

Cityworks - Client Success Story Webinar Series

Prince William County Service Authority

A Formula For Success: Cityworks PLL + AMS =
Streamlined Enterprise Utility Permitting Solution



Wednesday, April 11, 2018

9:30 a.m. MDT



Moderator: Hyrum Kruger | Senior Customer Success Manager | Azteca Systems

Presenters: Adam Shinal | CMMS Systems Analyst | Prince William County Service Authority

Tom Merce, AICP, LEED Green Associate | Lead Systems Analyst / Phase Manager | Woolpert



Polling Question # 1



Lifecycle Asset Management

Cityworks PLL

START HERE

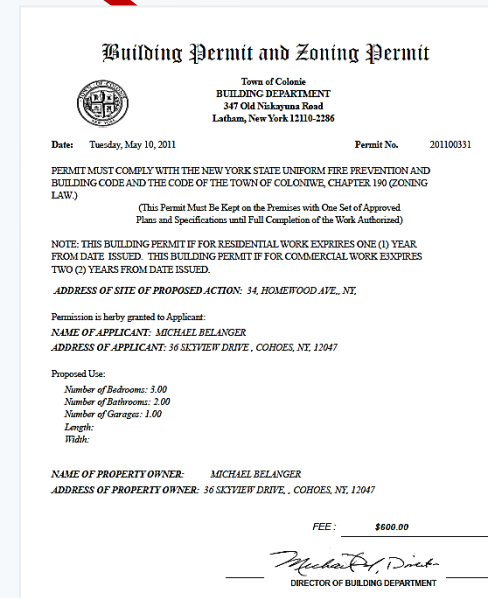
Application



Plan Review



Issue



Install



Maintain



ENDS HERE

Cityworks AMS

ESRI ArcGIS

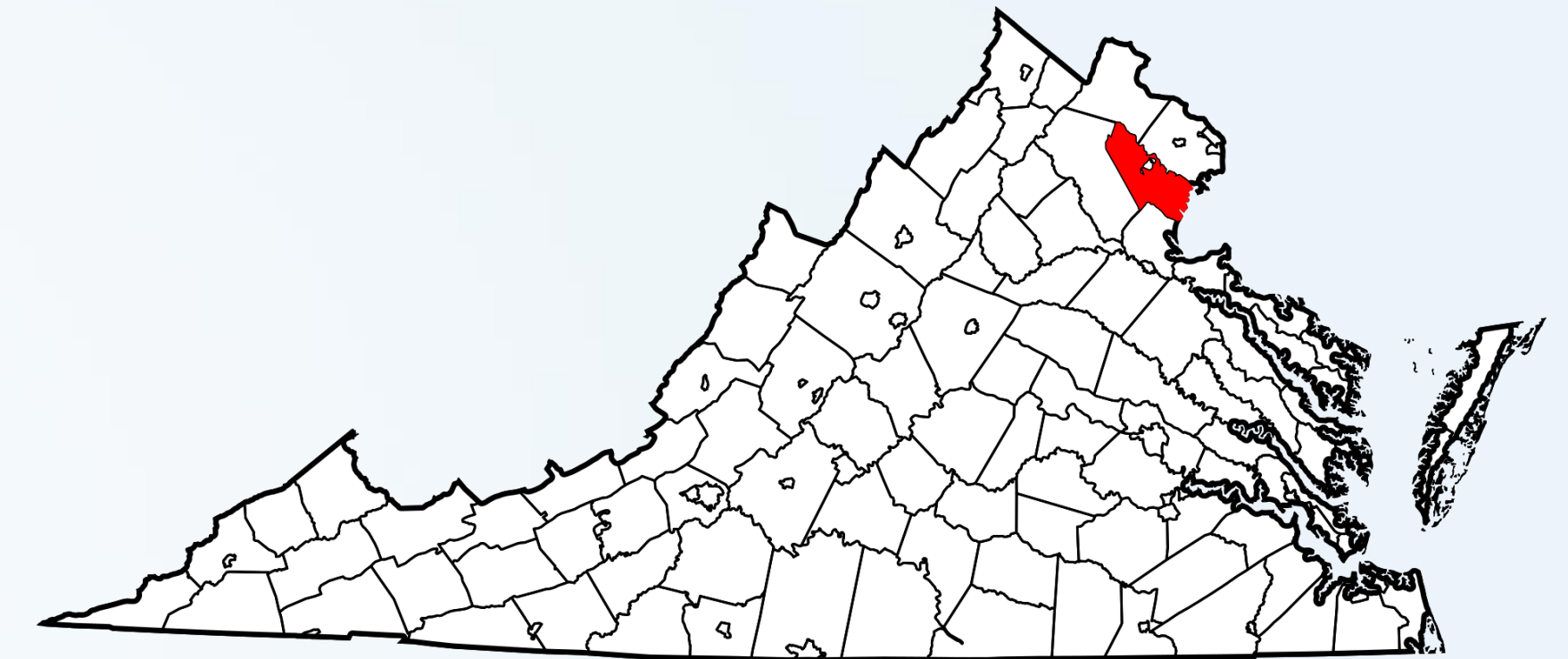
Prince William County Overview

County Facts

- 336 Square Miles
- 455,000 Residents

Service Authority Facts

- ~ 90,000 Accounts Serving ~ 340,000 Customers
- Residential and Commercial
- Owns and Maintains 2,200 Miles of Pipeline Handling Up To 56 MGD Water and 43 MGD Wastewater



Cityworks + The Service Authority

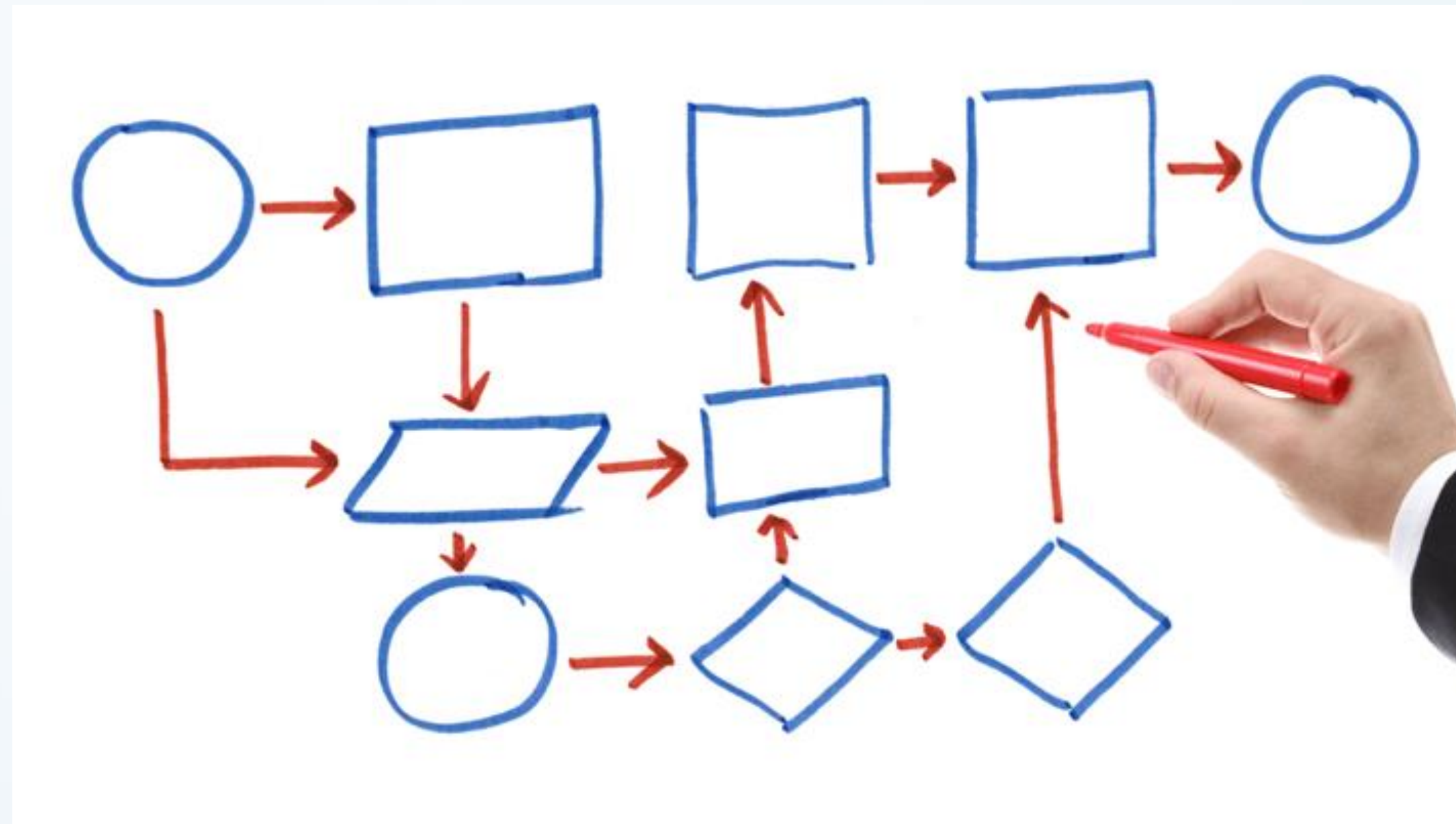
- SA Recognized A Need to Upgrade Its CMMS
- Cityworks Selected For GIS-Centric (ESRI) Model
- PLL Implemented First to 'Test The Waters' – Smaller Project Compared To AMS Projects
- RFP Process Used To Choose Woolpert as Implementer

**Cityworks
Database**



PLL Implementation

- 14 Month Project
- Core Team Worked With Woolpert Throughout Project
- Multiple Departments
 - Engineering
 - Inspections
 - GIS
 - Utility Services
 - Finance
- March 2017 Go-Live



Benefits of Using PLL

- Custom, Logic-Driven Workflows
- Custom Case Information
- Custom Fees
- Track Review Comments
- Document Management



Workflow				
Task Code				
All				
<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> All				
	Description	Result	Target End	Completed
<input type="checkbox"/>	PC-DV-METRICS/DUE DATE	COMPLETE1 ✓	3/18/17 3P	3/8/17 3P
<input type="checkbox"/>	PC-DV-SCAN PLANS	NA1 ✓	3/18/17 3P	3/8/17 3P
<input type="checkbox"/>	PR-CREATE PROJECT BOUNDARY	COMPLETE3 ✓	3/18/17 3P	3/8/17 3P
<input type="checkbox"/>	PR-PLAN REVIEW	RESUBMIT ✓	3/18/17 3P	4/26/17 2P
<input type="checkbox"/>	PR-HYDRAULIC REVIEW	AVAILHOLD	5/8/17 3P	

AMS/PLL Development Project Workflow

➔ **PLL + AMS** ➔

County Plan Developer
Case:
Dominion Valley Sec 21
Parent Case

Meter Cert:
451 Oak Valley Dr.
Child Case

Meter Cert:
532 Ridgecrest Blvd.
Child Case

Meter Set Work Order - Pass
Related Work Order

Final Inspection - Pass
Related Work Order

Meter Set Work Order - Pass
Related Work Order

Final Occupancy WO #1 - Fail
Related Work Order

Final Occupancy WO #2 - Pass
Related Work Order

Final Occupancy Inspection
Child Inspection

Benefits of Using PLL

- Codifying Institutional Knowledge
- Organizational Transparency
- Inboxes Allow for Tracking and Monitoring of Tasks



Benefits of Using AMS + PLL

- Real-Time Link Between Office and Field Staff
- Faster Customer Service Delivery




Benefits of Using AMS + PLL

- Improved Reporting Capabilities

Summary by Customer Class

	Cust Class	Availability Sewer	Availability Water	Inspection Sewer	Inspection Water	Meter	Sub-Meter	Installation	Application
Fees	SF (RES)	\$1,209,600.00	\$529,000.00	\$5,650.00	\$5,800.00	\$31,900.00	\$0.00	\$5,800.00	\$4,060.00
	MF	\$207,360.00	\$88,320.00	\$150.00	\$150.00	\$2,025.00	\$0.00	\$450.00	\$105.00
	COM	\$496,800.00	\$910,800.00	\$100.00	\$200.00	\$13,545.00	\$0.00	\$850.00	\$210.00
	SH	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total	\$1,913,760.00	\$1,528,120.00	\$5,900.00	\$6,150.00	\$47,470.00	\$0.00	\$7,100.00	\$4,375.00
Adjustments	SF (RES)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	MF	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	COM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	SH	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal Revenue		\$1,913,760.00	\$1,528,120.00	\$-5,900.00	\$-6,150.00				
Payments	SF (RES)	\$-1,220,400.00	\$-533,600.00	\$-5,700.00	\$-5,800.00				
	MF	\$-207,360.00	\$-88,320.00	\$-150.00	\$-150.00				
	COM	\$-496,800.00	\$-910,800.00	\$-100.00	\$-200.00				
	SH	\$0.00	\$0.00	\$0.00	\$0.00				
	Total	\$-1,924,560.00	\$-1,532,720.00	\$-5,950.00	\$-6,200.00				
Refunds	SF (RES)	\$10,800.00	\$4,600.00	\$50.00	\$50.00				
	MF	\$0.00	\$0.00	\$0.00	\$0.00				
	COM	\$0.00	\$0.00	\$0.00	\$0.00				
	SH	\$0.00	\$0.00	\$0.00	\$0.00				
	Total	\$10,800.00	\$4,600.00	\$50.00	\$50.00				
Subtotal Cash		\$-1,913,760.00	\$-1,528,120.00	\$-5,900.00	\$-6,150.00				



Cityworks Monthly Engineering Metrics Report
Report for **March 2017**

Data pulled for report on: 4/6/2017 at 2:00:57 pm

Number of Plans Received for Review:	20
Number of Dwelling Units on Plans:	8
Square Footage of Non-Residential Space:	95,154
Linear Feet of Water Line Reviewed:	8
Linear Feet of Sewer Line Reviewed:	115

Projects Processed During Reporting Period:

Project Name
FOX LAIR ESTATES
POWELLS LANDING SEC 12 R3 (COMPLETE REDESIGN) AND FIELD REVISION
OPITZ CROSSING
EAGLES POINTE LB C SEC 2
TRIBUTE AT HERITAGE VILLAGE

PAUCA
PO Box 2266
Woodbridge, VA 22191-2266

Phone (758) 335-7500
Fax (758) 335-8913
www.paucas.org

Division of Engineering & Planning
Samantha S. Kearney, P.E., CCM, Director

ASHTON WRIGHT
703-661-6135
AWRIGHT@KHOV.COM

RE: EAGLES POINTE EAST LB C SEC 7
PWC Plan #: 06-00103R.1

Dear ASHTON WRIGHT:

I am pleased to inform you that the final inspection of the referenced project has been completed and all of the construction items controlled by the Service Authority have been satisfactorily completed. The Service Authority is preparing the as-built water and sanitary sewer plans for this project and we have no objections to the release of the performance bond covering this project. Please note that this is not a water and sewer inspection for occupancy. For an occupancy inspection, if not already acquired, call 703-335-7950 to schedule. Please call me if I can be of further assistance in this matter.

Sincerely,

Samantha Kearney, P.E.

cc: Mr. Karla Coker (via email)
Mr. Donna Easton-Jones (via email)
Mr. Conrad Helmslag (via email)
Mr. Ed Kovalechuk (via email)
Mr. Tom Harris (via email)
Mr. Glenn Pearson (via email)

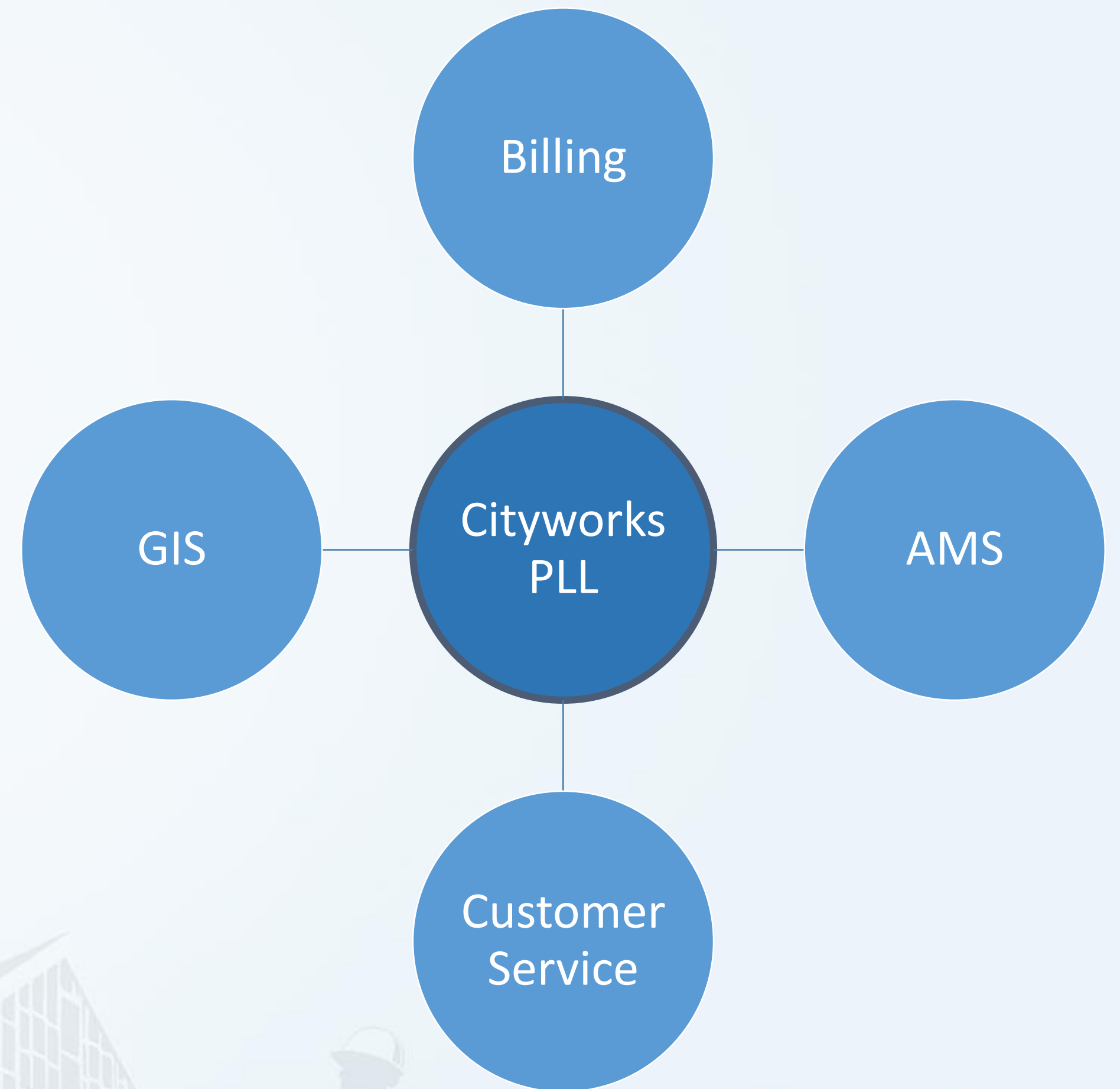
April 6, 2017



Service Authority
Private Utility Company

Custom Integrations

- Woolpert Developed Custom Integrations To Customer and Financial Systems.
- SA Developed Internal Integrations Between AMS and PLL and Spatial Database Triggers To Enhance Ease-of-Use.



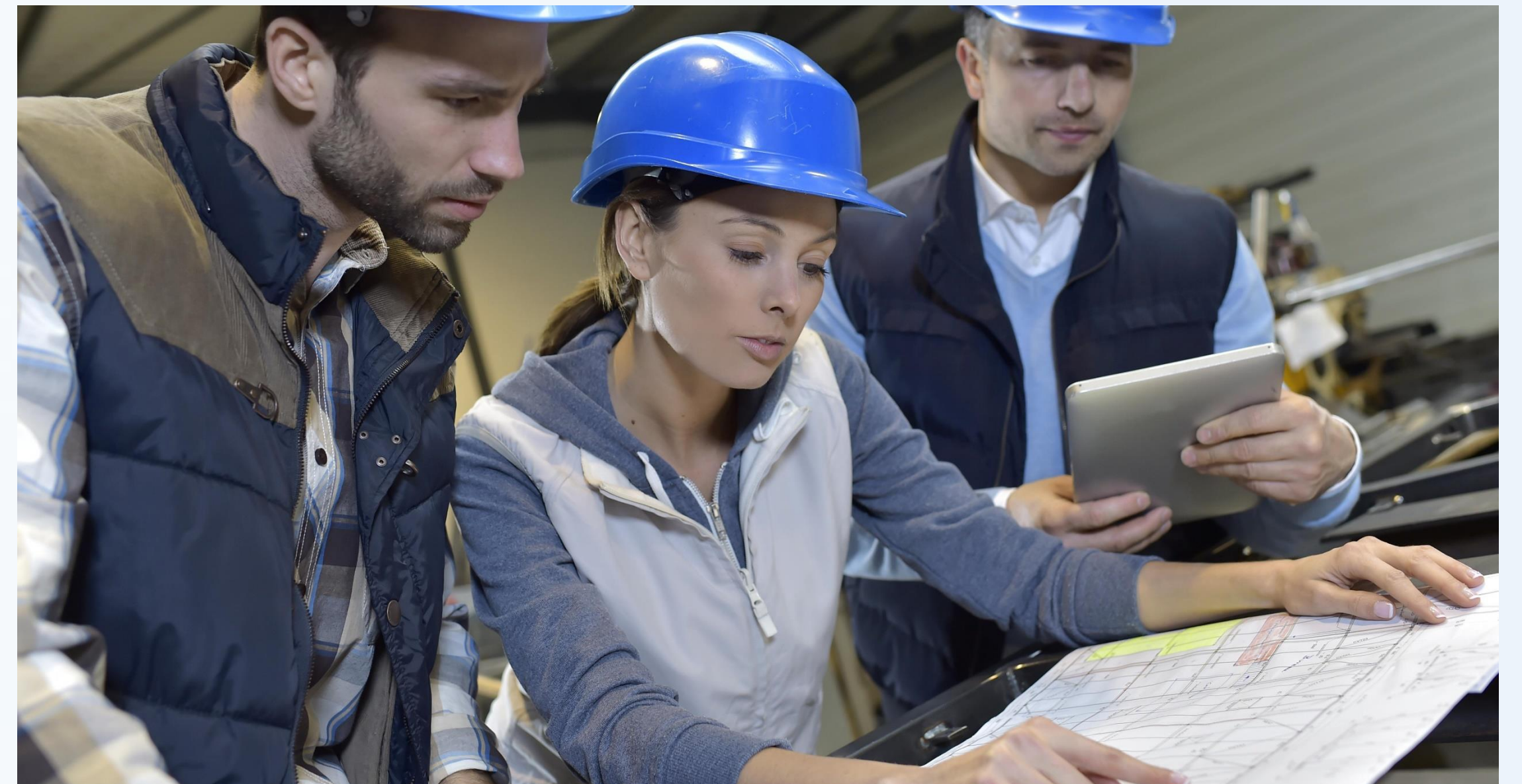
Lessons Learned

- PLL Implementation Requires Significant Staff Investment For Proper Configuration.
- Data Migration and Managing of In-Progress Projects At Time of Go-Live Present a Challenge.
- It Is Impossible To Do Too Much Testing.
- Letting Others Know Change Is Coming Is Key.



Where Are We Now?

- Migrated Cases Have Been Brought Up to Speed.
- Field Inspectors Using Cityworks To Complete AMS Work Orders.
- Beginning To Realize Potential of System.
- Users Enjoying Accessibility of Reports and Ability to Report on New Types of Data.
- Continuing to Modify Existing Case Templates/Workflows and Adding New Ones.



What Is Next?

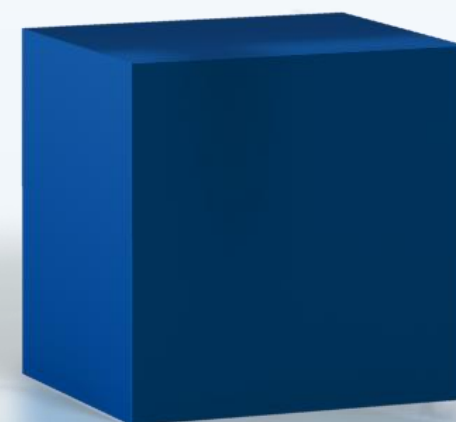
- AMS for Operations and Maintenance (Project Currently Underway)
- AMS for Treatment Facilities
- Using Service Requests for External Customer Inquiries (TBD)
- Public Access (PLL) for Online Plan Submittals (TBD)



Polling Question # 2



Questions?



Cityworks - Client Success Story Webinar Series

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Resource:

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