Superintendent Losquadro Rolls Out Cutting-Edge, Paperless Work Order System
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Farmingville, NY – Effective Jan. 5, 2016, the Brookhaven Highway Department went paperless after introducing and training supervisors and field workers on a custom-built, user-friendly, electronic work order system.

Within the first two weeks of launching the system, 1,500 work orders were updated or closed by foremen using the newly-created mobile app on Town-issued iPads while in the field.

"Improving the efficiencies of the Highway Department has been one of my priorities since taking office three years ago," said Superintendent of Highways Daniel P. Losquadro. "In the past, when the Highway Department needed to create a work order, a member of the office staff would enter the issue into the computer, print a work order request and hand it to a foreman. The area foreman would then deliver the request to his crew, write notes on the form once the issue was addressed, then hand it back to a general foreman who would return it to the office staff so its status could be updated on the computer."

"That entire antiquated process has now been eliminated," Losquadro said. "We have legitimately reduced our response time by five to seven business days since introducing this system." The new system, which leverages past investments the Town has made in geographic information systems (GIS) into one cohesive platform, enables workers to view, update and create work orders in the field, while they are out on the roads.

In fact, field user input was instrumental in the creation of the custom application, Losquadro said. In addition to participating in several training sessions, foremen tested and gave feedback on the new technology before it went live.

Some of the user-friendly features of the new system include color coding and visual queues identifying outstanding work orders; a display of all open work orders prioritized by origination date; and, a "Follow Me" GPS-enabled, feature which redraws the map and adapts to the user’s location.

"In addition to streamlining processes between Highway Department office staff and field workers, the electronic work order system, created by the Town’s IT team, has reduced the amount of paper used," Losquadro said. "And, it will continue to evolve as we add new features and capabilities that significantly reduce time spent handling work orders."

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