



## ROUND ROCK, TX, WORKS TOWARDS TECHNOLOGY

### LOCATION

Round Rock, Texas

### TYPE OF SOLUTION

Work Management

### POPULATION

77,946

### WEBSITE

<http://www.ci.round-rock.tx.us>

### MAXIMIZING THEIR INVESTMENT

The City of Round Rock, Texas, has been actively using CartêGraph software for the past year and continues to find ways to enhance their end results. They have found ways to use wireless technology, code enforcement and a city-wide work management program.

### WIRELESS INITIATIVE

Lance Jobson was hired as Round Rock's Database Administrator just two years ago and during that time has learned what works for the city and what needs to be improved. City administrators were about ready to sign a contract with an outside agency to develop a wireless solution. Jobson asked for just two weeks to figure out how to work wireless into the existing CartêGraph system, so all of the information could be housed in one database, making his life easier.

In his first attempt, he found that it took 20 minutes to communicate to the server using his AT&T wireless network. Realizing that was too long, he came up with a different method as he loaded a Terminal Server with a VPN secure connection, which allowed multiple sessions. This method would bring up CartêGraph software while workers were in the field. This proved to be workable and cost effective, and overall, a better solution than the city originally had planned.

CartêGraph

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# CartêGraph

## Missouri City, TX, Becomes More Efficient

Missouri City, Texas, has been actively using CartêGraph software for the last year and a half and during that time continues to learn more about what the software can do for them.

The program that they use the most is *WORKdirector* and they can even track data while in the field. Once a request is made, a work order is printed off and then returned when the project is finished. At that time it is put back into *WORKdirector* where it creates a detailed history of all of the city's assets.

Missouri City has some unique IDs that they use in CartêGraph through ESRI's ArcMap. This allows them to track the location of all work that they are doing.

Before switching to CartêGraph, they used the Army Corps of Engineers' PMMP. They saw the flexibility of CartêGraph when they were able to bring all of their distress information from PMMP to CartêGraph.

City officials have also found that using the software has allowed them to more effectively budget, while being able to have a more efficient department. The easy-to-use software makes it simple to train the end user, no matter what their computer skills may be.

They have already found that having all of the information in one spot was very valuable. When officials came in from the fire department to receive reports for fire insurance, they were able to retrieve the information quickly.

## CODE ENFORCEMENT

Round Rock knew that it did not have to reinvent the wheel when using the CartêGraph software. When Jobson attended a User Conference in Dallas, he saw how the City of University Park, TX, was using code enforcement through CartêGraph and thought that would be a great use of *WORKdirector*.

If there is a code violation, the city is able to identify the problem and enter it into the CartêGraph system with a photo imbedded with the data. When the city reports the violation to the citizen in a letter, they can attach the photo, which eliminates controversy and saves time.

## CITY-WIDE COST TRACKING

Round Rock administrators are working with the different city divisions to unify its work management practices. Not only is the Public Works division using CartêGraph, so is the Park and Recreation and Traffic divisions and it is also in development with the Facilities department. With a city-wide system, they are able to track costs more effectively and make life easier on everyone.

For example, the city has an annual Fourth of July Picnic and they have never known how much it cost since so many departments helped run the event. With CartêGraph, they can make a master work order and each area can track expenses from their division and then a total cost can be placed on the event.

## KEY BENEFITS

As Round Rock continues to learn from using CartêGraph, they are seeing some of the benefits. In just a year, they have seen a big savings, not only in dollars, but also in time. Before using CartêGraph, it took more than two weeks to close out a work order—now it is under a week. Besides saving time, they have also eliminated lost work orders and found it is easier to obtain information with one database. They no longer have to go and find the individual who had the work order because once it is entered into the system, the proper city officials can locate it with one push of a button.

In looking back on the past year, Jobson knows that the city has come a long way, but he also knows it still has a long way to go. His advice to others looking to have success with CartêGraph is to have someone in their IT department on board with the project in order to make the transition as smooth as possible.

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