Esri Water User Group Meeting
Southeast & Midwest

Questions & Answers

1. Is this water user group meeting going to be recorded and shared?
   - Yes, recordings, the Q&A, and additional resources will be available here: https://go.esri.com/SE_MW_UGM

2. West Knox: I'm guessing based on your topography there are various pressure grades throughout your system. With that in mind, do you have maps of your system shared with outside vendors or other agencies?
   - We are fortunate to only have one pressure zone, but to answer the question, we do share some of our maps with consultant engineers that are working on projects for us, plus we share with our local government that shares data with us. They supply our parcel data, as well as roads and other data.

3. West Knox: What types of devices are you using with Collector?
   - iPads

4. West Knox & Central Arkansas: Are you using the new utility networks?
   - WKUD: Not yet but we are planning on setting up a pilot using a clip of our data to start working with.
   - CAW: Not at this time. One of our 2-5-year goals is to get there. We are still using a Geometric Network.

5. Central Arkansas: Is the R2 the only unit either one uses?
   - Most of our collectors are the Trimble Geo7X. We also have the R1, R2, and TDC150.

6. Central Arkansas: Are they using RTK with their GPS? If so, where are they getting their connection broadcast?
    • Just my TDC150 is using RTK corrections. I connect to the PAGIS base station to get real time corrections.

7. Esri: During the 2020 ESRI virtual conference, I learned that one can creates a utility network in an enterprise or file geodatabase feature dataset. Does the home edition of ArcGIS Pro come with the Utility Network for Utility Network Management Extension? If not, how do I get the license?
    • The Utility Network can be deployed to either an Enterprise Geodatabase or a File Geodatabase. When deployed to a FGDB you will not need the Utility Network extensions, however you can only interact with the data locally in ArcGIS Pro.
    • When the Utility Network is deployed to an Enterprise Geodatabase you will be able to access the network through Portal and interact with your system through the web. This method requires a Utility Network license extension, which differs depending on your Enterprise version. For ArcGIS Enterprise version 10.7 and below you will need the Utility Network Enterprise Management Extension, and for versions 10.8 and above you will take advantage of the Utility Network User Type Extensions. Please reach out to your account manager if you need help determining what licenses you will need to get started using the Utility Network.

8. Esri: What is the easiest way to get solutions? Let's say we have an idea, but we don't know HOW to do it - what's the BEST way to get started?? We already pay a fee for the SUELA and don't want to pay more for the use of a consulting firm (no offense to those consulting firms out there).
    • Take advantage of Esri Training! Included with your Enterprise Agreement or ArcGIS Online subscription is an abundance of free training courses that walk you through setting up these solutions and workflows. There are courses for learning how to use dashboards, workforce, WebApp Builder, mobile applications, and more! Check out what is available at https://www.esri.com/training/.

9. We are just starting to develop our GIS program and we are trying to determine the pros and cons of tablet vs. laptop. Can you offer any advice? Can we use all the apps on a laptop?
   - WKUD: Yes, you can use the apps on a laptop (connectivity is important). We chose tablets due to ease of operation for those without strong computer skills, flexibility, lightweight and portable.

10. West Knox: Larry, did you build the outage app or was it apart of the asset management software?
    - We built it with help from an ESRI rep.

11. West Knox: Are you using a GPS receiver with collector to improve accuracy?
    - Yes, Trimble R2's.

12. West Knox: Where are all the attachments stored? Are they on an internal server or via a document management platform? Or other? Is your attachment a part of the geodatabase table or query from another database?
    - They are stored as a relationship within our SDE DB. It is stored internally. Just click add attachments and you are off and running basically.

13. Esri: Workforce seems very limited with the ability to customize is ESRI looking at making that platform more robust for dispatches and field crews?
    - There are no current plans to increase the functionalities of Workforce. However, there are methods of integrating work order management systems with Workforce, which will allow you to have your work order information within your GIS while still having the robust capabilities of a full CMMS system.

14. West Knox: We also use an R2 and iPad for GPS data collection. We have some issues with the iPad overheating. Do you have any tips to prevent this?
    - No direct sunlight obviously. We try to keep them cool in between the locations we are shooting.

15. West Knox: Larry - great job using Story Maps for the presentation! Are you using any Esri apps (Collector) for field capture? Is accuracy a concern using the web apps for collection in the field?
    - We use collector for all our GPS points as well as inspections on our assets. Accuracy is not a concern using collector. You can set a minimum accuracy within the app that will not let the shot be taken or updated unless the accuracy is within this set point. Helps a ton with QC.

16. All: What is Quick Capture being used for?
    - CAW: We use Collector, TerraFlex, and TerraSync. I have seen presentation on Quick Capture and it would be a good option for what Watershed was looking for if Survey 123 does not work out.
    - WKUD: We do not use Quick Capture at the moment.