TRACKVIA



For State and Local Government

7 Ways to Cut Friction in State and Local Government Field Operations

How agencies and departments get field work done correctly, efficiently, and safely, on top of the systems they already own.

Includes new findings from TrackVia Field Operations Research, a review of how top TrackVia customers run their field operations.

Connect the work.
Control the operation.

Peers have closed the gaps around their main systems. Here is how.

Your agency or department probably already runs a system for assets, permits, or work orders. It holds the official record. But a lot of the work, especially in the field, still happens on paper, clipboards, emails, and phone calls. By the time it gets back into the main systems, it's old, out of date, or even inaccurate.

TrackVia reviewed how top customers run their operations. Here is what stood out.

60%
of customers have automated and mobile-enabled field inspections, the most common process improvement.

46%
of customers have automated three or more field/business processes. The median is two.

70%
of customers described manual, paper, spreadsheet, or email usage as previously slowing their operations and negatively impacting business

23%
of customers run scheduling and field inspections together, the most common pair.

Before automating and mobile-enabling these business processes, more than half of organizations also had no central, live view of the work. Twenty-three percent said they tested another off-the-shelf solution but found it was too rigid, data was still out of date, or it was too difficult to implement.

WHAT OTHER TEAMS ARE RUNNING

Share of TrackVia customers who have automated and mobile-enabled specific business and field processes:

Best practice	All customers	Construction	Manufacturing	Healthcare
1. Field inspections	60%	75%	57%	35%
2. Crew and subcontractor management	31%	83%	29%	18%
3. Work order management	31%	92%	14%	6%
4. Parts and materials inventory management	23%	42%	29%	41%
5. Asset tracking	20%	25%	14%	24%
6. Safety and compliance	16%	42%	7%	18%

Construction teams connect the most, led by work orders (92%), crew and subcontractor management (83%), and field inspections (75%). Across all industries, field inspections are the most common at 60%.

FIND YOUR STARTING POINT

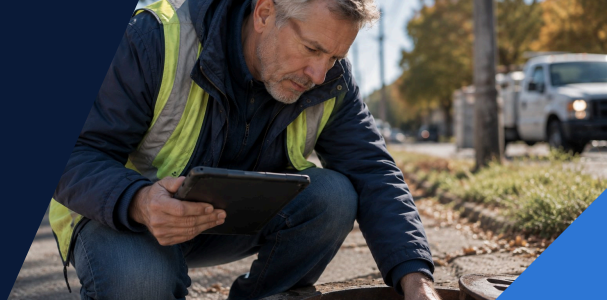
Not sure where to start? Here are a few simple examples based on the challenges your peers faced.

If your day looks like this...	Start with
Problems found in inspections sit for weeks	**Best practice 1: Field inspections**
Crew schedules live in texts, and nobody is sure who holds which certification	**Best practice 2: Crew and subcontractor management**
Requests come in by phone, portal, email, and text, and the backlog keeps growing	**Best practice 3: Work order management**
Crews make second trips for parts, and nobody knows what is on hand	**Best practice 4: Parts and materials inventory management**
Nobody is sure where equipment is or what shape it is in	**Best practice 5: Asset tracking**
Audit and grant reporting is a scramble	**Best practice 6: Safety and compliance**
Equipment fails before it gets serviced	**Best practice 7: Preventative maintenance**

BEST PRACTICE 1

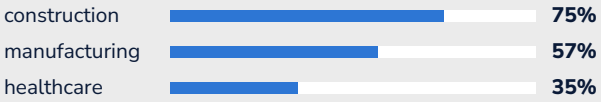
Field inspections

Catch problems early, and get the fix started automatically.



TRACKVIA FIELD OPERATIONS RESEARCH

USED BY 60% of TrackVia customers, the most common use case



PAIRS WELL WITH

Of the leaders who implemented automated and mobile-enabled field inspection, 81% also run at at least one other automated business process. The most common are scheduling (48%), field operations (40%), and safety (31%).

THE PROBLEM YOU KNOW

Some inspections are on paper. Others are in an app that does not talk to your main system. A problem found today can sit for weeks before it becomes a work order. Two inspectors can look at the same thing and record it two different ways.

WHAT IT COSTS YOU

Small problems that grow into big repairs. Repeat issues that residents report before you find them. Hard questions from an auditor or a council member about whether an inspection happened at all.

THE BEST PRACTICE: HOW OTHERS SOLVED IT

Each site, asset, or job gets one checklist, so every inspection follows the same standard no matter who does it. The inspector completes it on a phone. Photos, notes, a timestamp, and location are captured as it happens, and each item is scored pass or fail. When something fails, the work to fix it is created automatically. The next inspection is scheduled on its own. Pass and fail results roll up by site or asset, so a repeat problem shows up after the second or third time, not the tenth.

Works with your system. The inspection is captured in the field and the result is passed to the system you already use for work orders and assets.

A hospital ran its surgical instrument sterilization audits on paper. Now a mobile app walks staff through every step, with photos, notes, and a timestamp on each task, and each step is tied to a requirement from the national standard. Leaders can see results by facility, employee, and shift. For the first time, the hospital runs one standard inspection program across 3 hospitals and 8 outpatient centers.

Another example: a company that buys from farmers assigns each farmer a field technician. The technicians complete surveys on a mobile device, even without a signal, and the surveys capture the location data that new regulations require as proof.

WHAT CHANGED

Before		After
Paper checklists, retyped later	→	Checklist on a phone, with photos and location
Findings wait for someone to follow up	→	A failed item creates the fix
One-off reports	→	Trends by site and asset

TRY THIS FIRST

Look at your last 10 failed inspection items. How many became work orders, and how long did each take to close?

WHAT LEADERSHIP WILL CARE ABOUT

Problems fixed while they are still small, and proof that the inspection happened when someone asks.

BEST PRACTICE 2

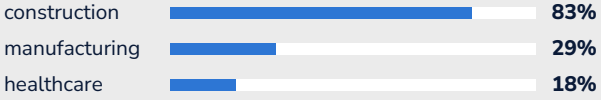
Crew and subcontractor management

The right people on the right job, with the paperwork already current.



TRACKVIA FIELD OPERATIONS RESEARCH

USED BY 31% of TrackVia customers



PAIRS WELL WITH

Of the leaders who have implemented crew and subcontractor management, 74% also automated field inspections, 55% implemented field operations, and 30% also automated safety and compliance.

THE PROBLEM YOU KNOW

The schedule lives in phone calls, texts, or a whiteboard. Timesheets are filled out by hand and typed in later. Certifications and contractor insurance sit in separate files. When someone asks who is qualified to do a job, you have to go look.

WHAT IT COSTS YOU

Overtime that is hard to explain to council. Crews sent to jobs without the right certification. A contractor whose insurance lapsed without anyone noticing. Labor records that raise questions in an audit.

THE BEST PRACTICE: HOW OTHERS SOLVED IT

Workers clock in from a phone. The clock-in is checked against the job site location, so a punch from a gas station five miles away gets flagged. A personal PIN means one person can't clock in for another. Hours go to the job they were worked on.

Scheduling and dispatch use real skill and certification data. When a job calls for a specific license, only the people and subcontractors who hold it show up as options. Subcontractor management starts with onboarding once, and each subcontractor's insurance, licenses, and certifications are tracked in one place. That makes contractor compliance easy to show when anyone asks.

Works with your system. Crew assignments and field hours are captured on the phone and shared with the systems you already run for payroll and work orders.

A commercial contractor schedules about 250 employees across more than 40 job sites every day. Each assignment is checked against certifications and equipment before it is confirmed. Workers clock in by phone, and foremen send daily reports from the field. The company used to print time cards each morning, drive them to the job, drive them back, and key them in for weekly payroll.

WHAT CHANGED

Before		After
Paper time cards, keyed in weekly	→	Clock-in by phone, checked against the site
Crew picked by who is free	→	Crew picked by skill, certification, and equipment
Subcontractor paperwork in a drawer	→	Insurance and licenses tracked, with alerts

TRY THIS FIRST

Pick one crew. List their certifications and any contractor insurance dates. How many can you confirm in five minutes?

WHAT LEADERSHIP WILL CARE ABOUT

Labor you can explain, crews who are qualified for the work, and contractors whose paperwork is current.

BEST PRACTICE 3

Work order management

Every request, from first call to final sign-off, in one place.



TRACKVIA FIELD OPERATIONS RESEARCH

USED BY 31% of TrackVia customers

construction	92%
manufacturing	14%
healthcare	6%

PAIRS WELL WITH

Of the customers who automated work orders, 62% also automated field inspections and 55% automated scheduling.

THE PROBLEM YOU KNOW

Requests come in by phone, email, a resident portal, a walk-up, and text. Some get entered twice. Some never make it into the main system. Crews spend time chasing the details before they can start. Closing a job in the field and updating the record are two separate steps, so the record trails the work.

WHAT IT COSTS YOU

A backlog that keeps growing. Residents who call a second and third time, and then call a council member. Requests nobody can trace from the first call to the last.

THE BEST PRACTICE: HOW OTHERS SOLVED IT

Efficient teams put every request into one place, and each one becomes a work order. It has an owner, a due date, and a status. Guided steps dispatch the job to the right person, route it for approval when the cost or scope calls for it, and flag it when it is running late. When the work is done, the crew closes it out with a signature and photos on a phone. The proof is attached to the job automatically, and the record is passed on to the systems that need it.

Works with your system. Requests from every channel land in one queue. Completed work, photos, and sign-off flow back to your system of record, so it stays current without double entry.

A team that handles utility service requests used to run hundreds of installs a week on one paper form. A supervisor, a surveyor, a foreman, and a crew passed it back and forth for days. Now the surveyor captures the site on a phone with location, photos, and notes, and the finished record goes straight to the next step. The time from start to finish dropped from about six days to a few hours, an improvement of about 80%.

WHAT CHANGED

Before		After
Requests arrived by five or six channels	→	Every request lands in one place
Late jobs showed up when a resident called	→	Late jobs are flagged before the due date
Close-out depended on who remembered	→	Signature and photos are required to close

TRY THIS FIRST

Count how many different ways a request can reach you today. Then pick one request and trace it from the first call to close-out. Where did it wait?

WHAT LEADERSHIP WILL CARE ABOUT

A smaller backlog, faster answers for residents, and a record of every request from call to close.

BEST PRACTICE 4

Parts and materials inventory management

Parts and materials on every truck, in every yard, tied to the job that used them.



TRACKVIA FIELD OPERATIONS RESEARCH

USED BY 23% of TrackVia customers

construction	42%
manufacturing	29%
healthcare	41%

PAIRS WELL WITH

Of the leaders who automated parts and material management, 55% also automated and mobile-enabled field inspections, 45% automated safety and compliance, and 45% implemented asset management.

THE PROBLEM YOU KNOW

A crew shows up without the part and makes a second trip. Signs, pipe, salt, and parts sit in several yards and trucks, and nobody can say for sure what is on hand. Purchasing orders extra just in case. The cost of materials on a job is a best guess because the link between the part and the job is missing.

WHAT IT COSTS YOU

Lost hours on second trips. Emergency purchases at higher prices. Money tied up in stock nobody can find. Questions from an auditor about where materials went, and why you need more at budget time.

THE BEST PRACTICE: HOW OTHERS SOLVED IT

Supervisors request what tomorrow's jobs need the day before. The night crew loads the trucks, scans a barcode on each item, and checks off what actually went on. Anything missing shows up in a report the next morning, so the supervisor can adjust before the crew leaves. When a part is used on a job, it is logged against that job, so its cost goes into the real cost of the work. When stock on a truck or in a yard drops below a set level, a reorder request goes to whoever buys, without anyone having to notice an empty shelf. Regular counts confirm that the system matches the shelf.

Works with your system. Counts, usage, and reorder requests are captured in the field and shared with the purchasing and asset systems you already run.

A contractor now sees material use per job close to real time. It even tracks small items that are never charged to a job, like safety glasses and marking paint, so it knows when to reorder. The lesson is simple. When you send material to a job and don't know it, that job probably didn't perform the way you thought it did.

Another example: a logistics company moved its equipment orders out of spreadsheets with more than 60 fields per order and into one database for orders, inventory, rush orders, installation scheduling, and returns. It cut its overall cycle time in half.

WHAT CHANGED

Before		After
Second trips for missing parts	→	Missing items flagged the night before
Job cost is an estimate	→	Parts logged against the job
Reorders when someone notices	→	Reorders triggered at a set level
Carry excess inventory	→	Order based on real needs

TRY THIS FIRST

Pick one finished job. Compare what you ordered with what it used.

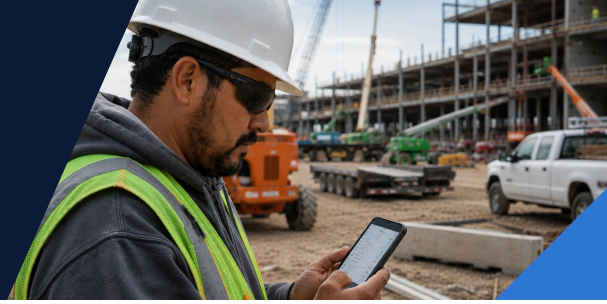
WHAT LEADERSHIP WILL CARE ABOUT

Fewer emergency purchases, less waste, and a clear record of how public money was spent.

BEST PRACTICE 5

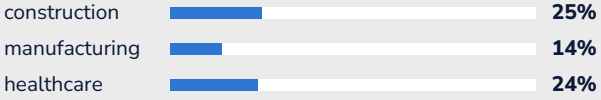
Asset tracking

Know what you own, where it is, and what shape it is in.



TRACKVIA FIELD OPERATIONS RESEARCH

USED BY 20% of TrackVia customers



PAIRS WELL WITH

Of the leaders who have implemented automated asset tracking, 59% also automated field inspections, 53% implemented inventory tracking, and 47% mobile-enabled field operations.

THE PROBLEM YOU KNOW

Your main system holds the asset list. The latest condition lives somewhere else: field notes, photos on a phone, a spreadsheet at each yard. Equipment moves between crews and the record is not updated. When you need a number for all your sites, you have to ask each one.

WHAT IT COSTS YOU

Repairs and replacements that surprise the budget. Capital requests that are hard to support because nobody has current condition data. Grant and funding reports that depend on someone's memory. Time spent looking for equipment you already own.

THE BEST PRACTICE: HOW OTHERS SOLVED IT

Every asset gets a tag, such as a QR code or barcode, and one profile. The profile holds specs, service history, documents, and warranty information. Hours, miles, or cycles are logged against the asset. When it moves to another site or crew, the transfer is recorded. Equipment tracking becomes a look at a screen. Assets sit in a simple structure from region down to site, building, and individual asset, so a roll-up shows the health of every site at once, with a way to drill into any one.

Works with your system. Field teams scan, inspect, and update condition on a phone, and your system of record receives current data without waiting for the office to retype it.

A contractor must send out concrete pumps daily. Operators complete a walk-around inspection three times: before leaving the yard, when they set up on site, and before they leave the job. Each step records location, so the company knows where the pump is, how long it ran, and how much concrete went through it. Every serialized piece of equipment, from skid steers to laser screeds, is tracked the same way.

WHAT CHANGED

Before		After
Equipment location is a phone call	→	Equipment location is on a screen
Condition known by whoever used it last	→	Condition and service history on one profile
Each site reports in its own format	→	One roll-up across all sites
Condition updates reach the record weeks later	→	Condition is current the day it is checked

TRY THIS FIRST

Pick your five most expensive assets and confirm where each one is right now and when it was last serviced. If it takes more than a few minutes, you have found your starting point.

WHAT LEADERSHIP WILL CARE ABOUT

Capital plans built on current condition data, and a stronger case when you ask for funding.

BEST PRACTICE 6

Safety and compliance

Be ready for the audit before anyone calls.



TRACKVIA FIELD OPERATIONS RESEARCH

USED BY 16% of TrackVia customers

construction	42%
manufacturing	7%
healthcare	18%

PAIRS WELL WITH

93% of leaders who automated and mobile enabled safety and compliance also implemented field inspections. 64% also automated inventory management, and 57% automated scheduling.

THE PROBLEM YOU KNOW

Certifications and licenses expire and nobody notices. An incident is written up from memory days later. When an auditor, an insurer, or a grant reviewer asks for records, someone pulls binders and email threads together at the last minute.

WHAT IT COSTS YOU

Claims and liability exposure. Findings in an audit or a grant review. A safety coordinator who spends more time chasing paper than preventing problems.

THE BEST PRACTICE: HOW OTHERS SOLVED IT

Incident reporting happens in the field, when the incident or near miss happens. Certification tracking covers licenses and permits too, with alerts that go out before anything expires. Job hazard analysis and toolbox talks follow one template. Corrective actions stay open and visible until they are closed. Safety data sheets and audit evidence live in one place that crews can open from the field, which keeps audit management simple. A compliance dashboard rolls up certification status, open actions, and incident history by site or crew, so a site that is falling behind shows up right away.

Works with your system. Compliance records are captured as the work happens and can be shared with the systems that report to auditors, insurers, and funders.

An organization that must prove its staff completed required reading and training used to tape paper sign-off sheets to an office door. Now coordinators sign off from their phones, the office gets an alert when a certification is complete, and every record keeps an audit trail. The team reports up to 80% time savings on data collection, program management, and reporting.

Another example: a contractor's crews complete a job hazard analysis every day before work starts. Anyone can log an incident or near miss from the app the same day. Certification alerts mean the safety team knows a forklift certification expires next month while there is still time to retest.

WHAT CHANGED

Before		After
Expirations found by accident	→	Alerts before anything expires
Incidents reconstructed from memory	→	Logged the same day
Audit prep is a scramble	→	Evidence already organized and ready to export

TRY THIS FIRST

List every certification and license that expires in the next 90 days. Next to each one, write the name of the person responsible.

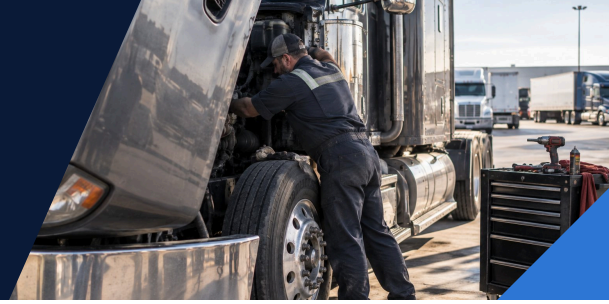
WHAT LEADERSHIP WILL CARE ABOUT

Fewer claims, cleaner audits, and records ready for grant and regulatory reviews.

BEST PRACTICE 7

Preventative maintenance

Service equipment on schedule, before it breaks.



TRACKVIA FIELD OPERATIONS RESEARCH

USED BY **20%** of TrackVia customers

construction	25%
manufacturing	14%
healthcare	24%

PAIRS WELL WITH

Leaders who automated preventative maintenance often also automate asset management (90%) and field inspections (59%).

THE PROBLEM YOU KNOW

The maintenance schedule is on a spreadsheet or in someone's calendar. It is easy to miss. Work gets done after something fails, and the same equipment keeps breaking in the same way.

WHAT IT COSTS YOU

Emergency repairs that cost more than planned work. Equipment that fails during a storm or a peak season. Warranty coverage lost when required service is skipped. Deferred maintenance that grows a little every year.

WHAT THE DATA SAYS

In a 2026 survey of 686 maintenance and operations professionals, teams completed only 54% of their scheduled preventative maintenance. 47% reported more than 10 hours of unplanned downtime in a typical month, and missed scheduled maintenance can cost $100,000 or more in downtime. *(Limble State of Maintenance report)*

THE BEST PRACTICE: HOW OTHERS SOLVED IT

The schedule is built once, on a calendar basis such as monthly or quarterly, or triggered by a meter reading such as hours or miles. After that, the work creates itself. Every completed job is logged to the asset's history, so there is a full record of what was done and when. Schedule adherence is tracked, so you can see whether the plan is really being followed. A seasonal campaign, such as servicing every HVAC unit before summer or every plow before winter, can be set up once and rolled out to every site at the same time.

A healthcare organization keeps an inventory of the equipment used in its laboratory and donor services. Daily, weekly, monthly, quarterly, and annual quality checks run on each piece. Paper quality reviews and reports are gone, and every check is on record.

Works with your system. Scheduled work is created and completed in the field, and the history is shared with your asset system.

WHAT CHANGED

Before		After
Schedule on a spreadsheet	→	Schedule creates its own work
Service happens after a failure	→	Service happens before it
No way to see if the plan is followed	→	Adherence tracked automatically

TRY THIS FIRST

Pick your five most critical assets. Check whether the last scheduled service was done on time.

WHAT LEADERSHIP WILL CARE ABOUT

Fewer emergency repairs, longer equipment life, and a clear case for the maintenance budget.

TRACKVIA

The seven best practices connect to your system.

Each best practice solves a problem on its own. They help even more when they share one record that reaches the system you already run.

A request becomes a work order.	**The right crew, equipment, and materials go out.**	**The work is inspected and documented on a phone.**	**The record goes back to your system, and service history updates.**	**The next maintenance job schedules itself.**	**Everyone, from crew to council, sees the same current information.**

That is what we mean by **Connect the work. Control the operation.**

WHAT TRACKVIA FIELD OPERATIONS RESEARCH SHOWS ABOUT HOW TEAMS BUILD THIS OUT

Customers do not all start in the same place. 36% of customers in TrackVia Field Operations Research automated a single process, and 46% automated three or more. Among customers who run just one process, field inspection is the most common (32%). Field inspection and scheduling are the most common pair, used together by 23% of customers. Construction customers connect the most, with a median of five. *(TrackVia Field Operations Research, October 2026)*

HOW TO START You do not need to fix everything at once.

1. Pick one site, one crew, and one best practice from the seven.
2. Run it for 30 days.
3. Measure what changed in time saved, requests closed, or problems caught.
4. Expand to the next one.

ABOUT TRACKVIA

TrackVia is the field operations intelligence platform that helps organizations connect, control, and continuously improve mission-critical operations. It brings field teams, workflows, and enterprise data into one real-time system. For more than two decades, thousands of operational leaders have used TrackVia to build and run mission-critical applications across field and back office operations.

- **Start ready.** Proven modules for all seven best practices, shaped by more than 2,800 builders who know the work firsthand.
- **Stay in control.** Your own team can change forms, workflows, and dashboards as things change, with no waiting on a developer.
- **Work with what you have.** More than 6,000 integrations connect TrackVia to the systems you already run, such as asset management, GIS, permitting, and finance.
- **Work anywhere.** Mobile apps for iOS and Android capture the work with or without a signal and sync when the connection returns.

ALREADY HAVE A SYSTEM FOR ASSETS AND WORK ORDERS?

TrackVia works alongside it. Your system keeps the record. TrackVia keeps that record current from the field.

STAYS IN YOUR SYSTEM	TRACKVIA ADDS IN THE FIELD
Assets, permits, and official records	**Mobile inspections, photos, and sign-off**
Finance, payroll, and purchasing	**Crew, contractor, and request tracking**
Reports to council, auditors, and funders	**Parts and equipment counts as they happen**

Ready to see it in your operation?

Visit trackvia.com to talk with our team. And share this guide with your department head or city manager, so everyone is looking at the same picture.

500M+ operational records managed

3,000+ production applications

15,000+ monthly active users

99.99%+ uptime across commercial, government, and HIPAA environments

About TrackVia Field Operations Research TrackVia Field Operations Research is our review of how TrackVia customers use the platform. This October 2026 edition covers 250+ customers with at least one documented workflow or business process. Industries are shown only where there are a large enough sample to provide clear direction. Government agencies are not shown separately. Scheduling and field inspection are the most common pair, used together by 20 customers. **Sources** Limble, State of Maintenance report (686 U.S. maintenance and operations professionals), as reported by Manufacturing Dive, October 8, 2026. TrackVia Field Operations Research, October 2026 (250+ TrackVia customers with documented use cases; 31 customers with documented pre-TrackVia challenges). TrackVia customer results are based on public case studies and approved customer information.