



Administrative Report

To: Warden MacDonald and Members of Essex County Council

From: Allan Botham, P.Eng.
Director, Infrastructure & Planning Services

Date: Wednesday, July 17, 2024

Subject: Citywide Maintenance Manager Contract

Report #: 2024-0717-IPS-R18-AB

Purpose

To provide Council with background information in support of an operational change to end the use of, and financial responsibility for, the **Cityworks** application, in favour of the "Maintenance Manager" module of the **Citywide** suite of applications.

Background

Administrations of the County and Local Municipal Partners (LMP) work collaboratively on numerous initiatives through a wide-range of administrative groups, including, but not limited to: CAOs, Clerks, Treasurers, Planners, Human Resources, Emergency Responders, Infrastructure, Information Technology (IT) and Geographical Information System (GIS).

The focus of this report is limited to one part of the larger Geographic Information Systems (GIS) namely, **Cityworks**, and the need to continue, or discontinue, the partnerships in favour of a different application/software and database.

The County organizes a working group comprised of all Municipal and County GIS staff to identify where joint projects can be leveraged and to report on other news in GIS at each organization. Provided below are a number of the collaborative initiatives undertaken:

- Annual Aerial Photography collection
- Geocortex Interactive Mapping
- Geocortex Analytics
- ESRI Enterprise Software License Agreement
- **Cityworks** Asset Management Server

- Open Data Portal
- N-G-911
- Burnside Road Patrol
- Teranet Parcels
- Various Hardware Resources (Database Server, Web Servers, Imagery Server)

Genesis of Cityworks

Funding programs from 2002 called "ConnectionOn" and "GeoSmart" were a catalyst to pool resources, develop region-wide standards for GIS and promote partnerships between the County of Essex and our Local Municipal Partners. One of the partner initiatives is the "Enterprise GIS" database. The database provides: storage of data in a central location, minimizes costs through consolidation at the County, reduces duplication, and promotes sharing of resources.

Within the Enterprise GIS sharing initiative is the program, or application, of Cityworks Server, also referred to simply as **Cityworks**. **Cityworks** is owned by an American firm, Azteca, and supported in Canada by ESRI Canada. Launched in Essex County in 2004, **Cityworks** is available to all 7 municipalities and the County.

In 2004 the standard method of data storage was a "server". As a cost saving measure, three servers in one location, at the Civic Centre, were installed and all municipalities were provided access. Hosting, administration and maintenance of the application and all databases, was and is provided by the County of Essex GIS/IT department.

The annual cost of the **Cityworks** software, in 2024 is \$169,000, and paid for by the County Levy.

Currently, the **Cityworks** application is used in varying degrees by each LMP and the County, to manage permits, work orders, inspections and complaints.

Other Applications

Advancements in technology since 2004 brought various other applications, outside of **Cityworks**, to assist the maintenance operations of fleet and facilities. Applications were purchased by the County of Essex and intended to assist with monitoring equipment performance and scheduling preventative maintenance. In retrospect, these applications served well at a high level, filled a gap, were readily available, but were not robust enough to meet current expectations. Within IPS, several of these applications are currently in day to day operation.

Introduction of Citywide

2009 brought another challenge with the introduction of the Public Sector Accounting Board standards, and reporting on tangible capital assets. Further, in 2015, the Infrastructure for Jobs and Prosperity Act (IJPA), required that municipalities “establish mechanisms to encourage principled, evidence-based and strategic long-term infrastructure planning that supports job creation and training opportunities, economic growth and protection of the environment, and incorporate design excellence into infrastructure planning”. Altogether, standards and legislation require that Asset Management must link assets together with municipal finance, historical cost and replacement cost.

All municipalities had to quickly comply and were faced with selecting yet another software/application package. Through careful consideration and evaluation, **Citywide** was selected by the County of Essex and all LMPs as the software of choice to support Asset Management. Most municipalities in the region still use **Citywide** as part of their asset management plan.

In 2017, the County of Essex published its first Asset Management Plan that focused on core assets of roads, sewers, and bridges. As the entirety of the IJPA come into force, as of July 1, 2024, all assets: vehicles, facilities, traffic signals, etc., must be included in an asset management plan.

Discussion

The opportunity before Administration is to reduce the number of programs/applications in service, while integrating and satisfying accounting standards and legislation. The **Citywide** software suite provides value and efficiencies by linking maintenance of all our assets to the asset management plan through a module called “Maintenance Manager”. Maintenance Manger would replace all other maintenance applications in IPS.

The **Cityworks** partnership was born in the early development stages of technology, and funded by upper levels of government. **Cityworks** can be used for some needed asset management, but IPS finds that the application is not user friendly, difficult to create reports, and does not connect directly to our asset management software.

Administration is recommending a consolidation of applications into the Public Sector Digest **Citywide** suit of applications. In other words, delete a handful of applications and replace it with one: Maintenance Manager, that will talk directly with our Asset Management software.

Following the transition, **Cityworks** will no longer be a shared service, paid for by the County. Local Municipal Partners will be responsible to: continue

with individually negotiated contracts for **Cityworks** (if they choose), negotiate for the use **Citywide** (independently), or pursue another application (at their discretion). After 20 years of use it is clear that municipalities choose to use **Cityworks** at varying levels of complexity, or not at all. Technology has improved and legislation has changed. Servers are no longer the norm are now replaced by cloud-based storage. Integration of maintenance functions with asset management is now a “best practice”. Applications such as **Citywide** offer a wide variety of “add-ons” that allow individual municipalities to tailor contracts to suit both need and budget.

Financial Implications

Implementing the Citywide Maintenance Manager requires a one-time fee of \$176,700 (plus applicable taxes) for purchase and set up the system. There is also an annual maintenance fee. The details of the contract are shown in Table 1 below. The annual maintenance fee will be included in the annual operating budget and will be levy funded. The one-time costs will be funded by the Rate Stabilization Reserve. The 2024 Budget approved \$158,000 for the purchase and initial setup, so the final cost of \$176,700 (plus applicable taxes) exceeds the budget by approximately 11.8%. Under the County Procurement Policy any contract over 10% of approved budget requires Council approval.

Table 1: Total Value of Eight-Year Contract with Citywide (Public Sector Digest)

Description	Cost
Base Software (one-time charge)	\$39,500
Implementation (project management, data migration & training)	\$137,200
Annual Maintenance 3 years @ \$28,500 5 years @ \$31,500	\$243,000
Total Cost of Contract (excluding Tax)	\$419,700

The current annual cost of operating **Cityworks** is \$192,760. By transitioning to **Citywide**, the County will realize significant savings in the second year, as the annual cost will drop to \$28,500. However, there will be

a transition period in 2025 during which both systems will be operational. This transition will incur an additional cost of \$84,400 to extend the **Cityworks** contract for six months, allowing users ample time to move to the new system.

Table 2: Annual Cost Comparison Savings Citywide vs. Cityworks

Year	CityWorks Annual Costs	CityWide One Time Costs	CityWide Annual Maintenance	Total Cost Per Year	CityWorks Continued Costs	Cost Savings
2024	\$192,760	\$176,700	\$28,500	\$397,960	\$192,760	-\$205,200
2025	\$84,400	\$0	\$28,500	\$112,900	\$192,760	\$79,860
2026	\$0	\$0	\$28,500	\$28,500	\$192,760	\$164,260
2027	\$0	\$0	\$31,500	\$31,500	\$192,760	\$161,260
2028	\$0	\$0	\$31,500	\$31,500	\$192,760	\$161,260
2029	\$0	\$0	\$31,500	\$31,500	\$192,760	\$161,260
2030	\$0	\$0	\$31,500	\$31,500	\$192,760	\$161,260
2031	\$0	\$0	\$31,500	\$31,500	\$192,760	\$161,260
Savings						\$845,220

If the County of Essex transitions to the **Citywide** Maintenance Manager and discontinues support for **Cityworks** and other applications, the current annual costs of \$192,760 will be eliminated. In 2025, there will still be an additional expense of \$84,400 for the transition period. However, starting from year 2, ongoing savings will be realized as the annual cost shifts from \$192,760 to \$28,500 and then \$31,500 in year 4 (please refer to Table 2 above).

This transition to the Citywide Maintenance Manager represents a significant investment initially but will streamline operations and reduce long-term costs by discontinuing outdated systems, ultimately providing substantial financial savings for the County.

Consultations

In preparation for this move to Citywide Maintenance Manager, Administration has been in communication with LMPs and provided correspondence regarding implementation dates.

The report was also prepared in consultation with the Director, Financial Services/Treasurer.

Strategic Plan Alignment

Working as Team Essex County	Growing as Leaders in Public Service Excellence	Building a Regional Powerhouse
<ul style="list-style-type: none"> <input type="checkbox"/> Scaling Sustainable Services through Innovation <input type="checkbox"/> Focusing "Team Essex County" for Results <input type="checkbox"/> Advocating for Essex County's Fair Share 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Being an Employer with Impact <input checked="" type="checkbox"/> A Government Working for the People <input type="checkbox"/> Promoting Transparency and Awareness 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Providing Reliable Infrastructure for Partners <input checked="" type="checkbox"/> Supporting Dynamic and Thriving Communities Across the County <input type="checkbox"/> Harmonizing Action for Growth <input type="checkbox"/> Advancing Truth and Reconciliation

Recommendation

That Essex County Council receive report number 2024-0717-IPS-R18-AB, Citywide Maintenance Manager as information, and award a contract to PSD Citywide Inc. for a total amount of \$419,700 (plus applicable taxes).

Approvals

Respectfully Submitted,

Allan Botham

Allan Botham, P.Eng., Director, Infrastructure and Planning Services

Concurred With,

Sandra Zwiers

Sandra Zwiers, MAcc, CPA, CA, Chief Administrative Officer

Appendix	Title
N/A	N/A