

# City of Thousand Oaks / MaintStar System Case Study

Thousand Oaks in Ventura County California is a city of over 125,000 citizens. The community comprises an area of 55 square miles and is supported by a municipal staff of nearly 600 employees. Since being incorporated in 1964, Thousand Oaks has developed as one of the premier communities in California.



The City is supported by a technologically advanced and forward looking Public Works Department under the direction of Director Mark D. Watkins. His department of over 200 employees keeps the infrastructure safe and well-maintained through a series of best management practices devoted to active preventative maintenance and superior customer service. Among the varied responsibilities is the management of the public infrastructure within the City, including streets, sidewalks, trees, storm drains, water & wastewater assets, traffic signals, and graffiti removal. The **Municipal Service Center (MSC)** and their 111 employees provide the specific maintenance and services that are required for the City to remain one of California's most desirable places to live.

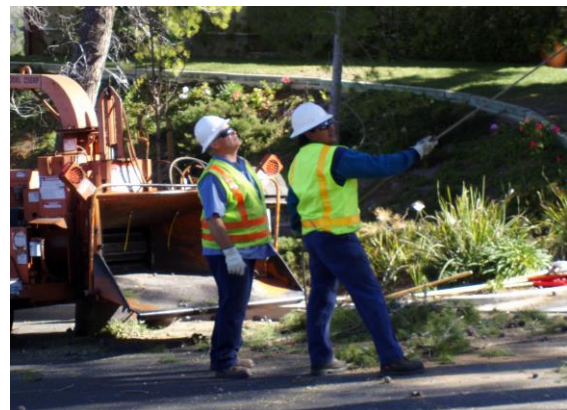
The MSC handles over 6,000 phone calls and issues over 12,000 work orders each year. Administrative staff is responsible for customer service, dispatch, office administration, and support of field operations. Technology needs to be highly leveraged here in order to succeed, and is a key component in the success of maintaining the City's varied infrastructure assets. The MSC Information Technology staff supports all maintenance divisions, in order to schedule, track, record and report on a variety of tasks that are performed each day.

At the heart of the IT operation is the MaintStar System, an asset & maintenance management system that has been in operation for nearly four



years. MaintStar provides the application platform that makes managing 387 miles of streets, 503 miles of wastewater collection mains, 6,500 manholes, 16 reservoir storage facilities, 15 pump stations and two groundwater wells possible. It's a real life example of how a great technology foundation can actually allow you to do "more with less".

After issuing a detailed Request for Proposal for a Computerized Maintenance Management System (CMMS) in late 2005, the City received over a dozen responses from qualified application developers and solution providers. By mid-2006 the City of Thousand Oaks selected MaintStar, Inc. of Irvine, CA and never looked back. Judiciously working with the municipal implementation team from MaintStar, the City IT group, headed by City Project Manager Brian Hetherington began to set up each individual city operation one by one. The Water Division went online first, followed by Streets, Wastewater, Landscape, and Storm Water. With the MaintStar specialized asset module approach, it was a process that was well coordinated and progressed quickly.

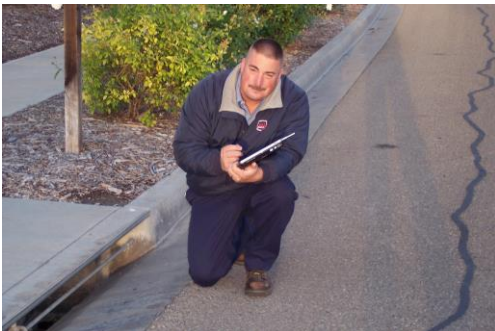


In early 2009, MSC buildings & facility operations were also operating under the MaintStar umbrella and ever since the City has continued integrating

additional opportunities into the mix. The MaintStar professional services team has allowed the City to interface with and share valuable data with other key applications, such as their financial HTE Application, Geographic Information System maps, tree management program and fleet operations. The process has always been quick and efficient.

The advent of MaintStar has allowed the City's workflow to progress from a centralized work order process dominated by administrative tasks, to one of a decentralized nature that ensures more efficiency and maximizes workforce productivity. MSC operations include a wireless mobile workforce, creating inspections and work orders in the field. Employees now have the ability to access the program from the field in real-time, update and close out inspections or work orders from any location.

Crew Leaders are tasked with the responsibility of closing out the completed orders they have been assigned and ensuring the data entered includes all labor & equipment hours, materials used and any contractor expenses incurred. The problem and action taken descriptions are always complete and accurate. The MSC is helped immensely by the various reports available through the MaintStar System. The Open Work Order Report, Municipal Productivity Report, Operational Cost Reports and Morning Report are a few examples of the tools used.



The City's aggressive approach to managing and maintaining assets has allowed the City to reap many benefits. Lower operating costs have been realized, asset lifecycles have lengthened, and service interruptions have decreased. Management is better able to budget and plan due to the increased operational vision the MaintStar System provides. The MSC has also noticed an increase in employee satisfaction, as city workers take real ownership of their duties and can feel the improvements that have been made and the productivity gains.

The City of Thousand Oaks continues to leverage technology with the MaintStar System, as they further integrate GIS mapping functionality and capabilities. Programs have been developed to address specific regulatory mandates and the



MaintStar System allows them to put these programs in motion, track their progress and recognize all expenses incurred. Recent accomplishments permit data sharing with some niche water asset maintenance applications and allows MaintStar to be the central repository of all asset information, work history and cost reports.

The overriding goal of the City of Thousand Oaks Municipal Service Center is to continue to operate in a fiscally responsible manner and properly manage the City's infrastructure to insure that Thousand Oaks remains one of California's most desirable places to live, work and raise a family. The MaintStar System will continue to be a valuable partner in achieving their goal.

## MAINTSTAR

### About MaintStar, Inc.

MaintStar, Inc. is a high technology developer and manufacturer of sophisticated software for effective Enterprise Asset and Maintenance Management Systems. Since 1984, MaintStar has been developing management and maintenance solutions for cities, counties, special districts, and state agencies in the United States and around the world. MaintStar is an easy to use and flexible system that has created five specialized asset modules for streets, water, wastewater, storm water, and parks to improve overall municipal operations. The specialized modules integrate seamlessly with over 20 other modules and with the entire MaintStar System. To learn more about their products and services, visit <http://www.maintstar.com/> or call 949-458-7560.