

Improving smart city capabilities

■ Piaseczno City and Commune Office | *Poland*

Located in east-central Poland, the municipality of Piaseczno is a popular residential area and suburb of Warsaw with more than 80,000 residents. The Piaseczno City and Commune Office is responsible for managing the day-to-day operations of the city's public safety agencies, public works departments and transportation networks.

Piaseczno, a longtime Hexagon customer, uses Hexagon's geospatial software and surveying tools in its smart city initiatives to improve mapping and location-based information capabilities. It has made significant investments in smart city initiatives,

including a mobile app for residents to report municipal infrastructure issues; a portal for sharing flood risk information, pollution data, construction plans and land management; and the installation of 130 sensors to monitor municipal infrastructure and operations.

But when it came to dispatching and responding to requests for services, the city's public safety agencies and various municipal departments relied on disparate processes and systems. To increase efficiency, Piaseczno chose Hexagon's computer-aided dispatch (CAD) system as the standard for incident management.



Transforming city operations

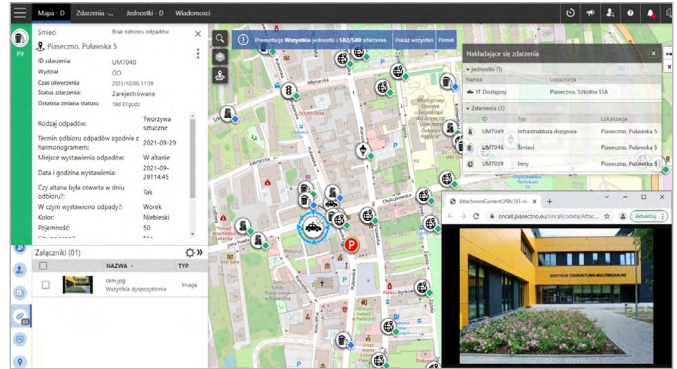
Before, incidents and issues were reported separately to multiple agencies and departments, making it difficult to monitor incident locations and gather statistics. The city also has a growing number of incident data sources beyond resident calls and emails, including various sensors for parking, flood monitoring and more. Piaseczno needed a comprehensive solution to manage all this data and related incidents.

It chose HxGN OnCall Dispatch, Hexagon's flexible suite of next-generation incident management capabilities. The system, housed in Piaseczno's municipal dispatch center, gives dispatchers, field workers, first responders and supervisors the same operational view, making real-time communication and information verification possible – a crucial component for completing tasks quickly and successfully.

The municipal dispatch center enables greater service quality, information flow and coordination between police, fire, road and transportation authorities and more. This allows dispatchers to send the right resources and response teams based on location, availability and equipment. Additionally, city leaders can monitor serious incidents, gather statistics and measure key performance indicators (KPIs) to ensure optimal delivery of services. And residents can track reported incidents on the city's website.

Integrating multiple systems for a clearer picture

HxGN OnCall Dispatch streamlines the Piaseczno City and Commune Office's incident management capabilities in part by integrating data from traditional sources such as telephone calls and emails, as well as from other smart city initiative sources, such as proactive notifications from apps, IoT sensors, the city's video monitoring system and Hexagon's Mobile Alert, a popular mobile app used by residents to report municipal infrastructure issues, such as damaged roads. This equips dispatchers and response teams with critical information for a clearer, more accurate operational picture.



HxGN OnCall Dispatch - Basic operator work environment

Geocoded reports are displayed in an interactive map, allowing dispatchers to quickly determine whether there have been similar reports in the vicinity, which can be combined into one message and sent to the appropriate department. Another convenience is the use of intelligent dictionaries, which, combined with the geocoding service, allow dispatchers to provide necessary information, e.g., to obtain information about whether a given report is within the range of city monitoring cameras. These capabilities combine to make the dispatcher's job easier and Piaseczno's response coordination more efficient.

"HxGN OnCall Dispatch is the nucleus of our smart city initiative," said Tomasz Pawlak, manager of the unit in charge of innovation and smart city solutions, Piaseczno City and Commune Office. "With it, we can ensure that every notification coming in, whether from telephone, email, mobile app or sensor, will be handled appropriately. With richer information and better coordination, we can reduce response times and increase the safety and quality of service we provide to residents of Piaseczno."

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