



Modernizing Saint John's Asset and Maintenance Management Systems

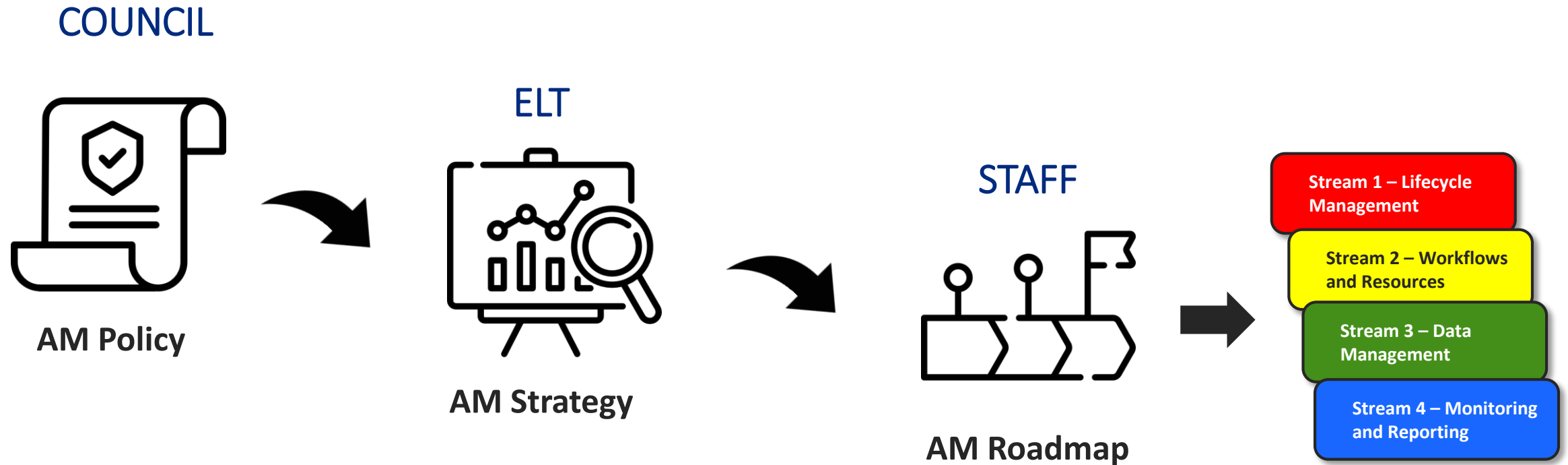
Presentation to Finance Committee

May 22, 2024

Overview

- Background and Motivation
- Asset Management System Strategy and Procurement
- Cityworks AMS Overview
- Anticipated Benefits
- Implementation Plan Overview
- Risk Management

Background



“Saint John shall adopt and apply recognized asset management practices in support of delivering services to its customers...”

Asset Management Data and Information Review



SAINT JOHN

Asset Data and Information Management Review

City of Saint John

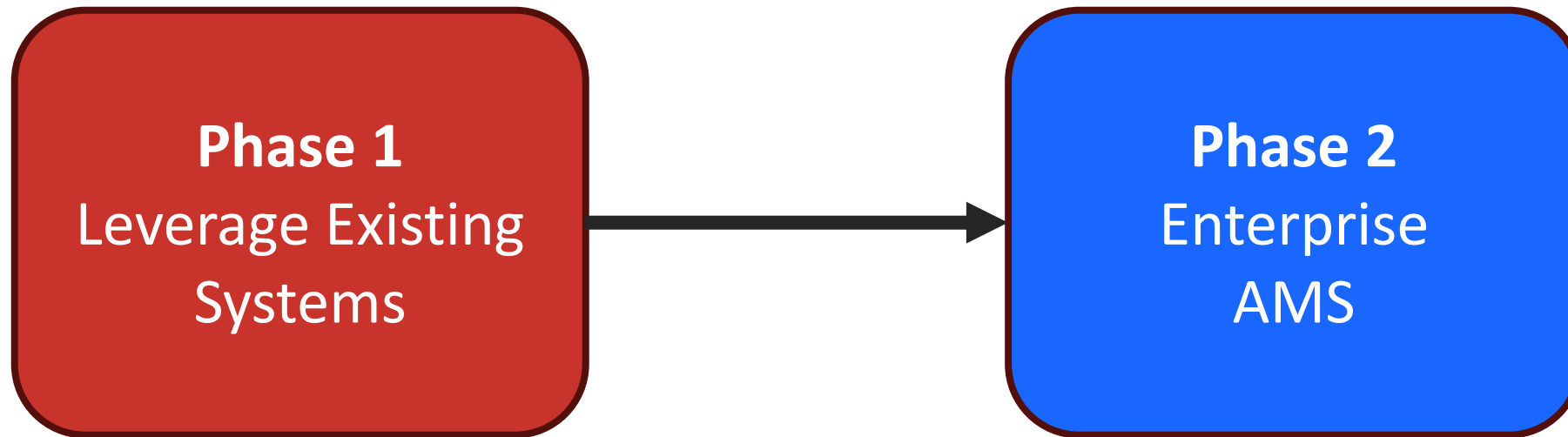
R.V. Anderson Associates

Findings:

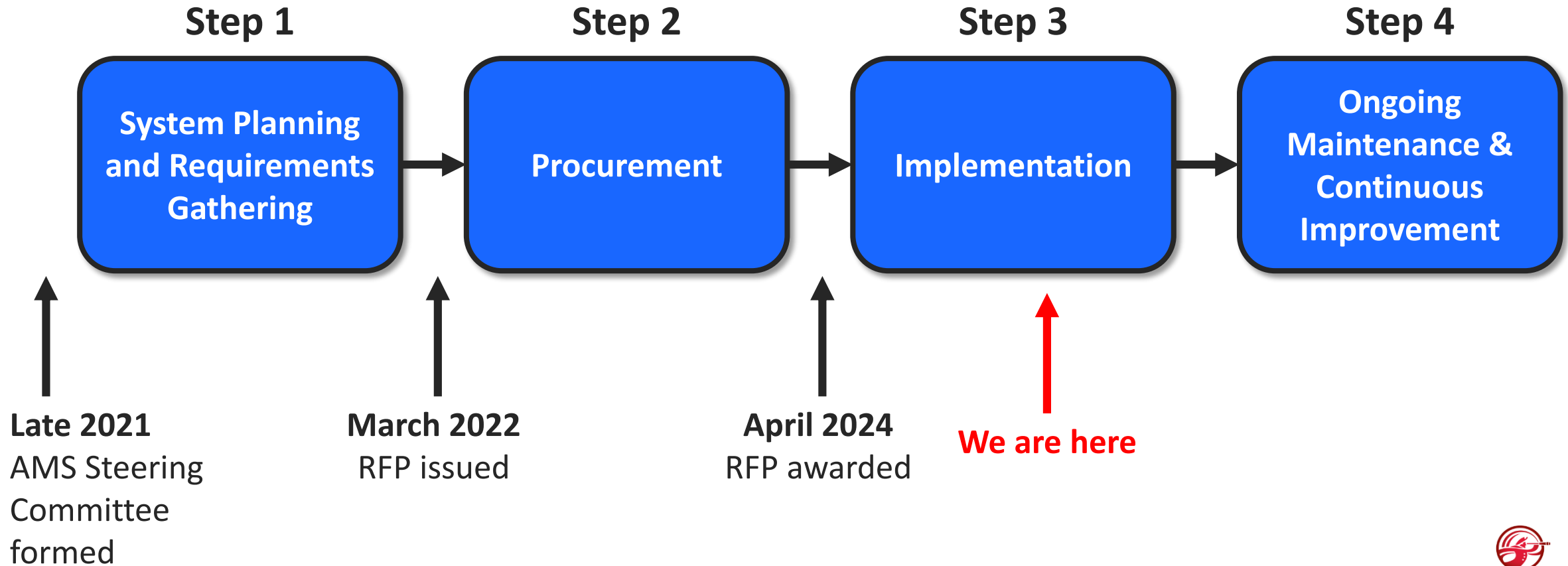
- Asset data is collected in silos using various stand-alone software packages.
- Data is duplicated in multiple places and is not integrated across the organization.
- Most asset inventories are incomplete and/or out of date.
- Existing information systems are underutilized.
- Work order tracking is onerous and prevents the efficient collection and use of operational asset information.



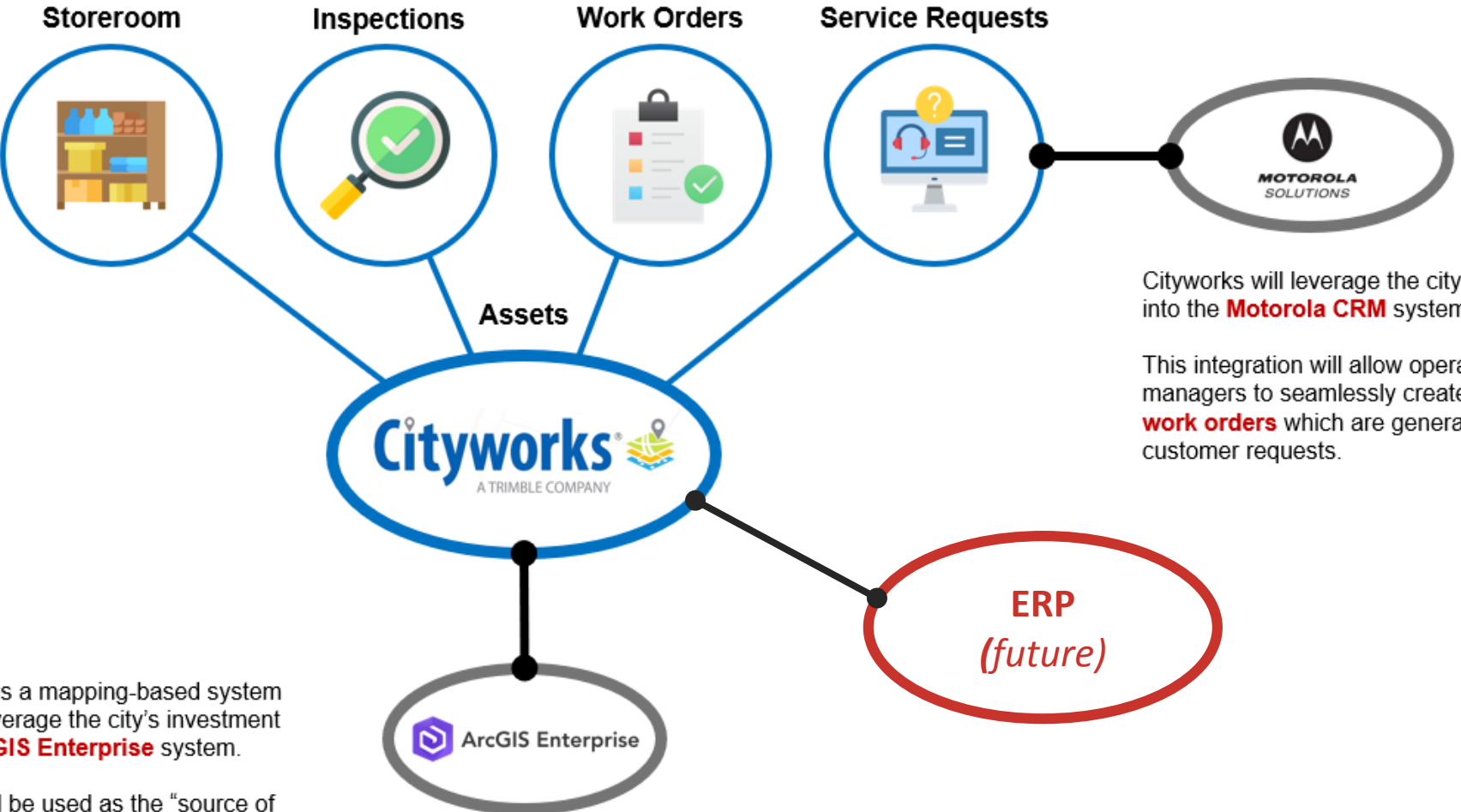
Asset Information Management Strategy



Enterprise Asset Management System



Cityworks AMS



Cityworks will leverage the city's investment into the **Motorola CRM** system.

This integration will allow operations managers to seamlessly create and track **work orders** which are generated from customer requests.

Cityworks is a mapping-based system that will leverage the city's investment in the **ArcGIS Enterprise** system.

ArcGIS will be used as the "source of truth" for the city's **assets**.

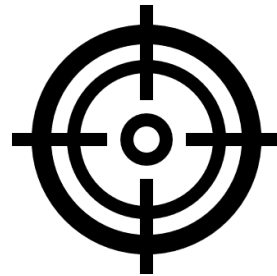
Anticipated Benefits



Cost Savings



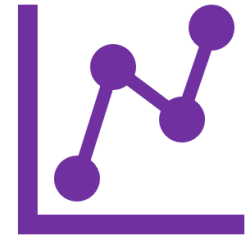
**Customer
Service and
Satisfaction**



**Operational
Efficiency**



**Proactive
Inspections &
Maintenance**



**Data-Driven
Decision
Making**

Departments Included

1. Saint John Water
2. Public Works
3. Recreation & Parks
4. Parking
5. Facilities Management

Implementation Plan

Project Phases		May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25		
Project Initiation		█																					
Requirements Analysis		█																					
Configuration Design							█																
Development												█											
Deployment													█										
Operations and Maintenance																	█						
Group	#																					Total	
Corporate AM	1	27	38	58	74	21	26	2	40	42	68	101	48	24	20	80	16	96	32	60	4	877	
GIS	1	28	6	0	56	53	26	2	20	39	48	52	0	20	0	0	0	0	0	0	0	0	350
Accounting	1	10	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20
IT	1	12	6	0	0	10	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	33
Engineering	3	10	32	10	42	0	0	0	0	41	28	54	0	0	0	16	8	0	0	0	0	0	241
Roads & Rural Storm	3	10	8	2	10	3	0	0	0	23	0	30	0	0	0	16	8	0	0	0	0	0	110
Traffic Signals & Signs	1	10	8	2	10	0	0	0	0	23	0	30	0	0	0	16	8	0	0	0	0	0	107
Facilities and ABCs	3	10	0	10	10	0	0	0	0	9	14	30	0	0	0	0	0	24	0	0	0	0	107
Recreation and Parks	2	10	0	10	10	0	0	0	0	9	14	30	0	0	0	0	0	24	0	0	0	0	107
Parking	1	10	0	10	10	0	0	0	0	9	14	30	0	0	0	0	0	24	0	0	0	0	107
SJW Linear	3	10	8	2	10	0	0	0	0	9	14	30	0	0	0	0	0	0	16	8	0	0	107
SJW Vertical	2	10	8	2	10	0	0	0	0	9	14	30	0	0	0	0	0	0	16	8	0	0	107
End Users	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	0	0	0	0	0	0	16
UATs	4	2	0	0	0	0	0	0	0	0	0	0	0	20	20	0	0	0	0	0	0	0	42
Total	126	159	114	116	242	87	57	4	60	213	214	417	48	64	40	144	40	168	64	76	4	2331	

Risks

Identified risk	Risk level	How it's being mitigated
Insufficient resources to maintain asset inventory data.	High	Clearly identifying internal resource requirements. Continued discussions with the Executive Leadership Team to support staff hiring or role transitions
Poor buy-in from operations and front-line staff.	Moderate	Communicate regularly with operations and front-line staff about the new system. Extensive end-user training so staff familiarize themselves with the new system.
Implementation delays due to operation manager workload constraints	Moderate	A portion of the recommended contingency fund is to address anticipated delays in the project schedule.
Technical challenges integrating with the existing Motorola CRM.	Low	ESRI Canada has retained Motorola as a sub-contractor to build the integration between Cityworks and the Motorola system
Technical challenges integrating with a future Enterprise Resource Planning (ERP) system.	Low	Cityworks is one of the most popular enterprise asset management systems in Canada and has extensive experience integrating with the most common ERP systems.

Closing

