King County Metro Transit Facilities improves State of Good Repair reporting with Infor CloudSuite EAM

King County Metro Transit Facilities is tasked with providing high-value facility maintenance and fixed asset management services for all transit-related facilities throughout King County, Washington. The agency knew that its aging asset management system didn't have the horsepower needed to help streamline work orders, strengthen preventive maintenance efforts, and improve its reporting to better meet federal State of Good Repair mandates. King County Metro Transit Facilities upgraded from Infor MP2 to Infor CloudSuite™ EAM to achieve these goals.

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"King County Metro Transit Facilities has completed two federal, one state, and several King County audits over the past four years after having received a State of Good Repair (SGR) grant. We simply open EAM and go through the audit requirements in real time. PM schedules for critical assets can be reviewed during the audit meeting, printed on the spot, or emailed. We just don't worry about audits like we used to."

Jeff Lai
Functional Analyst IV, King County Metro Transit Facilities Workforce Management

Keeping people moving

For a transportation agency, efficiency, safety, and comfort are critical to its continued success. In King County, Washington, the transit system includes 46,988 pieces of in-service equipment that span across multiple departments and divisions—everything from bus stops to buses, which include radios, internet, technical aspects of the information system, PA announcements, and Orca readers for visually impaired constituents. There are 171 transit base structures/facilities and 1,500 buses that carry approximately 400,000 riders per day. In-service bus stops currently number 8,014—nearly 2,000 of which have shelters that must be maintained. In addition, there are thousands of trolley poles, switches, and crossovers as well as park and ride lots, comfort stations, and nearly 1,200 garbage cans.

The Transit Facilities division of King County Metro maintains the safety and overall appearance of Metro's transit facilities. This involves all Metro Transit properties including the downtown bus/light rail tunnel, trolley overhead infrastructure, and shelter refurbishments—which includes bus stop shelter cleaning, graffiti removal, and vandalism repairs.

The Workforce Management team is responsible for the work order process, planning, small project estimation, customer service and coordination, contract development, stores and purchasing, safety, and training programs. Additionally, Transit's environmental compliance program falls under Workforce Management's responsibility, and includes all regulatory compliance, energy conservation, waste management, and interagency coordination.

King County Transit Workforce Management wanted to get their parts inventory out of Oracle and into their enterprise asset management (EAM) system, and put requisitions into their EAM system as well. They also wanted to start looking at mobility and GIS functionality.

Business results and efficiencies

40,000 pieces of equipment
Managed by Infor EAM

60,000 work orders
Addressed in a year

45% of work orders
Related to preventive maintenance

1,500 schedules
For State of Good Repair

To support these efforts and prepare the organization to move toward meeting federal State of Good Repair (SGR) guidelines, the Workcenter team gathered subject matter experts from across the organization to develop a document called the Fixed Asset Lifecycle Process (FALP). The FALP defines the current state of operations, outlines best practices, and defines what processes and advancements are needed to get to SGR and be sure their reporting is meeting federal requirements.

The FALP included a discussion of King County Facilities' EAM software—what they had and how they were using it, and what their future state needed to be. With their old software, the team would be anxious about audits associated with SGR. The level of reporting required, including the percentage of PM compliance, plus plans for remedying any issues that didn't meet the requirements put a lot of pressure on the team to manage and resolve these issues.

Growing with the system

To overcome these issues, King County Metro Transit Facilities originally considered both IBM® Maximo and AssetWorks, but decided to stick with Infor and upgrade from MP2 to Infor CloudSuite EAM. They've been satisfied with the Infor decision and have upgraded three more times since then.

"We decided to stay with Infor CloudSuite EAM because the front end was more user friendly and it was a more mature product," says Jeff Lai, Functional Analyst IV, King County Metro Transit Facilities Workforce Management. "There is a depth of functionality to the product that we knew we wouldn't touch right away, but knew we could grow into it."

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King County Facilities also appreciated that Infor CloudSuite EAM has available GIS capabilities. "We do a lot of work out in the field—we have more than 8,000 stops," Lai says. "So, having solid GIS capabilities is a major priority."

Today, King County Facilities uses EAM to manage work order process, materials, equipment, purchasing, reporting, projects, inspections, checklists, and is implementing the Call Center. They are incorporating some of their new processes from the FALP directly into Infor CloudSuite EAM, specifically around setup, prioritization, and work order classes, to make it operate exactly as they need it to do. They're also working on a prioritized scheduling process that takes into account the class of the work order and the criticality of the equipment that's being worked on.

"Instead of pushing out all these work orders and dumping them on the chiefs, they go into EAM and the work orders are sitting in a queue, ready to be scheduled," Lai says.

King County Facilities is also tailoring the Start Center to meet the needs of each work group. "We'll have reports or queries in there tailored to individual workgroups, like construction, electricians, line crew, and so on," Lai says.

Moving forward, King County Facilities expects to take greater advantage of EAM's mobile capabilities in material management and warranty management. With their FALP process document and Infor CloudSuite EAM, King County Metro Transit Facilities is ready to move forward confidently.

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