

Government

State & Local: City of New York



City of New York implements wireless forms technology to improve city streets



BENEFITS OF TELENNAV

- Improved city maintenance**
 With dedicated SCOUT inspectors and TeleNav Track, the City of New York can actively search for maintenance issues and improve city streets.
- Improved communications**
 TeleNav Track enables the City of New York to efficiently and effectively communicate city conditions to have problems quickly resolved.
- Enhanced citizen response**
 By monitoring city streets and wirelessly tracking conditions, the City of New York is able to quickly resolve problems and improve quality of life for its citizens.
- Increased efficiency**
 TeleNav Track wireless forms are efficient, allowing SCOUT inspectors to cover every city street every month.

Spearheaded by the office of Mayor Michael R. Bloomberg, the City of New York has implemented an innovative city maintenance program that involves dedicated SCOUT (Street Conditions Observation Unit) inspectors traveling the entire city and reporting problems through TeleNav Track wireless forms.

CHALLENGE

Before deploying the SCOUT inspectors and TeleNav Track, the city was dependent on its citizens to report problems such as potholes, excessive litter and graffiti. In 2002, the city implemented a 3-1-1 phone system that gave citizens an easy-to-remember phone number to call to report problems. But the city couldn't rely on every problem being reported by its citizens, who would often only call if a problem affected them personally.

In addition, if the citizen didn't know how to exactly describe the problem, it would often get passed off to another agency or be ignored. For example, a caller would have to know the difference between a sinkhole and a pothole for the problem to be routed to the appropriate agency.

SOLUTION

In 2007, Mayor Bloomberg decided to take the extra step and be more proactive in city maintenance by initiating the SCOUT program. The program involves 15 dedicated inspectors who travel through the city on a daily basis to search for maintenance issues.

TeleNav Track provides the SCOUT inspectors with customized wireless forms for easy data entry on their BlackBerry smartphones. This information is then wirelessly routed to the appropriate agency for corrective action.

"Our goal was to cover every city street every month, and we've been able to do that. It's been successful."

- Girish Chhugani, IT Director

"This new team will bring an extra set of eyes to our city streets," said Mayor Bloomberg. "Whenever I'm driving through the city and I see a pothole or garbage on the street, I'll pick up the phone and report the problem to 3-1-1, just like thousands of citizens do every day. Now we'll deploy a team of veteran city workers to do the same, armed with new technology and their knowledge of quality of life concerns in our city."

RESULTS

With only a few months in operation, TeleNav Track has enabled the city to achieve measurable results. "Our goal was to cover every city street every month, and we've been able to do that," said Girish Chhugani, former IT Director for Mayor Bloomberg's office. "It's been successful."

DoITT Commissioner Paul Cosgrave added, "The latest in a host of technology initiatives aimed at bettering the lives of New Yorkers, SCOUT promises to further the transparency, accountability and accessibility of city government—and we're proud to assist in attaining that ideal."

SITUATION

A city of 8.2 million residents and one of the most populous cities in the world, New York has more than its share of maintenance concerns. A key component of government operations is monitoring and maintaining city streets to improve quality of life for its citizens. The City of New York looked to TeleNav to improve the process of monitoring street conditions so improvements can be made quickly and efficiently.

How can we help your business?

For a free consultation contact us.

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