

Executive Summary

SMCMUA Watermain Replacement Community Engagement Hub Category D

The Southeast Morris County Municipal Utilities Authority (SMCMUA) believed that it needed to improve communications with its clients and communities when working on large capital improvement projects, such as its current \$3.2-million-dollar water line replacement project that will replace 8,100 linear feet of main and more than 30 fire hydrants. The replacement of the lines will make the system more resilient, increase reliability, improve fire protection, enhance water quality, and reduce leaks caused by the deteriorating infrastructure – but the project runs through the heart of the Morristown Business District and has the potential for service interruptions and project-related impacts. The challenge SMCMUA faced was communicating information about the replacement to the general public and, most importantly, provide a way to engage meaningfully with its customers. To do that they enlisted the expertise of Larson Design Group (LDG), which had already been supporting SMCMUA on GIS-related tasks like field data collection, Enterprise implementation, and operational workflows. The firm put their knowledge and skill to use in creating an ArcGIS Project Hub for SMCMUA that captures precise, up-to-the-minute data on how residents will be affected by everything from construction activities to disruptions and key milestones with residents, businesses, and community leaders within and around the project areas. Larson Design Group’s innovative, results-driven approach clearly answered the needs of the Authority and the local community, which has been evident from the positive feedback received.