

## Situation:

When Thomas Wilbur stepped into his role as Highway Superintendent for Keith County, NE in mid-2023, he inherited a department responsible for managing over 800 miles of roads with limited visibility into equipment condition, maintenance history, or operational efficiency. Despite overseeing \$20M+ in equipment across four shops and 18 employees, the team relied entirely on handwritten paperwork stored in binders—making it difficult, if not impossible, to access reliable data.

Thomas quickly identified the need for a digital system that could help modernize operations, improve safety compliance, and provide defensible, data-driven insights—especially critical in an environment where county road departments face increasing budgetary transparency with the public.

## Challenges Before NovoGov

- **Paper-Based Chaos:** Work orders, pre-trip inspections, and daily activity logs were recorded on double-sided paper forms. Locating maintenance records for a road after an accident could take 30–45 minutes of digging through binders.
- **No Data Accuracy or Accountability:** Operations were largely based on verbal confirmation and "shooting from the hip." There was no way to verify what was done, when, or by whom.
- **FMCSA Compliance Risk:** Required pre-trip inspections for heavy trucks were inconsistently documented, exposing the county to regulatory and legal risk.
- **Lack of Budget Justification:** With no quantifiable data on costs per mile or maintenance history, it was difficult to push back against calls for budget cuts from state leadership.

## After Implementing NovoGov

- **Digitized, Searchable Records:** Every employee now carries a county-issued tablet, inputting data in real-time directly into NovoGov. Finding maintenance records for a specific road now takes less than two minutes.
- **Accurate, Actionable Data:** Maintenance, equipment, signage, and safety issues are tracked with full documentation—including photos—making it easier to prioritize work and demonstrate due diligence.
- **Improved Compliance and Risk Management:** Documented pre-trips with photo evidence support FMCSA compliance and help reduce liability in the event of incidents.

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## After Implementing NovoGov - continued

- **Empowered Budget Decisions:** With roads and equipment treated as assets and tracked per segment, the department can now calculate cost-per-mile and support smarter replacement vs. repair decisions.
- **Flexible, User-Friendly System:** Unlike other platforms that were either too rigid or required programming expertise, NovoGov hit the “sweet spot” for Keith County—customizable, yet intuitive.
- **Vendor & Receipt Tracking Plans:** Plans are in place to streamline budgeting and claims processing by tracking vendor receipts directly in the system—an example of how NovoGov’s flexibility continues to grow with their needs.

## Results & Highlights

- 30x Faster to access road maintenance records
- 100% Improvement in inspection compliance and documentation
- Real-Time Entry by all 18 employees via assigned tablets
- Improved Reporting to Stakeholders - the Board of Commissioners, the public and NIRMA (Nebraska Intergovernmental Risk Management Association)

## Testimonial:

“With NovoGov, it’s easy to collect and view the data in a way that actually makes sense. What used to take 45 minutes now takes less than 2—and it’s accurate, searchable, and right at our fingertips. The only thing limiting us now is time and imagination.”

Thomas Wilbur, Highway Superintendent, Keith County, Nebraska

## YOUR SOLUTION



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