psdcitywide

Municipal Maintenance Readiness Checklist

What This Is: A simple checklist to see where your maintenance work stands today—and what to improve next.

Who Should Use It: Public Works directors, facilities managers, asset managers, and their teams.

How to Use It: 1. Read each statement

2. Write down the number that fits best for each:

0 = Not started 1 = In progress 2 = Done and working well

3. Add up your points for each section

4. Add your section scores together and find your level at the bottom

1. Asset Visibility and Data Quality

Section Score: /8

- We have a list of our most important assets (roads, culverts, storm pipes, buildings, fleet, pumps)
- We know the condition and replacement cost of our top 10–20 assets
- Each asset has a unique ID, a location on our map or GIS, and a named owner who keeps its records current
- Asset and maintenance history lives in a shared system, not with individual staff

2. Work Order and Workflow Digitization

Section Score: /8

- We use digital work orders instead of paper, email or verbal requests
- Our work order forms always include: asset, location, work to do, date/time, and priority
- Field staff can complete work orders on a phone or tablet, even offline (photos, notes, time)
- We have clear rules for urgent or overdue work and who must act

3. Preventive Maintenance and Service Levels

Section Score: /8

- We have planned maintenance schedules for our most important assets, including seasonal work
- We set a target for planned work completed on time (for example, 95%) and track it
- We have response and completion targets for common work types (for example, potholes or facility requests)
- We review planned vs. emergency work each quarter and adjust

4. Integration and Reporting

Section Score: /8

- Our maintenance system connects to finance or budgeting so we can see cost per asset
- We have a simple dashboard with key numbers (planned work done, backlog, cost per asset, response time)
- We share reports with leadership and elected officials on a regular schedule (monthly or quarterly)
- We use these reports to plan future funding and capital projects

5. People, Process, and Change Management

Section Score: /8

- Frontline staff help design our forms, workflows, and checklists
- We demonstrate new tools in the field, not just in the office
- We pilot changes with one team or department before rolling out everywhere
- We measure whether the pilot worked (fewer last-minute repairs, more planned work done, faster closure)

Scoring Guide

Your Total Score: /40

Score	Level	Focus on
0–13	Getting Started	Completing your asset list. Moving from paper to basic digital work orders.
14–26	Building Momentum	Adding more scheduled preventive maintenance. Getting more staff using mobile tools.
27–40	Advanced	Better reporting and connections to finance. Using data to plan long-term upgrades and budgets.

Next 90-Day Priority Actions (Top 3):

Want the Full Guide With Examples and Step-by-Step Tips?

Download The Connected Maintenance Playbook.

Download the Full eBook