

MEMORANDUM

July 7, 2016

TO: Planning, Housing, and Economic Development (PHED) Committee

FROM: Marlene Michaelson, Senior Legislative Analyst

SUBJECT: Update – SmartParks

The Committee will receive a briefing on SmartParks, the Department of Parks' primary asset management, inventory, and work order system. The Council first approved funding for SmartParks after learning in a 2002 Office of Legislative Oversight (OLO) Report that similar systems were used by progressive park systems across the country as a way to maximize operational efficiency. Attached on © 1 is a memorandum from the Department of Parks.

SmartParks allows parks management to track and report time and material spent by staff in routine preventive maintenance, service requests, and major maintenance projects. Information from SmartParks is used to support budget preparations, determine the impacts of new park development, track performance measures, and to help calculate the operation costs of amenities within the parks system.

The old SmartParks system (Facility Focus) primarily served as a work order system. The new SmartParks system (Infor EAM), was launched on November 13, 2014. It is a full replacement of the old system, with the following enhancements: web-based; configurable interface; dashboard displays; user accessible reporting tools; and mobile technology support. It can integrate with other Commission systems like fleet, energy monitoring, financial, Human Resource, and procurement. The goal of the new system is to serve as a data-driven decision support tool, providing managers performance tracking dashboards and one true source of parks operations information.

The SmartParks system is being used to support several department-wide mandates and initiatives, including:

- **ADA compliance tracking** – The system is being configured to track and remediate physical barriers in parks. Parks staff will begin using the system this fall.
- **Pesticide application** – The system is being used to capture all the data available on the pesticide application reporting form. Operations staff have been using SmartParks since January to capture pesticide application and alternative methods within SmartParks.

- **Gained efficiencies** – SmartParks data has been used to inform staff on the need for pedestrian bridge and hard surface court inspections; standardize safety inspections across the department; allocate resources to tree crews and trail maintenance crews; and support continuity of information with staff changes.

It appears that the new system will better accomplish the Council's original goals to track activities in a way that could lead to increased efficiencies.

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MONTGOMERY COUNTY DEPARTMENT OF PARKS
THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

MEMORANDUM

DATE: June 21, 2016
TO: Planning, Housing & Economic Development (PHED) Committee
FROM: John Schlee, SmartParks Manager
SUBJECT: SmartParks Briefing

SmartParks is the Department of Parks' primary asset management, inventory, and work order system. It allows parks management to track and report time and material spent by staff in routine preventive maintenance, service requests, and major maintenance projects. Information from SmartParks is used to support budget preparations, impacts of new park development, track performance measures, and to help calculate the operation costs of amenities within the parks system.

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