



Public Works Committee
October 7, 2013
Item 7.1



Hamilton
Public Works

Public Works
Hamilton Water Division

Hansen 8 Presentation

October 7, 2013



- Community
- People
- Processes
- Finance



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Overview

- History of Hansen and the City of Hamilton
- What is “Hansen”?
- Hansen 8 Upgrade Project
- Questions



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History of Hansen and the City of Hamilton

1987 - Purchased to manage fire hydrant inspections, 2 users

1995 - Manages all Water/Wastewater assets, 20 users

1999 - Expanded to Public Works Department, 60 users

2003-2006 - Major expansion in Public Works, 500 users

2012-2014 - Hansen 8 upgrade, supporting 700 users

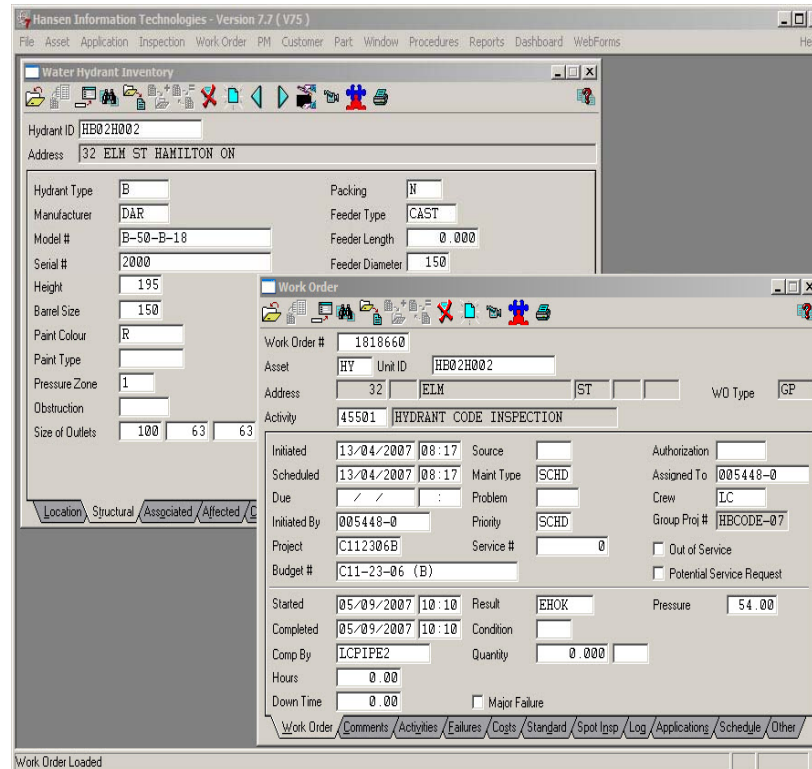


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What is "Hansen"?

First and foremost Hansen is a maintenance management system to manage the condition of assets through work orders and inspections. It allows the Public Works operations to organize, schedule, and assign work to staff and contractors.



Hansen Information Technologies - Version 7.7 (V75)

File Asset Application Inspection Work Order PM Customer Part Window Procedures Reports Dashboard WebForms Help

Water Hydrant Inventory

Hydrant ID: HB02H002
Address: 32 ELM ST HAMILTON ON

Hydrant Type: B Packing: H
Manufacturer: DAR Feeder Type: CAST
Model #: B-50-B-18 Feeder Length: 0.000
Serial #: 2000 Feeder Diameter: 150
Height: 195
Barrel Size: 150
Paint Colour: R
Paint Type:
Pressure Zone: 1
Obstruction:
Size of Outlets: 100 63 63

Work Order

Work Order #: 1818660
Asset: HY Unit ID: HB02H002
Address: 32 ELM ST W.O. Type: GP
Activity: 45501 HYDRANT CODE INSPECTION

| | | | | | |
|--------------|------------------|--|-------|---|-----------|
| Initiated | 13/04/2007 08:17 | Source | | Authorization | |
| Scheduled | 13/04/2007 08:17 | Maint Type | SCHD | Assigned To | 005448-0 |
| Due | / / | Problem | | Crew | LC |
| Initiated By | 005448-0 | Priority | SCHD | Group Proj # | HBCODE-07 |
| Project | C112306E | Service # | 0 | <input type="checkbox"/> Out of Service | |
| Budget # | C11-23-06 (B) | <input type="checkbox"/> Potential Service Request | | | |
| Started | 05/09/2007 10:10 | Result | EHOX | Pressure | 54.00 |
| Completed | 05/09/2007 10:10 | Condition | | | |
| Comp By | LCPPIPE2 | Quantity | 0.000 | | |
| Hours | 0.00 | | | | |
| Down Time | 0.00 | <input type="checkbox"/> Major Failure | | | |

Work Order Loaded





Assets Tracked and Managed

1,290,000 Assets

1,950,000 Work Orders

350,000 Inspections

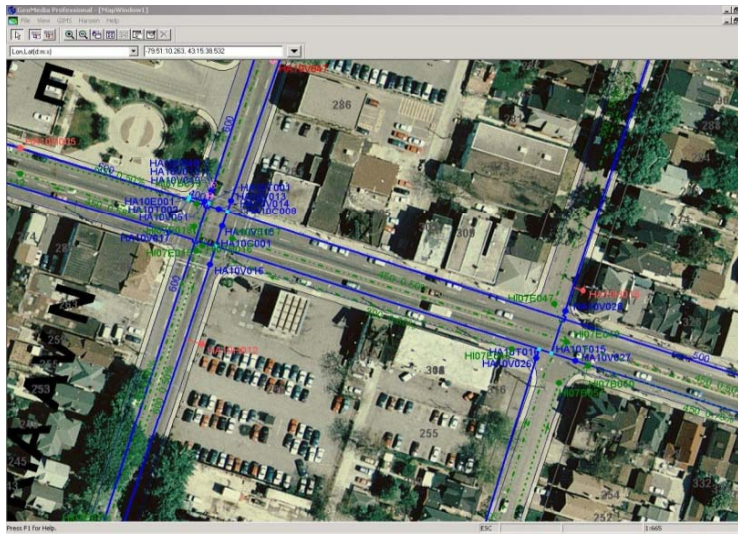
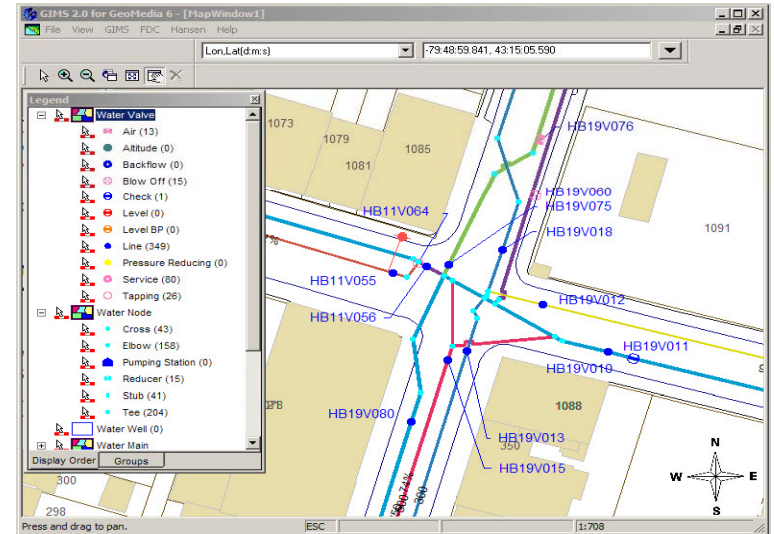
255,000 Addresses

303,000 Parcels

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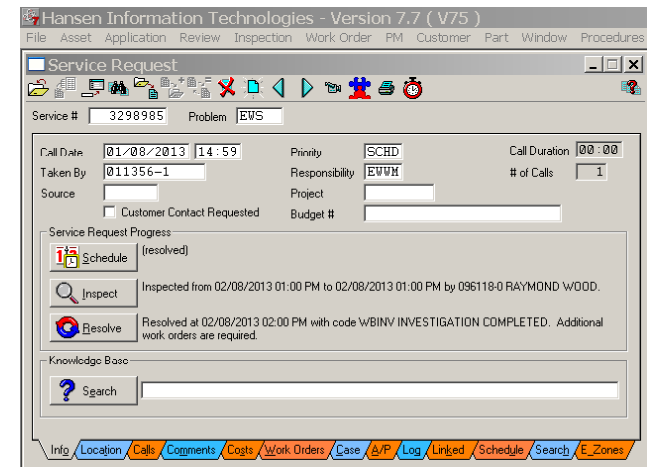
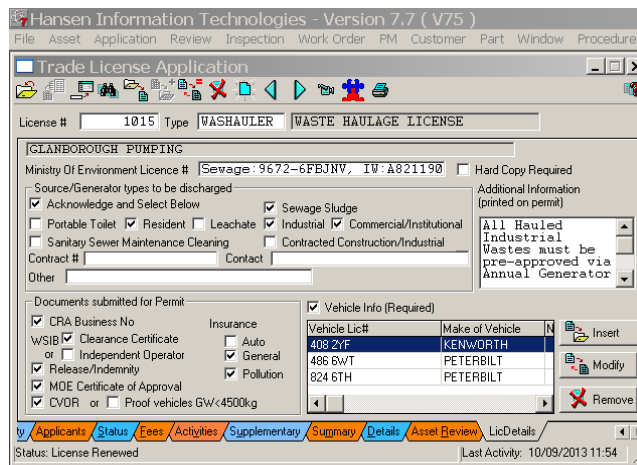


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Supporting Hansen Modules

- Over 2,800,000 Customer Service calls tracked including water services, tree services, traffic signs, snow removal, green carts etc.
- Over 50,000 active licenses tracked including waste hauler, water hauler, backflow, water - sewer service line repair applications and dog licences





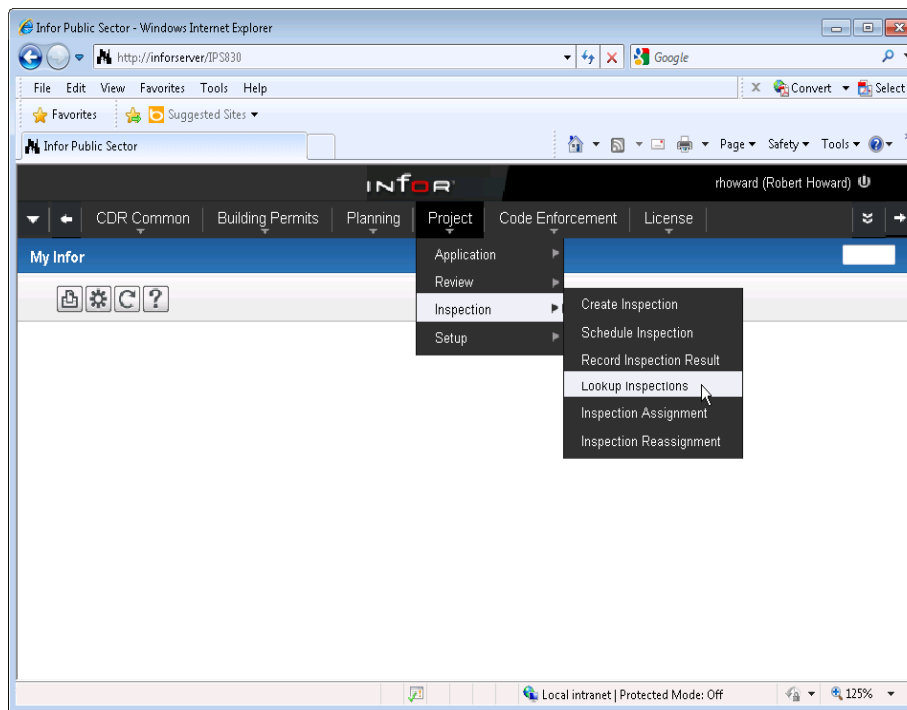
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Hansen 8 Upgrade Project

- It is a major upgrade from a Client Server application to a Web based application.
- Last upgrade was completed twelve years ago.
- It affects 700 users mainly in Public Works with approximately 150 users outside Public Works.





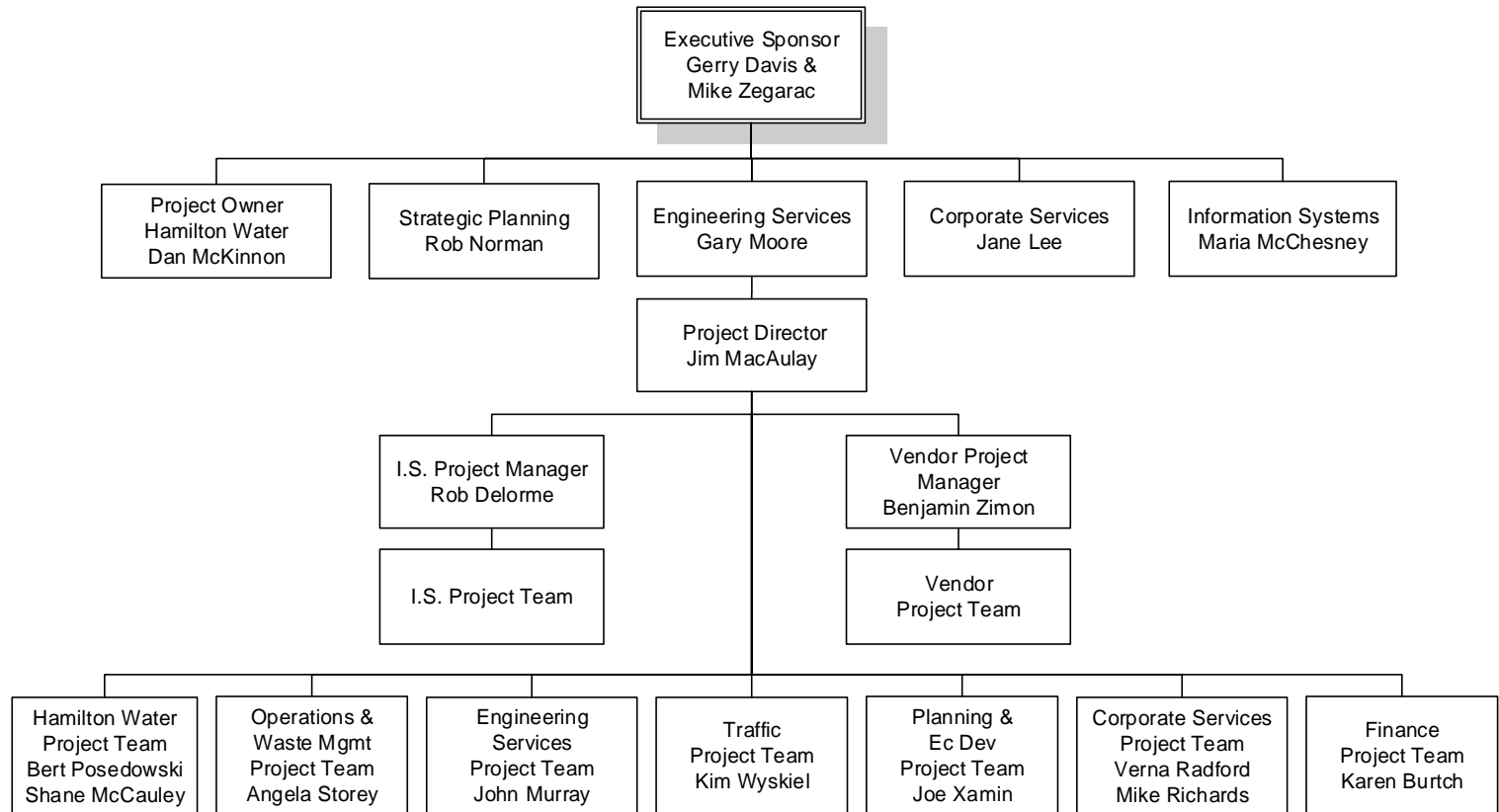
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Hansen 8 Steering Committee

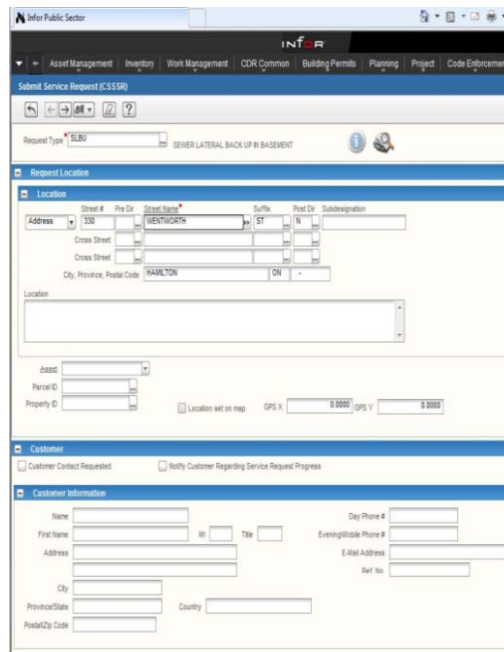
Steering Committee





Hansen 8 Upgrade Project Phases

- It is a two year project with cost of \$1.3 million
- Project is within budget and on schedule
- The project is divided into three phases: Phase 1 is complete, Phase 2 by the end of 2013, with Phase 3 by the end of 2014



Submit Service Request (CSSSR)

Request Type: SEWER LATERAL BACK UP IN BASEMENT

Request Location

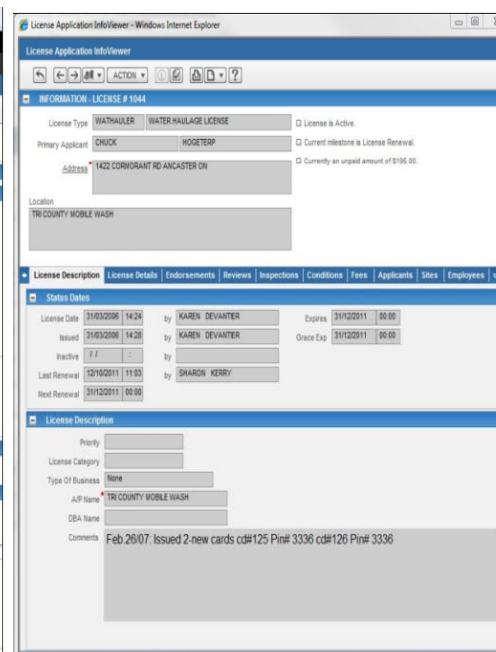
Address: 330 WENTWORTH ST, HAMILTON ON

Customer

Customer Contact Requested: Notify Customer Regarding Service Request Progress:

Customer Information

Name: _____ Title: _____ Day Phone #: _____
 First Name: _____ Last Name: _____ Evening/Mobile Phone #: _____
 Address: _____ Email Address: _____
 City: _____ Dist. No.: _____
 Province/State: _____ Country: _____
 Postal/Zip Code: _____



License Application InfoViewer - License # 1944

License Type: WATERHAULER WATER HAULAGE LICENSE License is Active

Primary Applicant: CHUCK ROGETER Current milestone is License Renewal

Address: 1422 CONROBERT RD ANCASTER ON Currently an unpaid amount of \$195.00

Location: TRI COUNTY MOBILE WASH

License Description

Priority: _____

License Category: _____

Type Of Business: None

A/P Name: TRI COUNTY MOBILE WASH

DBA Name: _____

Comments: Feb 26/07: Issued 2 new cards cdr#125 Pin# 3336 cdr#126 Pin# 3336

Status Dates

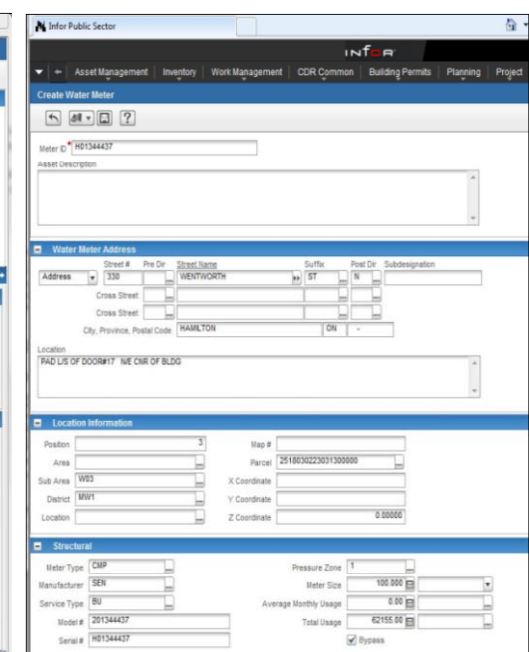
License Date: 3/10/2006 14:24 by: KAREN DEVAINTER Expires: 3/10/2011 00:00

Issued: 3/10/2006 14:28 by: KAREN DEVAINTER Grace Exp: 3/10/2011 00:00

Inactive: 7/7 by: _____

Last Renewal: 12/10/2011 11:03 by: SHARON KERRY

Next Renewal: 3/10/2011 00:00



Create Water Meter

Meter ID: H1344437

Asset Description: _____

Water Meter Address

Address: 330 WENTWORTH ST, HAMILTON ON

Location: 1940 LIS OF DOOR#17 WE CUR OF BLDG

Location Information

Position: _____ Map #: _____

Area: _____ Parcel: 251803022031300000

Sub Area: W05 X Coordinate: _____

District: MW1 Y Coordinate: _____

Location: _____ Z Coordinate: 0.00000

Structural

Meter Type: CWP Pressure Zone: 1

Manufacturer: SEN Meter Size: 100.000

Service Type: BJ Average Monthly Usage: 0.00

Meter #: 201344437 Total Usage: 62155.00

Serial #: H1344437 Bypass



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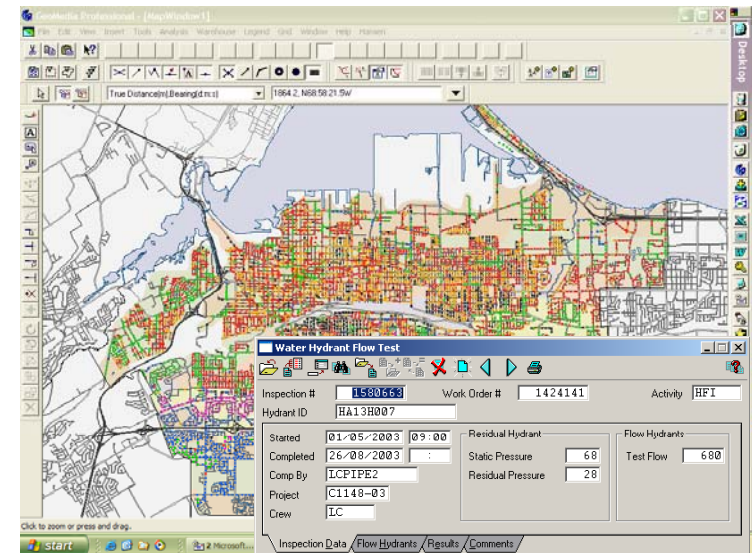
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Hansen 8 Upgrade Process

- Converting all assets, work orders, inspections, addresses, parcels, customer service calls and permits
- Rebuilding over 500 reports
- Developing interfaces to Hansen 7, PeopleSoft and GIS
- Testing and User Training for 700 staff
- Data conversion by Hansen, upgrade is done by City staff under Hansen guidance

Report Title: Storm Event Service Request Calls Details (Flood Related).rpt
From: 25/07/2009 To: 27/07/2009

| | EFLD: PROPERTY FLOODED BY GROUND | Roadway Flooding (see comments for details) | SLBU: SEWER LATERAL BACK UP IN BASEMENT | Total Calls |
|--------------------|----------------------------------|---|---|-------------|
| Total Calls | 52 | 208 | 470 | 730 |
| BLANK | 0 | 1 | 0 | 1 |
| WARD 01 | 1 | 2 | 3 | 6 |
| WARD 02 | 0 | 7 | 5 | 12 |
| WARD 03 | 0 | 8 | 7 | 15 |
| WARD 04 | 18 | 30 | 172 | 220 |
| WARD 05 | 12 | 45 | 143 | 200 |
| WARD 06 | 9 | 42 | 65 | 116 |
| WARD 07 | 4 | 12 | 20 | 36 |
| WARD 08 | 0 | 4 | 1 | 5 |
| WARD 09 | 1 | 15 | 21 | 37 |
| WARD 10 | 5 | 20 | 29 | 54 |
| WARD 11 | 1 | 10 | 2 | 13 |
| WARD 12 | 0 | 8 | 0 | 8 |
| WARD 13 | 1 | 2 | 2 | 5 |
| WARD 14 | 0 | 1 | 0 | 1 |
| WARD 15 | 0 | 1 | 0 | 1 |





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Hansen 8 Upgrade Challenges

PC upgrades Windows 7-8

- Ensure Hansen 7 runs on new Microsoft platforms and PC's

Redevelopment of Web

- Takes resources from Hansen 8 online license applications

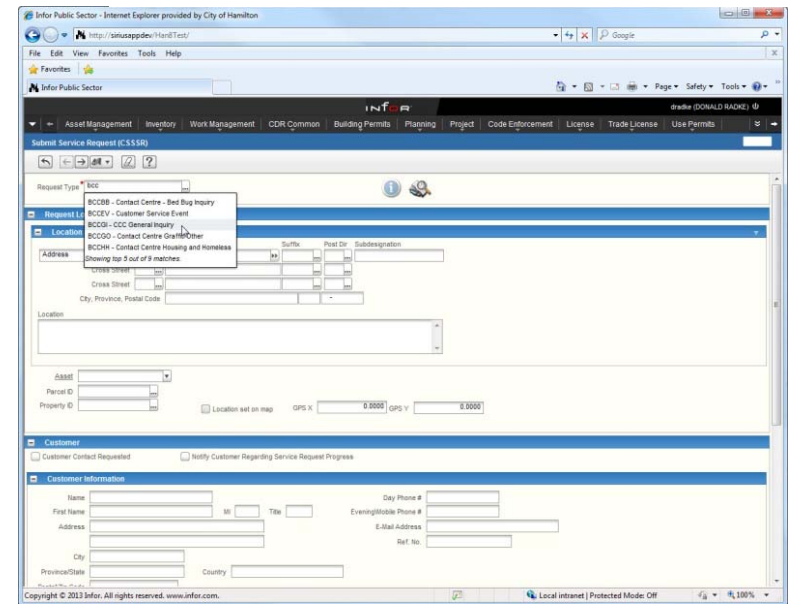
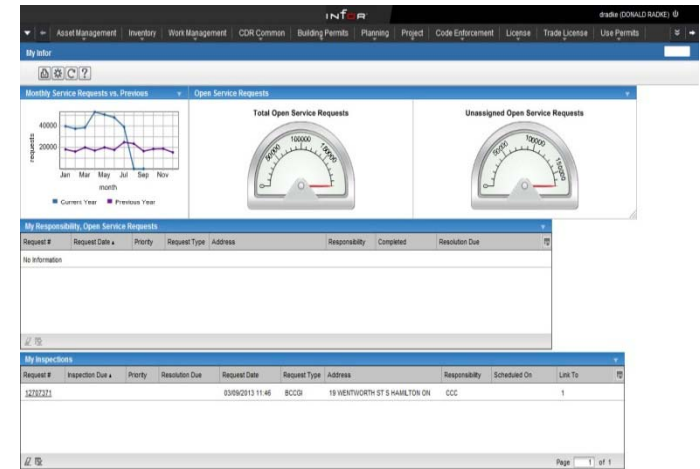
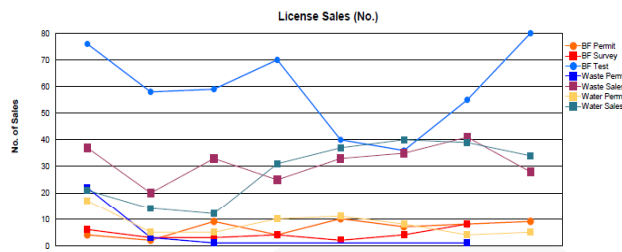
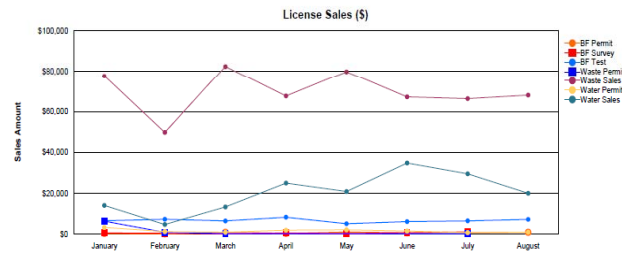
Release of Hansen Version 8.3

- Upgrade now or at the end of the project



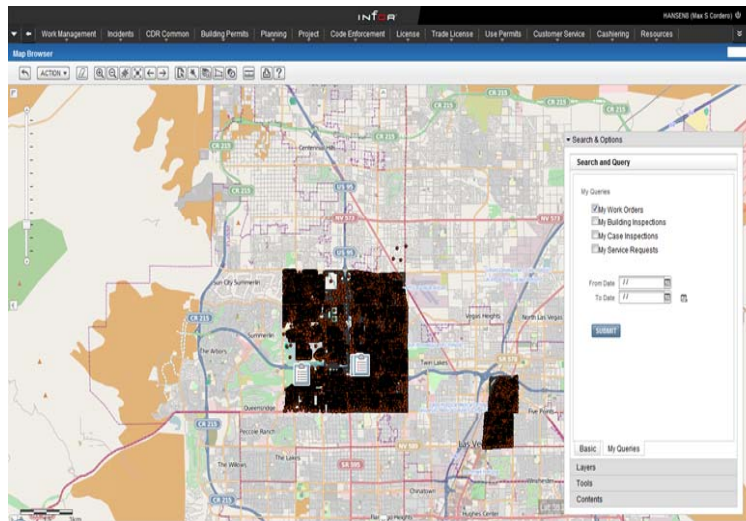
Hansen 8 Features

- Web based, with Google like auto fill, reduced keystrokes
- User defined dashboard
- Ability to customize layout
- Export queries directly to excel
- Auto e-mailing reports to staff/Councillors



Hansen 8 into the Future

- Technology for tablets, smart phones, barcoding
- Integrated GIS, start work orders from the map
- Citizen focused-self serve from their Smart phones
- Planning workshop for Councillors





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QUESTIONS?