Mobility Enabled 311

THE CRITICAL NEED FOR MOBILITY
The Evolution of Computing

- Centralized Computing
- Personal Computing
- Age of Mobility

1960’s
- Distributed Computing

1970’s
- Personal Computing

1980’s
- Networked Computing

1990’s

2000’s
Market Trends

A majority (71%) of mobility decision-makers and mobile workers state that mobility is more important to their enterprise today than it was previously…

Wi-Fi functionality is embedded into ever-increasing proportion of clients – the number of potential wireless users is growing exponentially.

Source: Motorola Enterprise Mobility Barometer Research 2007
Citizens expect to be connected
Connected on the job
Connected on the site
Connected on the go
Changing the 311 Landscape…

Mobility Changes Everything

» Citizens expect to have 24x7 access to government services and information

» Government response teams need access to real-time information in the field to get their job done

» Communities are facing economic challenges

» Government Officials need to do more with less, and need tools to help maximizing resources
311 and Mobility – What if? When?

**Fully Mobile Government Crews**
- Walk, Bike or Drive
- Location aware GPS capable
- Image and video capable
- GeoStamping
- Real time dispatch of requests

**Mobile Citizens**
- Channel of Choice
- Voice, Text/SMS, Email
- Mobile Web Requests
- Citizen Pictures & Images
Convergence of Public Safety

Allowing one of the largest government people assets to assist in service delivery through technology advancements – mission critical voice with data services