



CITY COUNCIL AGENDA ITEMS

To: Mayor Graham and City Council
From: Dennis Sullivan, Director of Engineering & Public Works and
Walter Denton, City Administrator
Date: December 6, 2004
Subject: JULIE Modification of CityWorks Software, Varion Proposal
(Resolution)

List of committees that have reviewed: This item was submitted to the Public Works Committee for its consideration at its November 22, 2004 meeting.

Background: During the implementation process of CityWorks, the new Public Works asset management software, staff discussed with Varion Systems the possibility of automating entry of JULIE Utility locates into the Service Request portion of the Cityworks software. Since staff handles between 250 and 400 locates each week between the Sewer Lines and Water Divisions (approximately 15,000 each year), this will dramatically reduce the data entry workload associated with implementation of the Cityworks software. After a couple of months of investigation, staff narrowed the scope of service to the following:

Varion Systems will create, test, and install a PERL Script on a server within the City that will serve to generate service requests in Cityworks from J.U.L.I.E. requests received via e-mail. The script will meet the following requirements by the City:

- 1) Take a JULIE e-mail and create a service request for each locate request. Each Service Request will have a unique number generated in Cityworks,
- 2) The PERL script will extract relevant information (address, request type, notes or location descriptions, etc.) and populate the Cityworks database (data populated in the database will be displayed in the unique service request), and
- 3) The PERL script will forward the e-mail(regular priority or Emergency) to appropriate addresses (such as the field crew if desired).

Automating the creation of these service requests will save significant data entry time and will allow better tracking and documentation of locates. Staff believe that the data entry time saved by automating this process will pay for itself in as little as a year.

Legal Considerations, if any: None.

Budget Impact: The proposal for this service is \$7,000, and can be accommodated in the current Sewer Lines and Water budget.

Staff recommendation: Staff recommends approval of the Varion proposal.