

Public Works Work Order Process vs. MaintainX

6/12/24

We are currently using Excel spreadsheets to track Work Order numbers, status updates and create new Work Orders. When we need to create a new Work Order we check the Work Order Log to get the next #, then open the template for Work Orders, save as the new number and input information based on the request. Often, we will need to include a Word document with a screenshot from WinGis of the address as well to ensure that teams are in the right location. All are saved in a folder for the current year.

We then print and hand the paper copy to whomever it is assigned to. That team member or crew will go complete the work when they have the time and materials barring any emergency in the Village that would take precedence.

Once the work is complete, the team member will write on the paper copy what materials and any notes pertinent to the task, sign it and put it in the inbox for Troy to review and sign off on the work completed. Once signed it comes back to admin assistant, the Work Order Log is updated with date, who and what was done, then they are filed in the file for the current year.

With MaintainX:

Eliminate the need to use Excel to track the work orders manually. Saving time and space as all Work Orders are printed and filed physically. Crew can use Smartphone to check, update, complete and return all work orders.

Work orders will be searchable through location, date, etc.

Analytics will keep track of how long a task took, and cost associated with that Work Order.

The program keeps track of the status of the work orders - Admin users (Troy, myself, etc.) are able to see all Work orders and assign or reassign as needed. So, if someone is out sick, but a task they had is time sensitive, we can move it to another employee for completion.

Can set up teams based on skill sets for assigning tasks or assign individually to one team member.

Can create checklists for work orders for inspections or safety check as well as link receipts & pictures associated with the task. Can set up scheduled Work Orders to be sent automatically to the same team.

Example: Checking garbage cans at parks can be automatically reassigned each week to the Parks Crew.

Locations can be added to the system and show up as clickable links to google maps for directions if needed.

Assets such as Fleet vehicles, heavy equipment can be added and set up on a schedule for maintenance.

“Requesters” can be added so that other locations/ dept. heads can request Work orders be written through MaintainX, and admins are then notified to approve the work and assign to a team member.

Program should have the ability to grow with the department, and has 24/7 IT support for the app.