



## City of Troy is More Efficient with 4G Technology

Troy residents are saving hours of time and so are inspectors from the City of Troy Building Inspection and Planning Departments, thanks to 4G technology which was recently introduced. Inspectors use their laptops in the office and then take them into the field. Using 4G technology, they have real-time access to City of Troy servers. This means that everything accessible from the office is equally accessible in the field. Inspection results are immediately entered into the tracking system: emails can be sent and received, notices or letters can be written, historical records are accessible — instantly. Anything the inspector needs from the Internet or city's electronic files to accurately perform their job can be accessed from the field. There is no need to perform these tasks in the office.

Paul Evans, who leads the Code Enforcement team, said the inspectors could be writing letters or notices, tracking inspection requests and results, viewing permits, amending permit statuses, accessing city ordinances or other web-based information portals (e.g. obtaining license plate information, property ownership information, state license or permit information), e-mailing ordinance information to a neighborhood association contact, or updating citizen as to the status of their complaint.

"It allows us to do our work at a higher rate of proficiency. Those working in the field are now connected directly to the office by phone and email, and concerns can be addressed immediately," Housing and Zoning Inspector Gary Bowers said.

To date, Troy is the only community utilizing this technology, and it has saved the city both money and time. The winner? Troy residents, contractors or those who wish to move their homes or businesses into the city.

For more information, visit [www.troymi.gov](http://www.troymi.gov) (<http://www.troymi.gov/>) .

