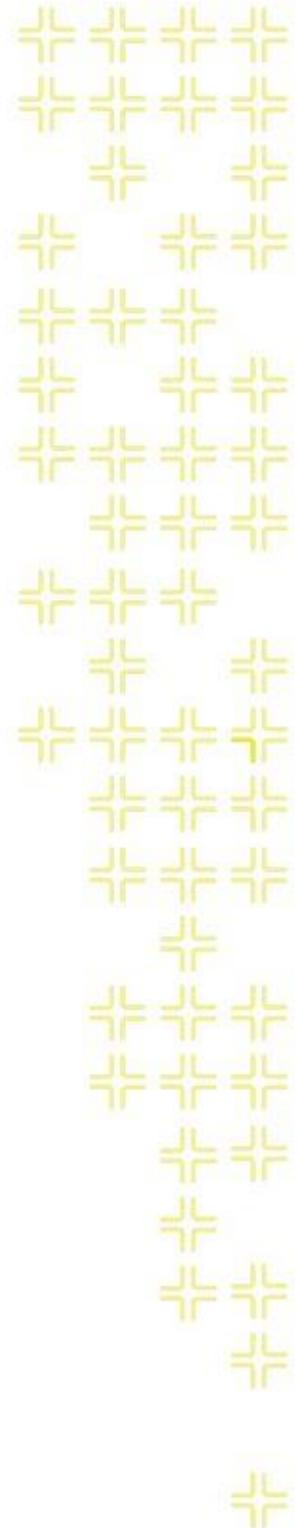




TRAINING GUIDE

# Maintenance Zones



# Maintenance/Alternate Zones in Lucity

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Maintenance zones and Alternate zones allow an organization to track and manage work based on work zones within an organizations coverage area. An organization may break down its boundary by North, South, East, and West Zones depending on an organizations size and scope of work the zones may be much more complicated. Lucity allows you to streamline work assignment based off of these Zones using tools that will allow certain defaults to be populated on to work orders and work requests based off the zones themselves. This course will cover how to set up maintenance and alternate zones in Lucity as well as GIS, how to populate work zones onto assets within Lucity, set up a work flow process for getting the work zones populated onto work orders and requests, as well as determining how to best leverage work order defaults using Maintenance Zones as a starting point.

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- Populate the Maintenance Zones onto Assets in Lucity. You can both populate the zone manually against the asset record or through the Lucity import and update tool.

**Structure\*** 0201007 **Flow Basin** 1 **Structure Rec #** 3139

**Status** 1 Operational **Map Page No.**

**Attributes**

**Gen Location**

**Address** 10741 **Street Name** EL MONTE ST

**Facility** 1 Overland Park

**Lot Location** **Collected By**  GPS Flag

**Rim Elevation** 847.79 **Rim Status** 1 Field Verified

**Component Type** **Dia/Length (in)** 48.0

**Structure Type** 1 Standard **Width (in)**

**Surface** **Structure Depth (ft)**

**Cover Type** **Wall Material**

**Cover Size** **Liner**

**Grade +/- (in)** **Owner** 1 Johnson County Wastew:

**Inflow Dish**

**Work Data**

**Default WO Cat**  No WO/PM/Req

**WO Comment**

**Maintenance Zone** OPNE Overland Park Northeast

Notes: \_\_\_\_\_

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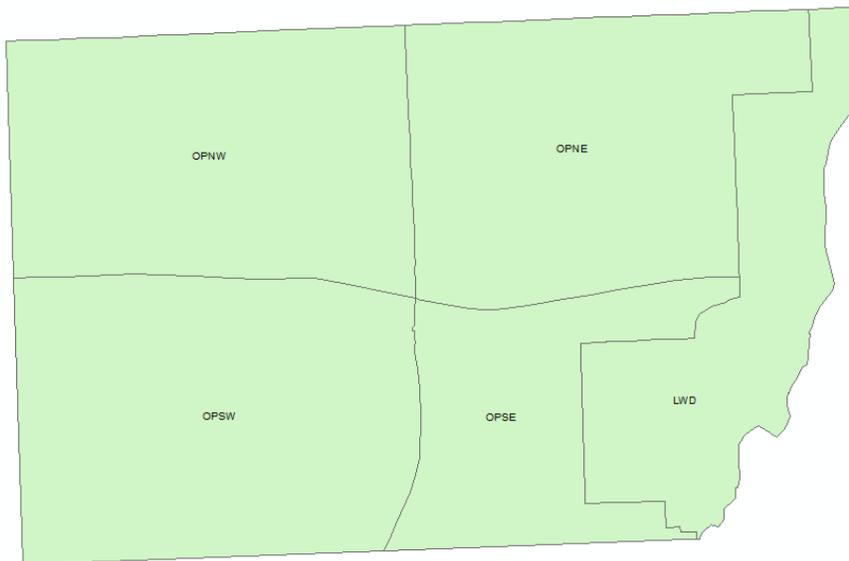
- Populate Zone Supervisors onto Work Problems in the work flow set up module. So that when a work zone is populated onto a work order or request by an asset or a location the program can check against the work problem to determine the appropriate supervisor for that work zone. Work crews and their associated resources that are defaulted onto work orders based off of a supervisor record will also be populated onto the work order after the appropriate supervisor is determined based on the zone.

Problems									
Problem Setup									
Problem	Problem Text	Problem Status Text	Active Problem	311 Problem	WO Enable	PM Enable	Req Enable	Default Task	Category
SWCP82	Sinkhole / Settling		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		USCG

Zone Supervisors				
Maintenance Zone	Maintenance Zone Desc	Supervisor	Supervisor Text	
LWD	Leawood	0233	Joel Theriault	
OPNE	Overland Park Northeast	0110	Sam McReynolds	
OPNW	Overland Park Northwest	0110	Sam McReynolds	
OPSE	Overland Park Southeast	0111	Alfred Mutua	
OPSW	Overland Park Southwest	0111	Alfred Mutua	

- Setup for Populating Zones by location. In order to populate work zones onto work orders and requests by location an organization would first need to create a feature class for the work zones in GIS. Then the organization will need to publish a map service containing the work zone feature classes.



Work Zones in Overland Park, Ks.

Notes: \_\_\_\_\_

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5. Once an organization has a map service containing the work zone feature class the GIS Map services dialog in the admin tool needs to be filled out under the Work Zone Services tab. Make sure to fill out the services name the layer/alias name as well as the field name as shown below.

The screenshot shows the 'GIS Services' dialog box with the 'Work Zone Services' tab selected. At the top, there are three tabs: 'Map Services', 'Utility Services', and 'Work Zone Services'. A checkbox labeled 'Never overwrite maintenance or alternate zone' is checked. Below this, there are two sections: 'Maintenance Zone Info' and 'Alternate Zone Info'. Each section contains three input fields: 'Service Name', 'Layer Alias Name or Index', and 'Field Name', each with a dropdown arrow button. The 'Maintenance Zone Info' section has 'LucityGIS\_LandBase' for Service Name, 'Maintenance Zones' for Layer Alias Name or Index, and 'ZONE' for Field Name. The 'Alternate Zone Info' section has 'LucityGIS\_LandBase' for Service Name, 'Special Districts' for Layer Alias Name or Index, and 'DIST\_CD' for Field Name. At the bottom of the dialog are 'Save' and 'Cancel' buttons.

## Using Maintenance/ Alternate Zones within Lucity:

Once you have populated your work zones into Lucity, published a map service containing the zones, populated the work zone information onto your assets, configured the work zone services in the Lucity admin tool, and filled out the default supervisor for each zone on your work problems you are ready to incorporate the work zone functionality into your work flow.

Work orders and Work requests zone population. There are two ways for the program to populate a work zone onto a work order or work request. Populate the zone by the asset and populate the zone by location. We will cover the steps for both in the following pages.

1. Create a work order or work request selecting a Category, Problem, and Task. The assign an asset or location at which the work will be done.
2. The program will then check to see if the asset has a work zone associated to it. If the asset does have a work zone assigned to it the program will then update the work order with the appropriate work zone information. If the asset does not have a work zone assigned to it or if the work order does not have an asset assigned to it the program will then attempt to populate the work zone based on the X&Y Coordinates and address information on the first location in the location grid on the work order/request.
3. Once the program has the work zone figured out for the work order based on a location or asset it checks against the problem on the work order to determine if the work zone has a default supervisor. If the problem has a default supervisor for the work zone on the work order the program will update the work order to match that supervisor to the problems work zone supervisor triggering any other defaults against the supervisor record onto the work order. For example the program will populate a supervisor's default crew at that point as well as any default resources the crew may have assigned to it.

## Additional Considerations when populating work zones based on location

When populating work zones onto work orders/requests by location consider the following factors. This functionality is not supported in the Lucity Desktop program only through Lucity web, Lucity mobile, Citizen Portal REST API, and the Lucity REST API can a zone be populated onto a work order/request based on location information. For this functionality to work the map service URL containing the zones must be assessable from the server that houses the product you are attempting to create the work order from i.e. Lucity web, mobile etc... You must have a functioning geocoding service defined in the Lucity admin tool under the GIS web tab in system settings or in the utility services dialog in GIS map services dialog in 16R2 and later. The Work Zone Services dialog in the GIS map services set up must be filled out as discussed earlier with the service name the layer/alias name and the field name for the zones which will actually be used to populate the data into the maintenance/alternate zone fields on the work orders.

When a user creates a work order/request without an asset or with an asset that does not have a work zone populated against it the program will attempt to look up the zone on the fly based off the first X&Y Coordinate and address information in the work orders location grid. Using the map service defined in the admin tool as well as the geocoding service to determine the zone the location is in. This will slow the process of saving the work order down slightly as the program is making a call to the GIS server in order to populate the zone information onto the work order. The program is set to time out if the GIS server does not respond within 10 seconds of the call from the web server. If the program has 15 failed calls to the GIS server in a day it will stop making the call in order to speed up the save time on the work orders. At that point if you have an email set up for system and GIS failures that notification will trigger. Resetting the web cache will clear the failed call counter. However if everything is linked up successfully and the web server can communicate with the GIS server the zones will populate on the work order. Once the zone info is populated onto the work order from the location the system will check the problem for the appropriate supervisor based on the work zone the same way it does when the work zone is populated via an asset record.