Lucity Roundtable Discussion Group

City of Newark, Ohio

Lindsey Brighton

Items to Discuss

- Background
- Creating the roundtable discussion group
- How the discussion groups operated
- Sample agendas
- Results
- Future meetings

Background

The City of Newark and Lucity

Where is Newark, Ohio?

- 40 mins east of Columbus

- County seat of Licking County

A Little About Newark

▶ Population: 47,573

▶ Area: 21.37 square miles

▶ Claim to Fame: World's Largest Basket

Overview of Lucity at Newark

- The Beginning
  - Asset management began in the water office – 1999
    - gbaMS (Lucity)
    - GIS
- Currently
  - 4 clients
  - 46 active users
  - 7 different departments
  - Custom web map integrated with Lucity

Modules We Use

- Water
- Sewer
- Storm
- Transportation
- Fleet
- Facility
- Work

Creating the Roundtable Discussion Group

What prompted it?

Issues We Were Dealing With

- Inconsistent data

- Lack of data maintenance

- Recurring problems in different departments
  - Different people would call Lucity tech support with the same problem

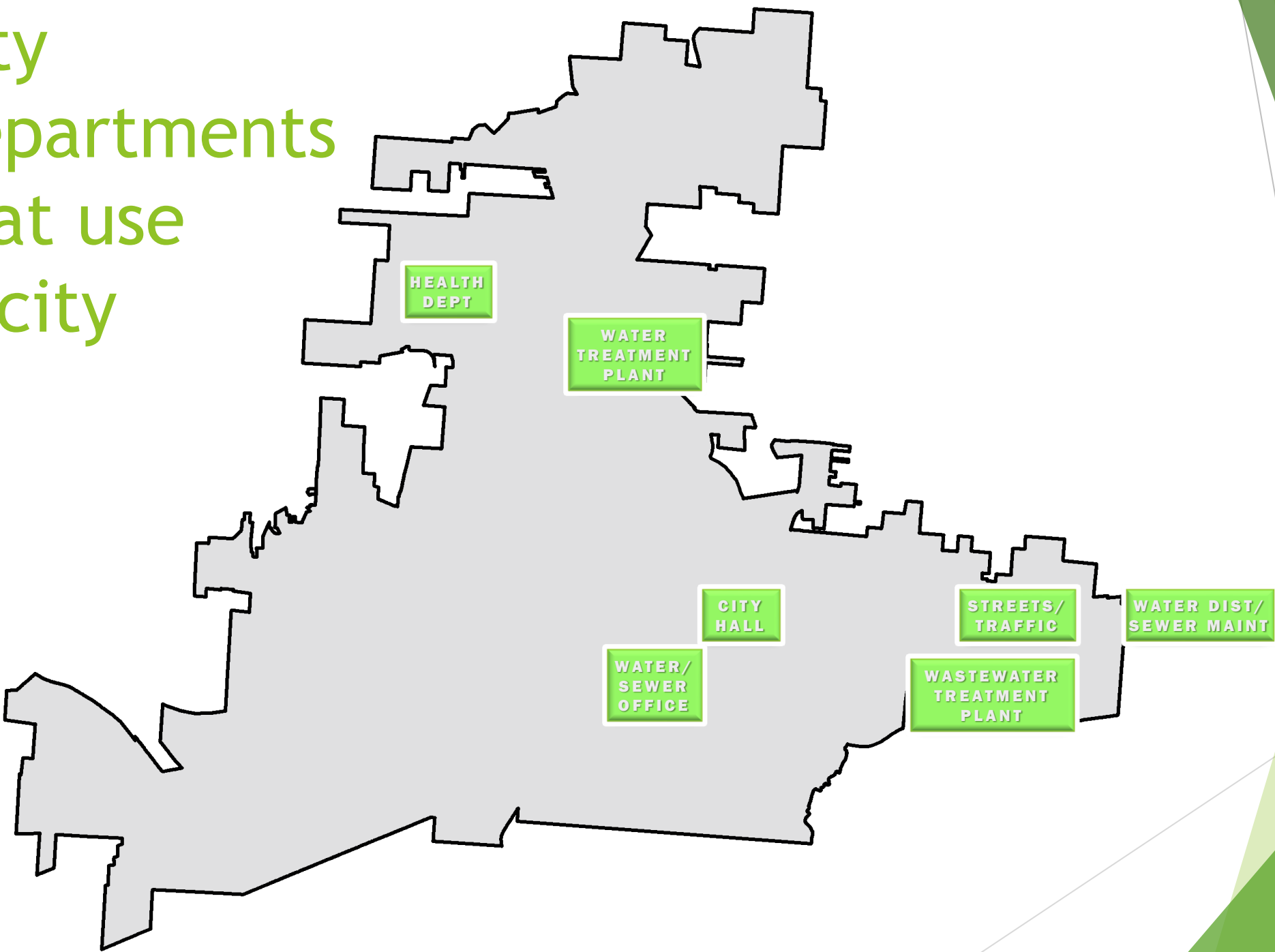- Not knowing where to turn to with issues
  - Lucity vs IT

- No one cared!

IMAGINE A WORLD WHERE THERE IS DATA QUALITY EVERYWHERE
memegenerator.net

Varied Skill & Training Levels

- Formal training from Lucity isn't for everyone
  - It's overwhelming & too technical for some
- Training gaps
  - Newer employees have never been trained
- Varying levels of computer competency

Lucity Users Spread Across the City

- Scattered in different locations
- No interaction
- Lack of communication between departments
  - Different bosses
  - Different schedules, etc.
- Work flows are connected
  - Example: street department bills stormwater with work orders

City Departments that use Lucity

How the Discussion Groups Operated

What happened during the meetings?

General Operation of Meetings

- First meeting in January, 2015
- Started with monthly meetings
- Eventually went to quarterly meetings in 2016
- All work done in training module
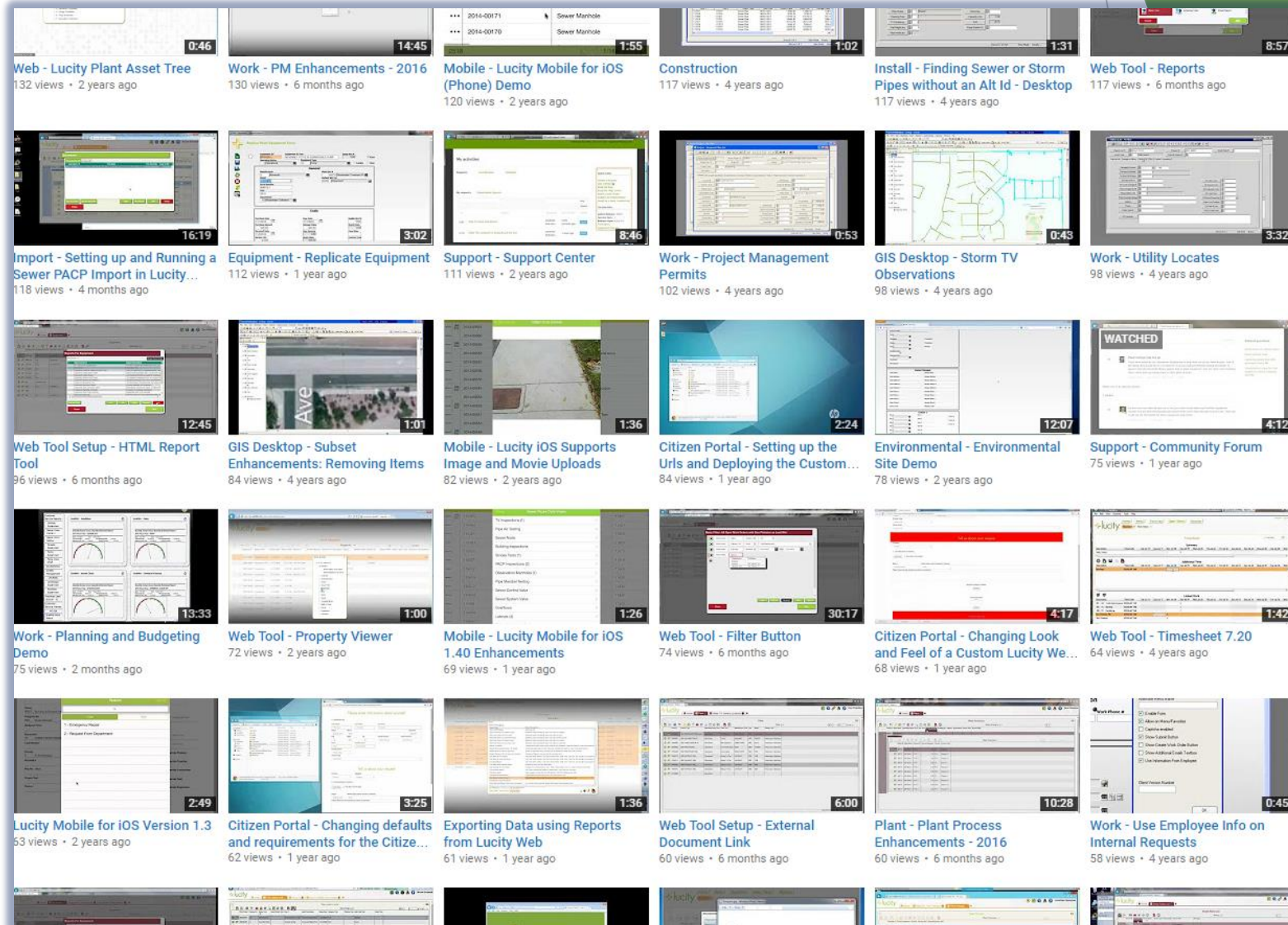- Meetings were informal
  - Encouraged interaction

Try to Make it Exciting!

▶ Boring Meetings Suck!

▶ Give them food

▶ Ask Lucity for some SWAG

▶ Use a white board to take suggestions during brainstorming sessions

Utilize Lucity's Website

- ▶ Help guides
- ▶ YouTube videos
- ▶ ACT & RUG presentations
- ▶ Release notes

Set Goals

- Measureable goals for each department
- Specific goals for each person
  - Write them down!
- Check progress at each meeting to hold employees accountable
- Can goals be incorporated into employee performance reviews?

Examples of Goals we set:

- Eliminate 50% of the duplicate sewer manhole numbers by the end of the year

- Run reports to verify work orders that are still open

- Create a PM template for scheduled oil changes

- Convert paper copies of backflow preventer inspection forms to digital and enter data into Lucity as companies return their forms

- Update Work Flow Setup information for each department

  - Employees, crews, tasks, equipment, materials, etc.

Meeting Attendance

- Varied based on discussion topic
- Separate meetings for:
  - Data entry employees
  - Managers
  - Water office customer service
- A total of 26 different employees attended

Sample Agendas

LUCITY ROUNDTABLE DISCUSSION GROUP
CITY OF NEWARK
January 28, 2015
9:00 am

1. *YouTube Video*
2. *Introductions*
3. *Discuss agenda items for future meetings*
4. *Future training*
5. *Any Windows XP or Vista out there?*
6. *GeoAsset*
   Internal web address: water-gbagis-01/geoasset3
   Public web address: maps.newarkohio.net
7. *Roundtable*
8. *Adjourn*

Lucity Fun Fact:
A record can only be edited by one user at a time.
If someone else tries to edit the same record, they will receive a "locked"
message, and they will not be able to make changes to the record.

LUCITY ROUNDTABLE DISCUSSION GROUP
CITY OF NEWARK
February 25, 2015
9:00 am

1. Upgrade from 7.6sp1 to 2014r2. Any problems?
2. Module Toolbar
3. Filters
4. Attaching Documents
5. Reports
6. Subsets
7. Relationships
8. Roundtable/Discussion
9. Adjourn

Lucity Fun Fact:
Lucity began as GBA Master Series (gbaMS) in 1986.
GBA = George Butler Associates.
gbaMS became Lucity in 2011.
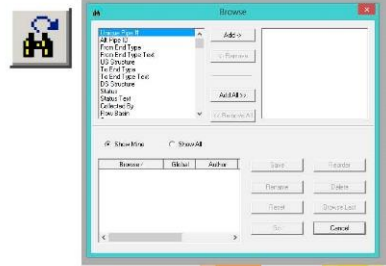The company is based out of Overland Park, KS (Kansas City)

1. *Browse tool*

- The Browse tool is used for reporting on-demand.
- It allows you to quickly generate a report in table format.
- The top half of the screen is used to create/edit a browse.
- The bottom half of the screen is used to manage/run saved browses.

2. *Upcoming Lucity User Group meeting – May 12 in KY*
3. *Preventative Maintenance (PM)Templates Demonstration*
4. *GeoAsset Reminder*
   Internal web address: water-gbagis-01/geoasset3
   Public web address: maps.newarkohio.net
5. *Roundtable/Discussion*
6. *Adjourn*

Lucity Fun Fact:

- The City of Newark is one of six governmental organizations in the State that use Lucity.
- The others are: City of Columbus, Northwestern Water & Sewer (Bowling Green), Allen County Sanitary Engineering Dept (Lima), City of Wilmington, and the City of Fairfield.
  - We are all part of the Central (Ohio River Valley) Lucity Regional User Group.
    - We meet annually at Sanitation District No.1's office in Ft. Wright, KY.

Results

Was it worth it?

Issues Resolved During Discussion Groups

▶ Created best practices for data entry and maintenance

▶ Designated one person to call Lucity technical support

▶ Created a common place to save attached documents

▶ Resolved version upgrade issue

▶ Cleaned-up data

▶ Created a better understanding of what managers want from employees and what employees can realistically offer to management

Groups Learned How To….

- Add assets to work orders
- Create filters
- Attach documents
- Run reports
- Access data themselves
  - Browse vs Filter
- Create Preventative Maintenance (PMs) Templates
  - Scheduled, Grouped, Notification Setup

- Create subsets
- Create relationships
- Use the web map

Questions Arising from Discussions

- Who is responsible for data entry?
  - One person in each department or one person for all departments?
- When to completely delete old data?
  - Delete pipes removed from the ground and keep pipes abandoned-in-place?
  - Will deleting work tasks remove them from previous work orders?
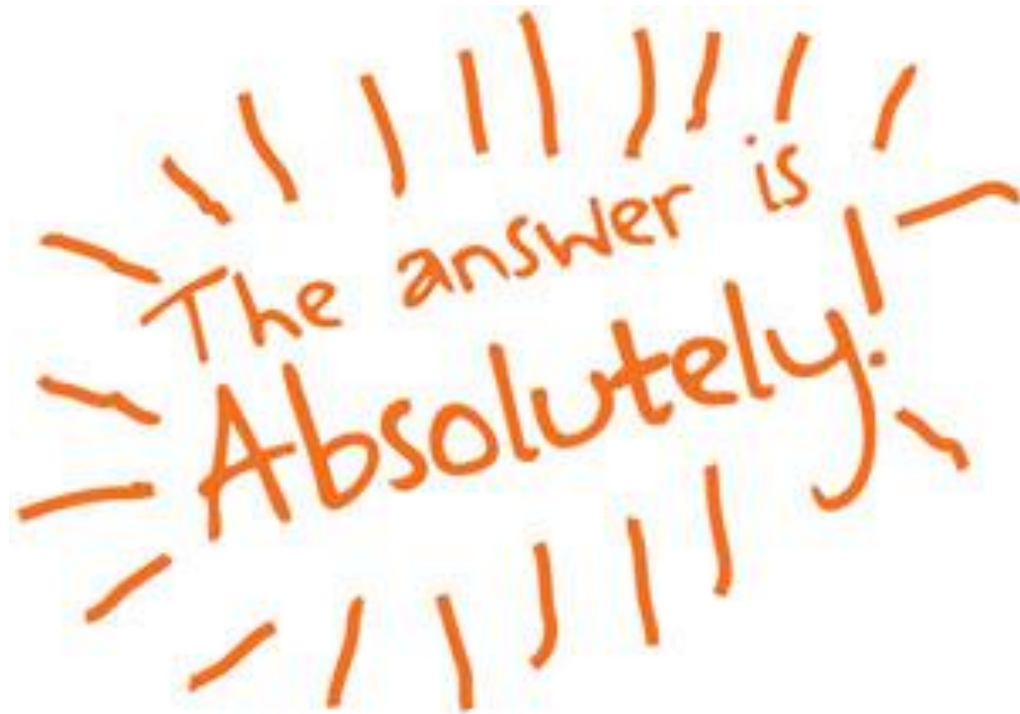 - Delete retired employees or leave them in the system forever?

Unexpected Results

- Raised overall employee moral
    - They actually looked forward to the meetings
    - They realized how much data quality impacts their jobs
- Presented a need for an intern to help with data entry
- Presented a need for more custom reports
- Helped with computer upgrades
- Development of basic computer skills
- People are more un-trained than I thought they were

Lucity Cheerleaders

- Every organization needs one
- Advocate for data quality, even if you're the only one
- We're all on the same team
- Good Data In, Good Data Out

GO Lucity!!!

So, Was it Worth it?

Next Steps

Will there be future meetings?

Future Goals

- Populate these modules:
  - Sewer and storm nodes
  - Pavement markings
  - Master projects
  - Water mainbreaks
- Link water service taps to GIS layer
- Clean up attached documents in water, sewer & storm
- Map sewer service laterals

The Future of the Meetings

- Meetings will continue, but not as often
- Need to continue meetings to remain consistent
- When new employees are hired
- As we move toward Lucity web and mobile

Questions? Comments?

Lindsey Brighton, GISP

City of Newark, Ohio

lbrighton@newarkohio.net

740-670-7721