Using Lucity

City of Fontana

Public Works Department

Background

- City of Fontana
  - Located in Southern California
  - Population 200,000+
  - 44.4 Square Miles
  - PWD Annual Operating Budget $70M
  - PWD Service Delivery
    - In-house trade type services
    - Contract simple services

Purpose of Presentation

- Demonstrate How The Public Works Department Is Using Technology To Plan, Manage, & Report Annual Work Activities
- Demonstrate How We Maximize Resources And "Use Technology To Do More With Less".
- How We Use Lucity Of Overcome Challenges
- How We Get Added Value From Our System

Selected Department Goals

- We Align Our Goals With The City Councils Goals And Are Able To Demonstrate Success Using Lucity.
- Goals from FY 12/13 Approved Operating Budget Document
  - To maintain *City vehicles* and equipment in a safe and operational condition
  - To perform *graffiti abatement* on City owned properties and right-of-way areas
  - To manage, operate and maintain the City's *wastewater collection system* in compliance with state and federal regulations
  - To maintain and preserve the City's *asphalt pavement street network*, utilizing various pavement rehabilitation methods including reconstruction, overlays/surface restoration and slurry seal
  - To maintain City parks and landscaped areas in a safe and aesthetically pleasing manner using the most cost efficient methods
  - To maintain *City trees* in a safe and aesthetically pleasing manner using the most cost efficient methods

Module/Process Implementation

- Facilities
- Fleet
- Graffiti
- Parks & Landscape
- Sewers
- Streets
- Storm Water
- Street Trees

Major Asset Networks

- Fleet 434 Units
- 531,000 Square Feet of Public Buildings
- 505 Street Centerline Miles
- 10,959 Street Signs
- 190 Miles Storm Drain Pipe
- 2,007 Storm Catch Basins
- Parks 366 Acres
- Streetscapes 425 Acres
- Street Tree Sites 67,000
- 401 Miles of Sewer Mainline
- 42,098 Sewer Service Connections
- Six Sewer Lift Stations

Managing Work Through Systems

- Our goal is not to just create a work order
- We want to create a process to:
  - Support Field Functions
  - Capture & Update Institutional Knowledge
  - Create, Keep, Distribute, Information to End Users
  - That is Stable and Sustainable
- CMMS
  - Easy, User Friendly
  - Paperless
  - Wireless
  - GIS Centric
  - Asset/Inventory Based

Partnership

- First the Public Works Department would like to thank the Information Technology Department as a whole and specifically Joe Field and Stephen Pendleton for their contributions to this project.

Objectives

- Reduced paper handling and filing
- Reduced daily & monthly reporting efforts
- Distributed information
- Improved field efficiencies
- Proactively manage work
- Capture and maintain institutional knowledge
- Creating solid sustainable systems & processes (Succession Planning)
- Improved productivity reporting
- Research information for responses

Investment/Payback

- We have invested approximately $800,000 in one-time costs over ten years or $80,000 annually.

- We have already experienced a payback just on staff reductions

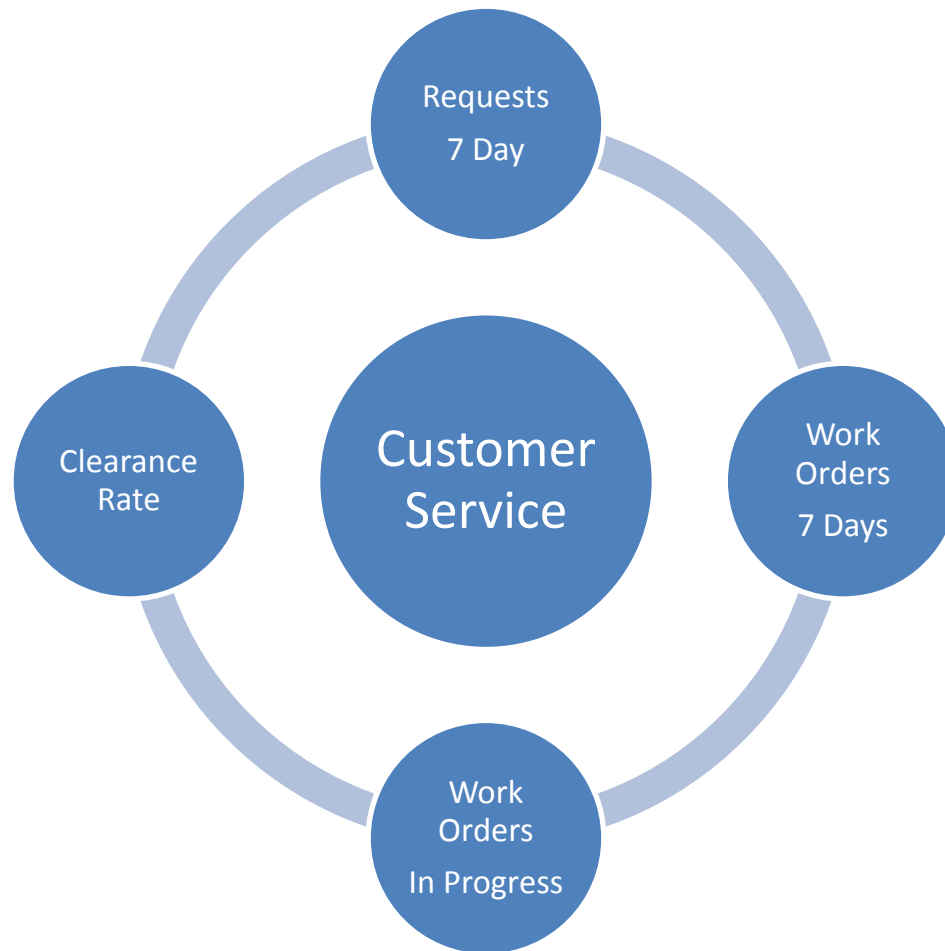- But we are seeing benefits on Risk Prevention

Risk Prevention
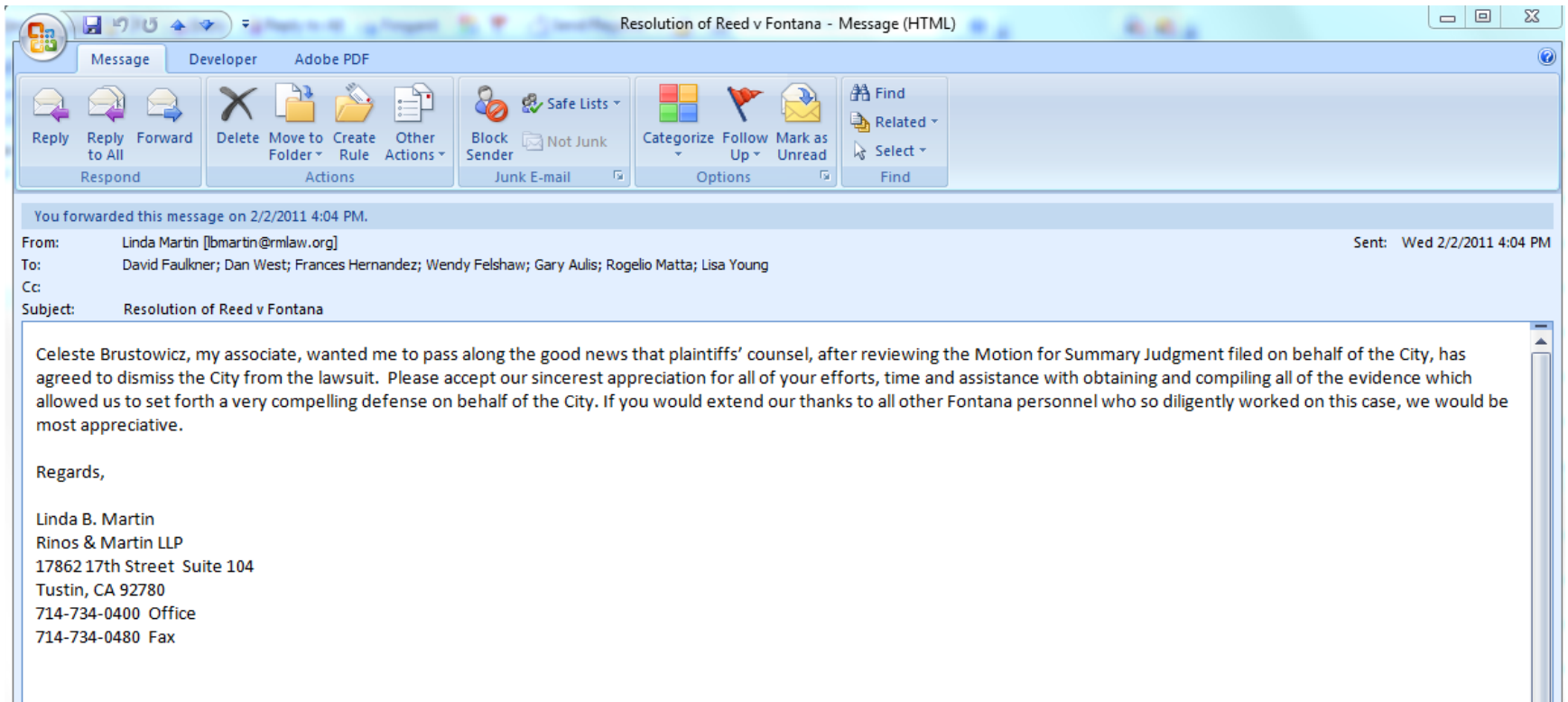
Engaging the Organization

- Daily Reports
- Monthly Productivity Reports
- Annual Reports
- Customer Service Reports
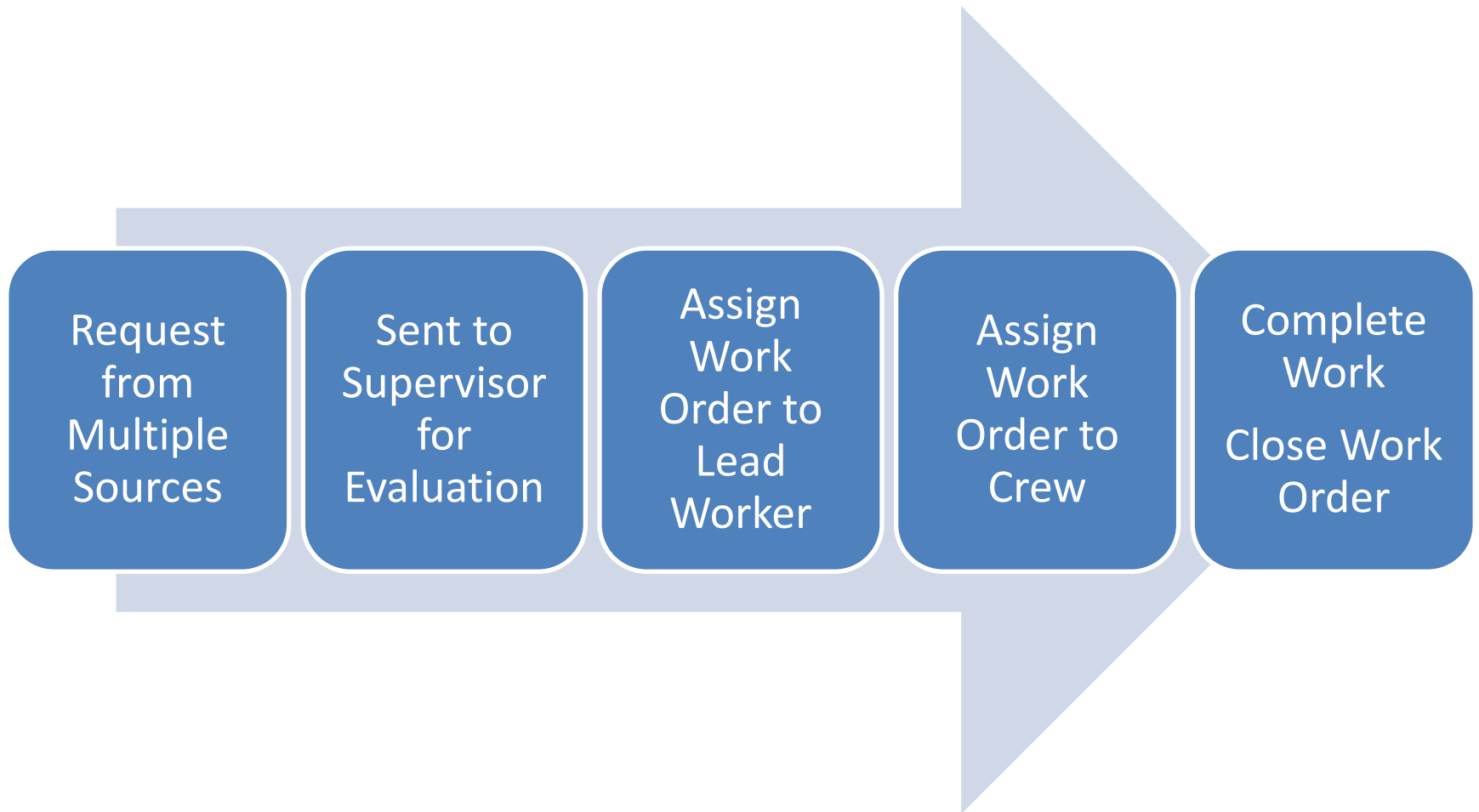- Wellness Checkup
- RUG
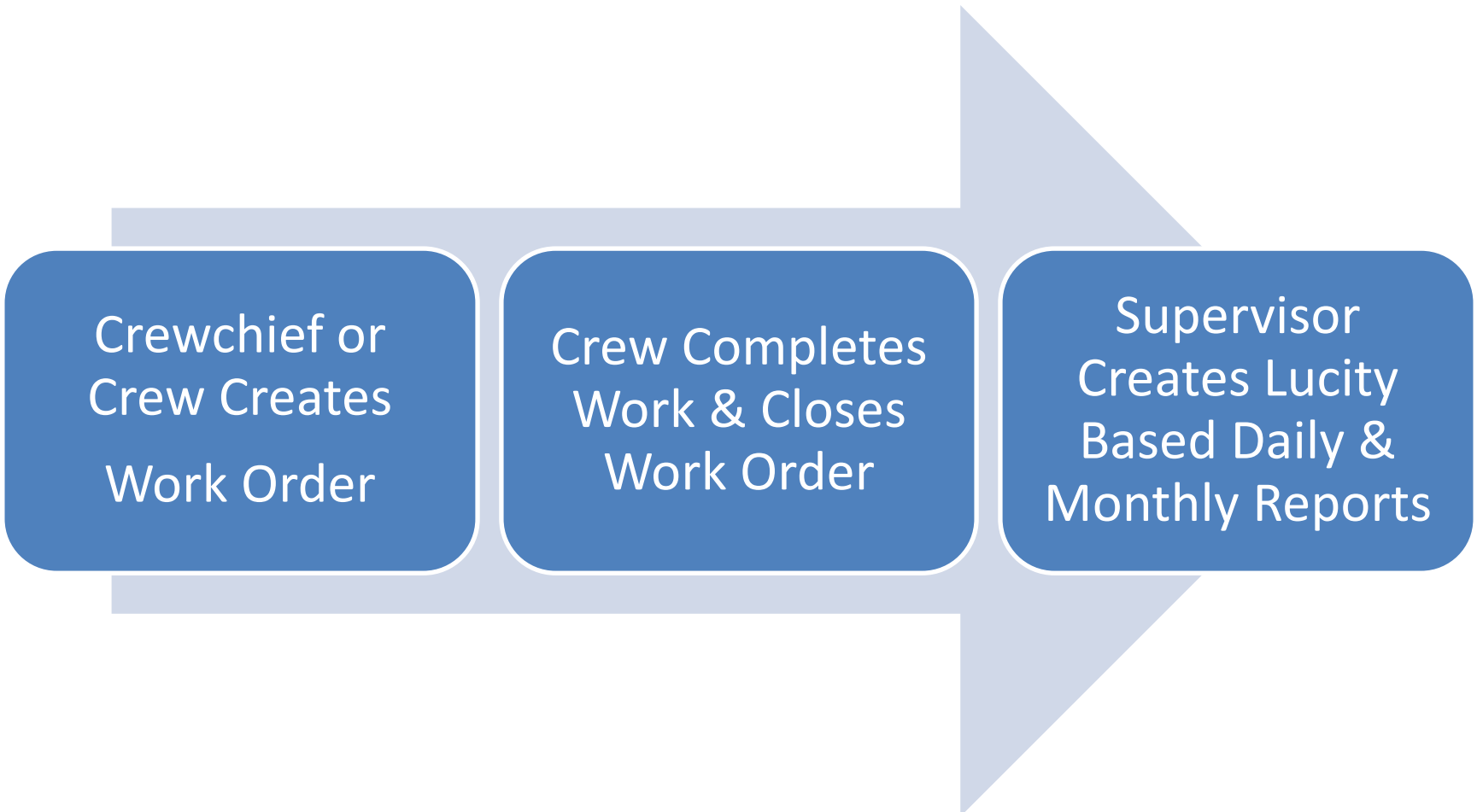- ACT Conference

Customer Response Model

Demo

- [Request Aging Report](#)

- [Work Order Aging Report](#)

- [Work Order Assigned/In Progress](#)

- [Request Response Time](#)

Work Flow Using Dashboard

Operational Work Flow "B"
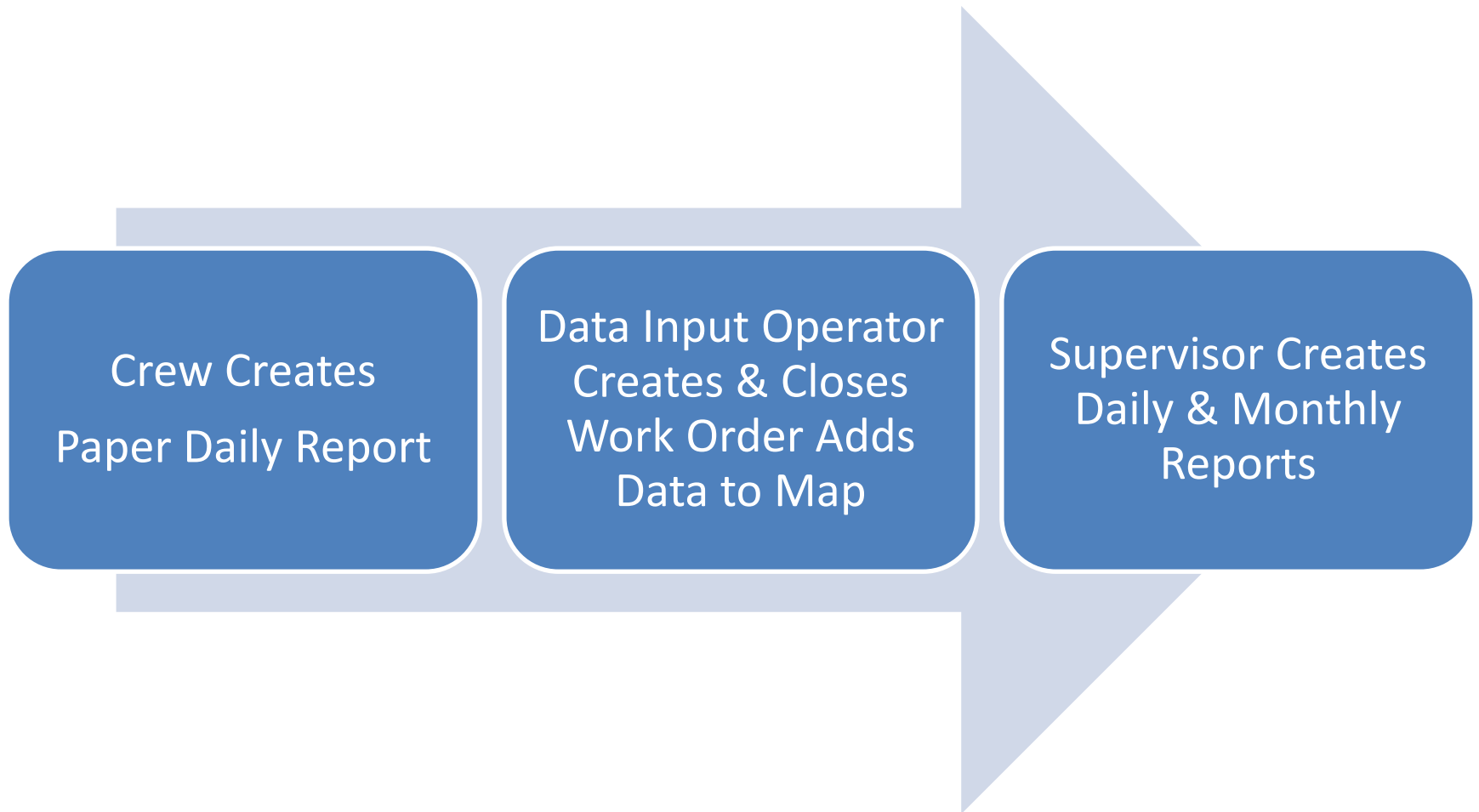
```
Crewchief or          Crew Completes        Supervisor
Crew Creates          Work & Closes         Creates Lucity
                      Work Order            Based Daily &
Work Order                                  Monthly Reports
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Operational Work Flow "C"

Crew Creates Paper Daily Report

Data Input Operator Creates & Closes Work Order Adds Data to Map

Supervisor Creates Daily & Monthly Reports

Demo

- Service Requests
  - Person to Person
  - Telephone
  - Intranet
  - Internet
  - Smart Phone

System Data Maintenance

- Maintaining the Process
  - What Things Need To Be Done?
  - Who Will Do It?
  - How Will They Do It
  - Documentation For Complex Processes

Data Maintenance Workflow

- PWD Staff Are Responsible To Collect The Field Data, Plans Etc. And Submit Them To IT/GIS Staff

- GIS Staff Are Responsible To Do Updates

- Field Staff And GIS Staff Share QA/QC Duties

- We Do This So We Can Insure That Databases And The GIS Are In Sync

What are the Benefits

- Consistent Record Keeping
- Work Orders created by simple templates reducing data input
- Maintain Institutional Knowledge
- Risk Management
- Consistent process
- Developed Systems
- Transparency/Trust
- Added Value

Drivers

- Compliance with Regulations & Mandates
- Performance Measures
- Manage Service Delivery
- Provide Transparency
- Goal is to create a repeatable process and eliminate "Managing by Excel Spreadsheet"
- Asset Lifecycle Management
- Risk Reduction

Doing More with Less

- We have invested approximately $800,000 in one-time costs over ten years $80,000 a year.
- In fiscal year 06/07 Public Works had 100 Full-time equivalents
- In. fiscal year 13/14 Public Works budget 93 FTE
- The department has kept or in some cases improved service delivery.
- We have been dropped from two lawsuits in part because of our ability to provide work history information. (Value?)

Software, Hardware, People

- Software
  - Web Map Service
  - Dashboard
  - Forms
- Hardware
  - Desktop
  - Laptops
  - Tablets
- People
  - Champions Across the Organization
  - No One Left Behind

Demo

- Using Lucity Tablet Version Software