



*Celebrate*  
**PUBLIC WORKS!**



**APWA WA** 🥳🔥👏  
OCT 9-10, KENNEWICK WA  
2024 FALL CONFERENCE

The background of the slide is a dark blue gradient with a pattern of colorful fireworks in red, yellow, and light blue. The fireworks are scattered across the top half of the slide, with some larger bursts and many smaller sparks.

# Efficient Fleet Communication: Dude, Where's My Car?

Caleb Barber - Asset Manager  
Michael Hutchings - Fleet Manager  
Tyler Pouley - Systems Analyst

**City of Bellingham Public Works**



# LEARNING OBJECTIVES

## Objective 1 -

Develop an internal service request platform for fleet repairs

## Objective 2 -

Define a process for transitioning service requests into work orders for asset tracking

## Objective 3 -

Integrate various platforms for a streamlined communication tool





# City of Bellingham's Asset Management Journey

- Started in the late '90s with Hansen
  - Highly customized
  - Eventually antiquated
  - Couldn't be updated
  - Only used by certain workgroups

A screenshot of a "Work Order" software window. The window has a title bar with standard Windows controls. Below the title bar is a toolbar with various icons. The main area contains several input fields and checkboxes. The "Work Order #" field contains "727906". The "Roadway" field is empty. The "Asset" field contains "WSI" and the "Unit ID" field contains "016073". The "Address" field contains "2221" and "PACIFIC", followed by "ST" and "#B" fields. The "Activity" field contains "WX-RS" and "REPAIR SERVICES", followed by a "WO Type" field containing "WO". There are three checkboxes: "Billable", "Intra-City", and "Outside Customer". The "Outside Customer" checkbox is checked. The "Contact ID" field is empty. The "One Call Number", "Patch Slip Number", and "Cash Receipt Number" fields are empty. The "Deposit Amount" field contains "0.00".

# Asset Management Identified as Focus

- Policy adopted in 2015
- Whole life cycle perspective
- Data-informed decision-making
- Sustainable and forward looking



## ASSET MANAGEMENT POLICY

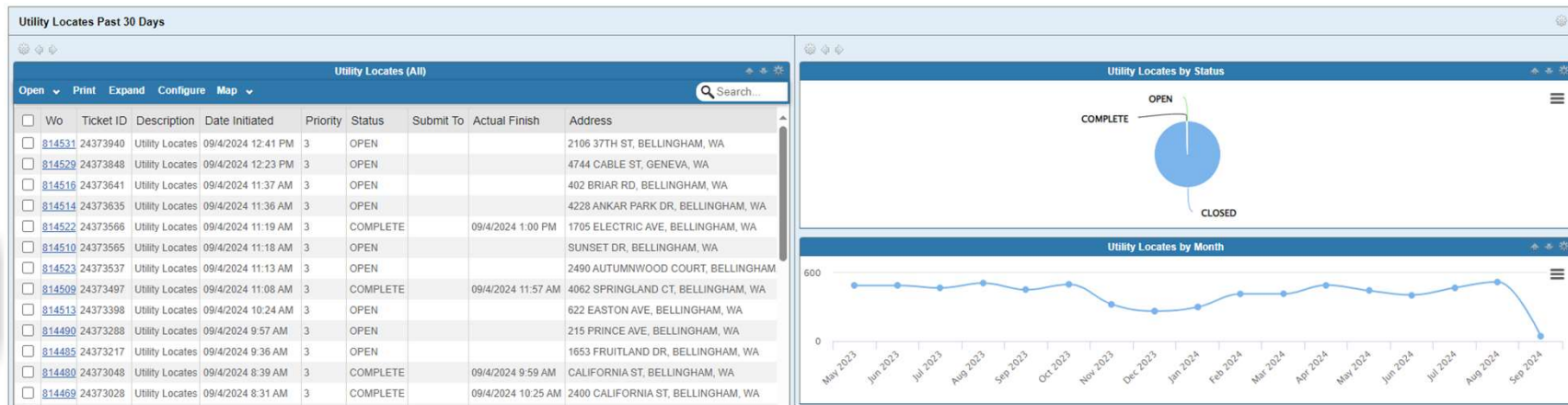
### Purpose

This policy expresses the commitment and intentions of City of Bellingham Public Works employees to steward the City's public resources in a manner that ensures the best possible delivery of services to our customers and stakeholders.



# Cityworks Chosen as AMS in 2018

- Industry leader
- GIS-based
- Open API
- Scalable across workgroups



# Launched Cityworks for Fleet in 2020

- Overhauled GIS asset repository
- Created new business processes
- Redefined workflows
- Migrated useful work history



Asset Viewer	
Attributes	Work History
Relationships	
Work Orders - 6 found	
Total Cost: 14721.95    Total Hours: 78	
Id	Description
795850	General Electric
787782	PM Service B Light Duty
770222	PM Service B Light Duty
760176	Communications Make Ready
760118	Communications Make Ready
758596	Make Ready

# Brought on SeeClickFix in Late 2020

- In-house solution initially
- Scalable publicly
- Accessible across platforms
- Integrated with Cityworks



× ♥ 📌 🔑 ⋮

**Fleet - Vehicle Issue**  
1200 Virginia St Bellingham WA 98229, United Sta...  
● Acknowledged  
Side body cameras do not work back camera is intermittently working but not often .,  
  
Contact Name?  
Paul Ricci  
  
Contact Phone?  
3607302040  
  
Vehicle Number?  
6021  
  
Odometer Reading?  
18378  
  
Operable?  
Yes  
  

---

Request ID  
#17209495  
  
Category:  
  
Add a comment... Post



# Fleet Objective

- Develop substantial improvement to interdepartmental communication
- Increase visibility to department service request
- Develop efficiencies within Fleet



- Limited service/repair information
- Service request visibility only to person who created SeeClickFix
- Information presented once daily

**VEHICLE & EQUIPMENT HOLD LIST**  
**(1/4/2024)**

VEHICLE NUMBER	EST. START	PROBLEM DESCRIPTION
9178	Cont'd	Cont'd Repairs @ Chevy (waiting for parts)
9148	Cont'd	Cont'd Repairs @ Ford
9142	Cont'd	Cont'd Repairs @ Ford
9115	Cont'd	Cont'd Repairs

VEHICLE NUMBER	EST. START	PROBLEM DESCRIPTION
4524	7:30AM	Preventive Maintenance Service / Inspection
4909	Cont'd	Cont'd Repairs @ Hughes Fire
4916	Cont'd	@ Fleet Shop (it can be used if needed)
4912	Cont'd	@ Fleet Shop



VEHICLE NUMBER	EST. START	PROBLEM DESCRIPTION
-------------------	---------------	---------------------

SEWER DIVISION:

6019	Cont'd	Cont'd Repairs @ Motor Truck
6021	7:30AM	Holding for air leak inspection

6020	7:30AM	hose reel repairs Check brakes
------	--------	--------------------------------

VEHICLE NUMBER	EST. START	PROBLEM DESCRIPTION
2128	7:30AM	Preventive Maintenance Service / Inspection
3005	Cont'd	starter Repairs Red Tagged
7024	Cont'd	Cont'd Repairs @ Page
10-142	Cont'd	Cont'd Repairs
3089	Cont'd	Cont'd Repairs

# Out With the Old, in With the New.

- Timed updates throughout the day
- Accessible 24hrs
- Department wide access to SCF reports



The screenshot displays a web-based fleet management application. At the top, there's a navigation bar with tabs for Finance, Fire, ITSD, Library, Parks, Planning, Police, Public Works, and WCFD8. Below this is a sub-navigation bar with categories like Administration, Engineering, Facilities, Fleet, Natural Resources, etc. The main content area is divided into three sections:

- Hold List:** A table showing the status of various assets. It includes columns for Status, AssetID, Repairs / Maintenance to be Performed, Estimated Start, and Estimated Completion. Assets listed include 3054, 7030F, 3098, 18-36, 7022, and 8062.
- Open Service Requests:** A table listing active service requests. It includes columns for AssetID, SR #, Submitted Date, and Details. Requests are for various fleet vehicles like TLT BED TRAILER, MOBILE WASH TRAILER, CARGO TRAILER, MESSAGE BOARD TRAILER, TLT TRAILER, and UTILITY TRAILER.
- Open Work Orders:** A table listing active work orders. It includes columns for AssetID, WO #, and Description. Work orders are for various equipment like Air Compressor and System, Apparatus Compartment Doors, Booms and Lift Arms, and Charging System.

At the bottom right, there's a button that says "Submit a new request on SeeClickFix".

# Department Visibility

- Able to view entire fleet assigned to department
- Service request can be viewed by all
- Monitor request, submit directly from report if needed

Search	Open Service Requests			Open Work Orders		
AssetID	SR #	Submitted Date	Details	AssetID	WO #	Description
COMPACT TRUCK 2072M	3077	38890 9/13/2024 3:51:35 PM	Fleet - Vehicle Issue 3077 See accident report, driver side door was bent on 77	3020	808778	Air Compressor and System
1 TON PICKUP CREW CAB 2073	6020	38872 9/13/2024 12:00:49 PM	Fleet - Vehicle Issue 6020 Wiring under the hose reel was scraped on the ground at the bottom of a hill. A few of the wires might be damaged.	6020	809030	Apparatus Compartment Doors
3/4 TON TRUCK EXT CAB 2075M	7010	38869 9/13/2024 11:40:19 AM	Fleet - Vehicle Issue Please install a new grease fitting.	7010	794532	Booms and Lift Arms
1/2 TON TRUCK 4X4 2079	3063	38841 9/12/2024 3:31:03 PM	Fleet - Vehicle Issue 3063 AC stopped blowing cold air Blower motor is going out as well Works intermittently and most of the time it doesn't work Humming noise coming from passenger side under dash when not working	6012	810690	Booms and Lift Arms
COMPACT TRUCK EXT CAB 2WD 2081	3063	38840 9/12/2024 3:29:06 PM	Fleet - Vehicle Issue 3063 CEL is still on	6012A	810690	Booms and Lift Arms
COMPACT TRUCK 4X4 (ANDREW... 2084	2114	38760 9/11/2024 8:46:33 AM	Fleet - Vehicle Issue We need a ladder rack for truck 2114, and new seat covers for the front and back.	3092	811910	Booms and Lift Arms
COMPACT TRUCK 4X4 (DYLAN... 2087				7010	816106	Booms and Lift Arms
1/2 TON TRUCK 4X4 (EDDIE... 2089				6020	788021	Brakes and Control
				3058	788070	Brakes and Control
				4032	794530	Brakes and Control
				8043	813826	Charging System
				18-33	814867	Charging System

Submit a new request on SeeClickFix

Search	Open Service Requests		
AssetID	SR #	Submitted Date	Details
SERVICE TRUCK 3080	3087	38739 9/10/2024 3:21:23 PM	Fleet - Vehicle Issue 3087 On the passenger side ,has broken lower mirror
SERVICE TRUCK 3082			
SERVICE TRUCK 3084			
SERVICE TRUCK 3085			
SERVICE TRUCK 3086			
SERVICE TRUCK 3087			
SERVICE TRUCK 3088			
10 YD DUMP TRUCK 3091			
20YD DUMP TRUCK			





# Fleet Efficiencies

- In the moment changes to vehicle "Hold List"
- Can prepare departments for future services
- Vehicle downtime monitoring
- Technician access to all service request
- Subscription based email system



Fleet Department Hold List ☆ ⓘ

Department	Unit #	Repairs/Mainte...	Requested	Est. Start	On Hold?	Est. Comp	Released for Pic...	Days on Hold	Archive
Police	9141	UPDATE 9/11 Apt. @ Ford on 9/16. (9/10. Service and traction lights on at times while operating vehicle.)	Yes	09/10/2024	Yes	09/20/2024	No	10	No
Traffic	3054	Diagnose oil leaks, suspension, steering.	No	09/18/2024	No	09/20/2024	No	2	No
Fire	4910	"Significant" oil leak, "turbo whistler", compartment repairs, pass mirror loose, seatbelt alarm, side intake leaking.	Yes	09/16/2024	Yes	09/20/2024	No	4	No
Street	10-48	PM service and inspection	Yes	09/16/2024	Yes	09/18/2024	No	2	No

Hold List

Status	AssetID	Repairs / Maintenance to be Performed	Estimated Start	Estimated Completion
Upcoming	8016	Tentative PM service and inspection once 8020 is back in service.	9/17/2024	9/17/2024
	9132	TENTATIVE, PM service and inspection.	9/17/2024	9/17/2024
	3054	Diagnose oil leaks, suspension, steering.	9/18/2024	9/20/2024
On Hold	4916	Continue PM service, inspection and repairs.	7/25/2024	9/30/2024
	7030F	During random walkaround, found missing hardware on mower head. Needs repair or switch to another mower head before taking ...	8/9/2024	9/20/2024
	3098	Plow mount installation.	8/14/2024	9/20/2024

### Subscriptions

Keep track of your data by subscribing to this report.

[Manage all](#) ⓘ

> Fleet Hold List and Service Request	✎	🗑	🔴
> Fleet Hold List and Service Request (Building Servi...	✎	🗑	🔴
> Fleet Hold List and Service Request (Public Works)	✎	🗑	🔴
> Fleet Hold List and Service Request (PD)	✎	🗑	🔴
> Fleet Hold List and Service Request (Fire)	✎	🗑	🔴
> Fleet Hold List and Service Request (Parks)	✎	🗑	🔴



# Developing the solution

- Use tools we have and know already
- SharePoint List to capture the old hold list
  - Easy to access, easy to set up
- Power Bi to combine the hold list with Requests and Work
  - Licensing included, quick customization



# SharePoint Hold List

- Allows fleet to communicate upcoming and ongoing repairs
- Change Tracking and rollback

Fleet Department Hold List ☆ ⓘ

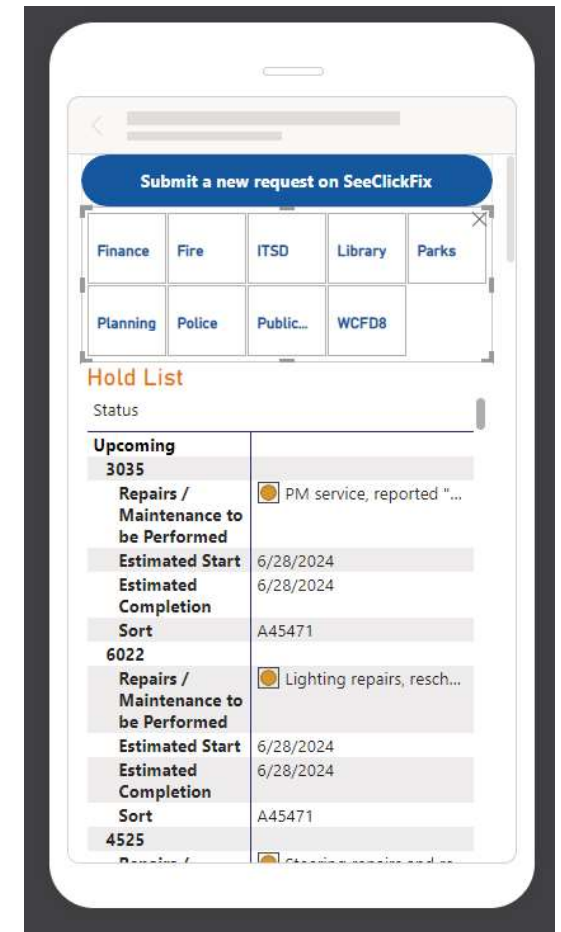
Archive: No ×

Departm...	Unit #	Repairs/...	Requested	Est. Start	On Hold?	Est. Comp	Released for Pl...	Days on ...	Archive	+ Add column
Fire	4916	Continue PM service, inspection and repairs.	Yes	7/25/2024	Yes	9/30/2024	No	65	No	
Fire	4910	COMPLETED; PM SERVICE & INSPECTION / NFPA INSPECTION / PUMP TESTING.	No	7/30/2024	No	9/6/2024	Yes	36	No	
Street	7030F	During random walkaround, found missing hardware on mower head. Needs repair or switch to another mower head before taking 7030.	Yes	8/9/2024	Yes	9/20/2024	No	41	No	
Water	3098	Plow mount installation.	Yes	8/14/2024	Yes	9/20/2024	No	36	No	

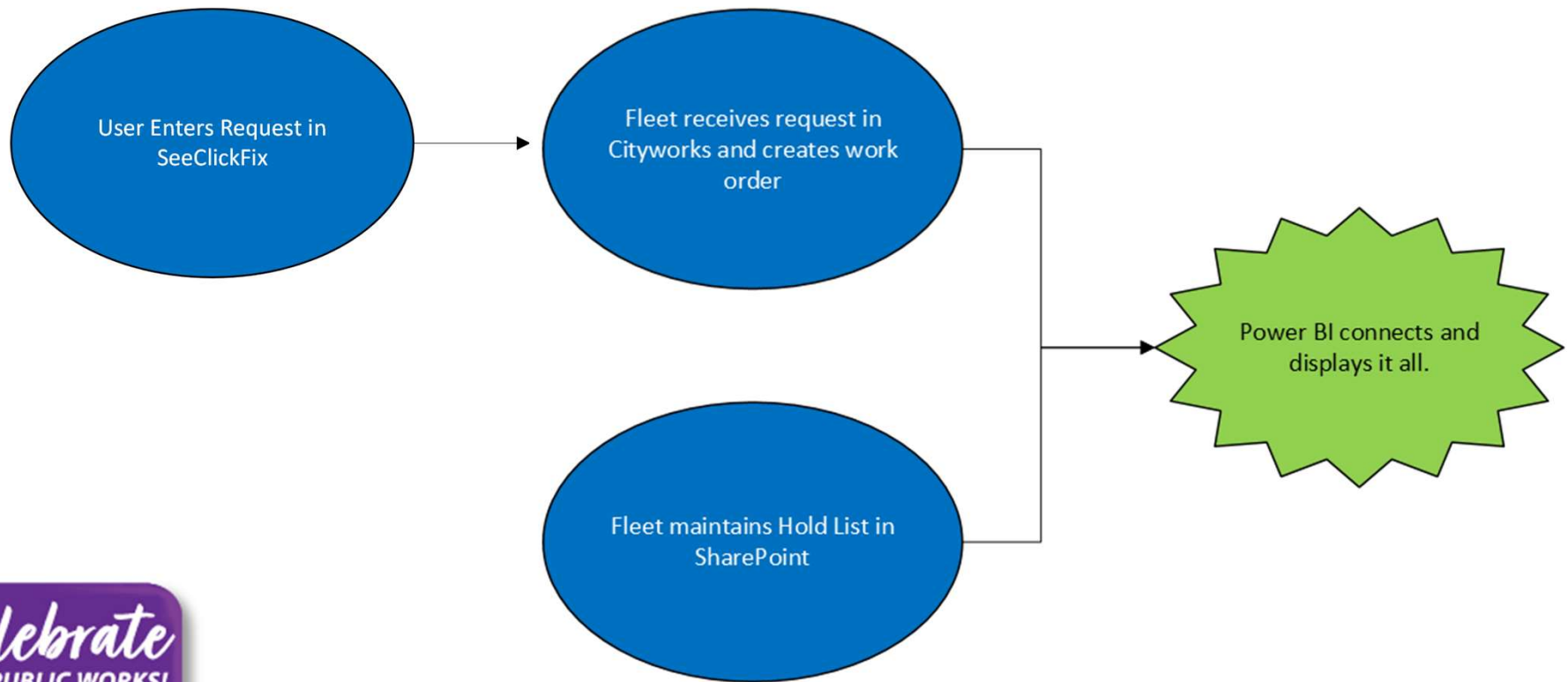


# Power Bi Report

- Combine two sources
- Scheduled refreshes and emails
- Easy to customize
- Accessible on mobile

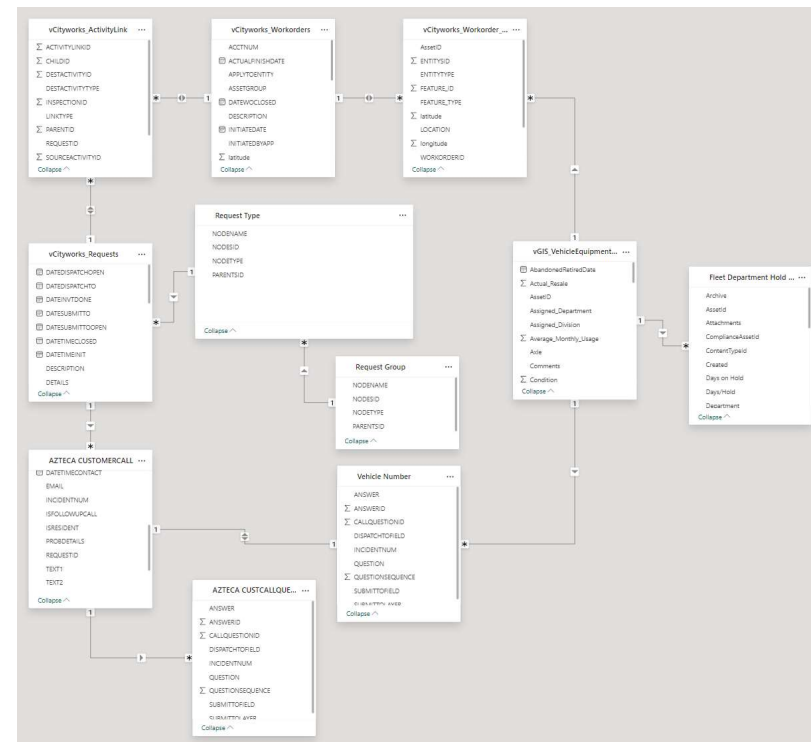


# Putting it Together



# Putting it Together

- Staff enter Asset ID in SeeClickFix
- Power BI Ties that Asset ID together from SharePoint and Cityworks.





# Fleet Requests and Hold List

Finance	Fire	ITSD	Library	Parks	Planning	Police	Public Works	WCFD8
--	Administration	Ambulance	Bls Aid	Building Services...	Cemetery	Civic Field	Community Development	Engineering
Facilities	Facilities - Parks	Fire	Fleet	Golf Course	Government Access Tv	Grounds	Information Technology...	Library
Mailroom	Natural Resources	Nr Aquatic Invasive...	Park Operations	Parking Services	Parks Improvements	Parks Operations	Police	Post Point

## Hold List

Status	AssetID	Repairs / Maintenance to be Performed	Estimated Start	Estimated Completion
Upcoming	8016	Tentative PM service and inspection once 8020 is back in service.	9/17/2024	9/17/2024
	9132	TENTATIVE, PM service and inspection.	9/17/2024	9/17/2024
	3054	Diagnose oil leaks, suspension, steering.	9/18/2024	9/20/2024
On Hold	4916	Continue PM service, inspection and repairs.	7/25/2024	9/30/2024
	7030F	During random walkaround, found missing hardware on mower head. Needs repair or switch to another mower head before taking ...	8/9/2024	9/20/2024
	3098	Plow mount installation.	8/14/2024	9/20/2024

Search

TILT BED TRAILER 10-06
MOBILE WASH TRAILER 10-100
CARGO TRAILER 10-102
FLATBED TRAILER 10-103
FLATBED TRAILER 10-104
TILT TRAILER 10-105
TILT TRAILER - 16 FOOT 10-106
TILT TRAILER - 20 FOOT 10-107

## Open Service Requests

AssetID	SR #	Submitted Date	Details
9176	<a href="#">37419</a>	8/8/2024 10:20:42 PM	Fleet - Vehicle Issue(9176) Vehicle has very squeaky brakes. It's hard to operate during night operations. Everyone hears my vehicle approaching
9175	<a href="#">30813</a>	3/7/2024 10:55:36 AM	Fleet - Vehicle Issue Window tint damaged Rear passenger door
9170	<a href="#">33104</a>	5/3/2024 4:05:14 PM	Fleet - Vehicle Issue(9170) 9170- squeaky brakes- front end - whining noise mainly when turning left NON-EMERGENT- next service schedule is fine
9168	<a href="#">38867</a>	9/13/2024 11:27:08 AM	Fleet - Vehicle Issue 9168 On 9/13/24 while on the way to work on Samish Way/Julia a deer collided with the driver's side of 9168. It cracked the mirror portion of driver's side mirror. The plastic backing appears fine.
9167	<a href="#">37803</a>	8/19/2024 3:38:22 AM	Fleet - Vehicle Issue On vehicle 9167 one of the break lights is out. Not sure which one.
9166	<a href="#">38343</a>	9/1/2024 2:29:44 AM	Fleet - Vehicle Issue 9166 Damage to lower front bumper valance

## Open Work Orders

AssetID	WO #	Description
4918	<a href="#">790856</a>	Air Compressor and System
4915	<a href="#">802396</a>	Air Compressor and System
4919	<a href="#">806862</a>	Air Compressor and System
3020	<a href="#">808778</a>	Air Compressor and System
4912	<a href="#">814123</a>	Air Compressor and System
4910	<a href="#">724095</a>	Apparatus Compartment Doors
4525	<a href="#">802658</a>	Apparatus Compartment Doors
4912	<a href="#">804221</a>	Apparatus Compartment Doors
4918	<a href="#">808777</a>	Apparatus Compartment Doors
6020	<a href="#">809030</a>	Apparatus Compartment Doors
4523	<a href="#">809570</a>	Apparatus Compartment Doors
4918	<a href="#">783371</a>	Aux/Emergency Lighting
4915	<a href="#">801166</a>	Aux/Emergency Lighting

Submit a new request on SeeClickFix



Caleb Barber – [ckbarber@cob.org](mailto:ckbarber@cob.org)

Michael Hutchings – [mdhutchings@cob.org](mailto:mdhutchings@cob.org)

Tyler Pouley – [tcpouley@cob.org](mailto:tcpouley@cob.org)