Public Works Software
Justification

DRIPPING SPRINGS
Texas

BACKGROUND:

      4 years ago, the City of Dripping Springs Maintenance Department was operating off of a paperwork order system. City staff began researching work order management software in 2018 and realized how effective it can be in helping to create a more efficient operation in the Maintenance Department. In that timeframe, the Building Department had begun utilizing MyPermitNow leading the Maintenance Department to work with the same contractor to help with standardization and ease of working with a familiar organization.

      Currently, maintenance staff uses MyProjectNow, notes written on whiteboards, post-it notes, spreadsheets, and various other means to assign tasks and document work completed. Work order management software offers an opportunity to leverage the data attained and brings all of those methods of distributing and documenting work under one platform. The software allows anyone to generate a work order from a desk or out in the field while it is fresh in their mind. The work order can be assigned to specific people while keeping interested persons notified from beginning to end. The software can also schedule recurring routine maintenance tasks and track work completed. As staff gets more familiar with the software, there is an option of assigning costs to each project if desired so that we can better track our spending for future budgeting.

      Staff has vetted products from three different contractors. The first and original contractor currently used by the City of Dripping Springs was eliminated due to the extra steps involved in work order management, data collections, and ability to adapt to the needs for the City of Dripping Springs. The ability to adjust the system to meet the needs of the department must go through the vendor and often times is time consuming and left with several errors for extended periods of time. The second contractor (iWorQ Systems) was originally the preferred contractor due to costs and user-friendly interfaces. Staff ultimately looked away from iWorQ Systems during agreement negotiations when the vendor would not sign the required conflict of interests and 1295 paperwork. The third contractor, Brightly Software, provided a similar public works software as iWorQ Systems but their Public Works system is more robust and contains additional modules the City of Dripping Springs would not utilize in the near future (Gas/Electrical Management and Waste Management). Both iWorQ Systems and Brightly Software have additional packages that include code enforcement, permitting, billing, GIS and more in case additional departments were to look at stepping away from MyPermitNow for any reason. After discussions with iWorQ Systems had concluded, staff continued discussions with Brightly Software and began working on an agreement and budget for City Council approval.

Brightly Software

      All of the features of the Brightly Software will serve to meet one of our strategic planning initiatives – Create Operational Efficiency. Having the ability to generate a work order while in the field will greatly increase the quality and accuracy of work orders. The completed work orders will then be tracked providing staff the ability to generate reports and analyze more

accurately where time is being spent, which will help us in the budgeting process as well as with staffing and equipment.

Brightly also offers as part of its package vehicle/equipment maintenance tracking, which is something staff has long been seeking to get its maintenance record efficient. Staff does a great job with vehicle and equipment maintenance, but the record-keeping has always been on excel spreadsheets and lack of access from front-line maintenance staff. As we look to the future and employee growth it makes sense to have all of this maintenance tracked under one roof where everyone can go to see what has been done and what needs to be done on a piece of equipment.

Due to the current size of the City of Dripping Springs and its assets, there is not an apparent need for concern that additional cost will be added as the City continues to grow in the duration of the proposed agreement.

STAFF RECOMMENDATIONS:
Staff respectfully request and recommends approving the purchase of Asset Essentials management software from Brightly Software.