

# Yesterday, Today, and Tomorrow: The Journey of Cityworks in Airdrie

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# Agenda

- **City of Airdrie**
- **What is Cityworks?**
- **Our Cityworks Team**
- **What has Cityworks done for us?**
- **Tips for Success**
- **Future Plans**

# City of Airdrie

- **70,564 residents in 2019**
  - 34,116 residents in 2008
- **Annexed 12,000 acres in 2012**



# What is Cityworks?

- Azteca software implemented by Esri Canada
  - “...manage, track, analyze and score your infrastructure assets”
- Used to track service requests, work orders, and inspections for City assets

The screenshot displays the 'Work Order' form in the Cityworks application. The form is titled 'Work Order' and contains the following fields and values:

- Description:** Sign - Developer Install
- Vendor Used?:** Yes
- Invoice Status:** (Empty)
- Choose Print Template:** Developer
- Work Order Id:** 8400
- Entity Type:** TSIGNPOST (with a 'Change' button)
- Category:** Roads
- Initiated By:** Wilshusen, Dean
- Date:** 11/5/2018 10:42 AM
- Status:** Assigned
- Priority:** Low
- Requested By:** Wilshusen, Dean
- Supervisor:** Wilshusen, Dean
- Submit To:** Wilshusen, Dean
- Date:** 11/5/2018 10:42 AM
- Projected Start:** 11/5/2018 10:42 AM
- Projected Finish:** 11/5/2018 10:42 AM
- Opened By:** Wilshusen, Dean
- Date:** 11/5/2018 10:42:02 AM
- Closed By:** (Empty)
- Date:** (Empty)
- Completed By:** (Empty)
- Actual Start:** (Empty)
- Actual Finish:** (Empty)

**Comments:** Add Comment (Sort ▲)

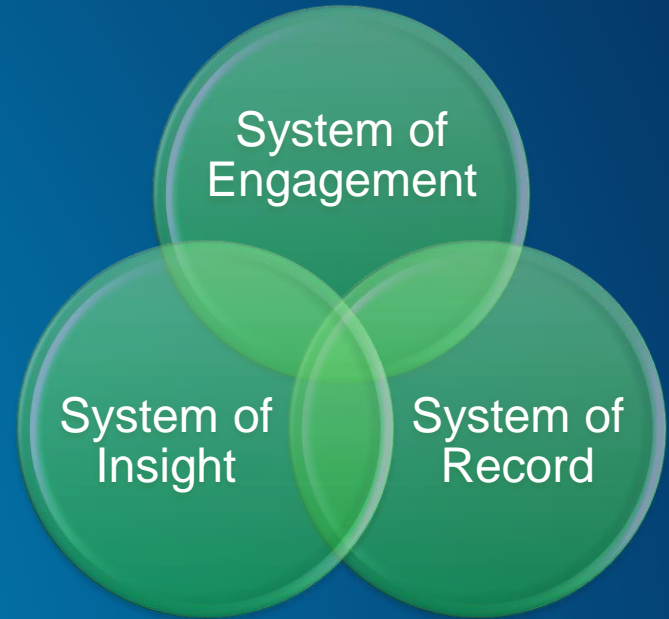
▼ From Request 4679:  
Code: signDevInstall  
Description: Sign - Developer Install  
Details: Midtown Phase 4  
Street Names: 14(See attached doc)  
City of Calgary Invoice:  
Comments: By Wilshusen, Dean: 11/5/2018 10:39:13 AM  
Street Names and supplies have been ordered Between Sept 14 - Oct 5/18.

# Why implement a CMMS?

- Airdrie has a Council endorsed Asset Management Program
  - AM is “*the process of **making decisions** about the use and care of infrastructure to **deliver services** in a way that considers **current and future needs**, manages risks and opportunities and makes the **best use of resources**.*”
- Using data & analysis to help guide asset investment planning and decision making

# Why Cityworks?

- **Airdrie sent out an RFP**
  - **GIS-centric**
  - **Handle linear and non-linear assets**
  - **Mobile solution**
- **Cityworks chosen as the successful solution to be implemented by Esri Canada**

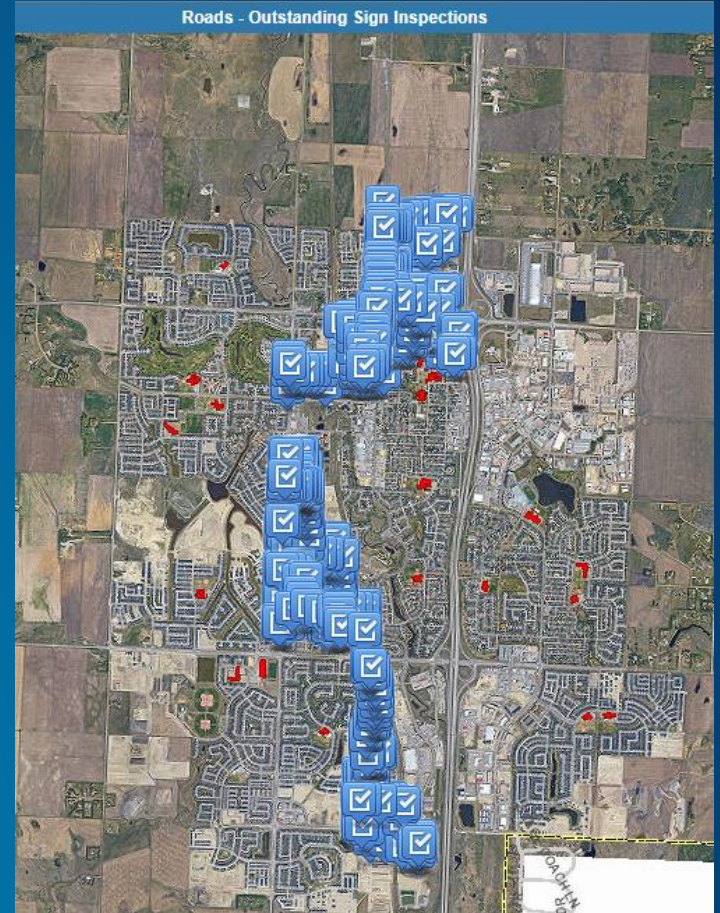


# Our Cityworks Team

- **Project Manager**
- **Cityworks Specialist from Esri**
- **Three Asset Management Specialists**
- **One Application Support Specialist**
- **Cityworks Working Group (Post-implementation)**

**What has Cityworks  
done for us?**





# Transitioned from multiple systems to one across several departments

- Parks – carbon copy paper based system
- Roads and Water Services – custom database solution with no service request/work order distinction, not GIS-centric

Lee-Anne

**CITY OF AIRDRIE**  
COMMUNITY & ECONOMIC DEVELOPMENT

Customer Service Request

Public Works	Parks
	✓

Address/Location: 1547 Erin Drive  
Name: Ms Dianne  
Phone #: home: v.mil work: \_\_\_\_\_ cell: \_\_\_\_\_  
Date: Sept 29, 2017 Time: 9:39 AM

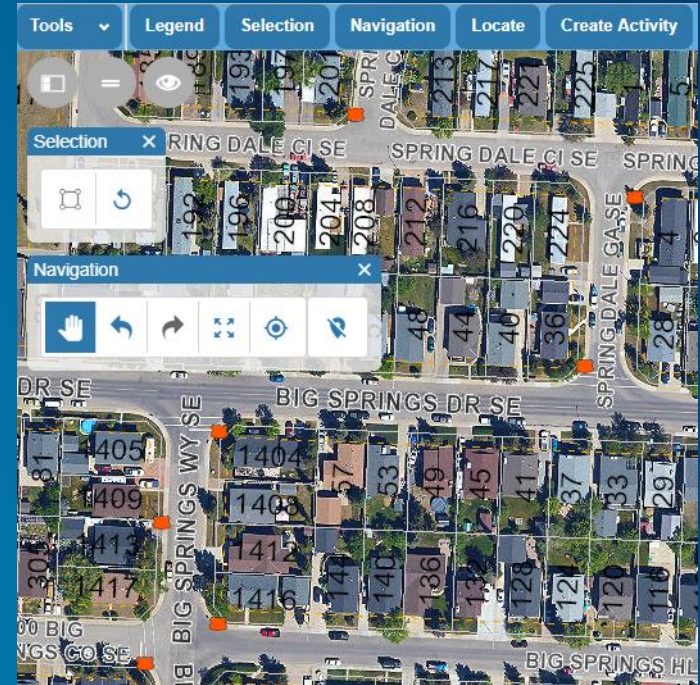
Description:  
Abandoned Propane tank needs to be picked up from greenspace at this address.  
  
Tx

Information / Call Received by: APW  
Steps / Action Taken:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

First Response Time: Under 3 hrs \_\_\_\_\_ Under 24 hrs \_\_\_\_\_ Over 24 hrs \_\_\_\_\_  
Time Spent on Job: \_\_\_\_\_ hours  
Completed by: \_\_\_\_\_ Date:   /  /   Time: \_\_\_\_\_

# Empowered end users to take ownership of their GIS data and identify gaps/errors

- Cityworks map interface that allows interaction with GIS data
- Ability to allow attribute and/or geometry edits



# Allowed field crews to operate fully mobile

- 40+ LTE enabled iPads running Tablet mode
- Respond to service requests and complete work orders and inspections in the field
- iPad also being used to run Collector

# Improved coordination within and between departments

- Field crews log in and plan day based off inbox
- Ability to coordinate work between departments

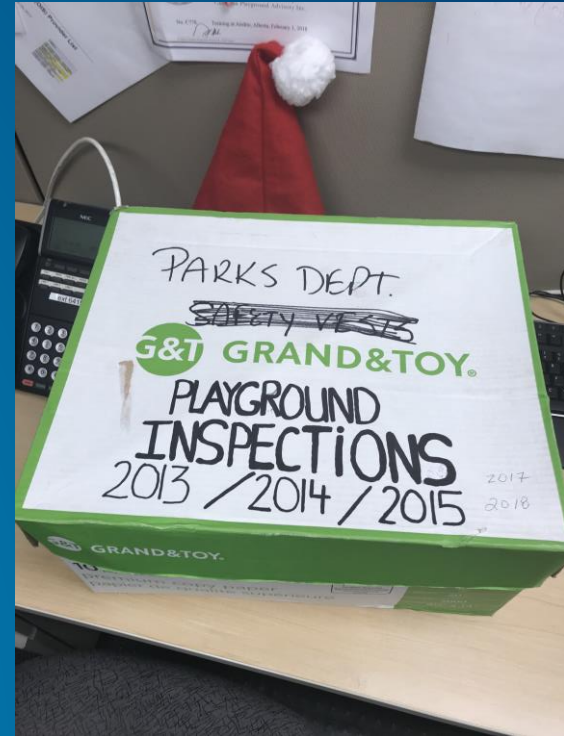
OPERATOR	TASK(S) ASSIGNED	UNIT #
Andrew	Trackless – lane aprons	124
Bob	Sweeping Crew	299
Brad S	Loader – Chinook Winds Parking lot	107
Eam	Door knocker	01
Charlie	Take Flusher and Tandem out for Sweeping crew. Road Checks – Haul gravel to Chinook Winds in afternoon	01
Craig K	Sidewalks	
Craig S	Signs w/ Derek	
Dean W	Signs	
Derek R.	Signs	
Ian	Grader – gravel lanes	112
Jason	Sweeper	225
Jody	Grader - Chinook Winds Parking lot	118
Mike	Leased Sweeper	Leased
Rob	Sick	
Steve	Road Checks – Haul gravel to Chinook Winds in afternoon	01
Tam	Sweeper	212
Yvonne	Sweeper	222
	Door knocker	218

# Increased accountability to residents through tracked service requests

- All calls tracked as service requests
- Ability to review historical requests and work in any given area
- Enable call takers to better process requests by being informed about current work

# Track inspections digitally against assets vs. paper based

- ~200 inspection templates
- Report on observations and create work orders as required
- Easily accessible to management, field crews, insurance, etc.



# Bill for cost recovery from actual work performed

- Invoices previously manually generated
  - Now a report from Cityworks ELM
- Work performed on behalf of a developer
- Insurance and Risk Management recovering costs
  - 140+ claim numbers referenced in Cityworks

<b>Costs</b>			
<b>Materials &amp; Supplies</b>			
<u>Description</u>	<u>Quantity</u>	<u>Price</u>	<u>Cost</u>
Tack Oil - SS1 - Litre	4.00	\$ 2.69	\$ 10.76
UPM Mix - bag	6.00	\$ 31.48	\$ 188.88
		<b>Materials Total:</b>	<b>\$ 199.64</b>
		<b>Materials Handling Charge (15%):</b>	<b>\$ 29.95</b>
<b>Equipment</b>			
<u>Description</u>	<u>Hours</u>	<u>Price</u>	<u>Cost</u>
2-3-0001-Ford F550 Lift Gate	4.00	\$ 65.00	\$ 260.00
2-2-0218-GMC Sierra 2500	4.00	\$ 44.37	\$ 177.49
		<b>Equipment Total:</b>	<b>\$ 437.48</b>
<b>Labour</b>			
<u>Description</u>	<u>Hours</u>	<u>Price</u>	<u>Cost</u>
Equipment Operator	4.00	\$ 51.85	\$ 207.40
Equipment Operator	4.00	\$ 51.85	\$ 207.40
Roads Operator	4.00	\$ 51.85	\$ 207.40
Equipment Operator	4.00	\$ 51.85	\$ 207.40
		<b>Labour Total:</b>	<b>\$ 829.60</b>
		<b>Total:</b>	<b>\$ 1,496.67</b>



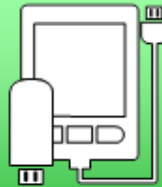
# Process automation

- Locates service request generation from XML through API
  - 4,700 SR generated since April 1
- Inspection generation from Access DB through API
  - In development

Custom Fields	
Category:	Locates
Ticket Number	2019111222
Ticket Type	Project
Ticket Status	Original
Previous Ticket Number	
Work Type	Sewer
Activity	Trenching
Excavation Method	Trenching
Excavation Depth	>3m
Area Marked	false
User Reference	
Working for Authority	
Authority Name	
Company	Company X
User Type	Contractor
Onsite Contact Name	Contact Name
Onsite Contact Phone	403.123.4567
Remarks	



Mails from Alberta One Call with Subject "BYDP: Ticket"



Extract, Transform, and Load eMail text and attachments to Cityworks



Cityworks SR Create

# Tips for Success

- **Identify and engage your champions**
- **Prepare for ongoing support**
  - **Partner with IT**
- **Strive for consistency wherever possible**
  - **Standardize workflow where possible**
  - **Template naming conventions**
  - **Common security/permission model**
  - **GIS asset hierarchy**

# Future Plans

- **Continue to create lifecycle management data**
  - **Work tracking**
  - **Condition assessments**
  - **Data updates**
- **Automate On Call process using service request API**
- **Expand to other departments**
- **Integrate with other City software**
  - **RoadMatrix, GraniteNet**

# Questions?

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