

re:think

# Calgary Rights of Way Management System and the Future of our Municipal Roadways

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The previous Utility Line Assignment (ULA) system was a simple application submission system which lacked comprehensive tracking of ULA applications. This required a high degree of manual tracking and inspection of municipal roadways to oversee safe installation and management of shallow utility (gas, electricity, and telecommunications) equipment. Lack of municipal oversight has proven to increase safety risk to citizens.

The new Calgary Rights of Way Management (CROWM) system allows for comprehensive self-service and tracking of both ULA applications and the corresponding utilities who install their equipment. Our system tracks each application from end-to-end resulting in a detailed As-Built drawing submitted to The City. As-Built drawings are crucial for the safe management of our municipal roadways for activities such as new ULA applications, road relocations, abandonment of old roads, and new roadway developments.

What makes CROWM innovative is it tracks the performance of all utilities excavating our roadways and assigns them a new score at the end of a scoring cycle and automatically adjusts the level of service they receive commensurate with their performance. Good performance results in faster service, whereas poorer performance will result in a tiered level of service to allow for greater scrutiny of applications.

At the beginning of each scoring cycle, each utility has the opportunity to improve their business relationship with The City or continue with the same service expectations from the previous cycle. This performance tracking is **totally transparent** for all utility organizations and is meant to foster better (and fairer) collaboration with The City.

