The Routine Maintenance Solution

Resolving Agency Needs to a Common Process Problem

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Pot holes
Where we were...

Entering work orders in a database only utilized by front line staff taking calls and our boots on the ground.

We knew the work and requests needed to be documented and tracked.

Did not know how important it was to anyone other than us taking that initial call...yup we took your call, yup we sent it downstairs...
Why is this IMPORTANT?...

- Frequent calls to certain areas - THINK bigger problem than we
- Connect divisions that do not
  Engineers and boots - ground
- Are we responding timely?
- Quick fix?
- Complete reconstruct?
- Bad batch of asphalt?
- Damage claims

Planning Planning Planning...
We decided we should be connecting these divisions...

Who needs to see this information?

How are we going to do this?

How can we make this work?

Can we use Roadsoft?
We’re using Roadsoft modules for many streets and right of way tracking.

Crash Data
Traffic Counts
Point Pavement Markings
Linear Pavement Markings
Signs
Culverts
Guardrails
Sidewalks

Why not pothole work orders and routine maintenance?

We started pulling together staff and Roadsoft Engineers to see how we could make it work.
We can with Routine Maintenance!
The clouds have parted ...

- Logging work orders
- Give crews screen shots of maintenance orders
- Provide a mini map for those who prefer them
- Track response time
- Ability to track costs associated with the request (we’re not there yet but can)
- Quarterly Trunkline Reports – search for patch locations & quantities of material used
- Prepare maps for planning and Commission meetings for visual justification of funds and needs
We are still a work in progress.

We’d like to see formatting change for ease and of use by field crews.

Eventually get a mobile version so the crews can receive and complete work orders from their tablet or smartphone.

Getting input from all of those utilizing the data

Continue to work with Roadsoft Engineers
QUESTIONS?

THANK YOU!