



Mayor Byron W. Brown's  
**Civic Innovation  
CHALLENGE**  
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# REVERSE PITCH

**DEPARTMENT OF PUBLIC WORKS, PARKS & STREETS  
ENGINEERING DIVISION**

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**PROJECT:  
SIDEWALK INSPECTION**

## CHALLENGE

The City's 311 Call & Resolution Center receives 2,000 to 2,500 calls to inspect sidewalks and curbs annually. The current process is as follows: one Inspector prints out each individual case, goes to each location to do a field inspection, inspects the sidewalk and/or curb, manually logs results on paper, and then closes out the case on the 311 system when they get back into the office.

As the spring/summer/fall sidewalk inspection season slows down, an inspector manually inputs the information from the paper inspection reports on an Excel spreadsheet.

When the City has the funding every year, using the compiled sidewalk inspection data, a bid proposal is created and released for contractors to bid on to restore Sidewalks and Curb locations that were damaged and are the responsibility of the City of Buffalo.

## OPPORTUNITY

A mobile solution would allow inspectors to log inspection results electronically in the field. The app would show 311 cases in the Sidewalks and Curbs queue as they come in and/or keep a log of the cases (contestants can use the 311 open dataset on [data.buffalony.gov](http://data.buffalony.gov)).

Desired functionality that would be of use to the City would be: a map of cases, route optimization, voice entry of comments, and adding a closeout field to current form.

The app would be used by DPW inspectors and supervisors who are responsible to inspect, respond to, and log the 311 cases. Android tablets would be used in the field.

## VALUE PROPOSITION

A digital solution will save money in office supplies, overtime costs, and manual data entry associated with the current inspections workflow. It would also allow the City to respond to residents' calls in a timelier manner.

Some of these cases (sidewalk damage, missing curbs, and sink hole) may be a hazard and responding to 311 calls in a more timely fashion is important to ensure the safety of our residents.

**For additional documentation regarding pitches and contest details, visit: [buffaloinnovates.com](http://buffaloinnovates.com)**

