



Client Success story

City of Blue Springs Streamlines Management of Parks, Buildings and Grounds with Asset Essentials

Client

City of Blue Springs, Missouri

Results

By implementing Brightly's Asset Essentials, Blue Springs' Parks & Recreation Department is now able to:

- Track labor costs, parts and materials to define needs and service levels
- Stay caught up on work orders, allowing a focus on preventive maintenance
- Gain real-time visibility into labor hours and costs
- Compile trends and data reports to provide evidence of need for funding and manpower requests

Vitals

Suburb of Kansas City with:

- Population of about 60,000 in 2021
- Parks, Buildings and Grounds staff of 20
- Almost 600 acres of park land and six municipal buildings

Challenges

The City of Blue Springs' Parks & Recreation Department is responsible for parks, buildings and grounds across the city, and had a long tradition of regularly asking for more employees to help manage the work without any data to back up that claim. The department needed a software solution that would help its staff stay on track with work requests, as well as collect data to provide easy analysis and visibility of their work.

The Concerns

A fast-growing suburb of Kansas City, Blue Springs, Mo., had a relatively small Parks & Recreation staff responsible for managing all its parks, grounds and municipal buildings. The team was constantly playing catch-up, needing to be reminded about work orders and spending much of their time “putting out fires,” says Derek Mayden, Superintendent of Parks, Buildings and Grounds. The department needed a solution that would allow it to consolidate all its tasks, work orders and work history in one shared environment to keep workers on task and provide leaders with the ability to track and visualize progress and make more informed decisions.

The Solution

Blue Springs had started using Asset Essentials before Mayden, who was a former employee, returned to take a leadership role in 2021. Originally, the team was using Asset Essentials only as a work order system.

By mid-2022, when he wanted to understand how much time and resources a daily trash route was costing the city, Mayden realized the software had much more potential than just work orders. He brought in a Brightly representative to provide two days of training on Asset Essentials and “the light bulbs just started clicking on,” he says. “Today, we use Asset Essentials in every single part of our day, whether it’s buildings, parks, or scheduling volunteers for community service. It’s a huge part of what we do and how we do it.”

The Results

With Asset Essentials, Blue Springs’ Parks & Recreation Department has a single source of truth to access work order and maintenance data. The software tracks labor costs, parts and materials for every work order, alerts team members about work that needs to be done, and makes it easy for decision makers to get visibility of various needs.

For example, Mayden uses data from Asset Essentials to set departmental goals. Each day, workers get a work plan that includes charts showing completed tasks and open tasks. He can keep track of the time and the labor costs associated with completing each task. “It’s almost like an addiction, watching all the data come in,” he says. “Not using Asset Essentials costs us time and manpower.”

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Derek Mayden

Superintendent of Parks, Buildings and Grounds

In the past, the Blue Springs maintenance team regularly struggled to keep up with maintenance requests, but using Asset Essentials has transformed the culture towards preventive, rather than reactive, maintenance. For example, each municipal building has a requester who handles all the building's needs. When the requester puts a work order into Asset Essentials, team members are automatically notified by email and the request is added to the work schedule.

"We're so much quicker at responding than we used to be," Mayden says. "There's no more forgetting items, putting out fires and chasing our tails. Now, we're in preventive maintenance mode. Everybody knows what they're doing and if there is a fire, we can manage it appropriately."

For example, when the Director of the Senior Community Center left right before the center was set to apply for reaccreditation, the supervisor needed to quickly assemble all the necessary information before accreditation materials were due. "She was overwhelmed and didn't know how to find all the information she needed about the building, facility maintenance, HVAC, square footage, and everything else," Mayden says. "But I had all the information she needed in Asset Essentials, and within three minutes, I sent her a spreadsheet with everything in the building and every single preventive maintenance detail."

Moving forward, Mayden plans to continue collecting data, especially labor hours and labor cost data, to justify requests for additional employees. "I don't know what we'd do without Asset Essentials now," he says.

Learn more: brightlysoftware.com

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