

In the City of San Marcos, California, Parks & Recreation field staff still relied on pencil and paper to track their efforts. They'd write down what they did, how long the task took and what equipment they used. An office specialist would input the data into an Access database when time allowed. Sometimes, that was only every few months. For a Public Works department with lofty goals for tracking and reporting, it was an intolerable situation.

Public Works Manager Lisa Fowler had big expectations she knew Lucity could fulfill. Here's what she has to say:



## City of San Marcos, California

“

Some of our departments already relied on Lucity, so we knew we had what we needed to overcome our challenges. With limited staff and only six months to implement the entire Public Works department, we called Shauna at TruePoint Solutions to help us with the solution across the board.

Lucity's launch of their mobile app was incredible timing. Not everyone on our team is inherently comfortable with technology, so we knew training would be a focus regardless. We set a pretty incredible goal: move from paper to a fully mobile effort. We just went for it. And we're really glad we did.

We needed a really strong configuration to launch from, so we started at the end — with reporting. We figured out what data we needed to get out of the system and layered the configuration based on that.

We also wanted to simplify as much as possible for our users; we didn't want to overwhelm them with technology. We created different dashboards for different roles, and each one shows only the data they need to see for tracking and reporting purposes.

**“Every agency takes its own configuration path. That's what makes Lucity great, because it accommodates the direction your organization is heading.”**

**-Lisa**

Training was essential to our rollout, and Lucity and TruePoint were vital to that process. We learned quickly that training for a tablet is a lot different from training on a desktop. Especially if a user isn't tech savvy, they can't always see the relationship between the tasks and work orders. Visual guides made a huge difference, helping our

people understand how the software and data tied in with their processes.

Now, we have 19 Samsung tablets at our disposal, with multiple users on each of them. The end users have really taken to the system. They feel empowered. They know we trust them with

the data and the tablet. And they know we are reporting on it so quality information is critical.

We get beautiful reports these days. We know about each asset type and what we paid on it. It helps us make smart business decisions, and allowed us to provide information to our finance department that keeps us on track with levying the final tasks. Deploying mobile has revolutionized our processes.

”