

### KEY BENEFITS

Low cost and easy to deploy issue management system

Scalable solution to manage field workforces of any size

Improved customer satisfaction from faster response

Increased worker productivity and accountability

Improved worker safety

Complete and consistent data capture on reported issues

Data archive for analysis and compliance

### COMPLETE HOSTED SOLUTION FOR EFFECTIVE MANAGEMENT OF MUNICIPAL ISSUES

Municipalities are accountable to their citizens to provide dependable, well maintained infrastructure and services. City officials are tasked with identifying, managing, resolving and documenting issues—from potholes to broken streetlights, graffiti to pest infestation, to illegal dumping of refuse on city streets. The Trimble® Municipal Reporter™ system is a complete and easy-to-deploy electronic replacement for the traditional paper-based forms and checklists in use by many municipalities today. As a hosted and wireless solution, the Municipal Reporter system requires no IT infrastructure, is scalable to easily manage field workforces of any size, and offers a low-cost and low-risk way to record important data and to resolve issues faster.

### ACCURATE RECORDING AND TRACKING OF ISSUES IN THE FIELD AND OFFICE

The Municipal Reporter field software, running on a Trimble Juno or Nomad G series GPS handheld, replaces pen and

paper in the field. To complete issue reports, field workers enter the required data via 'smart forms', which ensure that the data recorded for each issue is complete and consistent. With the Trimble handheld's integrated GPS and camera, an accurate location and digital photographs can be embedded in the issue record, confirming exactly what field workers saw in the field and providing indisputable evidence for compliance reports or liability defense.

With the Municipal Reporter system, once forms are completed there is no need to return to the office. Using the handheld's integrated wireless communications, issue-related data are transferred instantly to the Municipal Reporter web service back in the office. Supervisors have an immediate view of all issues reported through the web service, allowing them to review issues, decide on the best course of action, assign tasks to field workers to resolve issues, and track the status of each task through to completion.



# TRIMBLE MUNICIPAL REPORTER SYSTEM

## INCREASED PRODUCTIVITY AND IMPROVED WORKER SAFETY

In a regular working day, knowing where field workers are at any time allows productivity to be monitored and work planned to maximize efficiency. The Municipal Reporter system provides a real-time view of field workers' locations so that the closest field worker can be deployed to resolve an urgent issue or a technician with the right skills and equipment can be sent to deal with a specific issue. This adds up to faster issue resolution and improved customer satisfaction. In the case of an emergency field workers can be quickly located and assistance dispatched where needed, improving worker safety.

The Municipal Reporter system is a simple and effective solution for the management of municipal issues, providing both field and office components for accurate recording and tracking of issues. Municipal Reporter increases productivity and improves worker safety, and provides a complete archive of issue data for analysis and decision making.

Learn more about the Trimble Municipal Reporter system at:  
[www.trimble.com/municipal\\_reporter](http://www.trimble.com/municipal_reporter)

## COMPLETE ARCHIVE OF ISSUE DATA FOR ANALYSIS AND DECISION MAKING

The Municipal Reporter system provides a mechanism for recording accurate and consistent data allowing city officials to generate reports and statistics on the number and type of issues reported, timeliness of response, and continuity of supply for essential services. Over time the Municipal Reporter system supports decision making by providing city officials with an archive of reported issues that can be analyzed to identify trends in the types of issues reported or in concentrated areas of reported issues requiring attention. Monitoring these trends helps identify opportunities for further improvements in responsiveness and efficiency.



© 2010, Trimble Navigation Limited. All rights reserved. Trimble, the Globe & Triangle logo, Juno, and Nomad are trademarks of Trimble Navigation Limited, registered in the United States and in other countries. Municipal Reporter is a trademark of Trimble Navigation Limited. PN 022501-243 (11/10)

**CompassTools®**

Map it, Design it, Find it, Build it, Track it

"Dedicated to GIS since 1994"  
Sales, Support, Authorized Repair, Rental, Training

CO, WY, NE, NM, AZ, MN, SD, ND  
(800) 728-5066 [www.compasstoolsinc.com](http://www.compasstoolsinc.com)

YOUR LOCAL TRIMBLE OFFICE OR REPRESENTATIVE

### NORTH & SOUTH AMERICA

Trimble Navigation Limited  
10355 Westmoor Drive  
Suite #100  
Westminster, CO 80021  
USA  
+1-720-587-4574 Phone  
+1-720-587-4878 Fax

### EUROPE & AFRICA

Trimble Germany GmbH  
Am Prime Parc 11  
65479 Raunheim  
GERMANY  
+49-6142-2100-0 Phone  
+49-6142-2100-550 Fax

### ASIA-PACIFIC & MIDDLE EAST

Trimble Navigation  
Singapore PTE Limited  
80 Marine Parade Road  
#22-06 Parkway Parade  
Singapore, 449269  
SINGAPORE  
+65-6348-2212 Phone  
+65-6348-2232 Fax



[www.trimble.com](http://www.trimble.com)  
[store.trimble.com](http://store.trimble.com)