

Town of Concord, MA

Mobile App for DPW Field Inspections

“Field inspectors for both the Engineering Division’s permit operations and the Highway Division’s catch basin cleaning and inspections operations were made much more efficient through the use of PeopleForms in the field. The Highway crews are very excited about the data they are collecting, especially when they realized they could retrieve it in the future themselves. This project has led to the field staff’s interest in recording drainage system repair activities in a similar manner.”

- Matthew Barrett, GIS Coordinator

Need

Concord Public Works Field Inspectors knew their paper process of reporting field inspections was inefficient. Using paper in the field and computers in the office resulted in the same data being recorded multiple times.

Solution

Forms were created in PeopleForms to replace the paper documentation. Concord Public Works discovered they could use PeopleForms and MapsOnline in the field with a regular laptop computer and Data Air-Card. Field inspectors could leverage the Internet on site and record/update all necessary information instantly.

Result

This new approach towards field data collection has allowed Concord’s inspectors to enter data and map the information in real time. Public Works can also create their work orders and inspection reports in real time, thereby eliminating redundant paperwork. In addition, Concord is able to use their PeopleForms Dashboard to track the status of work completed.

Benefits

Having PeopleForms in the field has allowed Concord Public Works to eliminate duplication of paperwork and given field staff the ability to work more efficiently. Also, having MapsOnline in the field has allowed Concord to visualize the proper location of the inspection site, resulting in better site verification. The process of recording information related to catch basin cleaning and inspection was improved significantly with the use of these tools in the field.



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