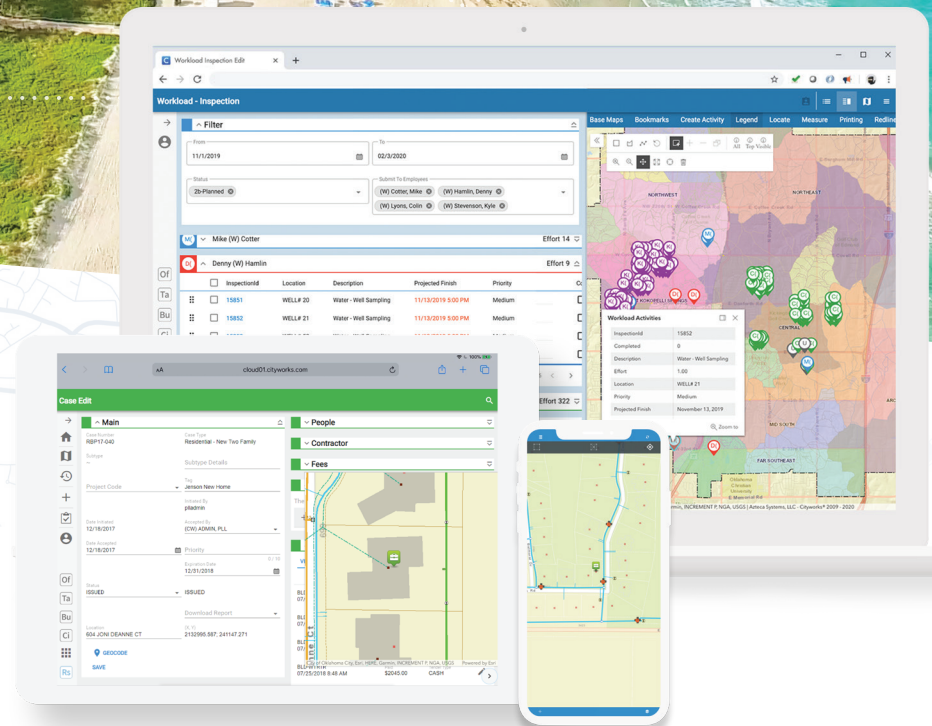


GIS-centric public asset management and community development solutions.



CITYWORKS

PROVIDING CRITICAL INSIGHTS
TO KEEP YOUR COMMUNITY
MOVING FORWARD

GEOGRAPHIC INFORMATION SYSTEMS (GIS) changed the way we understand the world around us. Intuitive modeling tools provide public agencies the ability to view, manage, and manipulate the assets they care for: infrastructure, facilities, property, and permits. Recognizing the powerful capabilities of GIS and the inherent value of the Esri® ArcGIS® geodatabase as the authoritative system of record for local government assets, Cityworks® introduced a new and innovative approach to asset management and community development.

The Cityworks web GIS-centric platform combines ArcGIS solutions with powerful work management, field mobility, operational performance, and data analytics tools. Our solutions empower GIS intelligence to help you build a more resilient, sustainable, and safe community.

THE GIS-CENTRIC PLATFORM

- 📍 **Leverages your investment in GIS** without redundancy, data synchronization, or special integration.
- 📍 Uses the ArcGIS geodatabase as the authoritative system of record for **all asset classes**—linear, dispersed, and condensed.
- 📍 Supports your **entire organization workflow**: from data collection and work management to public engagement and strategic planning.
- 📍 Uses ArcGIS tools for simple and **effective location intelligence**, supported by web maps and single sign-on access to Esri apps and analytics solutions.

WHY CHOOSE CITYWORKS?



GIS-Centric

Built exclusively on Esri® ArcGIS®, Cityworks uses your geodatabase as the authoritative data source for all asset, land, and permit information—providing a total solution to improve your agency's operational effectiveness.



Open Architecture

Cityworks is built on open standards, giving you complete access to your data in an open architecture that easily integrates with existing business systems.



Flexible

Easily create templates to manage common asset management activities. Or, think outside the box and modify them for virtually any business process where workflow, tracking, and GIS are needed.



Mobile

Empower your field crew to interact directly with GIS assets by collecting information, reporting observations, uploading pictures, completing outstanding tasks, and using visual map tools to streamline workflows.



Public Engagement

Cityworks data and ArcGIS tools empower your customers to provide input, remain informed, and monitor progress online.



Location Intelligence

GIS maps offer a superior platform for interpreting data and supporting location intelligence. Cityworks and ArcGIS help local governments and utilities do more with less when managing capital infrastructure and regulations.



A SOLUTION FOR EVERY ASSET

No matter how complicated your process or infrastructure, we have a solution to meet your needs.

- Airports
- Buildings
- Electric & Gas
- Facilities
- Fleet
- Inspections
- Licensing
- Parks & Recreation
- Permits
- Public Works
- Reporting
- Streets
- Stormwater
- Transportation
- Urban Forestry
- Water
- Wastewater
- Vegetation Management
- And More



CITYWORKS PRODUCTS

Our platform includes two core GIS-centric solutions:

- **Cityworks AMS**, our asset management system
- **Cityworks PLL**, for permits, licensing, and land

These solutions support critical business workflows at every level of your organization and across multiple departments. Choose one platform to support your workflows, or use them together to track infrastructure from new developments to care and maintenance.

Deployment Options

Cityworks can be set up on-premises or as a managed deployment of software as a service (SaaS) with Cityworks Online hosted in a cloud environment. Benefits of Cityworks Online include:

- Secure access from any location
- Easy to adapt and scale
- Increased cross-department collaboration
- Reduced IT overhead and administrative burden

Data Storage Plus

This optional service provides all the benefits of Cityworks Online with the additional functionality of a sandbox environment and a replica reporting database. The sandbox environment provides a secure location where administrators can test custom configurations and become familiar with updates before they are pushed to production. The replica reporting database provides real-time, read-only access to the production data for reporting tools such as ArcGIS Insights, Crystal Reports, SQL Reporting Service, Microsoft Power BI, and more.

CITYWORKS ADD-ONS

Cityworks AMS and PLL can each be configured in Admin and expanded with optional software applications. These specialized software apps support unique end user experiences that can be customized to your needs with Cityworks Style.

- **Respond**
- **Mobile App (for iOS/Android)**
- **Operational Insights**
- **OpX**
- **Pavement Management**
- **Performance Budgeting**
- **Public Access**
- **Storeroom**
- **Workload**
- **Analytics**
- **APIs**
- **IoT Solutions**



CITYWORKS AMS

MANAGE YOUR WORK. ANYWHERE. ANYTIME.

For more than 20 years, Cityworks has been the leading GIS-centric solution for public asset management. Cityworks AMS is designed to help organizations manage public assets and their associated data, work activities, and business processes. We are committed to helping cities and utilities build resilient, safe, and sustainable communities.

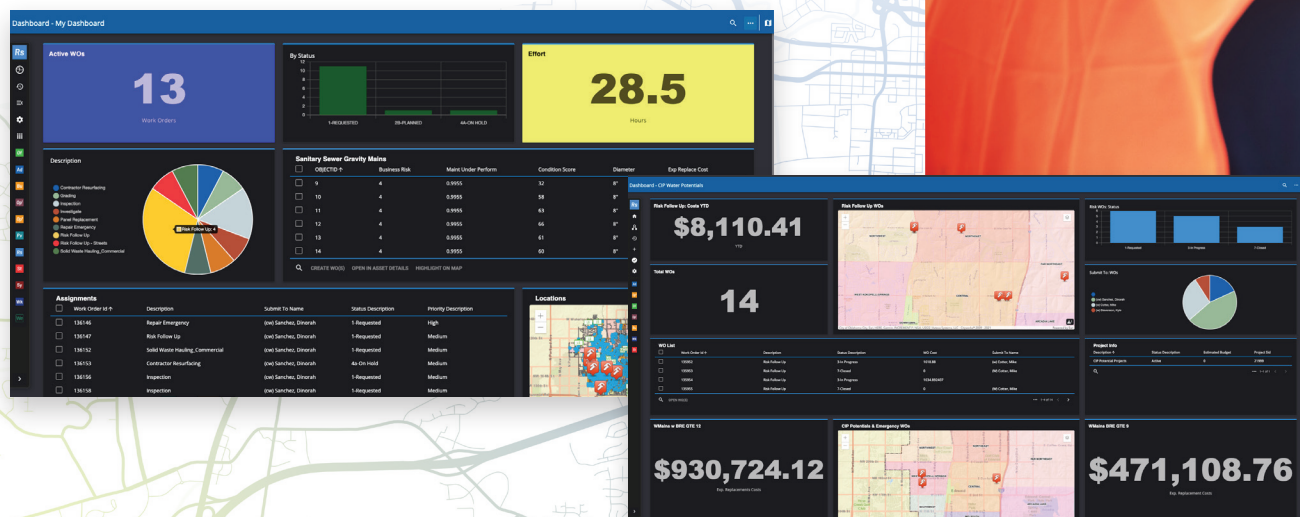
Give staff the power of GIS and automation. Cityworks AMS is built exclusively on ArcGIS, giving both office staff and field crews access to real-time data and simplified workflows.

Streamline operations. Configure templates and inboxes to help manage work, track costs, and improve operations. Complete work anywhere and on any device.

Improve collaboration. Share asset data and streamline communication among employees, across departments, and with your customers.

Identify and evaluate risk. Cityworks and ArcGIS can help you identify your riskiest assets and put the right plan in place to improve them.

Make insightful decisions. Use dashboards, analytics, and maps to visualize data, understand resources, and report more accurately.



CITYWORKS PLL

GOODBYE, PAPERWORK. HELLO, EFFICIENCY.

Designed to simplify applications for customers and streamline workflows for staff, Cityworks PLL helps local governments and utilities deliver better service to their communities.

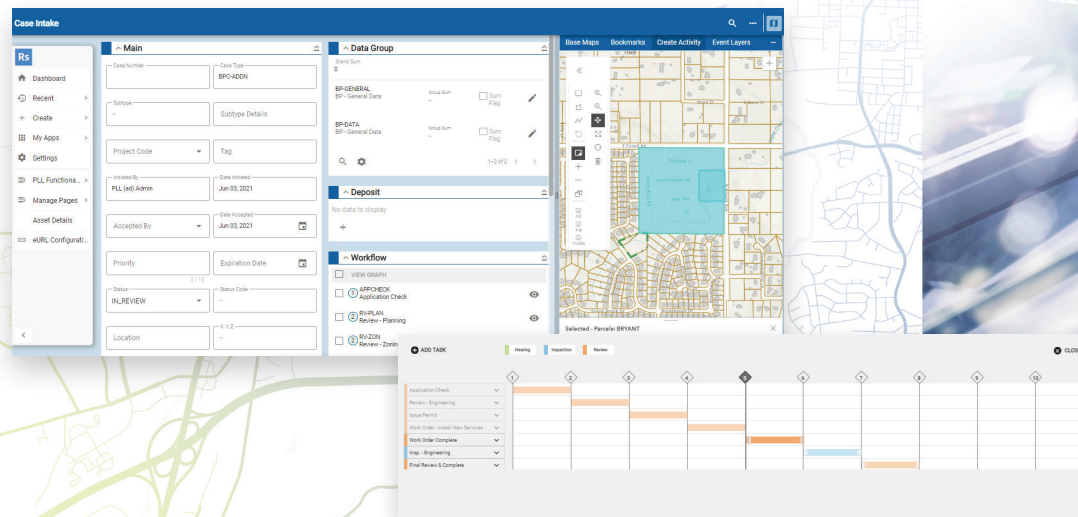
Give staff the power of GIS and automation. Spatial data is better data. Use GIS to automate application data collection, improve staff collaboration, and visualize data.

Help customers faster. Let residents, contractors, and businesses submit, pay, and track applications online at their convenience with an easy-to-use public portal.

Boost productivity. Configure templates, inboxes, and dashboards to help predict daily tasks and simplify processes. Complete work anywhere and on any device.

Make insightful decisions. Use dashboards, analytics, and maps to visualize data, understand resources, and report more accurately.

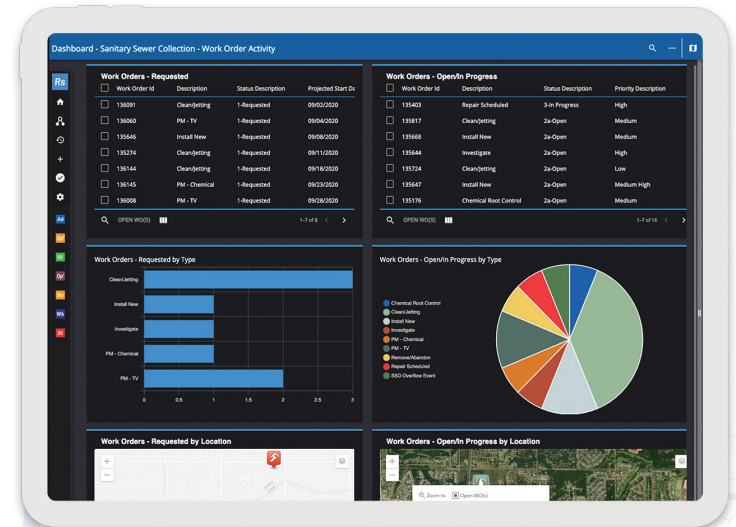
Improve collaboration. Cityworks PLL connects seamlessly with the Cityworks Asset Management System, allowing organizations to track the full lifecycle of public assets and achieve greater collaboration across departments.



RESPOND

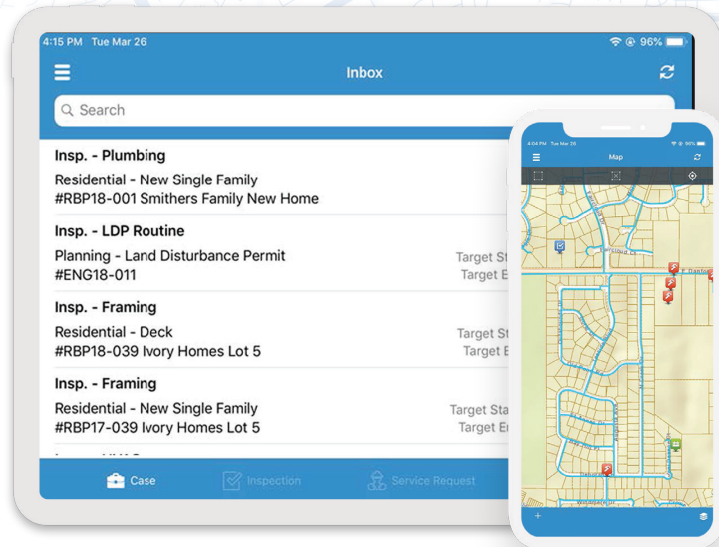
Cityworks Respond delivers a persistent map experience and powerful dashboards with a modern look and feel—whether you're on a computer or tablet. You have the power to manage assets and create work orders, as well as capture digital signatures for inspections and permitting tasks, right in the palm of your hand.

Rs



MOBILE APPS FOR IOS AND ANDROID

The Cityworks mobile app caches data locally on the device. This allows field crews to conduct inspections, investigate service requests, perform maintenance, and complete case tasks even out of network range. The apps integrate seamlessly with Esri apps, expanding your out-of-the-box functionality. For example, field users can easily access ArcGIS Field Maps from the Cityworks mobile app to capture or edit an asset in the GIS.

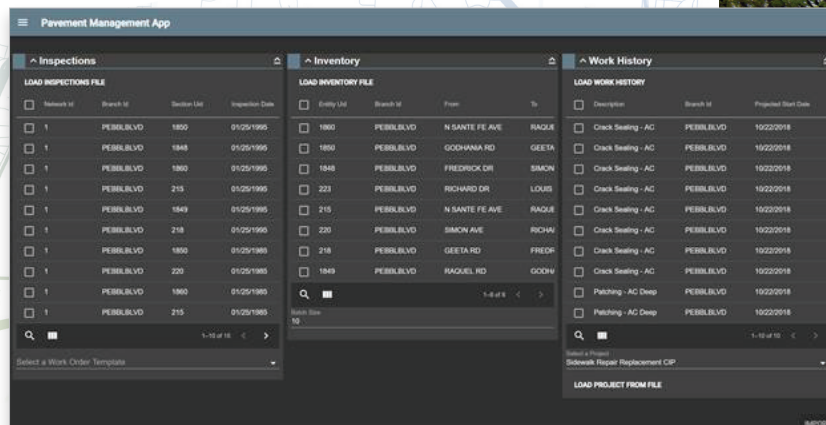


PAVEMENT MANAGEMENT

Whether you're patching potholes or rebuilding roads, maintaining pavement infrastructure is both costly and time consuming. Pavement Management helps you get ahead of the curve by integrating your pavement analysis tool and your work management system.

Pavement Management provides an easy-to-use communication link between Cityworks and pavement analysis tools like PAVER. By managing your pavement infrastructure in the geodatabase, Pavement Management allows you to track materials, costs, work history, and pavement analysis data in one central location.

Pv



The screenshot displays the Pavement Management App interface, which is divided into three main sections: Inspections, Inventory, and Work History. Each section contains a table of data.

LOAD INSPECTIONS FILE			
Network ID	Branch ID	Section List	Inspection Date
1	PERBLVD	1850	01/25/1995
1	PERBLVD	1848	01/25/1995
1	PERBLVD	1860	01/25/1995
1	PERBLVD	215	01/25/1995
1	PERBLVD	1849	01/25/1995
1	PERBLVD	218	01/25/1995
1	PERBLVD	1850	01/25/1995
1	PERBLVD	220	01/25/1995
1	PERBLVD	1860	01/25/1995
1	PERBLVD	215	01/25/1995

LOAD INVENTORY FILE			
Entity List	Branch ID	From	To
1860	PERBLVD	N SANTI FE AVE	RAGUE
1860	PERBLVD	GOUGHANA RD	GEETA
1848	PERBLVD	FREDRICK DR	SIMON
220	PERBLVD	RICHARD DR	LOUIS
215	PERBLVD	N SANTI FE AVE	RAGUE
220	PERBLVD	SIMON AVE	RICHAN
218	PERBLVD	GEETA RD	FREDP
1849	PERBLVD	RAGUEL RD	GOCHV

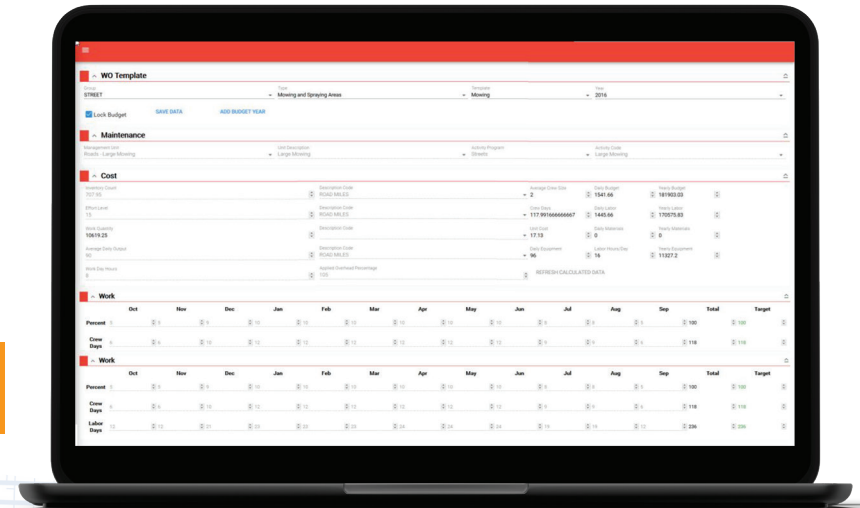
LOAD WORK HISTORY		
Description	Branch ID	Projected Start Date
Crack Sealing - AC	PERBLVD	10/22/2018
Crack Sealing - AC	PERBLVD	10/22/2018
Crack Sealing - AC	PERBLVD	10/22/2018
Crack Sealing - AC	PERBLVD	10/22/2018
Crack Sealing - AC	PERBLVD	10/22/2018
Crack Sealing - AC	PERBLVD	10/22/2018
Crack Sealing - AC	PERBLVD	10/22/2018
Crack Sealing - AC	PERBLVD	10/22/2018
Patching - AC Deep	PERBLVD	10/22/2018
Patching - AC Deep	PERBLVD	10/22/2018



PERFORMANCE BUDGETING

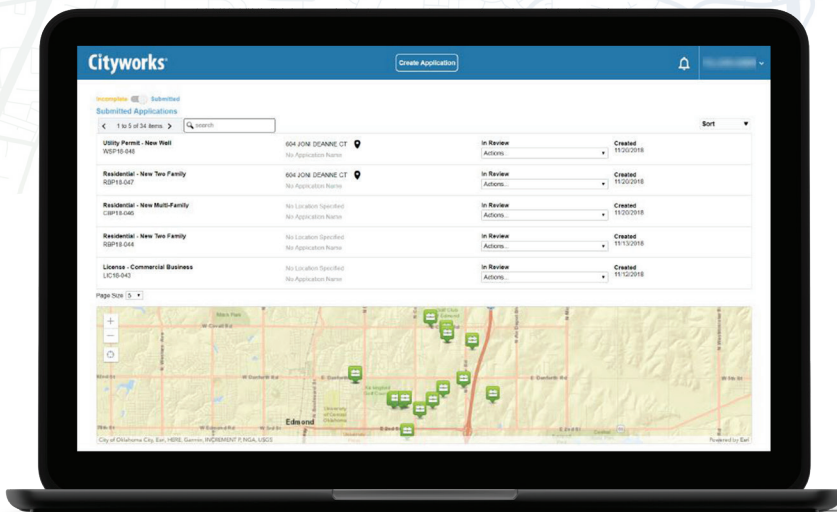
When you track work progress against desired or anticipated levels, you can better promote crew accountability and efficiency, improve data quality and material tracking, and provide administrators with reliable indicators for infrastructure management.

Performance Budgeting supports activity-based budgeting reconciliation, year-to-date tracking, and annual and daily budget projections. Budget projections are based on work order templates, maintenance factors, cost factors, plus actual and projected work. Performance Budgeting can help to accurately predict future budgets and determine cost projection, productivity, optimal crew size, and more.



PUBLIC ACCESS

Public Access is the citizen portal to Cityworks PLL. It allows residents and contractors to apply for and track the progress of permits and licenses, start the application process, or finish an incomplete application. Once the permit or license has been created, the user can request inspections, check the status of the application, and pay permit fees online.



STOREROOM

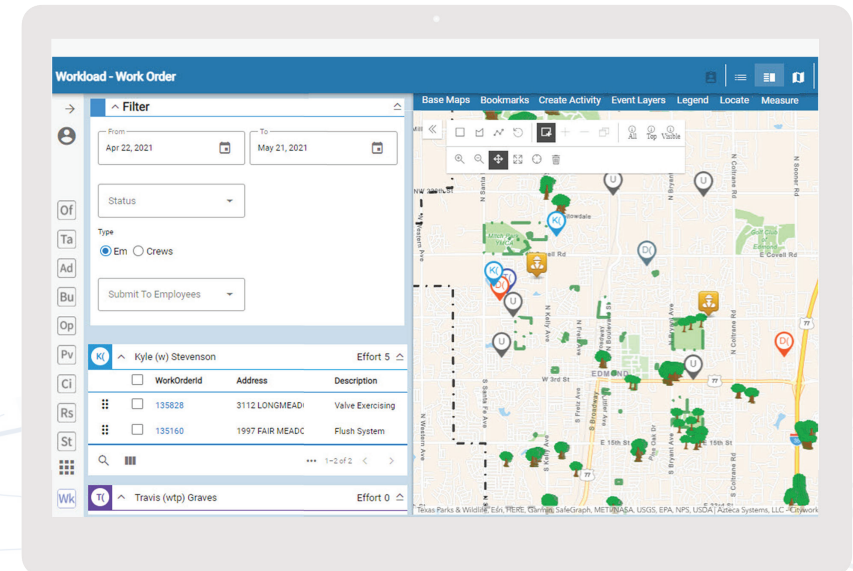
Our warehouse management application is designed to track materials and transactions in a secure environment. As part of a holistic public asset management platform, Storeroom can help organizations reduce material costs, improve inventory levels, and better inform budgetary needs. Storeroom supports barcode scanning and other methods of automated warehouse data collection. Storeroom is also fully integrated with Cityworks Analytics to enable more detailed, visual reports.



St

WORKLOAD

For supervisors who manage field crews and inspectors, juggling employee schedules can be a daunting task. Workload gives supervisors a simple yet powerful interface for reviewing, assigning, and modifying work activities. The application includes a dynamic map interface and allows managers to interact with PLL cases as well as AMS work orders and inspections.

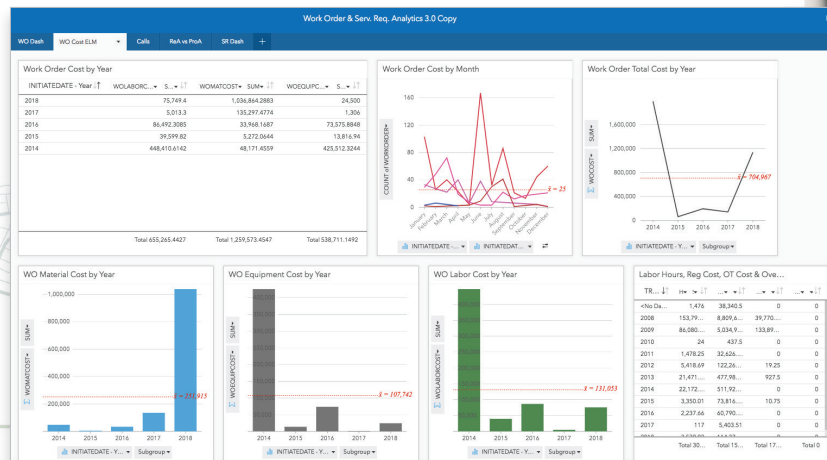


Wk

ANALYTICS

Cityworks Analytics enables organizations to quickly create detailed reports using the information in their database. Analytics is integrated with ArcGIS Insights, Esri's data analytics software made for advanced location intelligence.

Using Cityworks Analytics with ArcGIS Insights allows users to visualize asset data in maps, charts, graphs, and tables. Together, these tools provide valuable information about the operational performance of your organization.



OPERATIONAL INSIGHTS

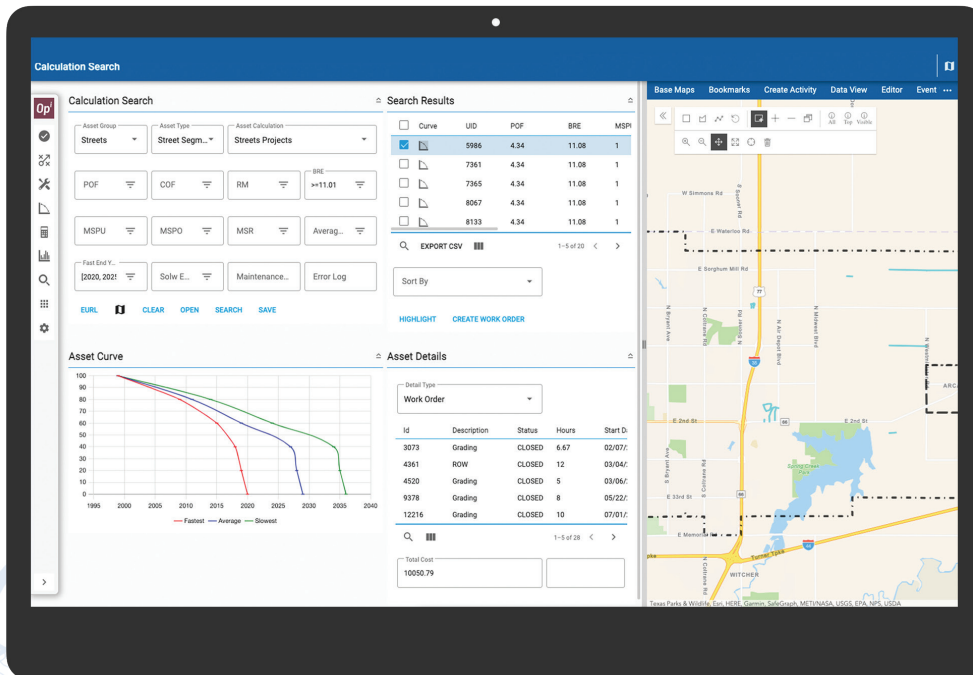
Operational Insights helps organizations identify and assess high-risk assets and establish maintenance strategies to increase their lifespan. This app delves into asset management through the framework of defining risk and tracking maintenance procedures. These risk and maintenance scores are calculated using Esri's ArcGIS, maintenance data, and expected useful life defined by the user.

Potential assets of concern can be identified on the dashboard or map, and work orders can be created using map tools. Operational Insights integrates with ArcGIS Insights, allowing for seamless creation of compiled analysis and data visualizations.

ASSET MANAGEMENT OUTPUTS

Operational Insights generates the following score outputs:

- **Probability of Failure (POF)**
- **Consequence of Failure (COF)**
- **Business Risk Exposure (BRE)**
- **Under Maintained Proactive Maintenance Score (MSPU)**
- **Over Maintained Proactive Maintenance Score (MSPO)**
- **Overall Reactive Maintenance Score (MSR)**
- **Asset Curve's Average End Year**
- **Asset Curve's Fast End Year**
- **Asset Curve's Slow End Year**



Opⁱ



Organizing infrastructure asset data and reporting on large municipal and utility projects can sometimes feel impossible. OpX offers a streamlined experience for managing infrastructure projects and emergency response activities within Cityworks. By configuring projects to consume data from your asset management and

permitting systems, you can monitor the full project lifecycle across multiple departments. OpX provides a single place to review related work activities and assets, quickly access contracts, compare actual costs to estimated costs, and track permit revenue against estimated revenue.



Project Summary > Project Details

Panel Replacement

Details

Name: Panel Replacement Description: Permanent panel replacement

Status: Active Project

Cancelled

No Budget

Start Date: Jul 01, 2021, 12:00 A Finish Date: Jul 30, 2022, 12:00 A

Approved By: (at) Patrick, Danica Assigned To: (ow) Sanchez, Dirona...

Last Modified: Jul 15, 2021 Category:

VIEW AUDIT LOG

Work Activities

Activity Type	Work Order	Work Order Id	Description	Cost
Panel Replacement	136166	136166	Panel Replacement	\$0.00
Panel Replacement	136170	136170	Panel Replacement	\$0.00
Panel Replacement	136171	136171	Panel Replacement	\$0.00
Panel Replacement	136172	136172	Panel Replacement	\$0.00

Related Contracts

Assets Details

VIEW ALL 8 assets selected CLEAR SELECTION

Asset Type: STREETS (4)

ID	OBJECTID	LENGTH
7771	441	1006.72471529
7772	492	641.53264746
7753	1488	824.55739208
7227	4768	384.99520754

Financials

Costs	Estimated Cost	Actual Cost	Variance
Equipment	\$598.00	\$0.00	\$598.00
Labor	\$6,152.00	\$0.00	\$6,152.00
Material	\$2,317.52	\$0.00	\$2,317.52
Total	\$12,068.52	\$0.00	\$12,068.52

Revenue

Case Fee	Estimated Revenue	Actual Revenue	Variance
Case Fee	\$125.00	\$0.00	\$125.00

Comments

ADD COMMENT

(at) Admin, Public Works

2017/03/01, 4:14 AM

@streetmobile FYI this project is contained to just the information



IoT SOLUTIONS

FOR INTELLIGENT ASSET MANAGEMENT

Maintaining essential services throughout your community is a full-time responsibility. But for communities across the globe, constrained resources and aging infrastructure pose steep challenges. In the United States alone, public infrastructure receives a D+ ranking.

A new IoT solution from Cityworks combines the power of ArcGIS, Trimble Unity, and the Trimble Telog family of battery-powered, wireless recorders and sensors. The solution allows utilities to

leverage sensor data, location intelligence, and analytics tools in their asset management strategies by combining the industry-leading Cityworks asset management software with Trimble's Telog® IoT recorders and the latest release of Trimble Unity Remote Monitoring software.

This innovative GIS-centric solution allows organizations to better understand their service levels, work history, emergency response, and capital planning needs.





OFFICE AND RESPOND

Browser-based user experiences optimized for the office and field.



MOBILE APPS

Mobile device user experiences optimized for either an iOS or Android device.



WEB GIS-CENTRIC PLATFORM

Cityworks and ArcGIS provide a full web GIS-centric platform for public asset management, permitting, licensing, and planning.



For more information contact us at:
info@cityworks.com • 801-523-2751 • Cityworks.com

