Foster, Joe

From:	Don Daniel <dondaniel@rockcreekpsd.com>
Sent:	Monday, June 3, 2024 11:05 AM
To:	Foster, Joe
Cc:	Farnen, Virgil
Subject:	RE: Question for MASD members

EXTERNAL E-MAIL Verify before clicking links or attachments.

Joe,

Horner & Shifrin Engineers set up our entire GIS mapping system as well as our service request system. We would love to show you our system. Just let me know what works for you and we can set something up. If you like, I can always contact a representative from Horner & Shifrin and have them on-site as well. They may be able to answer the more technical questions. If not, we can easily run through a demo for you.

Thanks,
Don

From: Foster, Joe <jfoster@bcrsd.com>
Sent: Monday, June 3, 2024 10:58 AM
To: Don Daniel <dondaniel@rockcreekpsd.com>
Cc: Farnen, Virgil <VFarnen@bcrsd.com>
Subject: RE: Question for MASD members

Don,

Thank you very much for the info, who set this system up for you? Also, is there any chance that we could possibly set up a meeting with you guys to show us how the system works and go through a demonstration of it?

I realize you are a few hours away but we have been struggling with trying to get something like this set up for a couple of years now and it would be worth the time invested if what you are already doing is what we want to incorporate.

Thanks,

Joe Foster
Executive Director
Boone County Regional Sewer District
1314 North Seventh Street
Columbia, MO 65201
843-217-2844

From: Don Daniel <dondaniel@rockcreekpsd.com>
Sent: Friday, May 31, 2024 2:16 PM
To: Foster, Joe <jfoster@bcrsd.com>; bbrooks@capecountysewer.org; nestrella@pcsd1.com; dbjornstad@jeffcopsd.org; bobh@northeastsewer.org; ballbritton@tcrsd.org; Jason Seger <jasons@rockcreekpsd.com>
Cc: Farnen, Virgil <VFarnen@bcrsd.com>; Ratermann, Tom <TRatermann@bcrsd.com>
Subject: RE: Question for MASD members

EXTERNAL E-MAIL Verify before clicking links or attachments.

Joe,

We track all our service requests through our GIS system. When a service call is received, the front office employees or the on-call employees initiate a new service request form. All the information is added to the form at the time of the call. Once the form is closed, it automatically uploads to the GIS system. Once the form is submitted to GIS, an email is sent to the operations manager and all employees receive a text. The employee then logs into the GIS system, reviews scenario, and crews are dispatched to the location. The employee on call completes the form, attaches all photos, submits back into the GIS system, indicating the service request has been fulfilled. Management can then access the service request if further is needed. I will say this system works very well here at RCPSD.

Don

From: Foster, Joe <jfoster@bcrsd.com>
Sent: Friday, May 31, 2024 9:13 AM
To: bbrooks@capecountysewer.org; nestrella@pcsd1.com; dbjornstad@jeffcopsd.org; bobh@northeastsewer.org; Don Daniel <dondaniel@rockcreekpsd.com>; ballbritton@tcrsd.org; Jason Seger <jasons@rockcreekpsd.com>
Cc: Farnen, Virgil <VFarnen@bcrsd.com>; Ratermann, Tom <TRatermann@bcrsd.com>
Subject: Question for MASD members

Good Morning all,

I received your contact information from Tom Ratermann here at the BCRSD. I am contacting you regarding your organizations process for documenting/tracking service calls. We at the BCRSD have been working with a vendor over the past several years to develop an electronic means for this process. We have had less than optimal success along these lines and thus the reason why I am reaching out to this group.

We would be very interested in any method/software you might utilize for the purpose of:

1. Documenting service calls
    a. Input by the field crew responding to the service request
    b. Also, we are trying to find something that works well with asset management software to sync up with gps locations
2. Data capture & roll up – looking to see if anyone has a software package that is not overly cumbersome or time consuming
3. Reporting – monthly reporting to our Board of Trustees which involves the capture of costs
4. Long term trending

We currently do some of this manually through the use of spreadsheets. If you have ever attempted to run a business off of excel then you already know that this can be cumbersome.

Regardless, we continue to work with an outside resource in an effort to get this pulled together but I thought it might be beneficial to ask what others are doing along these lines.

I have copied Virgil Farnen (Operations Manager) if you have any questions about our process or what we are trying to achieve.

Thank you in advance for any assistance you may provide,

Joe Foster
Executive Director
Boone County Regional Sewer District
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Columbia, MO 65201
843-217-2844