

## COUNCIL COMMUNICATION

	Number:	[ ]	Meeting:	<b>October 14, 2019</b>
	Agenda Item:	[ ]	Roll Call:	[ ]
	Submitted by:	<b>Jonathan A. Gano, P.E., Public Works Director</b>		

### AGENDA HEADING:

Approval of Lucity Solutions Agreement between Lucity and City of Des Moines Public Works Department Street Maintenance Division.

### SYNOPSIS:

This agreement will result in Lucity providing a work order system to the Street Maintenance Division. This solution was chosen to complement the current use of Lucity by the Sewer Maintenance Division in Public Works. Once Lucity is in service for Street Maintenance, it will provide the Division with a work order system and reduce the reliance on the HEAT customer service software.

### FISCAL IMPACT:

Amount: \$76,540

Funding Source: Public Works Street Maintenance Operating Budget FY 2019-2020, PW240402, S360, page 238

### ADDITIONAL INFORMATION:

Currently the Street Maintenance Division uses HEAT as a customer request for service software. The HEAT system does not operate as a work order system. Sewer Maintenance Division uses Lucity as a Work Order System.

The Street Maintenance Division has found it necessary to move to a work order system for;

- Tracking progress on customer service requests,
- Tracking costs for projects and
- Maintaining historical data on streets to identify streets for reconstruction.

The advantages of the work order system is better coordination between Sewer and Street Maintenance. By using the same work order system small projects can be shared between the two Divisions. For example if a resident reports a pothole, the pothole patching crew may arrive on site and find it may be a sinkhole. Currently this must leave the HEAT system, the information must be reentered into a work order ticket and a Sewer crew will be dispatched to check the area. If the sewer crews finds no connection between the sinkhole to any sewers in the area, then it is referred back to the street patching crew to fix the pothole, once again returning to the HEAT system to reopen the original resident request.

This will reduce the chances of losing the original resident request in the elaborate process transferring between divisions.

Lucity, unlike HEAT, also includes the ability to locate work orders on a map. This will result in better routing of pothole patching crews.

Lucity will also give crew the ability to access the work order system in the field. Currently HEAT requests are printed daily for pothole patching crews, the crew writes notes on the printed request and brings that paperwork back to the office at the end of the day to be entered. With Lucity in the field, a request can be immediately transmitted to the crew in the field as well as their response can be immediately transferred to the Call Center to update the public if necessary.

**PREVIOUS COUNCIL ACTION(S): NONE**

**BOARD/COMMISSION ACTION(S): NONE**

**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:**

Beyond the purchase of the software, field equipment will need purchased. The anticipated purchase date will be spring 2020 after Lucity installation.

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