

DTS Essentials

A top-to-bottom tour of who we are and how we work



**Data &
Technology Services**

Transportation Public Works

What does Transportation and Public Works do?

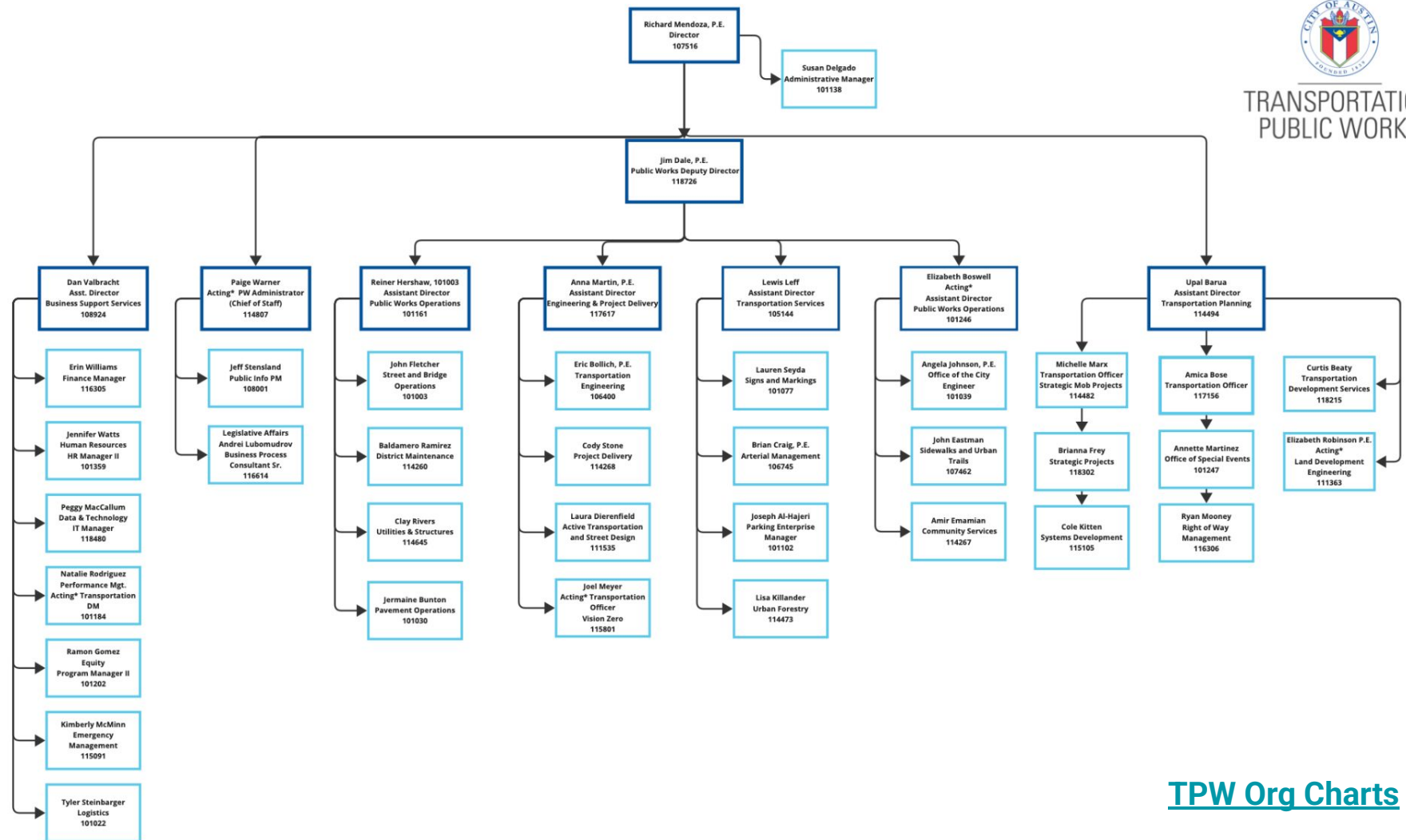
TPW designs, engineers, builds, and maintains Austin's mobility system — roads, sidewalks, urban trails, bridges, and bike lanes.

- Operating traffic & pedestrian signals
- Installing and maintaining pavement assets
- Emergency response during extreme weather
- Parking, right-of-way, and dockless mobility permits
- Emergency management of mobility infrastructure

... and more.



TRANSPORTATION PUBLIC WORKS



TPW service areas & divisions

Business Support Services

- Finance
- HR | Human Resources
- Safety Office
- DTS | Data and Technology Services
- OPM | Performance Mgmt.
- Emergency Management

Office of the Director

- PIO | Public Information Office
- Administration*
- Legislative Affairs

Civil Engineering Services

- CSD | Community Services^
- Logistics*
- OCE | Office of the City Engineer
- Asset Management
- SUTD | Sidewalk & Urban Trails Divis...

Development Review

- TDS | Trans. Development Services
- Land Development Engineering
- OSE | Office of Special Events
- ROW | Right of Way Management

Street and Bridge Operations

- Street & Bridge Operations
- District Maintenance
- Pavement Operations
- Utilities & Structures

Transportation Planning

- Strategic Projects*
- Our Future 35: Cap and Stitch
- CPRG | Climate Pollution Reductio...
- TDM | Transportation Demand Ma...
- Green Infrastructure Initiative
- SDD | Systems Development

Transportation Engineering

- ATSD | Active Trans. & Street Design
- PDD | Project Delivery
- TED | Transportation Engineering
- Vision Zero (external)

Transportation Operations

- AMD - Arterial Management
- SMO | Smart Mobility
- Parking Enterprise
- SMD | Signs and Markings
- Urban Forestry*

TPW service areas & divisions

Business Support Services

- Finance
- HR | Human Resources
- Safety Office
- DTS | Data and Technology Services
- OPM | Performance Mgmt.
- Emergency Management

Office of the Director

- PIO | Public Information Office
- Administration*
- Legislative Affairs

Civil Engineering Services

- CSD | Community Services^
- Logistics*
- OCE | Office of the City Engineer
- Asset Management
- SUTD | Sidewalk & Urban Trails Divis...

Development Review

- TDS | Trans. Development Services
- Land Development Engineering
- OSE | Office of Special Events
- ROW | Right of Way Management

Street and Bridge Operations

- Street & Bridge Operations
- District Maintenance
- Pavement Operations
- Utilities & Structures

Transportation Planning

- Strategic Projects*
- Our Future 35: Cap and Stitch
- CPRG | Climate Pollution Reductio...
- TDM | Transportation Demand Ma...
- Green Infrastructure Initiative
- SDD | Systems Development

Transportation Engineering

- ATSD | Active Trans. & Street Design
- PDD | Project Delivery
- TED | Transportation Engineering
- Vision Zero (external)

Transportation Operations

- AMD - Arterial Management
- SMO | Smart Mobility
- Parking Enterprise
- SMD | Signs and Markings
- Urban Forestry*

INSIDE



TRANSPORTATION
PUBLIC WORKS

What does Data & Technology Services do?

We leverage **high quality data** and **modern technologies** to support Transportation and Public Works staff.

We empower them to **improve operations**, make **data-informed decisions**, and **deliver excellent mobility services** to the Austin community.

We solve real problems for real people.

Our values



Embrace change

Needs change; technologies evolve. We welcome new challenges, and improve by adapting to and embracing change. We are stubborn about our goals, but flexible in our methods.



Users first and always

We build only what people really need, nothing more. User needs are the driver for all decisions. We build with our users, keeping them involved in our process through ideation, sprint reviews, demos, and usability testing.

Our values



Empower great people

Our work empowers civil servants to discover and cultivate new skills. We aim to provide opportunities for personal and professional growth, and to empower the public to engage with their government through open information and collaboration.



Nurture, include, and grow together

Delivering great tech cannot not come at the cost of our personal wellbeing. We commit to building a healthy and inclusive workplace by looking out for each other, listening to each other, and advocating for each other.

Our values

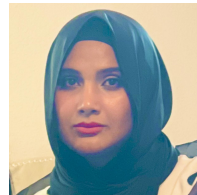
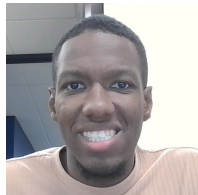
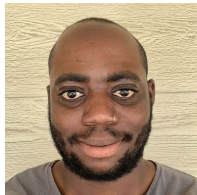
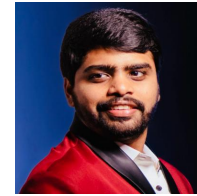
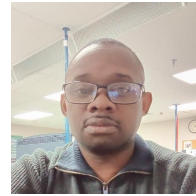
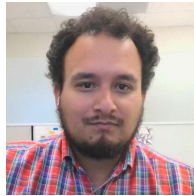


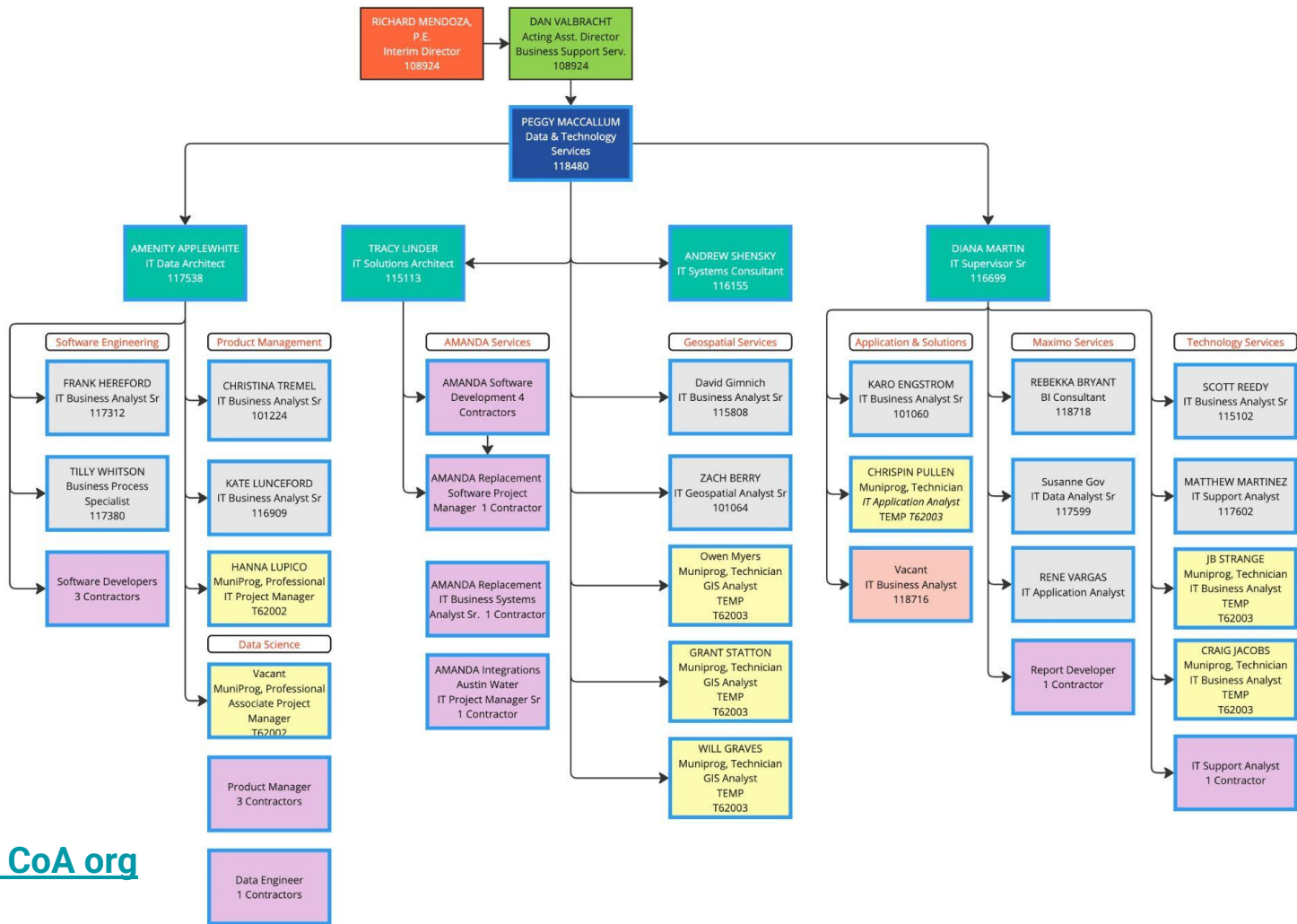
Default to open

The residents of Austin are at the top of our org chart. We share everything we do so that we can collaborate with the public and receive critical feedback. Before we restrict access to a line of code, a dataset, a design brief, or an app, we ask, "Why?"

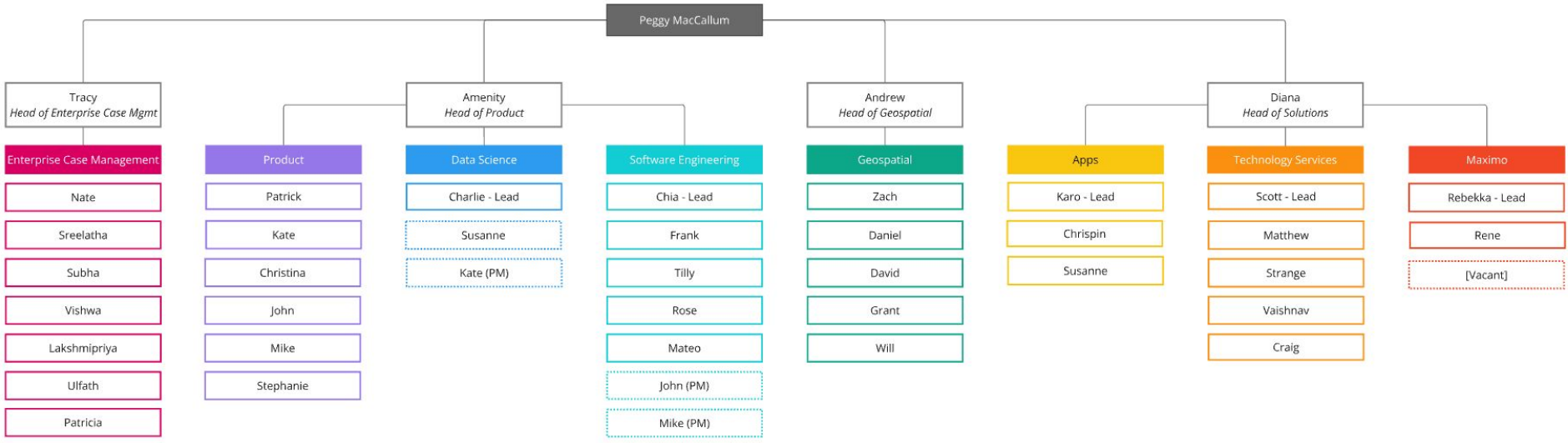
Our team

- Solutions Architects
- Software Engineers
- Geospatial Analysts
- Product Managers
- Desktop Support
- Data Scientists





DTS' official CoA org chart



DTS' functional org chart

Transportation and Public Works Data



Mobility
projects



Work and
assets



Finance and
inventory



Permits and
licenses



Road
closures



Data management and publication



Integration scripts (ETLs), Open Data Portal (Socrata), ArcGIS Online (AGOL)



Data science and visualization



*Geographic Information Systems (GIS), Business
Intelligence (BI)*

**Enterprise
Case
Management**

Enterprise case
management
system

Product

Strategic
alignment, project
management, &
communications

Data Science

Data visualization,
analysis, &
storytelling
PowerBI

Dev

Software
engineering, TPW's
in-house data &
application
infrastructure

DTS Services

Maximo

Enterprise work
order platform for
Street and Bridge
division

Tech Services

Hardware, licenses,
IT support/
troubleshooting

Apps

Application
architecture,
configuration, &
support

Geospatial

Spatial data, maps,
geospatial analysis
& GIS software
support

Enterprise Case Management

*AMANDA,
Coordinate*

Product

Strategic alignment, project management, & communications

Data Science

Data visualization, analysis, publication & storytelling

PowerBI

Dev

Custom software, data infrastructure, enterprise integrations

Vision Zero Data System, Moped

DTS Services

Maximo

Enterprise work order platform for Street and Bridge division

Tech Services

Hardware, licenses, networking

Apps

Application architecture, configuration, & support

0365, Knack Apps

Geospatial

Spatial data, maps, geospatial analysis & GIS software support

ArcGIS, AGOL

Apps Team

Applications & Solutions

- Digitization and modernization of critical processes
 - ex. work order, asset, and program management, licensing and permitting
- Provide software solutions including:
 - Office 365, PowerBI, SharePoint, Knack, and Formstack
- IT Support & Technology Procurement
 - Manage device software and hardware
 - Troubleshoot network, application, folder, and printer access issues
 - Technology evaluation and purchasing



Karo



Diana



Chrispin



Susanne

Product Team

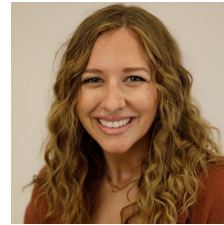
- Solution consulting
- Project management
- Product-ops
- Usability testing
- DTS communications
- Executive relationships



Amenity



Kate



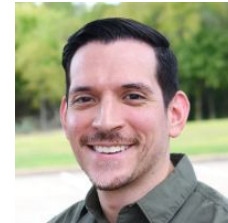
Christina



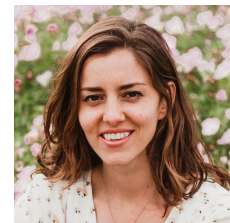
John



Stephanie



Mike



Hanna

Dev Team

- **Software development**
 - Making existing (legacy & off-the-shelf) platforms work better and connect to other systems
 - Solving complex problems with custom-built products
- **DevOps & systems integrations**
 - Data infrastructure, cloud & on-prem server management
- **Capacity building**
 - Discovery days & other software mentorship



Chia



Tilly



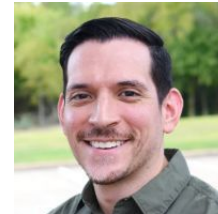
Frank



Rose



Mateo



Mike
Technical PM



John
Technical PM

Data Science Team

- Data needs assessments
- Data science
- Data compilation and reporting
- Data visualization
- Data storytelling and communications



Charlie



Susanne



Kate
Product Manager

Geo Team

- Data Management
- Web / Print Maps
- Spatial Analysis
- GIS Support



Andrew



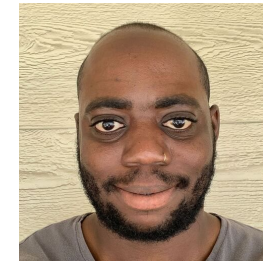
Zach



David



Grant



William



Owen

Tech Services Team

Software Installs

- e.g. Bluebeam, ArcGIS installations

Help with software licenses

- e.g. AutoCAD, Bluebeam, Adobe

Hardware issues

- e.g. Device needs repair, is broken
- Device keeps crashing, Wi-Fi issues
- Can't access network files

Technology evaluation & procurement

- e.g. buying more tablets, mi-fi's,, 3rd party software

Infrastructure support

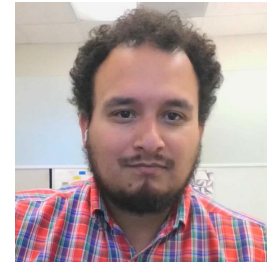
- e.g. Adding wi-fi, ethernet ports to facilities

Other

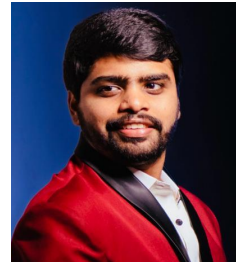
- e.g Reporting lost or stolen devices
- testing technology devices or software



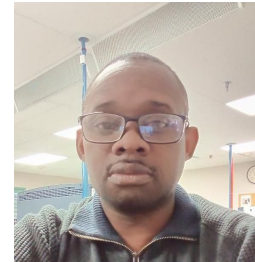
Scott



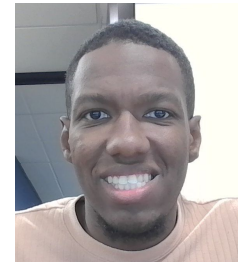
Matt



Vaishnav



Strange



Craig

Maximo Team

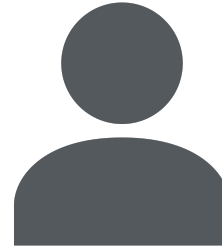
- Enterprise Maximo support
 - Application configuration, troubleshoot system issues
- Maximo Training
 - Conduct user training (in-person/remote)
- Creation & Maintenance of Maximo Reports
 - Support performance measure goals
 - Asset management



Rene



Rebekka



Vacant

Enterprise Case Management Team

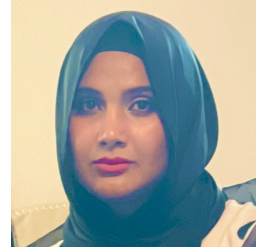
- TPW enterprise case management (AMANDA) support for Right-of-Way, Transportation Development Services, Office of Special Events, and Office of the City Engineer



Tracy



Nate



Ulfath

✓ **Tools and operations**

Daily Standup

- What did you do yesterday?
- What are you doing today?
- Any blockers?

- 🌸 Delete Data Tracker SR Flex Notes #11599
- © Copy New ROW TEST Environment
- 📅 SMD Training Tracker - Event/Attendance Status Flow
- 🗣️ Initial Discussion about TPW/ATD/PWD Sites
- 🌸 Process and Build Sync - Review Cycles for TCP Conflict/Shared Request

👍 1 🗨️



Susanne Gov 8:24 AM

Friday 🏠

- Batch load AMD signals w/ Diana #11228
- Work on Finance Issues w/ Karo #12100 ,#11693
- Update DTS Portal w/ New Hires #11912
- 🗳️ Vote!

Monday 🏠

- Delete flex Notes #10982
- Copy New ROW text environment
- Create Finance account #12133
- Update apps walkthrough (finance video) #11982
- Batch load sign locations #11507
- Process & Build Sync: Add Review Cycles to TCP Conflict/Shared #11850

👍 1 🗨️



chia berry 8:28 AM

Friday (half day)

ESB triage

last minute moped release updates

review PRs

get release notes ready

Today

cr3 downloads 📄

review PRs

1:1 with Amenity

most likely will miss dev sync again 😞 due to interviews

blocker

Going to be on interview panels today, helping out the Office of so I will be online, but slow to reply

👍 1 🗨️

Slack

Needs Scoping 4 Issues / 6 Points + **Backlog** 1 Issue / 2 Points + **On Deck** 3 Issues / 4 Points + **In Progress** 1 Issue / 3 Points +

Icebox 0 Issues / 0 Points

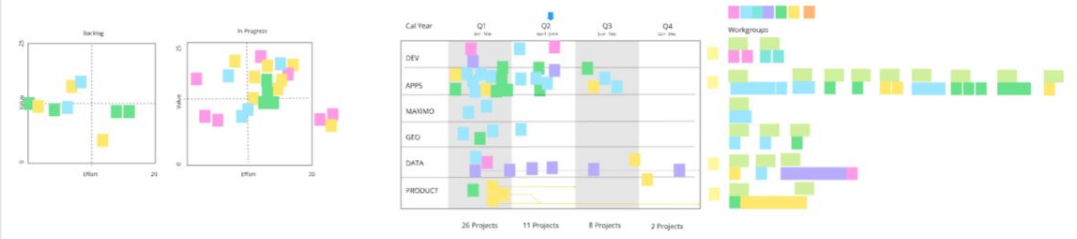
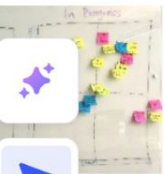
- High priority**
#4806
Re-work front-matter on "Products" and "Projects" pages
1
- #10425
Change team website domain from austinmobility.io to tech.mobility.austin.gov
Project: New DTS Website
2
- #12349
Update "Workgroups" dropdown filter on "Projects" page
- #5782
Implement filters and sensible defaults on "Issues" tab
Implement standardized "Support" button in all DTS apps
3

- High priority**
#10645
[Enhancement] Add date filtering to Projects page
2

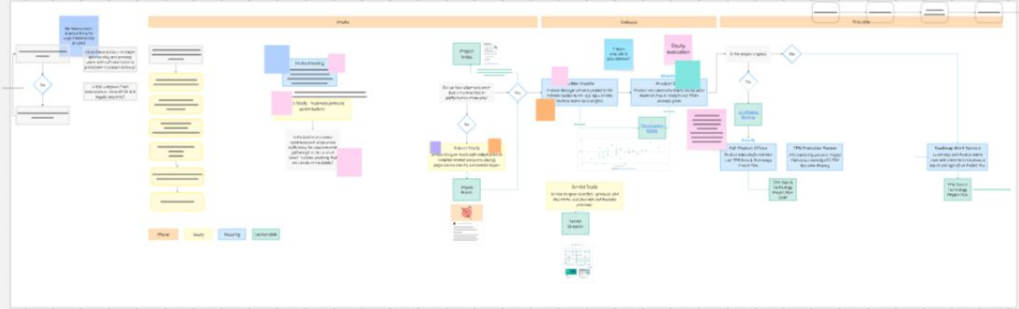
- High priority**
#5530
Increase hyperlink accessibility
3
- High priority**
#12945
[Spike] Review "Project" pages and explore design possibilities
Sprint: Jul 12 - Jul 25, 2023
3
- #12875
Add headshot to DTS Webpage - Vaishnav Y.
1

- High priority**
#5581
Implement `view` parameter in "Projects" page URL
3

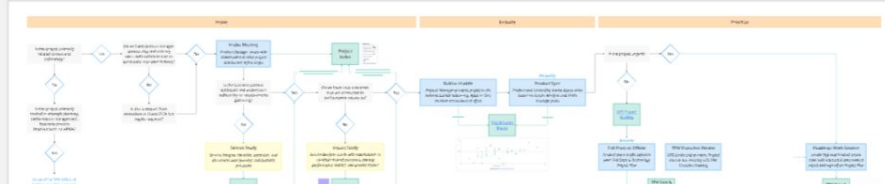




Tracy + Peggy Project Prioritization Refactor



DTS Project Prioritization Workflow



DTS Project Delivery





Learn more

Data & Technology Services

- [Austinmobility.io](#) - our team, projects, and products
- [Github](#) - our open source code
- [Web maps](#)
- [Open data](#)

Moped

- [About the application](#)
- [Github repository](#)

Vision Zero Crash Data System

- [About the system](#)
- [Vision Zero Viewer](#)
- [Github repository](#)