



Street and Drainage Maintenance, Equipment Maintenance, and Solid Waste Collection & Disposal

APPLICATION: Municipal Public Works

LOCATION: Laurel, MS

POPULATION SERVED: 18,400

COMMENCED: August 2021

TECHNOLOGY: CityWorks,
Manager Plus Fleet Software

CONTACT DETAILS:

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BACKGROUND

While the City of Laurel, Mississippi, was experiencing a booming tourism economy as the setting of the HGTV series *Home Town*, it was facing issues with its aging infrastructure. In the summer of 2021, the City initiated a request for proposals for its Streets, Drainage, and Equipment Maintenance divisions as well as for a part of its Solid Waste Collection and Disposal division. Ultimately, the City wished to modernize its work order data system into the well-established CityWorks program and to implement performance standards to ensure that citizens' requests and needs were addressed in a timely fashion. The H2O Innovation team leveraged their knowledge of CityWorks to assist the City in the implementation of this very useful program, which was finalized in October 2021.

SCOPE OF WORK

As part of its work in Laurel, H2O Innovation carries out the City's streets, drainage, and equipment maintenance. We also perform solid waste collection and disposal throughout the city.

In the first year of H2O Innovation's collaboration with the City of Laurel, not only did we help with funding and facility repairs for the Public Works office, but we also assisted in providing a paved parking area for the facility.

Additionally, H2O Innovation was able to maintain a work order completion rate of over 95%, while simultaneously carrying out projects that had been on a waiting list, some for several years. In his State of the City address, Mayor Johnnie Magee recognized Public Works as the department that had undergone the most improvement in the previous year.

In the future, the City also wishes to obtain accreditation by the American Public Works Association. Given H2O Innovation's experience in obtaining this certification, our collaboration with the City of Laurel could also result in this significant achievement.

