



# Case Study of Walnut Township, OH Fairfield County



## Situation:

Walnut Township (Fairfield County), Ohio's road department maintains roads, culverts, signs, equipment, and buildings. When Road Supervisor Nate Wagner arrived, he inherited decades-old paper records and incomplete spreadsheets with no mapping. This made it hard to know where assets were or what work had been done. With his asset management background, he knew there had to be a better way to track work and resident requests.

## Challenges Before NovoGov

### **Outdated, Inaccurate Records**

- Culvert inventory was kept on paper sheets from 1967, with vague location notations.
- Road sign inventory consisted of hand-written notes with no geographic reference.
- No mapping tools existed to visualize where assets were located or what condition they were in.

### **Paper-Based Fleet and Inspection Tracking**

- Every vehicle required a handwritten pre-trip checklist stored in binders.
- Mileage and maintenance history had to be manually calculated or remembered.
- No automated reminders existed for preventive maintenance.

### **Resident Requests Easily Got Lost**

- Complaints such as low-hanging trees or drainage issues were written down on loose paper.
- If the issue wasn't handled immediately, it was often forgotten.
- No centralized location existed to track open tasks or ensure completion.

"It was just not efficient. Nothing was user-friendly. I knew we needed something better."

## Why Did You Choose NovoGov?

- **User-Friendly Interface** - Nate evaluated a few competing systems and found many to be clunky or difficult to navigate. NovoGov stood out immediately for its clean design, ease of use, and intuitive workflows.
- **GIS Mapping and Visualization** - Mapping was a critical requirement. NovoGov offered clear, customizable GIS layers. This is something other solutions lacked or overcomplicated.
- **Affordable Pricing** - Nate described NovoGov's annual subscription as "very impressive" and well within the township's budget.

(cont. on back)



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## After NovoGov

### **Modern GIS Mapping of All Township Assets**

- All roads and culverts are now mapped visually.
- Road sign inventory is actively being collected with the exact location with the NovoGov Mobile App.
- Staff can zoom into precise locations rather than guess from vague descriptions.

“Going from paper and pencil to a map with location, size, material, and condition was a powerful change.”

### **Sidekick/One-Tap Mobile App for Logging Issues for Field Staff**

- With the tap of button, staff can log potholes, tree trimming needs, drainage issues, and more.
- Work needs are captured instantly, nothing gets forgotten or lost.

### **No More Missed Tasks or Lost Resident Complaints**

- The department now maintains a live, map-based “To-Do List” of open work orders.
- Nate can confidently tell residents their concerns are logged and will be addressed.

“The NovoGov map is my To-Do List. Everything I need to do is here and will never get lost.”

### **Digital Pre-Trip Inspections & Automatic PM Tracking**

- All Pre-Trip inspections are now digital and stored permanently.
- Odometer based vehicle PM Work Orders are automatically created with notification to the department.
- No more guessing or memory-based tracking of when maintenance is due.

### **Easy-to-Learn System for All Staff**

- Even staff who “aren’t computer people” quickly adopted the mobile app.
- The system is simple, visual, and not overwhelming.

“One older staff member jumped right into it and loved it. He’s creating culverts and doing pre-trips on his phone.”

### **Excellent Implementation and Support**

- Weekly onboarding meetings with our Novo implementor helped the township get configured quickly.
- Ongoing support has been prompt and effective.
- The system was customized for Township operations without complexity.

## Testimonial

“NovoGov changed everything for us. Before, we had vague asset information on paper, binders full of check-lists, and spreadsheets that didn’t really tell us anything. Now we have a clear map of every asset, a To-Do List we’ll never lose, digital inspections, and one-tap work orders we can enter from the truck. Even my guys who aren’t computer people jumped right in. For the price, you can’t beat it. NovoGov is exactly what we needed.”

Nate Wagner, Road Supervisor, Walnut Township (Fairfield County), Ohio

## **YOUR SOLUTION**



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