

The background of the entire image is a light blue gradient. Overlaid on this is a large, abstract, wavy shape in a darker blue color, resembling liquid or flowing fabric. This shape has highlights and shadows, giving it a three-dimensional appearance. The text is centered over this shape.

psdcitywide.

momentum

June 19-20, 2025 | London

Day 1 Agenda - Thursday, June 19 - 8:30 am to 5:15 pm

	Crystal Ballroom	Regency A/B	Chelsea 1	Regency C
7:30 am - 8:30 am	Breakfast			
8:30 am - 8:45 am	Welcome & Kick Off			
8:45 am - 9:45 am	Citywide Enhancements			
9:45 am - 10:00 am	Break			
10:00 am - 11:00 am	Citywide Assets Customer Story Municipality of Dysart et al	Citywide Maintenance - Enhancements	Citywide Permitting - Enhancements	
11:00 am - 12:00 pm	Citywide Assets 1	Citywide Maintenance 1	Citywide Permitting Customer Story: Township of North Dumfries	
12:00 pm - 1:00 pm	Lunch			
1:00 pm - 2:00 pm	Citywide Assets 2	Citywide Maintenance 2	Citywide Permitting 1	Citywide GIS Customer Story: Township of North Huron
2:00 pm - 3:00 pm	Product Council: Citywide Assets & Module Add-Ons	Citywide Maintenance - Resource Costing & Reporting	Citywide Permitting 2	Citywide GIS 1
3:00 pm - 3:15 pm	Break			
3:15 pm - 4:15 pm	Asset Management Features in Citywide	Citywide Maintenance Customer Story: Town of LaSalle	Citywide Customer Portal & Product Council	Citywide GIS 2
4:15 pm - 5:15 pm	Future Roadmap + EAMazing Race 2.0			
5:15 pm - 6:00 pm	Break			
6:00 pm - 10:00 pm	Cocktail & Food Reception			

*Tentative Agenda - times and sessions are subject to change. All times stated are in Eastern Standard Time. All tickets include meals and social events.

Day 2 Agenda - Friday, June 20 - 8:30 am to 3:45 pm

	Crystal Ballroom	Regency A/B	Regency C	Chelsea 1
7:30 am - 8:30 am	Breakfast			
8:30 am - 9:30 am	Citywide Budgeting Customer Story: Township of North Frontenac	Citywide Maintenance - Facilities Management	Asset Management Advisory - Water/ Wastewater Rate Study	Ask the Expert
9:30 am - 10:30 am	Citywide Budgeting (FMW) - Reporting	Citywide Maintenance - Fleet Management	Asset Management Advisory - The AMP Journey, Looking Beyond 2025	Ask the Expert
10:30 am - 11:30 am	Citywide Budgeting (FMW) - Operating & Salary Plan	Citywide Maintenance - Route Patrol Best Practices	Asset Management Advisory - Asset Retirement Obligations	Ask the Expert
11:30 am - 12:30 pm	Lunch			
12:30 pm - 1:30 pm	Citywide Budgeting (FMW) - Plan Request	Product Council: Citywide Maintenance & Module Add-Ons		Ask the Expert
1:30 pm - 2:30 pm	Citywide Budgeting - Intro to Cloud	Citywide Maintenance Customer Story: Peterborough County		Ask the Expert
2:30 pm - 3:30 pm	Citywide: Bringing it All Together - An Enterprise Asset Management Customer Story Town of Fort Erie			
3:30 pm - 3:45 pm	Closing Remarks			

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Day 1 Session Descriptions

Citywide Maintenance - Enhancements	Join us for an in-depth exploration of the latest maintenance features and enhancements, where you'll learn how to effectively utilize new tools and functionalities. This session will guide you through the latest updates, providing insights into how they can improve your maintenance processes. The best part? You'll gain hands-on experience by logging into the training database, allowing you to directly apply what you've learned. Whether you're new to the features or just need a deeper understanding, this session is designed to boost your confidence in using the latest maintenance capabilities effectively.
Citywide Permitting - Enhancements	In this session, we'll dive deep into the latest permitting features and enhancements, exploring how these updates can improve your workflows and increase efficiency. You'll learn how to effectively use the new tools and functionalities within the system to manage permits with greater ease. The session will include hands-on experience by logging into the training database, allowing you to apply the features in real-time. Whether you're new to permitting or looking to enhance your current processes, this session will equip you with the knowledge and skills to make the most of the latest updates.
Citywide Assets 1	In this session, we'll cover efficient asset management strategies, including navigating the asset inventory, creating custom views, sorting and filtering data, and reviewing and adjusting asset information. We'll also explore the Bulk Upload and Editing tools, focusing on the Upload Centre, upload types, templates, and default values for streamlined processes. Additionally, we'll dive into financial reporting and provide tips for maximizing the Upload Centre's functionality. If time permits, we'll finish with hands-on exercises to reinforce key concepts.
Citywide Maintenance 1	This session is designed for system administrators who want to master the art of managing, configuring, and maintaining maintenance software. We'll cover best practices for ensuring smooth system operation, including configuration tips, maintenance strategies, and troubleshooting techniques. You'll also gain hands-on experience by working directly within the software, applying the best practices to real-world scenarios. Whether you're new to system administration or looking to refine your skills, this session will equip you with the tools and knowledge to effectively manage and optimize your maintenance software.

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Day 1 Session Descriptions

Citywide Assets 2	<p>This session will guide you through essential core administration and database configuration settings to optimize your asset management system. We'll cover how to manage classifications and asset attributes, as well as setting up roles and permissions to ensure the right access levels for users. You'll also learn how to create new users and configure mobile profiles for Citywide app users, enabling seamless administration on the go. Join us for a detailed exploration of these critical functions, with tips on best practices for setting up and maintaining a secure and efficient asset management system.</p>
Citywide Maintenance 2	<p>In this session, you'll gain expertise in advanced functionality for planning, executing, and tracking preventative maintenance tasks. We'll dive into the use of inspections and task checklists, demonstrating how these tools can help ensure consistent and efficient operations. By integrating these features into your workflow, you'll learn how to streamline maintenance processes and improve asset longevity. The session will include hands-on experience, allowing you to practice directly within the system and apply the strategies learned. Whether you're new to preventative maintenance or seeking to enhance your approach, this session is designed to optimize your maintenance management.</p>
Citywide Permitting 1	<p>This session is designed for anyone looking to learn how to enter, track, and review permitting and planning applications within the Citywide Permitting module. We will cover common processes such as creating and reviewing applications, completing permits, issuing permits, and closing applications. You'll also gain insights into managing mandatory reviews and tasks, handling fee calculations, scheduling inspections, and much more. Whether you're new to the permitting process or looking to refine your workflow, this session will provide you with the tools and knowledge to effectively navigate the Citywide Permitting module and streamline your operations.</p>
Product Council: Citywide Assets & Module Add-Ons	<p>Join us for an interactive Product Council session, where we'll collaborate to explore and discuss enhancement requests directly from you. This brainstorming session provides a unique opportunity to share ideas, address feedback, and prioritize new features that can drive future product improvements. Your input is invaluable as we work together to shape the next evolution of Citywide Assets including Decision Support and Asset Collector, ensuring it meets your needs and expectations. Let's innovate and create impactful solutions together!</p>

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Day 1 Session Descriptions

Citywide Maintenance - Resource Costing & Reporting	This session will focus on best practices for effectively tracking and managing Labour, Equipment, Parts and Materials, Vendor, and other costs within your maintenance operations. Learn how to streamline processes for recording and managing resource cost transactions, and how to generate insightful reports that reflect actuals and help you analyze cost trends. With hands-on experience, you'll have the opportunity to directly apply these practices and explore how to use the software to gain actionable insights into your resource expenditures. Whether you're aiming to improve cost efficiency or enhance reporting accuracy, this session will equip you with the tools to optimize your resource cost management.
Citywide Permitting 2	This session is designed for users who already have a basic understanding of how to enter, track, and review applications within the Citywide Permitting module. We'll dive deeper into the important administrative and reporting aspects, focusing on how to efficiently manage the system to benefit both you and your organization. Topics will include advanced configuration settings, best practices for managing workflows, and utilizing reporting tools to gain valuable insights. By the end of this session, you'll be equipped with the knowledge to optimize your use of the Citywide Permitting module, enhancing both administrative control and reporting accuracy.
Citywide GIS 1	This session will introduce you to the Citywide GIS Viewer, providing users with the essential tools and navigation skills needed to effectively utilize the system. We will cover common functions such as using the toolbar, manipulating and styling layers, searching for addresses and features, and exploring relationships with other Citywide modules. By the end of the session, you'll have a solid understanding of how the GIS Viewer works and how it can be used to enhance your decision-making and spatial analysis within the Citywide system.
Asset Management Features in Citywide	This session is designed for existing Citywide users looking to dive deeper into the Asset Management features they may not yet be using. We'll focus on setting up and utilizing Asset Profiles within the Citywide software, exploring how they work in conjunction with lifecycle events and strategies. By understanding the full potential of Asset Profiles, you'll learn how to streamline your asset management processes and better track asset progress through their lifecycle. This session is not focused on industry standards or best practices, but rather on practical, actionable insights for maximizing the capabilities of your Citywide system.

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Day 1 Session Descriptions

Citywide Customer Portal & Product Council	Join us as we explore the Citywide Customer Portal , offering a first-hand look at its powerful features and functionality. Learn how this innovative portal enhances the citizen experience by enabling residents to easily interact with municipal services. We'll cover how the portal simplifies engagement, improves service efficiency, and empowers residents with seamless access to essential services. Included will be an interactive Product Council session, where we'll collaborate to explore and discuss enhancement requests directly from you. This brainstorming session provides a unique opportunity to share ideas, address feedback, and prioritize new features that can drive future product improvements. Your input is invaluable. Let's innovate and create impactful solutions together!
Citywide GIS 2	This session builds upon your basic understanding of the GIS Viewer, focusing on more advanced features to enhance your workflow. We'll dive into the critical linking aspects of Assets and Properties, demonstrating how to connect and manage related information directly from the map. Additionally, we'll explore integration possibilities with your enterprise GIS systems to streamline data exchange and improve operational efficiency. By the end of the session, you'll be equipped with the tools and knowledge to optimize your GIS workflows, making it easier to manage day-to-day tasks and leverage the full potential of the Citywide GIS Viewer.

Day 2 Session Descriptions

Citywide Maintenance - Facilities Management	In this session, we'll walk participants through a variety of common and essential maintenance scenarios typically encountered within a Facilities Department. You'll gain practical skills for using the software to enhance operational efficiency, effectively manage daily maintenance tasks, and control costs. Through hands-on learning, you'll explore real-world examples and discover how to leverage the software's features to optimize workflows and improve resource management. This session is perfect for anyone looking to streamline their facilities maintenance processes and drive better outcomes in their day-to-day operations.
Asset Management Advisory - Water/ Wastewater Rate Study	More information coming soon!
Citywide Budgeting (FMW) - Reporting	In this session, we'll explore the exciting new enhancements in Reporting V8, focusing on report design basics and advanced techniques. You'll learn how to use advanced formulas, including vertical percentages, to enhance your reports. We'll also cover helpful tips and tricks for working with rows and columns to improve report layout and readability. Additionally, we'll guide you through troubleshooting common issues that can arise when generating reports, ensuring you can confidently produce accurate, meaningful outputs. Whether you're a beginner or an experienced user, this session will help you take your reporting skills to the next level!
Citywide Maintenance - Fleet Management	In this session, we'll focus on optimizing fleet operations using Citywide Maintenance. You'll learn how to effectively schedule and manage fleet maintenance, handle various fleet-related scenarios, and implement best practices to ensure smooth operations. Through hands-on learning, you'll gain practical experience in applying these techniques within the software to improve fleet performance, reduce downtime, and streamline maintenance workflows. Whether you're new to fleet management or looking to refine your processes, this session will provide valuable insights to help you make the most of Citywide Maintenance for Fleet.

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Day 2 Session Descriptions

Asset Management Advisory - The AMP Journey, Looking Beyond 2025	In this session, we'll explore the future of the Asset Management Plans (AMP) beyond 2025. We'll discuss the key trends, technologies, and strategies you should be considering as you plan for the next phase of your AMP journey. This session will provide insights into how to evolve your approach, what to focus on moving forward, and where the program is heading. Join us for a forward-thinking discussion on how to stay ahead of the curve and ensure your AMP continues to drive value and success in the years to come.
Citywide Budgeting (FMW) - Operating & Salary Plan	This session will dive into the latest enhancements in Salary Plan V8, focusing on the use of the modeling tool for "what-if" comparative scenarios. Learn how to leverage this powerful feature to forecast different salary plan scenarios and make data-driven decisions. We'll also cover how to navigate and utilize the operating forecast views to gain deeper insights into your salary planning process. Whether you're looking to explore various budget scenarios or improve your forecasting accuracy, this session will provide valuable strategies to enhance your Salary Plan V8 experience.
Citywide Maintenance - Route Patrol Best Practices	This session will focus on best practices for utilizing the Citywide Mobile app to streamline Route Patrol activities. You'll learn how to enhance patrol efficiency, improve data accuracy, and ensure service compliance on municipal roadways. We'll cover how to effectively use the app for real-time updates, reporting, and tracking, helping you stay organized and responsive while on patrol. Whether you're new to the app or looking to optimize your current processes, this session will provide valuable strategies to ensure smooth and compliant route patrol operations.
Asset Management Advisory - Asset Retirement Obligations (AROs)	More information coming soon!

Day 2 Session Descriptions

Citywide Budgeting (FMW) - Plan Request	In this session, we'll guide you through the process of formalizing business cases and effectively posting them to the operating system. Learn how to structure and document business cases to ensure alignment with organizational goals, as well as how to streamline the approval and posting process. We'll also cover best practices for tracking and managing business cases within the operating system, ensuring that the transition from planning to execution is smooth and efficient. This session is ideal for users looking to improve their workflow and enhance the visibility and impact of their business case submissions.
Product Council: Citywide Maintenance & Module Add-Ons	Join us for an interactive Product Council session, where we'll collaborate to explore and discuss enhancement requests directly from you. This brainstorming session provides a unique opportunity to share ideas, address feedback, and prioritize new features that can drive future product improvements. Your input is invaluable as we work together to shape the next evolution of Citywide Maintenance including Route Patrol, ensuring it meets your needs and expectations. Let's innovate and create impactful solutions together!
Citywide Budgeting - Intro to Cloud	Join us for an exciting look into the future of Citywide Budgeting! In this session, we'll introduce you to the new cloud-based budgeting software designed to streamline and enhance financial planning across your organization. Learn how this innovative tool offers real-time collaboration and improved accessibility, all while providing a secure, scalable solution. This session will give you a glimpse into the power and efficiency of cloud-driven financial management.
Ask the Expert	<p>Looking to ask specific questions? Book a 30-minute session with our PSD Citywide Experts to ask questions, get answers, and build further knowledge on assets, maintenance, permitting, budgeting and more!</p> <p>Registration will be sent out separately for this.</p>

Accommodations

Best Western Lamplighter Inn & Conference Centre

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Please call 519-681-7151 or toll-free at 1-888-232-6747 and quote “PSD Citywide” to book a room under the User Group room block.

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Standard Rooms Non-Atrium	\$179.00
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