



**Sustainable Communities**  
**Sharing Knowledge**

## Asset Management Practice stream

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The FAMIS Story

- Frankston overview
- System Implementation
- Key benefits
- Lessons learnt

# Frankston Overview





Municipality area 131 square kilometres  
with 10 kilometres of beachfront





Population of over 133,000





Covers 9 suburbs







Staff employed - 988



# \$1.8 billion assets









- System purchased in 2008
- Several implementations failed
- The expectation was that the system will address some of the asset management practices



- Process review: common reactive maintenance management approach
- Risk based prioritisation of works
- Initial assessment of all reactive works
- Performance standards



- Executive Sponsor and support
- Project Control Group
- Project Sponsor
- New project team
- Support from IT, Operations Centre, Customer Services

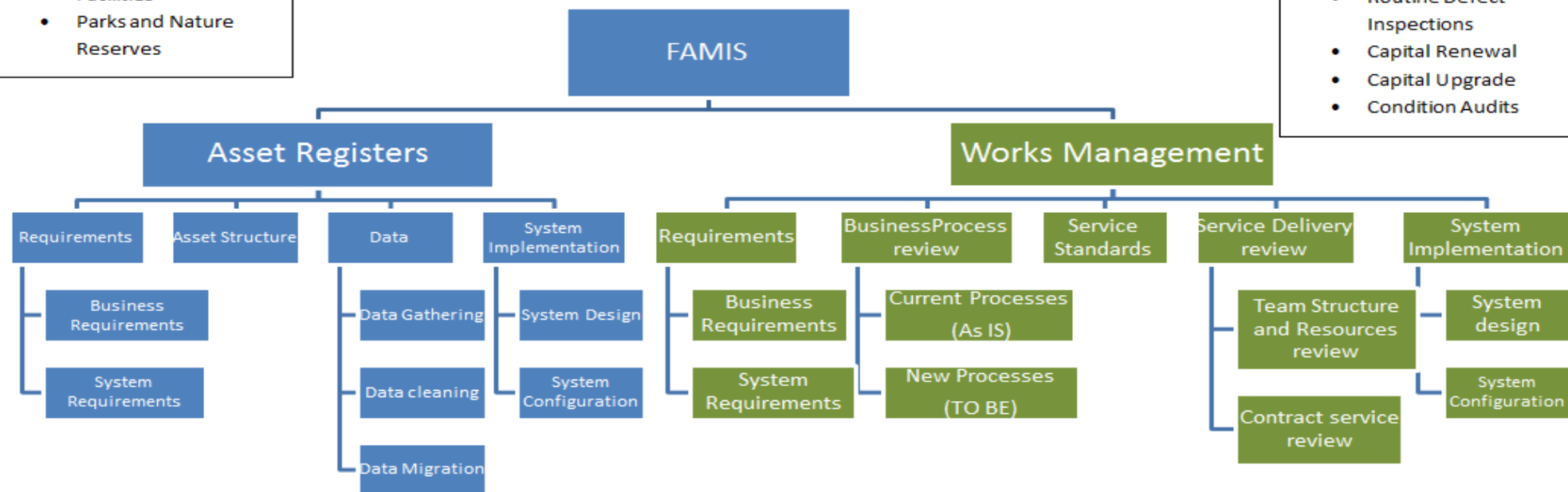
# FAMIS Implementation - Work Breakdown Structure

## Assets:

- Roads and roads related
- Facilities
- Parks and Nature Reserves

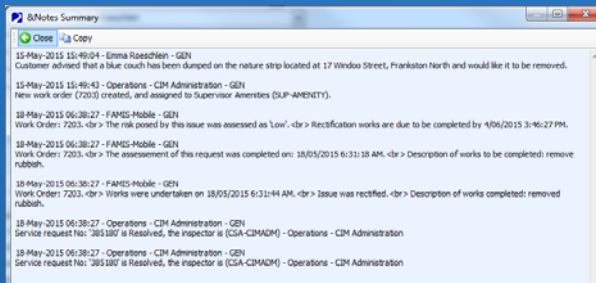
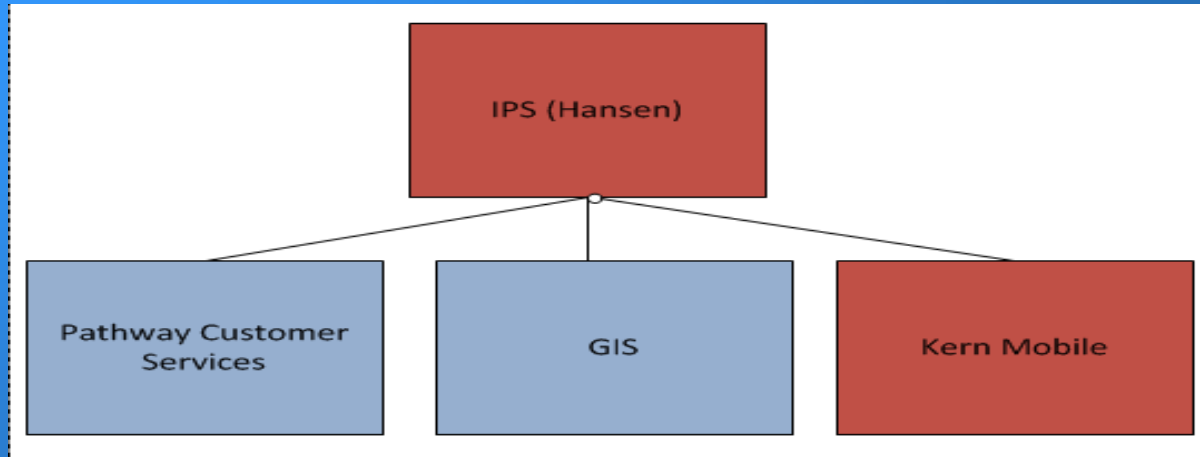
## Work Types:

- Reactive WM
- Routine Maintenance
- Routine Defect Inspections
- Capital Renewal
- Capital Upgrade
- Condition Audits





# System Architecture

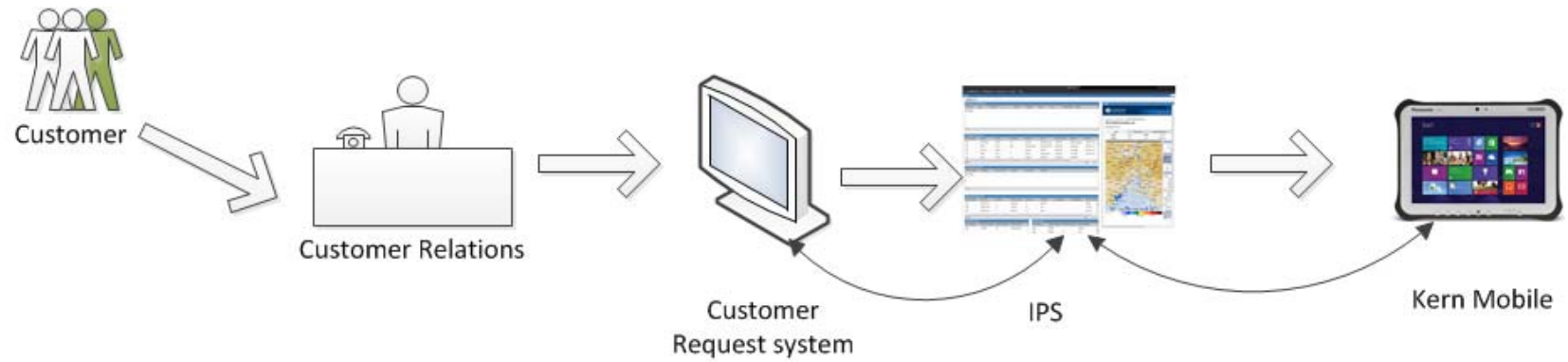


Open [?] ?

IA Initial Assessment - Page 1/2 - 34 Sibyl AV FRANKSTON SOUTH

Site	14/07/2014 01:11 PM	Work Requested	Potholes filled
Inspected By	Staffing	Contact customer?	Yes No
Public Safety Risk	High	Safe Work Method	SWM RS 01
Public Safety Risk Assessment Process		Safe Work Method Link	
Failure Description	RS 002 - Potholes - 50mm deep in depth and/or >	Additional safety sig. required?	None
Failure Quantity	10	Will you complete TW now?	Yes No
Failure Unit Type	Item		
Failure Cause	Ageing Asset		

1:12 PM Online



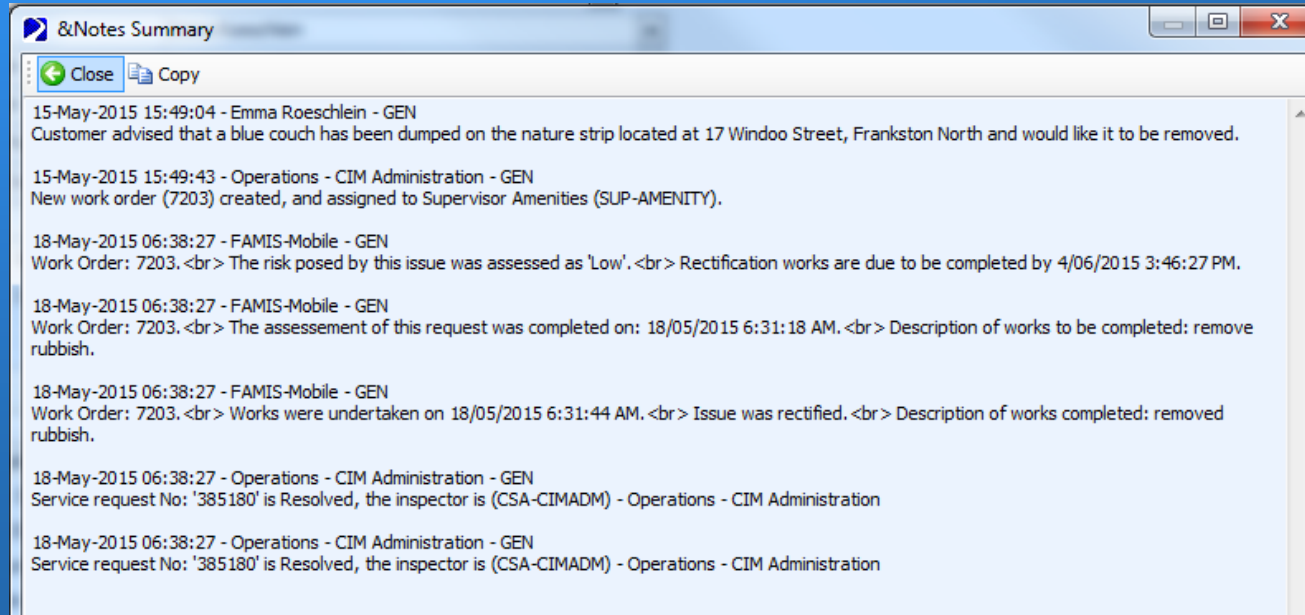


- Improved Customer Response
- Operational Efficiencies
- Evidence Based Decision Making
- Better Risk Management



# Improved Customer Response

- Improved ability to give customers detailed and accurate information.
- Customer requests are automatically updated with information collected in the field real time.

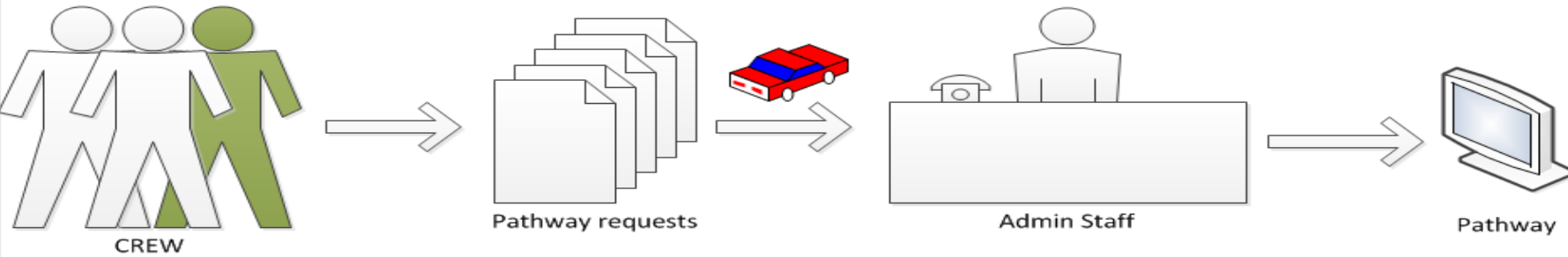




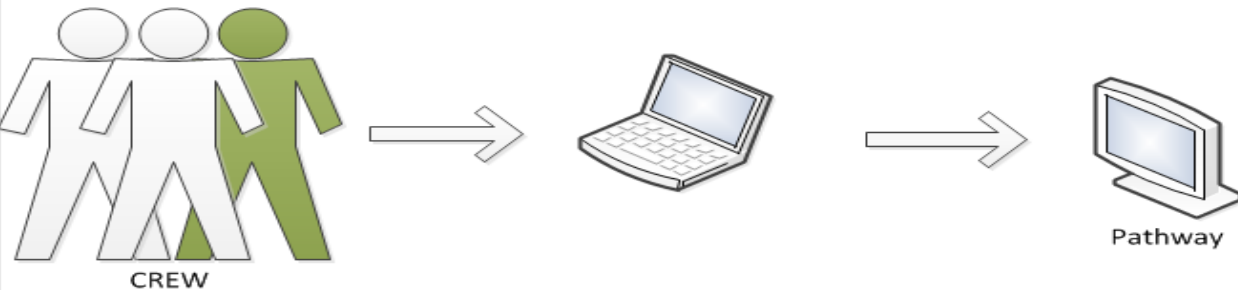
# Previous Process

## Updating Pathway request process

### Before



### After



# Benefits and Cost Savings

## Benefits:

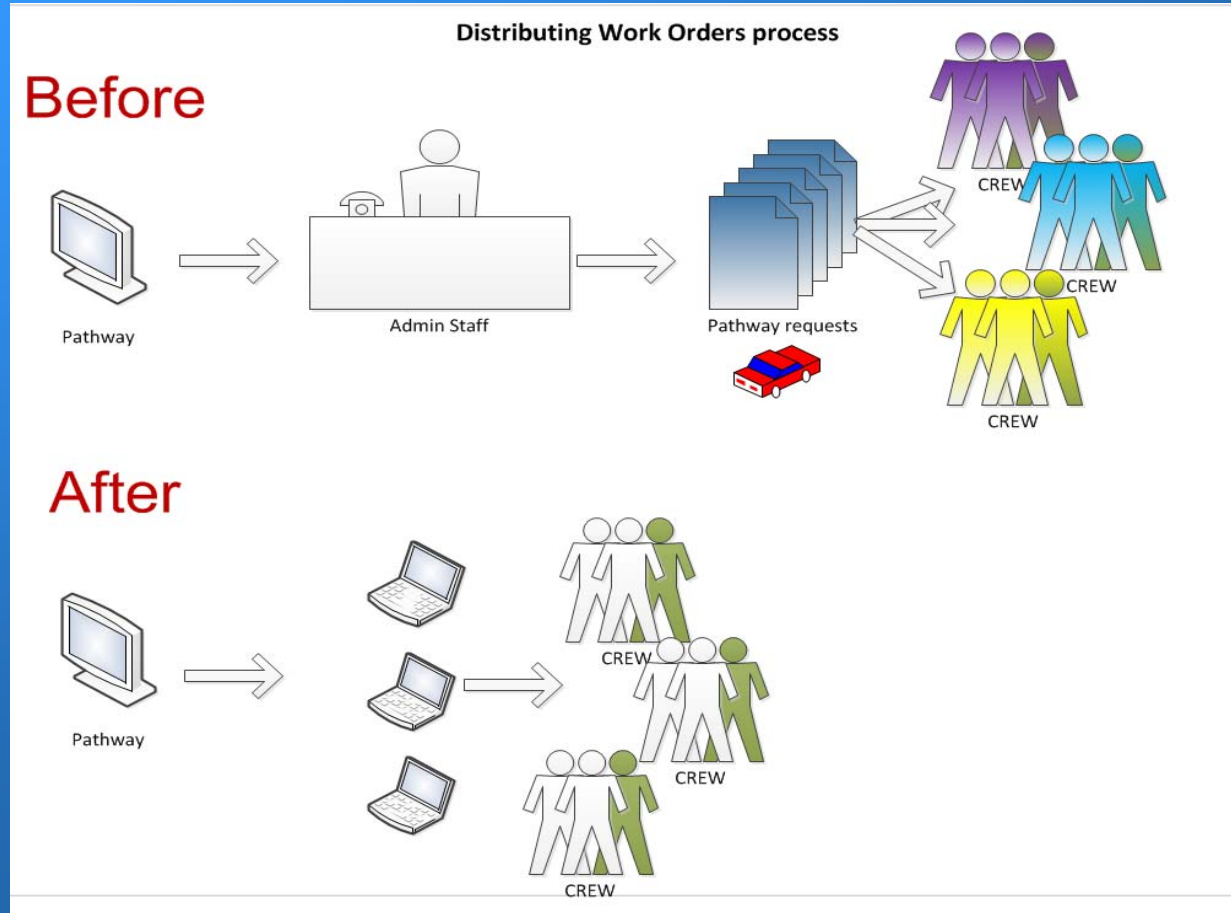
- Better customer service: ability to give customer up-to-date, accurate information about the status of their request.
- More detailed information is available
- Lesser need to put a call through to the Op Centre
- Improved image of the organisation

## Cost savings:

Efficiency Gain	Time	\$
Admin staff costs	7 min per request * 600 requests p/m (one dept) = 70 hours	\$2,450 per month



- Calls logged by customer services appear in FAMIS in less than a minute.
- Work Orders are automatically allocated to the correct officer for initial assessment.





# Cost Savings

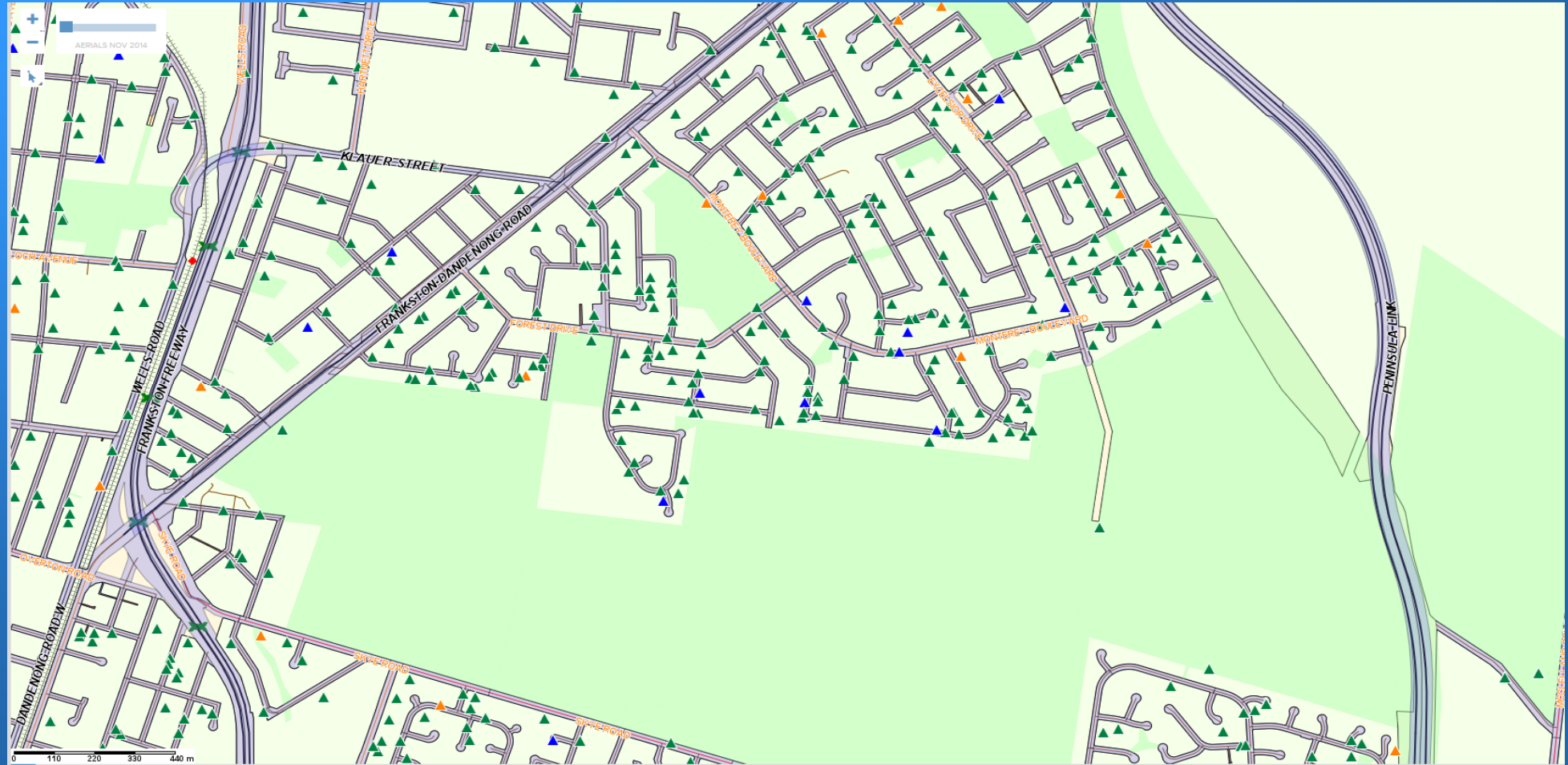
Efficiency Gain	\$
Colour paper with double sided printing	\$15 per ream \$17 printing cost per ream
Cost of Crew	
•Camel and 2 Crew	\$240 ph
•Small Truck and 2 Crew	\$100 ph
•Crew Member	\$35 ph
•Supervisor	\$45 ph
Admin Time	\$35 ph

- Initial assessment
  - Check of duplicates
  - Allocate staff
  - Describe works
  - OHS requirements
  - Batching works





# Operational Efficiencies

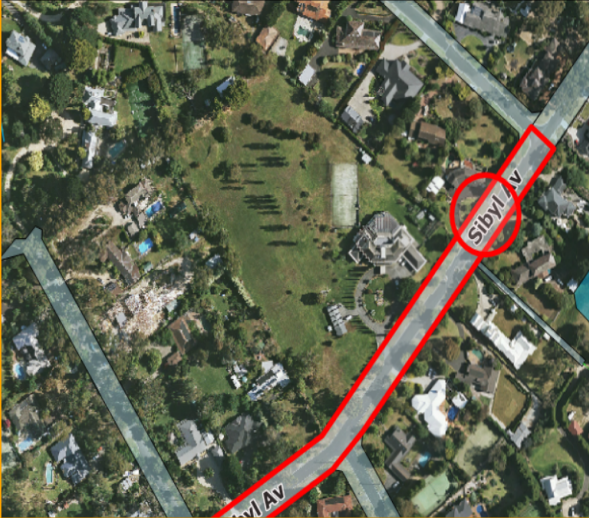


# Operational Efficiencies

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Map - 34 Sibyl AV FRANKSTON SOUTH

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### Asset Information

Asset	Attribute	Value
Usage Area: RRSIBYLAVEFS2	DescriptionUsageArea	RR: SIBYL AVENUE, FRANKSTON SOUTH - from AJANA LANE to ST IVES AVENUE
	Code	RRSIBYLAVEFS
	Zone	22
	GISID	412802
	AssetType	Usage Area

✓

Selected Asset: Usage Area: RRSIBYLAVEFS2

Scale: 2,500

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Map - 34 Sibyl AV FRANKSTON SOUTH

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Selected Asset: Property: Feature

Scale: 2,500

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## Centralised Asset Registers:

- One source of truth
- No more duplication of efforts in collecting, storing and maintaining data.
- More accurate data
- Maintenance history is recorded against assets





- Information that had been previously unavailable is now recorded real time in the field.
- System collects maintenance data against the affected asset.
- Reports are used to monitor compliance with service levels and guide workflow improvements.



## FAMIS - WEEKLY Rectification Work 7 DAYS PRIOR TO OVERDUE Report

Report Printed Date & Time: 15/05/2015 2:43:26PM

Row #	Work Order Number	Due Date	Activity Type	NbrOfDays Prior to OVERDUE	Allocated To
CRW-URGENT					
1	7135	21/05/2015	Drainage Pit Lid Maintenance	6	SUP-DRAIN S
2	7155	21/05/2015	Drainage Pit Lid Maintenance	6	SUP-DRAIN S
3	7189	22/05/2015	Drainage Pit Lid Maintenance	7	SUP-DRAIN S
SubTotal:		CRW-URGENT		3	
PENPORT					
4	6717	18/05/2015	Clear Obstructions - Naturestrip	3	SUP-AMENI TY
5	6784	20/05/2015	Clear Obstructions - Naturestrip	5	SUP-AMENI TY
6	6799	21/05/2015	Clear Obstructions - Naturestrip	6	SUP-AMENI TY
7	6832	22/05/2015	Clear Obstructions - Naturestrip	7	SUP-AMENI TY
SubTotal:		PENPORT		4	

# RMP Compliance Report



## FAMIS - Previous Month - Rectification Work Performance Report By Responsible Team

FROM RW Due Date: 1/04/2015 TO RW Due Date : 30/04/2015

For Responsible Team: CIM Team

No. WOs RW DUE	No. WOs RW COMPLETED ON TIME	% WOs RW COMPLETED ON TIME	No. WOs RW OVERDUE	No. WOs RW OUTSTANDING (ie Not Yet Due)	% WOs In GROUP PROJECT	No. WOs RW REFERED To CAPITAL	TOTAL TIME SPENT (Hours)	AVERAGE TIME SPENT (Hours)
<u>Asset Class:</u> Drainage								
D-REA-001 Clear Blocked Drainage Pits								
61	58	95%	3	0	0%	0	271.94	4.61
D-REA-003 Drainage Pit Structure Maintenance								
1	1	100%	0	0	0%	0	1.64	1.64
D-REA-004 Drainage Pit Surrounds Maintenance								
10	10	100%	0	0	0%	0	3.85	0.39
D-REA-005 Drainage Pit Lid Maintenance								
17	12	71%	5	0	0%	0	2.42	0.15





## FAMIS - Monthly - CIM KPI Report For CurFinYear Group By Month

FROM IA Due Date : 1/07/2014

TO IA Due Date : 30/06/2015

No. WOs IA DUE	No. NOs IA COMPLETED ON TIME	% WOs IA COMPLETED ON TIME	No. WOs IA Not COMPLETED ON TIME	No. WOs IA OVERDUE	No. WOs IA OUTSTANDIN G (ie Not Yet Due)	No. WOs IA DUMPED RUBBISH	No. WOs IA ON - SITE
<u>Month/Year</u> 1 / 2015							
915	774	84%	135	7	0	258	628
<u>Month/Year</u> 2 / 2015							
650	559	86%	91	0	0	220	405
<u>Month/Year</u> 3 / 2015							
745	619	83%	127	0	0	196	563
<u>Month/Year</u> 4 / 2015							
546	454	83%	92	0	0	198	444
<u>Month/Year</u> 5 / 2015							
344	312	97%	12	0	20	103	339
<u>Month/Year</u> 7 / 2014							
174	91	52%	77	7	0	94	129

# \$ Dumped Rubbish



## Work Order Cost Viewer (WCV)




Search **List**

Grand Total : \$59,806.10 (884 records)

Work Order #	Activity	Asset Type	Unit ID	Completed	Subtot...	Contractor Cost	Labor Cost	Material Cost	Tool Cost	Vehicle Cost	Extra Item Cost	PEC
<a href="#">4331</a>	NS-REA-001	Usage Area	RRLYREBIRDDRC16	23/01/2015	\$0.32	\$0.00	\$0.32	\$0.00	\$0.00	\$0.00	\$0.00	
<a href="#">4486</a>	NS-REA-001	Usage Area	RRCOOLGARDIESTFN1	30/01/2015	\$0.32	\$0.00	\$0.32	\$0.00	\$0.00	\$0.00	\$0.00	
<a href="#">5068</a>	NS-REA-001	Usage Area	RRCBRNE-FSTONRDL12	25/02/2015	\$0.32	\$0.00	\$0.32	\$0.00	\$0.00	\$0.00	\$0.00	
<a href="#">6657</a>	NS-REA-001	Usage Area	RRLUCERNECRESF1	4/05/2015	\$0.32	\$0.00	\$0.32	\$0.00	\$0.00	\$0.00	\$0.00	
<a href="#">6667</a>	NS-REA-001	Usage Area	RRSEAFORDRDSE4	30/04/2015	\$0.32	\$0.00	\$0.32	\$0.00	\$0.00	\$0.00	\$0.00	
<a href="#">6708</a>	NS-REA-001	Usage Area	RRHEATHERHILLRDF7	28/04/2015	\$0.32	\$0.00	\$0.32	\$0.00	\$0.00	\$0.00	\$0.00	
<a href="#">6725</a>	NS-REA-001	Usage Area	RRMONTEREYBVDFN5	30/04/2015	\$0.32	\$0.00	\$0.32	\$0.00	\$0.00	\$0.00	\$0.00	
<a href="#">6756</a>	NS-REA-001	Usage Area	RRAUSTINRDSE4	30/04/2015	\$0.32	\$0.00	\$0.32	\$0.00	\$0.00	\$0.00	\$0.00	
<a href="#">6765</a>	NS-REA-001	Usage Area	RRFELLOWESSTSE2	30/04/2015	\$0.32	\$0.00	\$0.32	\$0.00	\$0.00	\$0.00	\$0.00	

# \$ Pothole Repair



Work Order Cost Viewer (WCV)								
								
Search <b>List</b>								
Grand Total : \$7,295.64 (135 records)								
Work Order # ▲	Activity	Asset Type	Unit ID	Completed	Subtotal	Contractor Cost	Labor Cost	Material Cost
<a href="#">1133</a>	RS-REA-001	Usage Area	RROVERPORTRDFS2	5/08/2014	\$122.10	\$0.00	\$32.10	\$0
<a href="#">1134</a>	RS-REA-001	Usage Area	RRWEDGERDCD1	15/07/2014	\$36.05	\$0.00	\$16.05	\$0
<a href="#">1138</a>	RS-REA-001	Usage Area	RRSIBYLLANEFS1	18/08/2014	\$157.25	\$0.00	\$157.25	\$0
<a href="#">1140</a>	RS-REA-001	Usage Area	RRHUMPHRIESRDFS4	15/07/2014	\$36.05	\$0.00	\$16.05	\$0
<a href="#">1145</a>	RS-REA-001	Usage Area	RRHEATHERHILLRDF11	8/07/2014	\$153.00	\$0.00	\$32.10	\$0
<a href="#">1146</a>	RS-REA-001	Usage Area	RRFERNDALDRF1	8/07/2014	\$104.20	\$0.00	\$64.20	\$0
<a href="#">1149</a>	RS-REA-001	Usage Area	RRHAVANACRESF1	12/08/2014	\$84.20	\$0.00	\$64.20	\$0
<a href="#">1157</a>	RS-REA-001	Usage Area	RRPLOWMANPLF1	9/10/2014	\$230.09	\$0.00	\$220.00	\$0
<a href="#">1159</a>	RS-REA-001	Usage Area	RRWILLIAMSSTF1	15/07/2014	\$200.50	\$0.00	\$160.50	\$0
<a href="#">1163</a>	RS-REA-001	Usage Area	RRUNIONRDL1	15/07/2014	\$16.45	\$0.00	\$16.05	\$0

- Improved transparency and a risk-based approach improves Council's protection in case of litigation.
- Maintenance response times are prioritised based on public safety risk.
- Temporary works are undertaken for Extreme & High risk issues.
- Enhanced OHS in the field
- Ability to monitor and demonstrate the compliance with RMP



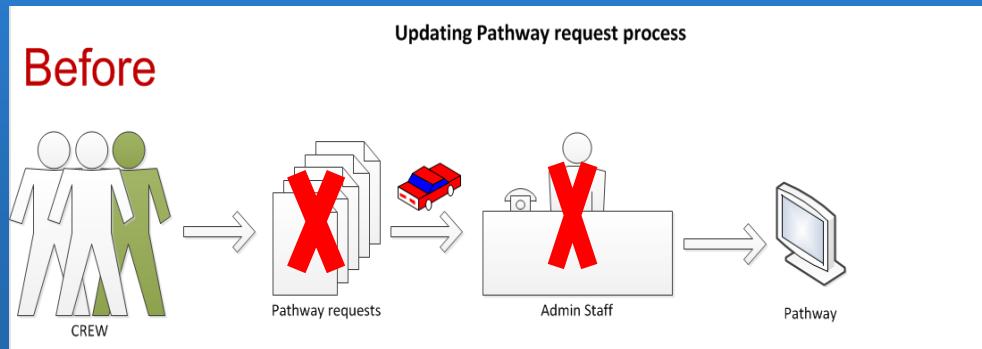


## \$ Cost benefit

- Better protection in case of litigation due to solid data and record keeping
- Reduced insurance premiums
- Administrative efficiencies

No reliance on paper records

Easier to find relevant records (minutes vs days)



- Successful adoption of the new system
- Appetite for continued refinement and improvement
- Recognition of achieved benefits and untapped potential
- Micro analysis of business processes identified and addressed gaps, deficiencies, inefficiencies and duplicates
- Best Practice is now compulsory

- Process improvements before system
- Appropriate resourcing
- Executive support and sponsorship
- Improvement evolution

