



Seattle Parks & Recreation

MEMORANDUM

Date: December 4, 2017
To: Board of Park Commissioners
From: Mike Linn and Kathleen Conner
Subject: Asset Management Work Order (AMWO) System Update

Requested Board Action

This is an informational briefing to give you an update on the AMWO system. No decisions are requested.

Project or Policy Description and Background

The Asset Management Work Order system, also known as AMWO, originated from a 2012 business plan to address the non-integrated systems that were used to manage asset management and capital improvement planning. The department did not have a business processes that easily tied asset data to decisions regarding asset development, maintenance, and decommissioning. There was no central repository of asset data for analysis or asset condition assessments. The lack of asset condition assessments made developing maintenance plans challenging. In addition, the current timekeeping and work order systems were not used to analyze maintenance and operating costs for specific assets.

A competitive software procurement process resulted in the selection of AssetWorks. The project implemented their Enterprise Asset Management (EAM) solution for SPR users in the Shops (i.e., skilled trades) and the grounds crews. The solution was also rolled out to the natural area/turf maintenance crew, the tree crew, the heavy equipment crew, and the park rangers. There is also a capital planning component, that includes condition assessment data and the Asset Management Plan and individual projects. The AMWO project will officially close in mid-December 2017.

Highlights of the AMWO System

- The staff is using it in the field and in the office. Over 16,000 work orders have been created year-to-date.
- There has been a shift to prioritize preventative maintenance work over demand work orders.
- Significant progress has been made with asset inventory and condition assessments.
- The Asset Management Plan has been moved to the new system.

- The system is more transparent, and more SPR users have direct access to the system, data, and plans.
- We will have better data to do more lifecycle planning, rather than “run to failure.”
- Timesheets are integrated for some staff which is increasing efficiency.
- The project implementation was successful on the first try! One of the important keys to that success was having a dedicated project manager and project team.

Public Involvement Process

AMWO is still an internal system, so most of the outreach was on internal users. We also modified our approach on some items after meeting with the Race and Equity Change Team. For example, making the system as simple as possible for folks who do not read English was a priority. We presented to the Board of Park Commissioners twice on this project.

Environmental Sustainability

There are potential environmental impacts/benefits of the project. There will be better data associated with our assets and how they are maintained. For example, historic buildings may be able to be maintained, rather than demolished, which saves demolition costs. Also, we are doing an inventory of our trees and mapping all of our sewer lines as part of the project, which will provide more targeted data and enable us to utilize a systematic and proactive approach to caring for our assets.

Budget

The budget for the project is \$2.1 million. To date the project is under budget and successfully implemented. There is also \$400,000 in the CIP to do condition assessment work.

Schedule

The project is nearing formal completion, and it is currently in use by several divisions.

Additional Information

For more information, contact Mike Linn 206-684-8995.