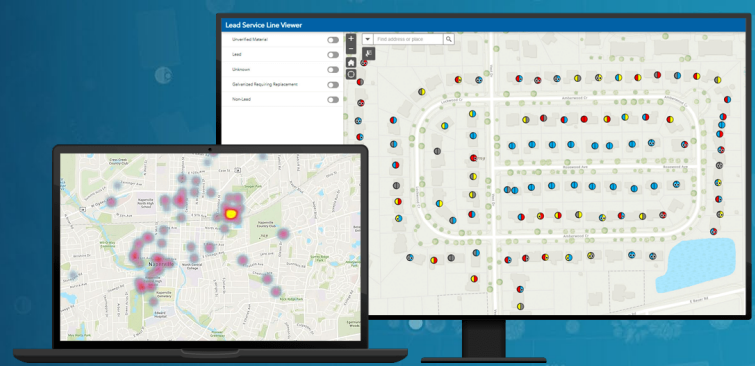


Advances in Creating a Lead Service Line Inventory Webinar

January 2023

Questions and Answers



General

1. What if the city owns no portion of the service line?

Even if the utility owns no portions of the service line, you are still responsible for material classification of privately owned service lines.

2. Does the Replacement Manager app use the same underlying schema i.e. the lead service inventory feature class?

Yes.

3. Under what circumstances would you have a verified unknown service?

There are no circumstances that a verified service line should have a material classification of unknown.

4. Where does one get that excel spreadsheet that you submit to regulators?

You can download the Inventory Template from this website <https://www.epa.gov/ground-water-and-drinking-water/revise-lead-and-copper-rule>

5. Can the unknown filter choose unknown on either side, just the public side, just the private side, both, and the union?

The Unknown filter filters for Unknown on either side.

6. Will this keep the same address from submitting multiple surveys?

No. Out of the box the solution does not prohibit the same address from submitting multiple surveys, however you would address the submittal of multiple surveys for the same address in Service Line Self-Assessment Manager web app and manage the submitted info accordingly.

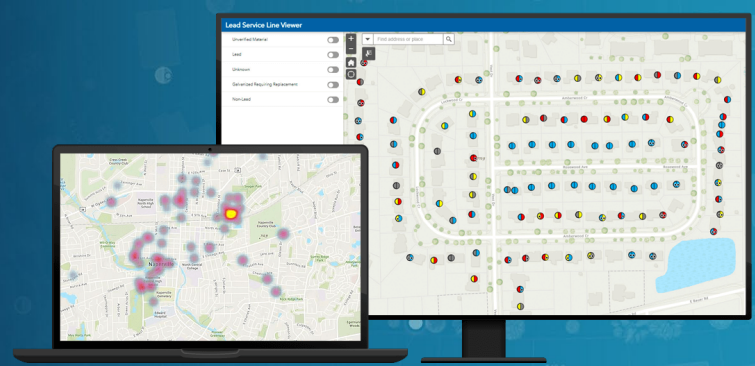
7. How do utilities do inspection on customer side? Do they dig each meter box to confirm the customer side lines?

Digging at the meter box or potholing along the service line are some of the methods utilities can use. Chapter 5 in this [guidance document from the EPA](#) has additional potential methods.

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8. Are the points from the Survey123 fed into the same point as the service line points? If not, how do they tie together?

The survey stores results in the Service Line Self-Assessment feature service. The service line inventory is stored in the ServiceLine feature service. They are intentionally separate feature classes to prevent accidental edits to the ServiceLine feature class and ensure incoming surveys are triaged appropriately. When submitted surveys drive an update to the service line inventory utilities can use the Service Line Editor web app to update the service line inventory base.

9. Why aren't the dots included in the legend?

The dots are not part of the symbol, they are labels.

10. Are you available to walk some of us through this?

Yes. If you need additional information, please contact us.

11. I assume the customer side is responsibility of the customer to replace the pipe if their pipe is lead or galvanized requiring replacement. In that case, how the utilities will track the replacement progress and for regulatory reporting purpose when that pipe is replaced?

For these cases, the utility will need to establish a way to coordinate with customers who are having their service lines replaced so the utility can update the lead service line inventory. Plumbing permits or requiring utility inspection of newly installed services may be the easiest way to track these activities.

12. Does Esri make a similar dashboard to run 811Dig alert tickets?

Esri does not provide a pre-configured dashboard for 811 Dig alert tickets. There are multiple Esri Partners that provide robust ticket management systems. You can also build your own dashboard to track this using ArcGIS.

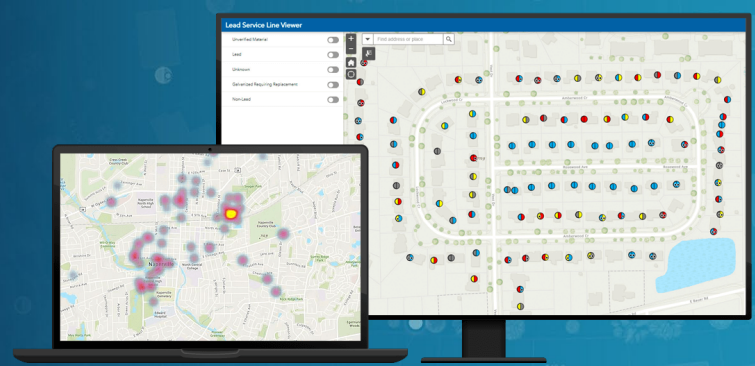
13. Is there a way to limit survey submissions to areas that we provide water service? We have received several submissions from people who are not our water customers.

Lead Service Line Inventory does not provide an out of the box way to limit survey submissions to a utility's service area. You can use the Service Line Self-Assessment Manager web app to easily identify and remove these submissions if they occur or customize the solution to do this.

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14. What about the cost for editor licenses?

Please contact Esri so we can give you the correct pricing information for your organization.

15. Does use of the solution consume credits?

Using Lead Service Line Inventory in ArcGIS Online will consume credits.

16. Can you get a copy of the geodatabase without deploying the solution to just review database schema? Deploying creates a lot of content when we are just trying to evaluate?

Currently the only way to get the schema in a geodatabase is to deploy the solution and export the services to a file geodatabase. You can easily delete the solution which will remove all the deployed items using the delete capabilities in the ArcGIS Solutions app.

17. We have a water service lateral GIS feature class. Can we use this with the solution?

You would need to load data from your existing lateral feature class into the ServiceLine layer in the solution.

18. Has this solution been applied for large urban cities- ie, Chicago, New York, LA?

Yes, multiple large cities have deployed Lead Service Line Inventory.

19. If field staff are required to record multiple samples at various points along the length of the service line, does the field solution record these into a related table for that service line? And do the reporting components (such as the dashboards) display these related records?

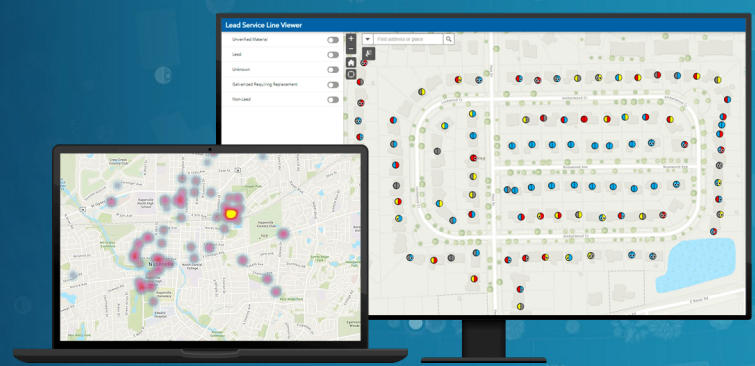
The out of the box solution isn't designed to record multiple sampling points along the span of a service line. To accommodate this workflow, we suggest adding an additional feature layer for the individual observations and using a unique ID to link those observations back to the corresponding service line. Since you are extending the solution, you would need to create an additional dashboard.

20. It looked like you were using account ids. We have unique ids for each service line (public & private). Each service line also has the "account id" stored in their attribute table. How do you recommend exporting this to the EPA template? By account ids or actual service line asset ids?

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In the solution, the public side ID, private side ID, and account ID will all be on the same point. In this scenario, the account ID is recommended to use as the Unique Service Line ID. The schema is already designed to export the account ID when using the Download Data button in the dashboard.

21. It would be fantastic to batch the inventory data entry - is that possible to do?

There are 2 ways to batch the data entry in the solution. One way is to use the Lead Service Line Editor webapp. In the app, there is a Batch Attribute Editor found underneath the search bar. This tool will allow you to batch enter the Utility Status, Customer Status, Entire Service Line Status, and Replacement Status. If you need to batch enter other fields, the recommended way is using the ArcGIS Pro Project deployed with the solution.

22. What if the city owns no portion of the service line?

You are still required to inventory the materials for privately owned service lines.

23. Did you say that the Esri solution schema has been approved for use in all states?

The EPA does not require a specific schema and does not approve schemas for lead service line inventories. Instead, the EPA provides guidance on how to do a lead service line inventory and in that guidance provides a data collection template with a recommended schema. The solution utilizes the EPA's recommended schema.

Some states have indicated they will accept the EPA template while other states may require additional data to be collected. You should check with your state primacy agency to determine if additional information is required and then extend the out of the box schema if necessary.

24. Is it possible to pull data from the lead solution to update in the main water network?

Yes. Depending on how the data that represents your water network is structured there are multiple potential approaches, with the most typical being using unique IDs to update attribute data for your network or importing data from the Lead Service Line Inventory solution to your network.

25. Do you have any documentation or additional information for the data loading tools? This tool has been my hold up for getting the data into the solution.

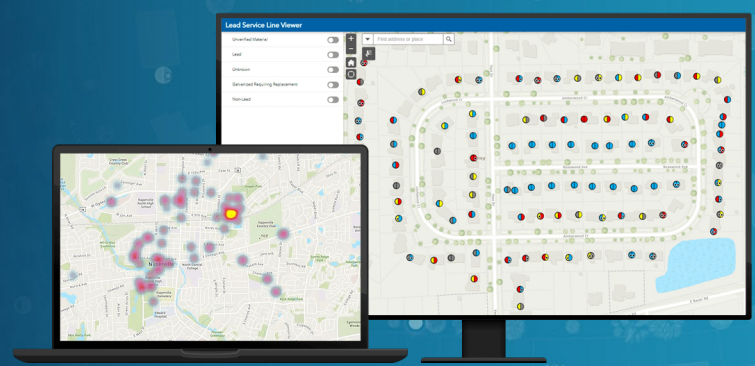
Below are links to documentation and videos.

Documentation: <https://esriurl.com/dlt>

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What's New: <https://community.esri.com/t5/data-loading-tools-blog/data-loading-tools-what-s-new-july-2022/ba-p/1197141>

Videos: Introducing the Data Loading Tools - https://mediaspace.esri.com/media/t/1_f906903e

Set the Stage for Data Loading - https://mediaspace.esri.com/media/t/1_rwhweefm

Source to Target Mapping for DLT - https://mediaspace.esri.com/media/t/1_g373b2gj

Advanced Mapping for DLT - https://mediaspace.esri.com/media/t/1_dmmake4x

Customization

26. The survey form within the solution requires a "photo of the service line". Is there a way to change this to include "or a picture of your service record"?

Yes, this can be done from the Design tab in Survey123 in ArcGIS Online.

1. Open the Survey123 app from the chiclet button near your login at the top of ArcGIS Online.
2. Find and click the Water Service Line Material Survey to open the survey manager
3. Click the Design tab and then click Add a Photo in the survey.
4. Update the label or hint to be your desired text

27. Can we change the color symbology to match our current schema?

Yes, this can be done using ArcGIS Pro. First use ArcGIS Pro to logon to the ArcGIS Online or Portal for ArcGIS where the solution is deployed. Next open the map you want to update. Then in the Portal Tab in the Contents Pane adjust the symbology as desired. Then in the Share Tab click Save Web Map.

28. I'm not sure if this is unique to our municipality, but we have many scenarios where we need to show one utility side material, and 2 customer side materials at one location. Is this possible to customize with the simple symbology set up in the solution?

As this is a more complex use case, please contact us to discuss.

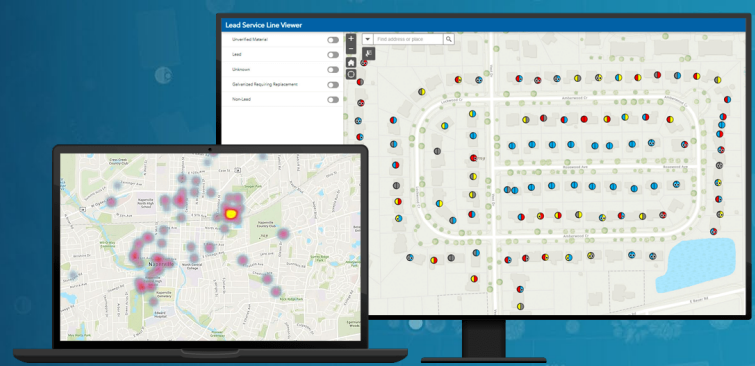
29. Can you re-purpose the verified function to represent priority zone or lead probability?

You can extend the solution and add fields to capture this information.

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30. Can we edit any part of the ESRI LCRR Solution? I want to add a couple of drop-down choice boxes for the Field map for editing in the field.

Yes, with the understanding that customizations may affect the out of the box maps, labels, and app configurations.

31. It sounded like there is a way to use expressions to mimic attribute rules. Will you please elaborate on that?

In the out of the box solution, the expressions are running client side in Field Maps. While on the surface, this seems like attributes rules, it is not. The expression only runs in Field Maps. Attributes rules run all the time as a back-end function regardless of the client application being used.

32. If you were interested in just the Lead-Safe community Hub Site, what other parts of the solution need to be implemented to support it?

The Lead-Safe Community hub site as it is configured and packaged uses the ServiceLine service, the Water Service Line Material Survey, and the Lead Service Line Public Viewer webapp. The site can be customized.

33. How does the customer reporting tool and public web app handle non-English-speaking customers?

Out of the box the solution deploys all maps and apps in English. If you wanted the customer self-assessment app and the Lead Safe Community web site in a language other than English, you would need to configure additional maps and apps in your desired languages.

Platform/Software

34. Is this only available via AGOL? or can we do it in Portal?

Lead Service Line Inventory can be deployed to both ArcGIS Online and Portal for ArcGIS.

35. Does the solution work with Enterprise GIS instead of ArcGIS Online?

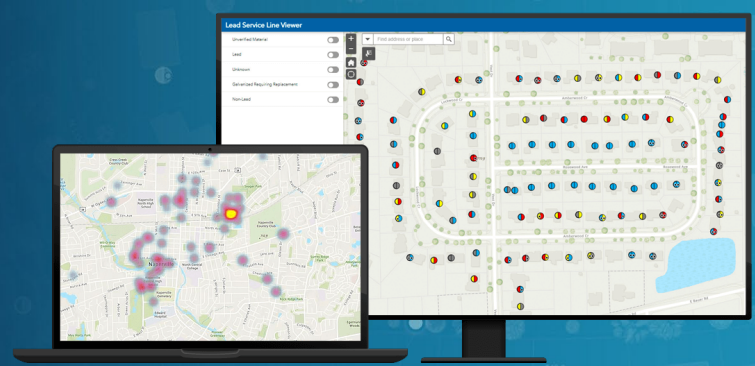
Yes, you can deploy to both ArcGIS Enterprise and ArcGIS Online.

36. We have Enterprise/Portal 10.8.1. Am I able to deploy this Solution within my portal instead of ArcGIS Online?

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The earliest version of ArcGIS Enterprise the solution can be deployed to is ArcGIS Enterprise 10.9.1. V3.0 of Lead Service Line Inventory requires ArcGIS Enterprise 11.0 and beyond as V3.0 uses functionality that is only available in ArcGIS Enterprise 11.0 and beyond.

37. Do we need Enterprise 11 to run any app installed by the solution? (i.e. field maps, survey123, webapps)

If you are deploying to ArcGIS Enterprise, you need ArcGIS Enterprise 11.0 and later to deploy Version 3.0

38. Can you use the Pro Project without Enterprise Server?

The Pro Project can be used without Enterprise Server if you deploy the solution in ArcGIS Online.

39. Is 'Pro' required to use the demonstrated applications?

You are not required to use ArcGIS Pro with Lead Service Line Inventory and can just choose to use web and mobile applications. However, there are some workflows such as high-volume data edits and importing existing data that will be faster using ArcGIS Pro.

40. What version of Pro do you need to run the tool?

V3.0 support ArcGIS Pro 3.0 or later (Basic, Standard, or Advanced)

41. Have you seen issues with implementation of the data loading tools with ArcGIS Pro 3.0.3?

No. If you are having issues, please contact Esri support.

42. If deployed in AGOL, can a Portal collaboration be used to use employees in Active Directory? Or do I need to create an account for every employee?

ArcGIS Online can use SAML logins and OpenID Connect logins. Refer to ArcGIS Online documentation for configuration specifics.

Configuration of existing solution deployments

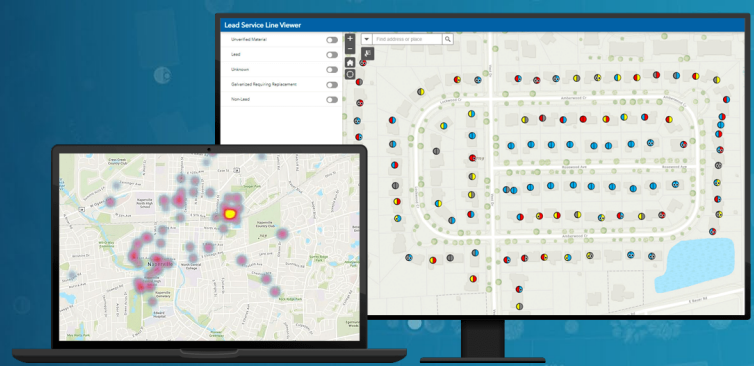
43. Are we able to download just parts of the solution we want so we don't have duplicates?

No. The Solution App will deploy the entire solution, but you can choose which parts of the solution to use.

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44. How do you update the solution?

We will release a blog soon giving detailed update instructions.

Integration with Existing Systems

45. Of the current implementations, are there customers using their own work order system with the Lead Service Line Inventory? How large of a task is integration?

Yes. The complexity of integration depends on your specific work order system.

46. Can this connect with Cityworks?

Yes. We suggest discussing further with Cityworks for specific guidance.

47. Does the Lead Service Line Inventory integrate with the Esri Water Utility Network?

You can synchronize data between Lead Service Line Inventory and a water distribution system represented in a utility network.

48. Can you show us how to integrate Arc Collector data into this module? I want to use these tools, but don't have time to re-do the work we've already done.

The functionality of ArcGIS Collector has been replaced by ArcGIS Field Maps. Lead Service Line Inventory uses ArcGIS Field Maps.