

Government & Public Sector

Example scenario

How a public works department runs parks, streetlights and fleet with Asset Infinity

A municipal public works department takes citizen requests for parks, streetlights and public buildings, assigns crews by area and keeps its fleet on mileage-based service plans.



EXAMPLE RESULTS

- Every** citizen request tracked from report to close
- 100%** of fleet vehicles serviced on mileage or engine hours from GPS trackers
- 1** register for streetlights, park assets, buildings and vehicles

AT A GLANCE

INDUSTRY

Municipal public works

EXAMPLE ASSETS

9,000 streetlights, 40 parks, 25 buildings

EXAMPLE FLEET

120 vehicles and machines

CREWS

Organized by city area

FEATURES USED

Work

Connected

Maintenance

01 The organization

A municipal public works department maintains streetlights, parks, playgrounds and public buildings, and runs the trucks, mowers and machines its crews use every day.

Residents report problems to the city and expect them fixed, while the council expects to know how the department spends its budget across neighborhoods.

02 The challenge

Citizen complaints arrive by phone and email and are passed to crews on paper. Vehicle servicing depends on drivers reporting their mileage.

- Citizen reports are logged in a call log that crews never see.
- Residents call again because they cannot tell if anyone is on it.
- Crews get jobs outside their area because nobody sorts them by location.
- Fleet services are missed when mileage is not reported.
- Spend by neighborhood and asset type is impossible to show the council.

03 How it is set up in Asset Infinity

The department runs requests, crew work and fleet maintenance in Asset Infinity, with every asset placed by location and area.

Work

Citizen requests

Residents and call center staff raise requests by web or email, or by scanning the QR label on a streetlight pole or park bench.

Work

Crews by area

Requests and work orders are tied to an asset and its location, so each area supervisor works from their own queue and assigns their crew.

Connected

GPS trackers on the fleet

Trackers report each vehicle's location, odometer and engine hours, which feed preventive plans for trucks, mowers and machines.

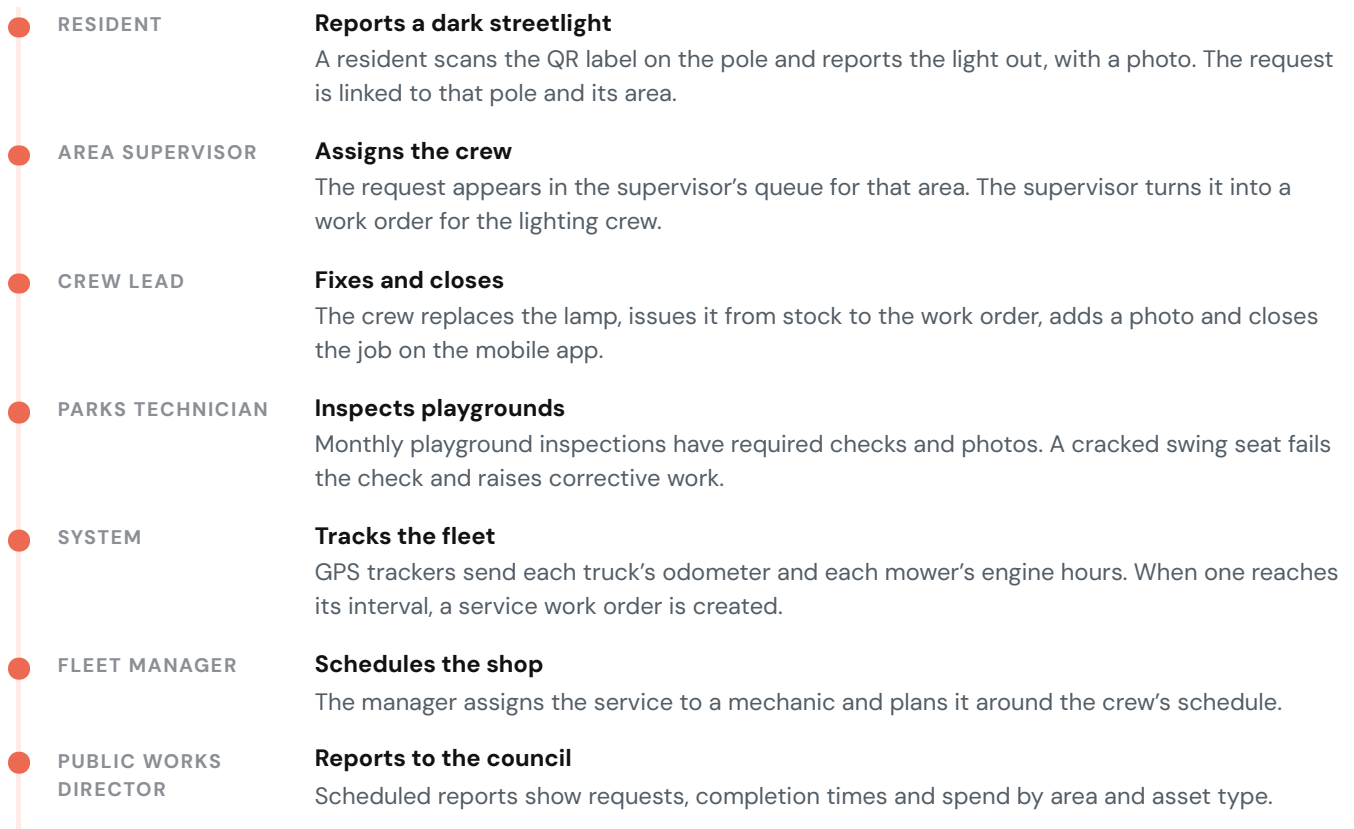
Maintenance

Inspections and plans

Playground inspections and building plans run on dates, with required fields and photos. A failed playground check raises corrective work.

04 How it works day to day

Here is how a citizen report and the fleet's upkeep run in Asset Infinity.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Citizen reports	Call log crews never see	A request linked to the asset and its area
Crew assignment	Paper job lists	Each area's own queue
Fleet servicing	Depends on drivers reporting mileage	Odometer and engine hours from GPS trackers
Playground checks	Paper forms	Inspections with photos; failures raise work
Council reporting	Built by hand	Scheduled reports by area and asset type

06 The first month

1

Assets and areas loaded. Streetlights, parks, buildings and vehicles are imported with their locations and city areas.

2

Labels and trackers. QR labels go on poles and park assets, and GPS trackers are linked to each vehicle.

3

Queues and crews. Area supervisors and crews get their queues, and the first playground and fleet plans start.

07 Example results

- Residents who report a problem can be told its status.
- Requests left waiting trigger reminders to the area supervisor.
- Playground inspections are recorded with photos and signatures.
- Spend and work by neighborhood and asset type come from scheduled reports.

08 Why it worked

Reports reach crews

A citizen report becomes a request on the right asset in the right area's queue, instead of a line in a call log.

Fleet serviced by use

Trackers supply mileage and engine hours, so vehicles are serviced when they are due.

Accountable spending

Work and costs by area and asset type are on record, ready for the council.

09 Looking ahead

With requests tied to assets and locations, each crew works from its own area's queue, and residents' reports reach the people who fix them.

The fleet is serviced on the miles and hours it actually runs, and the department can show the council what it spends on each neighborhood and asset type.

See it on your own assets

A 30-minute demo, set up for a city or municipal public works department.

An example of how this kind of organization runs on Asset Infinity.

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