

DATE: March 9, 2017

TO: Mayor Stokes and City Councilmembers

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Utilities Department

SUBJECT: Deployment of Mobile Devices and Optimized Software to Utilities
Operations and Maintenance Field Crews

The Utilities Mobile Workforce initiative was approved by the City Council as part of the 2015-2016 budget, with the goal of improving customer service and achieving operational efficiencies through the use of emerging mobile technologies. The scope of the initiative included purchasing mobile devices, developing mobile software to provide field crews access to their maintenance management information system and providing field crews with access to other mobile software solutions such as mobile mapping, email, and language translation.

In December 2016, Utilities deployed 65 mobile devices (tablets) to field staff. Initial feedback has been positive from staff with both the tablets and the software applications performing as intended.

Three months into the deployment of the mobile devices, Utilities has already achieved a number of the intended benefits in customer service and operational efficiencies. In the customer service area, field crews have been better able to answer customer inquiries and diagnose new issues in real-time by having access to historical work orders and maps. The language translation solutions have been instrumental in helping field staff communicate with non-English speakers. With respect to operational efficiencies, Utilities field staff have experienced a reduction in trips and miles driven, reduced or eliminated paper logs and associated duplicate data entry, and better operational awareness in the field.

In the coming months and years, Utilities will continue to implement enhancements to the mobile technology to improve user adoption, further enhance customer service, and achieve additional operational efficiencies.