

Recognizing the Best in County Government Programs!



2013 Achievement Awards

ATTN: 2013 Achievement Awards Program
Virginia Association of Counties
1207 East Main Street, Suite 300
Richmond, Va. 23219-3627

Call for Entries



2013 VACo Achievement Awards

Deadline: June 1, 2013

Application Form

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2013.**

Program Information

Locality York County

Program Title "Go Web and Go Wireless"

Program Category Information Technology

Contact Information

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Title Public Information Coordinator

Department County Administration

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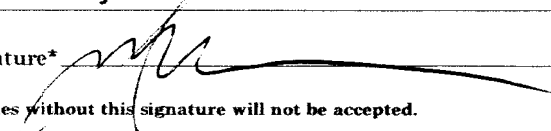
Fax # 757-890-3315

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Signature of county administrator or chief administrative officer

Name James O. McReynolds

Title County Administrator

Signature* 

*Entries without this signature will not be accepted.

2013 VACo Achievement Award Program
York County, Virginia
“Go Web and Go Wireless”

York County is home to about 66,000 residents and has 50 public facilities totaling approximately 500,000 square feet. In April of 2012 the Facilities Maintenance Division vastly improved its asset management system by deploying hand held tablets to field technicians. These small portable web based units are cost effective, user friendly, allow real time updates to technicians and management enabling the division to expedite service delivery and provide staff with on site asset information at their fingertips anywhere in the county. Tablets have also provided the county with the means to “go green” and install a paperless work order system reducing operational costs, improving security, increasing productivity and reducing storage space.

Over the last few years, rising energy costs, growing environmental concerns and declining budgets have presented several challenges to local governments trying to satisfy demand for more and better facilities and services. With these reductions in mind the Facilities Maintenance Division embarked on a plan to improve its business management model. The deployment of web based hand held tablets resulting in the implementation of a paperless work order system has enhanced the division's ability to track employee productivity, manage assets and inventory, improve customer service, provide superior security and at the same time be environmentally sound utilizing less resources and reducing operational costs.

Growing economic concerns, reduced work forces, growth in demand for premium customer service, and cutting long term operating costs were driving factors with the implementation of the new business management model. Providing service delivery for over 3,000 work request last year, with over 120 locations and tracking asset inventory for over 800 pieces is truly a daunting task. Deploying web based tablets has improved the division's ability to track this equipment inventory, scan and save information and provide service in a timely efficient manner.

With the deployment of web-based tablets and paperless work order system several benefits were realized:

- Increased productivity - Immediately retrieving scanned documents, invoices and files. When you need a paper file it is inevitably at the bottom of a large stack of files difficult or impossible to find.
- Improved Customer Service - No longer do we say let me check the documents and get back with you. Our information is now at our fingertips, resolving questions and concerns in a timely manner.
- Reducing operational costs - The division has reduced its operational budget purchasing less paper, ink and toner.
- Provide enhanced security - Paper documents are subject to risk by theft and destruction from disaster. Web-based hand-held tablets can limit access to sensitive information and digital files can always be found and are backed up.
- Work flow - Routing of work requests directly to the proper technicians reduces supervisory time and increases response times.
- Environmentally sound - We use tablets and have gone paperless. We have also been known to brag about it.
- Hand-held tablets and web-based software allow for an unlimited number of users with no additional licensing fees.
- Allows the maintenance team to wirelessly access the system to view new assignments, close out work orders in real time thereby providing

more accurate job related information, all the while reducing “windshield time” and improving efficiency.

- Increased Efficiency - We no longer look for paper files and technicians have equipment documents and parts information at their fingertips.
- Reduce office space - We have eliminated filing cabinets.
- Accountability - The up-to-date information provided by hand held tablets and our web-based system enables management to track employee productivity.

Bottom line for us is the new business management model utilizing hand held tablets and-web based software has created a more efficient business work flow and eliminated time previously wasted on getting paper documents and forms.

The three portable Apple iPad tablets were purchased for a total of \$1,500.00. The new web based asset management software system Facilities Dude was purchased for \$5,200.

In order to utilize the web based hand held tablets, the division replaced a server based asset information system with a new web based system. The “new” Web-based systems service fees and licensing are approximately \$15,000 less per year than the previous system. The server based system limited the number of users; required additional fees for each

county staff member added; required the support of the county's Computer Support Services staff; and had a fee-based technical support. With over 140 users and 69 work requestors utilizing the web-based system with no extra licensing fees, it is estimated that the annual savings to the Facility Maintenance Division, factoring in costs of additional tablets over time, is approximately \$25,000 annually. Additionally, approximately 150 hours of IT support are eliminated by using a web-based product.

Since the seamless transition to the web-based system in April of 2012, the Facilities Maintenance Division has successfully processed and completed 2,100 requestor work orders as well as 950 preventive maintenance work orders.