

# ROI

Cityworks ([www.cityworks.com](http://www.cityworks.com)), with its unique GIS capabilities for managing infrastructure, assets, permits, and licensing, provides an array of benefits to its users including a significant cost benefit and return on investment (ROI). The versatility of the Cityworks suite of products offers multiple ways in which the ROI is realized by its users. Below a few end-users detail aspects of ROI their organization has experienced utilizing Cityworks.

## Waterford Township, Michigan

"The ROI of Cityworks as a whole is difficult to fully quantify. Leveraging the power of Cityworks and GIS, our cemetery data model has taken cemetery management to the next level in tracking costs, allowing us to save a considerable amount of money (\$52,000). In Plants and Facilities, we eliminated the use of another CMMS by migrating the management of those assets to Cityworks, saving \$2200 per year in annual maintenance fees alone. We have documented cost savings of \$12,416 per year due to decreased processing time per utility location request. As well, the use of Cityworks with the DigSmart integration provided the city with a better operational view of resources used in the process as well as streamlining work, providing an approximate savings of \$65,000 per year just by decreasing the number of utility locating staff from two full-time employees to one. As detailed, in some instances we can directly calculate the financial benefits gained by using Cityworks. However, the real ROI for us is in the overall operational functions and efficiencies we gain by leveraging the flexibility of Cityworks to meet our needs. It is difficult to place a value on the amount of time saved, but it is even more difficult to place a value on good information. I think the return of our investment using Cityworks has been absolutely fantastic."

**Frank Fisher**

*Department of Public Works Information Systems Administrator*

## Coon rapids, Minnesota

"Adapting Cityworks to fill the City's unique needs is proving to be a cost-effective, innovative solution for Coon Rapids. Creative work order templates, tasks, custom fields, and custom inspections in Cityworks provide the City the information we need in a format that can be easily retrieved, viewed, and shared."

**Cindy Hintze**

*GIS Specialist*

## Fort Collins, Colorado

"Prior to Cityworks, we knew that we were not recovering all of our costs of materials, equipment, and time. We now have a system that allows us to charge down to the bolts – therefore recovering costs. We have seen an increase in revenue and are better able to track inventory and costs. We are also able to provide itemized invoices to our customers. Our crew chiefs love using Cityworks and retrieving information for billings and reports is a snap. We've been very pleased with the program and I think we at the city all agree it has provided us a great return on investment."

**Sandy Aragon**

*Financial Coordinator*

## Grand Rapids, Minnesota

"Our Public Works has moved to a completely paperless system utilizing the software for budget analyses, payroll, and invoice reporting, along with traditional asset maintenance management needs. Budget cost analyses were improved as administration began accurately creating reports to provide to the City Council through Cityworks. Using data from Cityworks, the city developed an automated timesheet and invoice reporting system that now saves valuable hours for field crew members from having to accurately describe and report their time each two-week pay period. It has also greatly increased work efficiency for administration staff in producing invoice reports and being responsible for accurate accounting of time reporting. We are reaping the benefits of Cityworks and feel we have only begun to scratch the surface. We knew that Cityworks would easily be able to solve our stormwater reporting issue, but the great thing was that we could see where Cityworks would benefit other aspects of the Public Works Department, and it most certainly has."

**Michael LeClaire**

*GIS/CAD Technician*

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## Loveland, Colorado

"Cityworks has proven to be an invaluable asset to the Solid Waste Division over the course of its first year. The division as a whole has become much more efficient. Our office receives over 40,000+ incoming calls on average per year and Cityworks has made responding to these calls manageable and orderly. The city recently completed a citywide conversion of trash and recycling carts, increasing call volume exponentially. With more calls come more service requests. Coupled with ArcMap, Cityworks allows us to quickly and precisely identify our residents' needs with a few keystrokes. We now have the ability to create a request and dispatch a crew immediately through the email feature and have documentation of the investigation in the system within the day. Charges for services are applied in a timely manner and have resulted in significant cost savings."

**Shannan Smith**  
*Senior GIS Specialist*

## St. John's County, Florida

"Our implementation of Cityworks went well and the results of the system have exceeded our expectations. Our use of Cityworks has brought high technology into job duties that previously did not involve technology, greatly improving the accuracy and efficiency of our Public Works Department. GIS technicians, Public Works staff, supervisors, and field crew are able to get on the same level and use and embrace the same technology. Many of us here at the County thought this would be the biggest challenge of the project, but it became the easiest. Now that we can use the planning and performance based budgeting tool to manage our finances more effectively, it makes the software even better."

**Gail Oliver**  
*St. John's County Surveyor*

## Racine, Wisconsin

"The combination of Cityworks Server PLL and AMS has given us one central location to manage DPW (Department of Public Works) processes. Cityworks PLL has been very helpful in expediting our code enforcement and invoicing procedures, providing us great ROI benefits. We look forward to the implementation of business licensing and building permits into our program in the near future which will enhance our processes even more."

**Brian Dechant**  
*Building Department Uni ed Neighborhood Inspection Team (UNIT)*

**For more information on Cityworks, visit**  
[www.cityworks.com](http://www.cityworks.com).