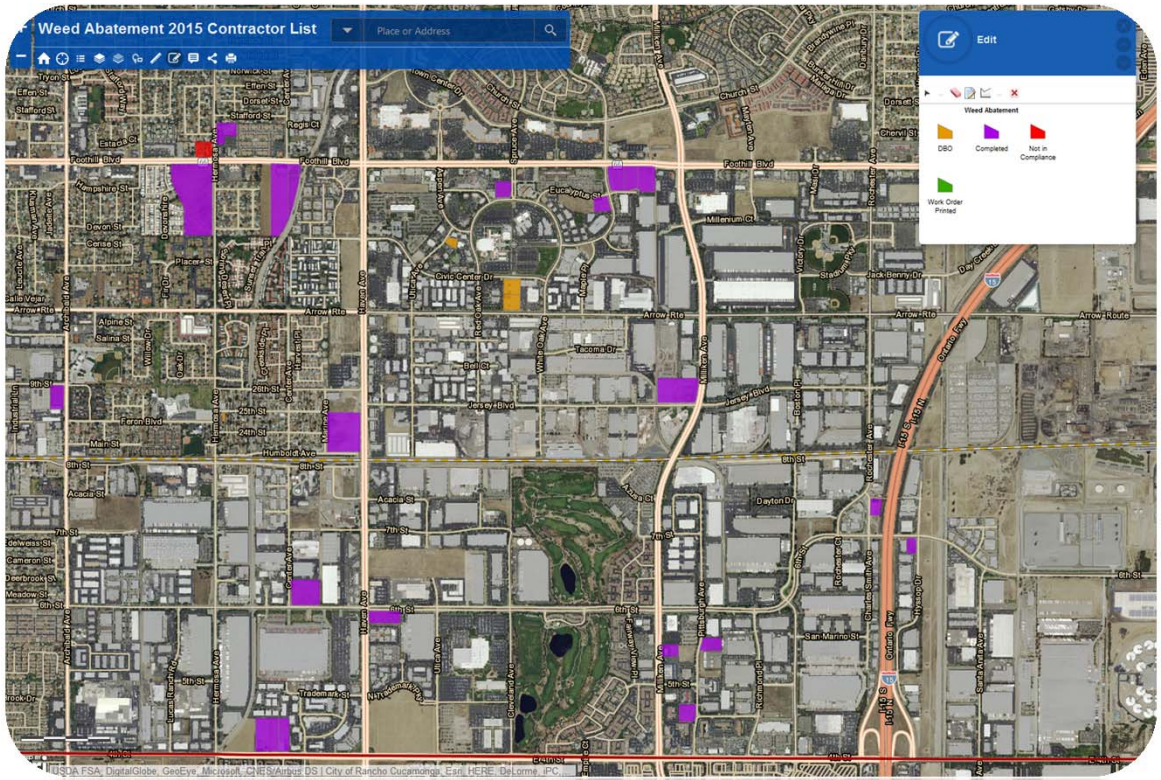


Weed Abatement Inspection

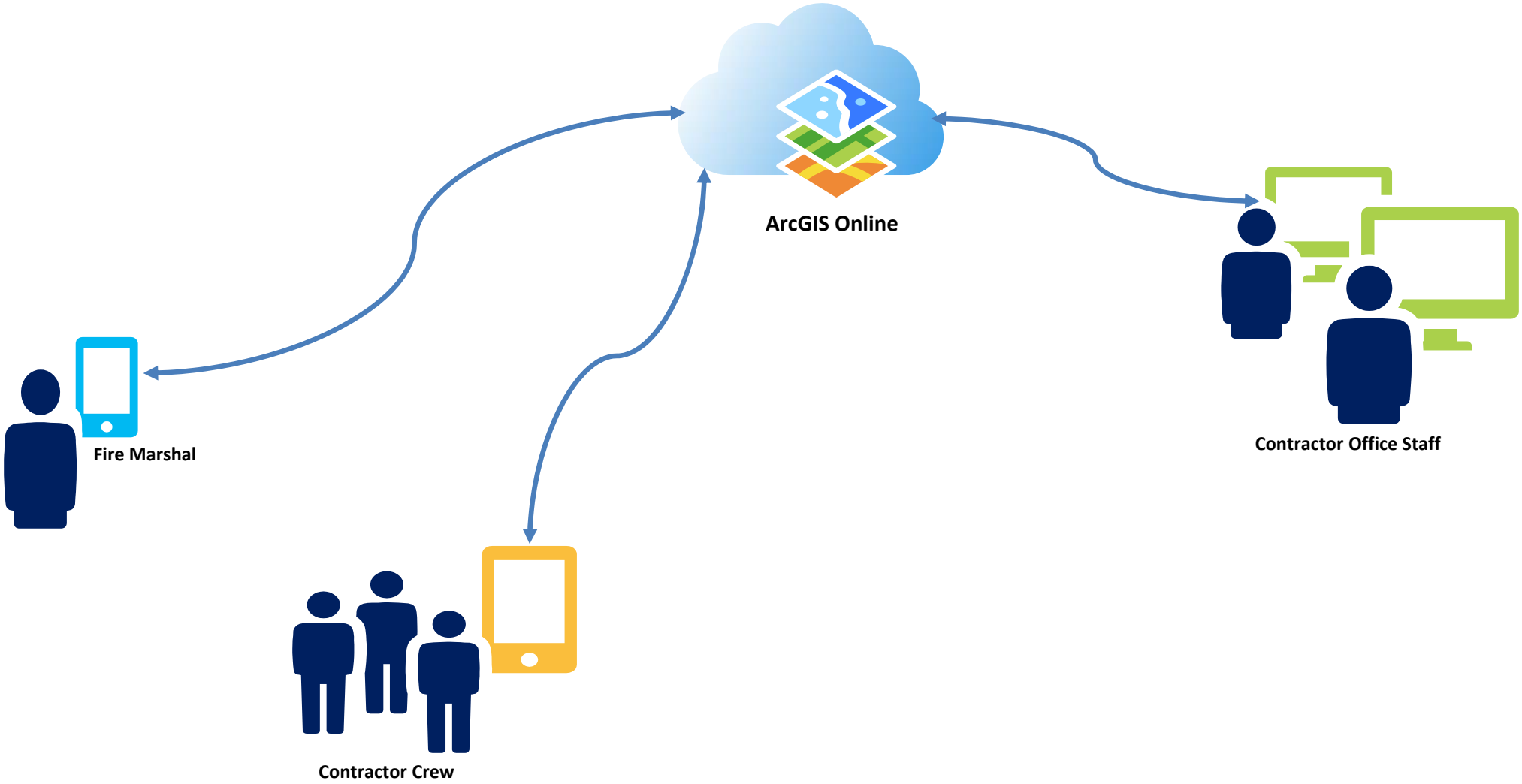
Esri Collector App



Web Application



Weed Abatement Inspection



Sidewalk Inspection Project

- Prior to GIS Mobile Application the process was:
  - Walk each neighborhood
  - Collect data on handwritten form
  - Bring data back to office and input into system
  - Exact locations often problematic; no pictures
  - Long delay between recordation and correction
  - Significant time required to complete entire city

Post App Development

- Two year program
- Grid city into 24 zones
- Inspect/remedy 1 zone per month
- Complete city in 24 months
- Document inspection & Document remedy information
- Ramp or grind each trip hazard location
- Using a City golf cart
- Documenting using GIS App / Smartphone
- **No more manual inputting**
  - **No paper required**
  - **Real time information**

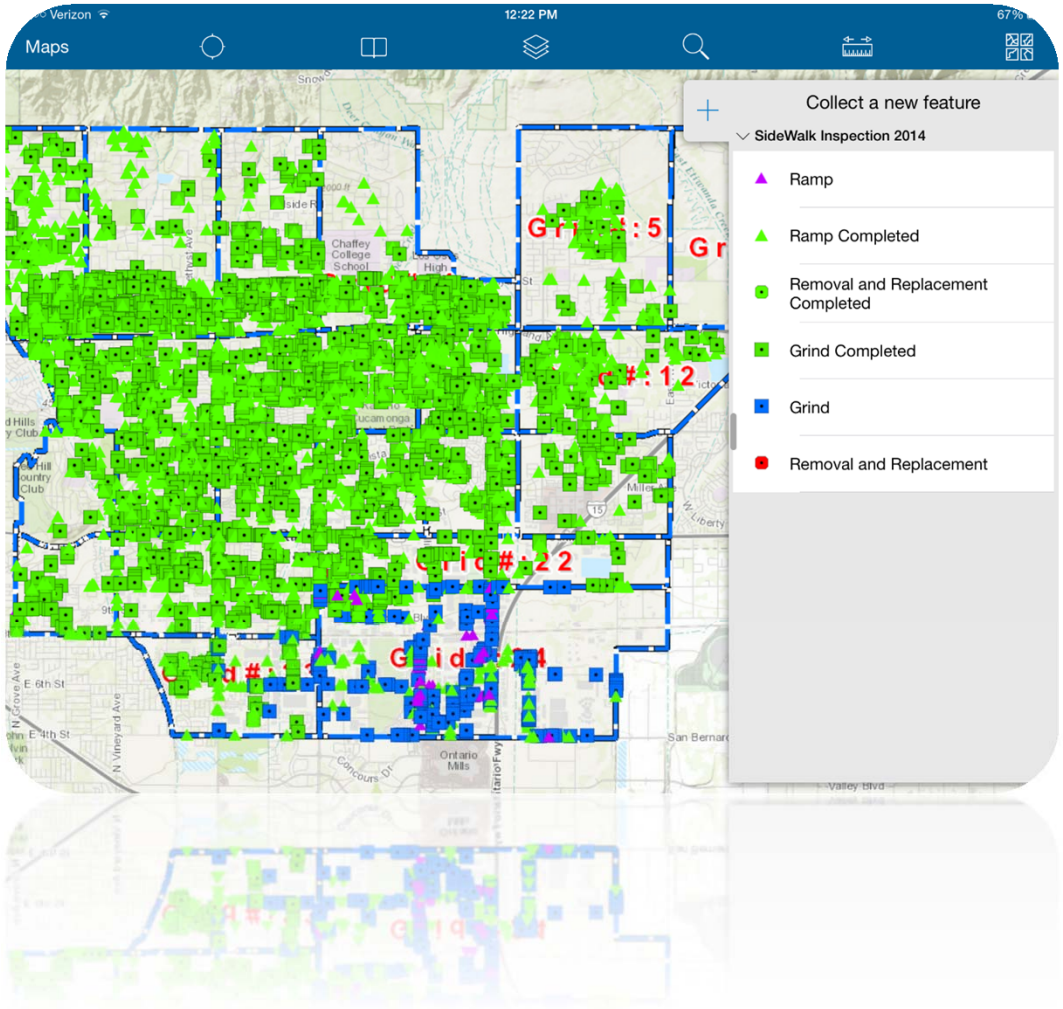
Mobile App and golf cart provide for efficient inspections

Areas of Importance

- School zones
- High pedestrian traffic areas
- Senior centers
- Interface with customer complaints
- Data is Shared with Engineering Department

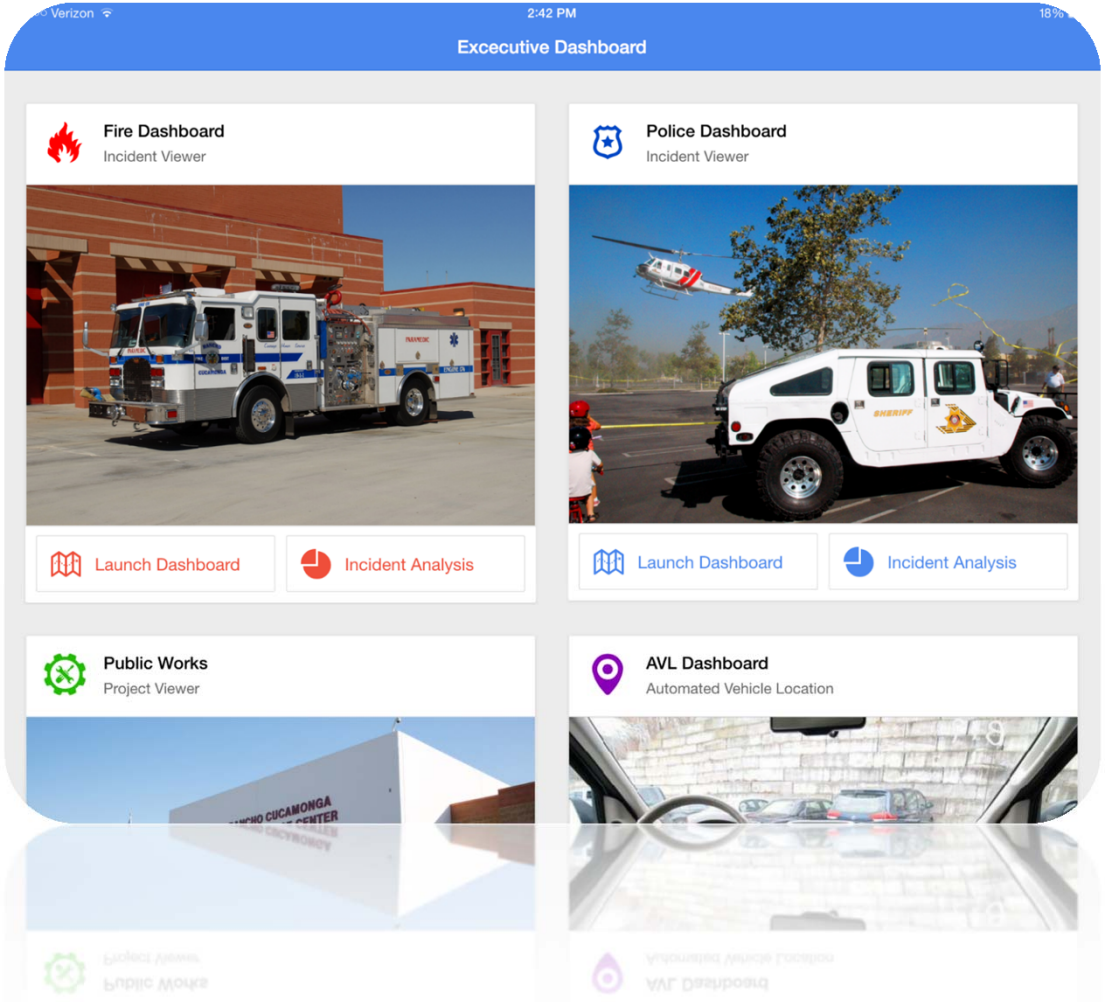
Marking severe hazards with orange highlighted paint

Standardized Data Collection



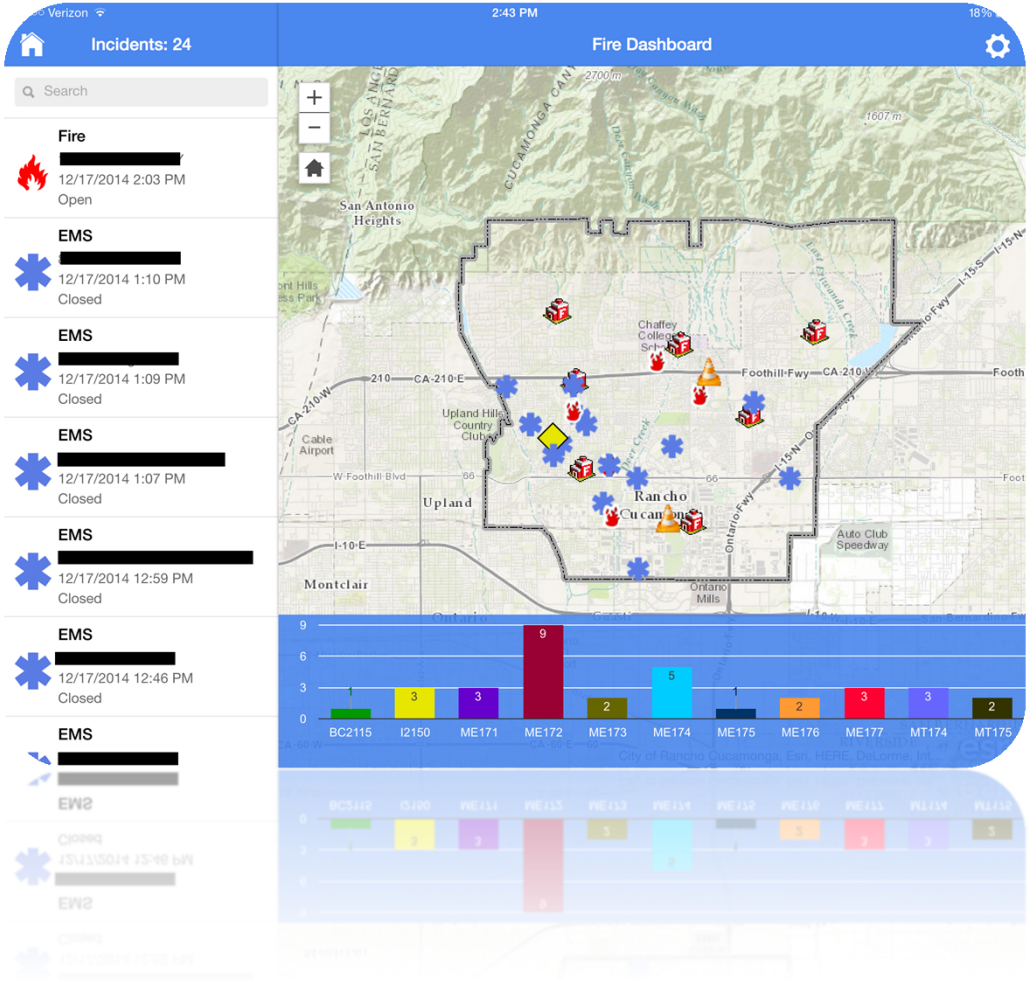
Executive Dashboard App

- Provides up-to-date operational view for all incidents
- Gives incidents statistics
- Historic data analysis
- Incidents photo notification

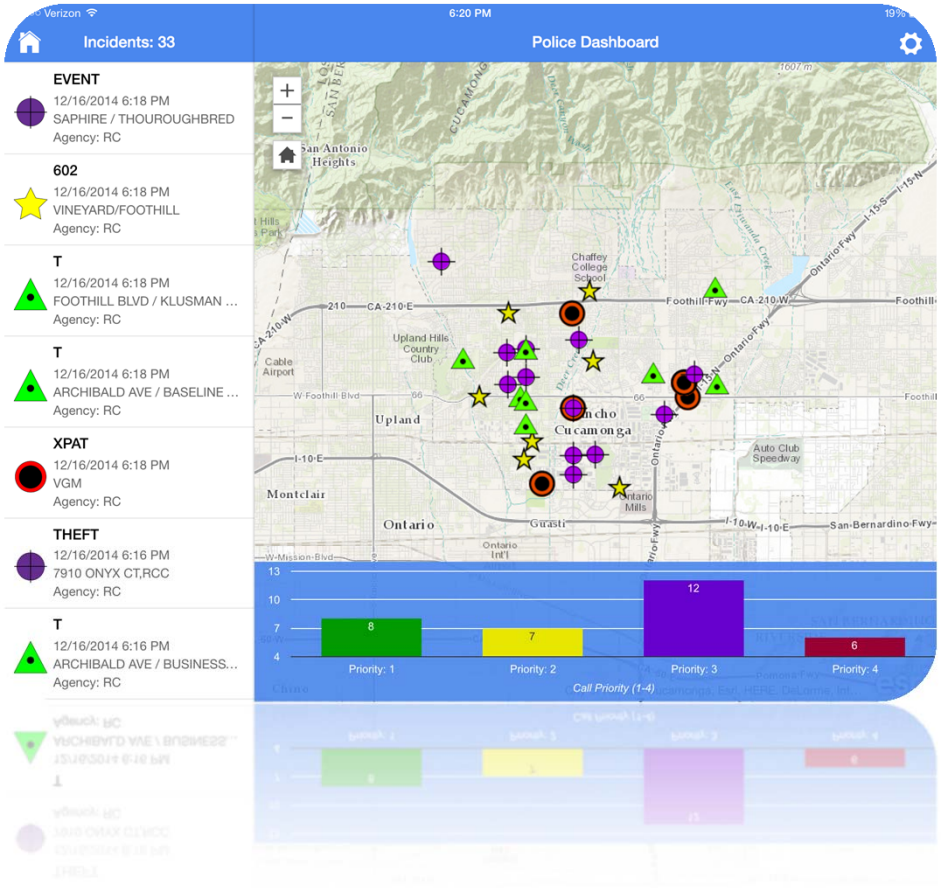


Executive Dashboard App

Fire Department Dashboard



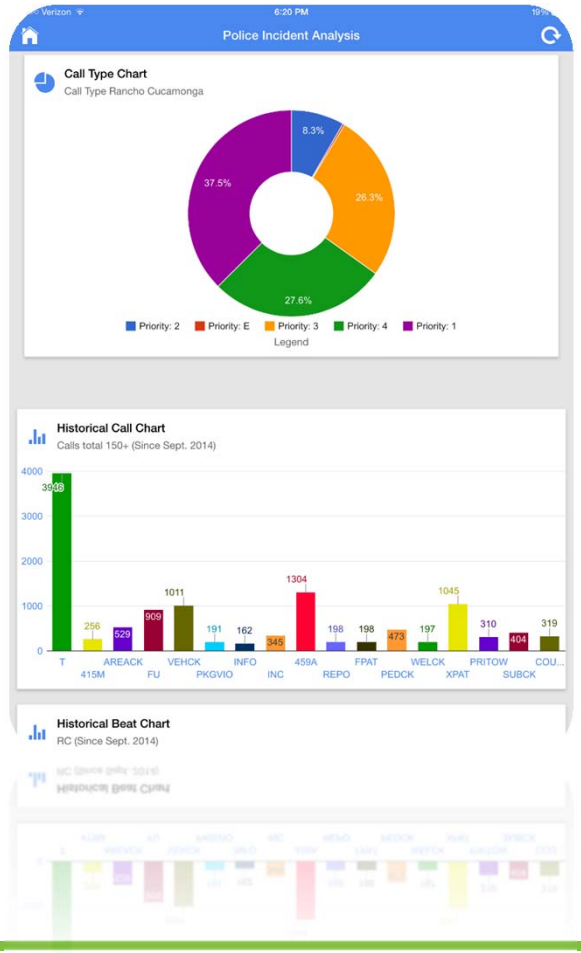
Police Department Dashboard



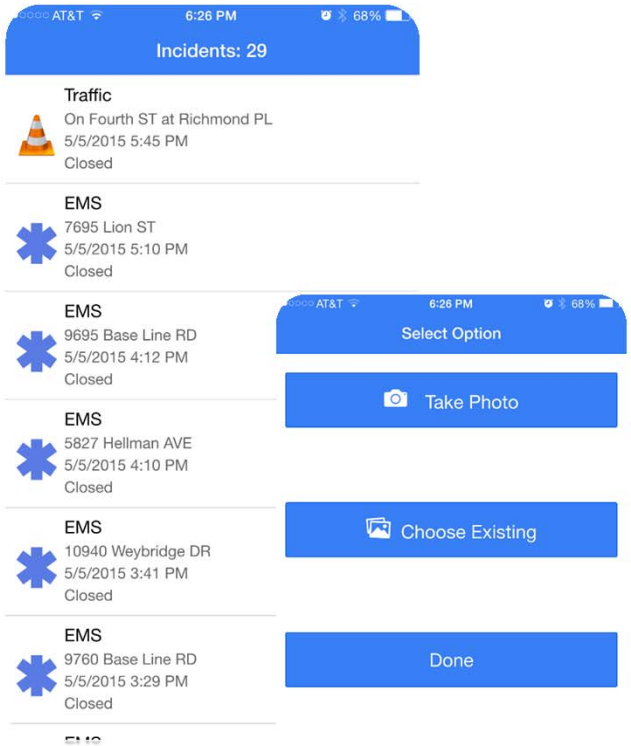
Executive Dashboard/Quickshot App

Fire Analytics View

Police Analytics View



Quickshot App – Photo Notification



Questions