



THE CORPORATION OF THE TOWN OF AMHERSTBURG
OFFICE OF ENGINEERING & INFRASTRUCTURE SERVICES

MISSION STATEMENT: Committed to delivering cost-effective and efficient services for the residents of the Town of Amherstburg with a view to improve and enhance their quality of life.

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Author's Phone: 519 736-3664 ext. 2314	Date to Council: October 23, 2023
Author's E-mail: dgrondin@amherstburg.ca	Resolution #:

To: Mayor and Members of Town Council

Subject: Environmental Services – Electronic Work Order Module

1. RECOMMENDATION:

It is recommended that:

1. The design services for the creation of a work order module for the Environmental Services division **BE AWARDED** to ESRI Canada;
2. An over-expenditure of \$21,211.65 **BE APPROVED** from the Water Reserve Account for a total not to exceed \$71,211.65 (including net HST); and,
3. The Mayor and Clerk **BE AUTHORIZED** to execute an agreement with ESRI Canada for the Environmental Services Electronic Work Order Module.

2. BACKGROUND:

Currently, the Environmental Services Division (Water & Wastewater) utilizes a paper work order system. The division purchases carbon copied work order books where the work is generated by hand writing projects, tasks, customer inquiries, etc. The paper work order is distributed to operators for investigation and remedial work. Once the work orders are addressed, they are completed and returned to the office. The completed work order may get sent to our billing agent, for proper scanning and filing. Many times, if further work is required, an additional work order is created for the follow-up work. These work orders are kept and used to create yearly summaries for Council as well as providing documentation to the Ministry of the Environment during yearly inspections. Finding completed work orders can be cumbersome if they are mislabelled or not filed in the proper location.

3. **DISCUSSION:**

The introduction of a new electronic work order system (Cityworks) will simplify job flow, filing & reporting. All work orders will be electronic and saved in a SQL enterprise database that is easily searchable. Work orders can be summarized using many fields and reports can be automatically created for monitoring and trending. This system will also have the capacity to automatically send data to third parties such as our billing agent, other departments and the Ontario Clean Water Agency (OCWA).

ESRI Canada was sole sourced for this project as “Cityworks” is exclusively built on ESRI ArcGIS and is one of the best GIS centric service request, work order and asset management systems in the world. Since 2002 the Town has been using ESRI ArcGIS as the base of the Town’s GIS and to store all of our spatial assets. In 2021-2022 the “Service Request Manager” module supplied by ESRI was adopted by the Public Works and Parks Divisions. The County of Essex provides Cityworks access and licensing to the Town at no cost. Once the setup and configuration of the application has been completed there will be no monthly service fees.

4. **RISK ANALYSIS:**

Efficiencies in workflow, quick reliable reporting, and Ministry inspections can be streamlined with the addition of this Work Order Module while reducing the possibility of human error. Documentation in the water division is critical in demonstrating regulatory compliance. Going to an electronic system will ensure more reliable record keeping on required maintenance and repairs to the system.

5. **FINANCIAL MATTERS:**

The 2023 Capital Budget included \$50,000 for the design services related to the Work Order Module. ESRI provided a written proposal in July, based on this proposal the financial impact is estimated as follows:

Environmental Services Work Order Module	2023 Capital Budget	Actual	Variance (over)/under
Cost:			
ESRI Quotation		\$ 69,980.00	
Non Refundable HST		\$ 1,231.65	
Total Project Cost	\$50,000.00	\$71,211.65	(\$21,211.65)

The over-expenditure is proposed to be taken from the Water Reserve Account.

6. **CONSULTATIONS:**

The Information Technology Division procured the pricing from ESRI.

7. **CONCLUSION:**

Administration recommends the design services for the creation of a work order module for the Environmental Services division be awarded to ESRI Canada.



Dwayne Grondin
Manager of Environmental Services

Report Approval Details

Document Title:	Environmental Services - Electronic Work Order Module.docx
Attachments:	
Final Approval Date:	Oct 6, 2023

This report and all of its attachments were approved and signed as outlined below:



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