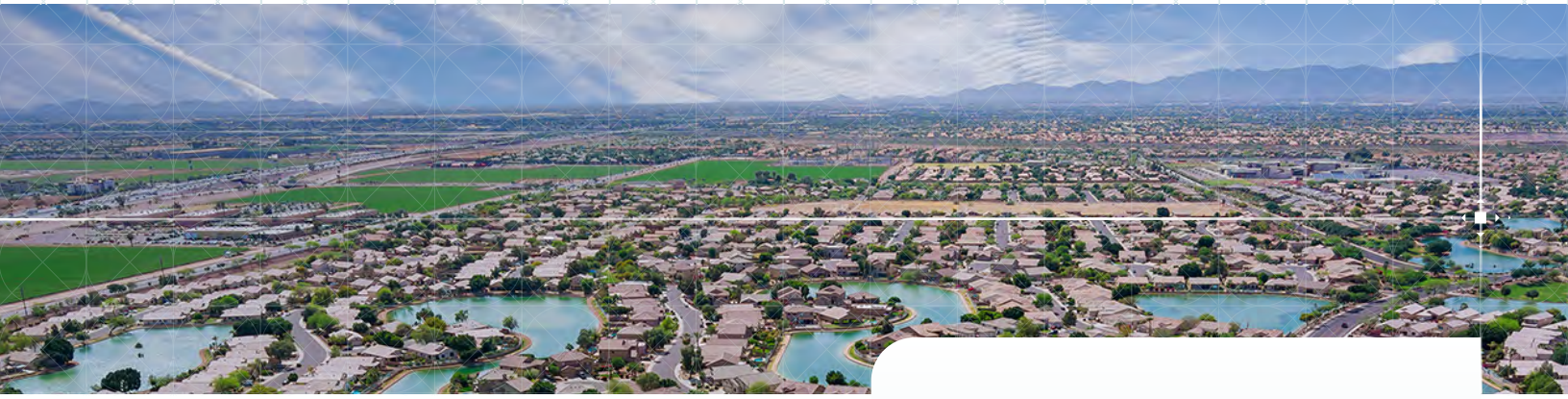


How Avondale moved 90% of inspection scheduling to text

Avondale

CLIENT
City of Avondale, Arizona, Development Services Department

USE CASE
Field inspections

THE CHALLENGE

The City of Avondale, Arizona, is home to more than 100,000 residents across 47.9 square miles. Its Development Services Department runs a team of 21 inspectors who complete about 450 inspections each week.

Scheduling those inspections took too much staff time. Requests moved through manual, time-intensive processes, and some inspections were missed along the way. Routine manual tasks also hurt the accuracy of the department's inspection data, which made strategic planning harder.

The department needed a simpler way for customers to request inspections and a reliable way to keep every request in its system.

THE APPROACH

Selectron, a Convey company, delivered a text-based inspection scheduling solution that fully integrated with the city's backend systems. Contractors and residents can request an inspection by text at any hour, and every request flows straight into the department's records.

> "SelecTXT is what we needed to amp up our process and modernize it. It's working fantastic for us."
>
> Benjamin Carr,
> Chief Building Official
> Avondale

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A scheduling channel the whole community uses

PERFORMANCE BREAKTHROUGH

Text scheduling quickly became the dominant way Avondale customers request inspections. Ease of use and Spanish language support drove community-wide adoption.

Hours back every day

Replacing outdated scheduling processes saves the department 4 hours per day.

Data the team can trust

Automated, integrated scheduling reduced human error, giving staff confidence in the accuracy of inspection data.

No request left behind

Full integration with backend systems keeps inspection requests from falling through the gaps.

Service in the customer's language

Spanish language support and ease of use earned full-scale community buy-in.

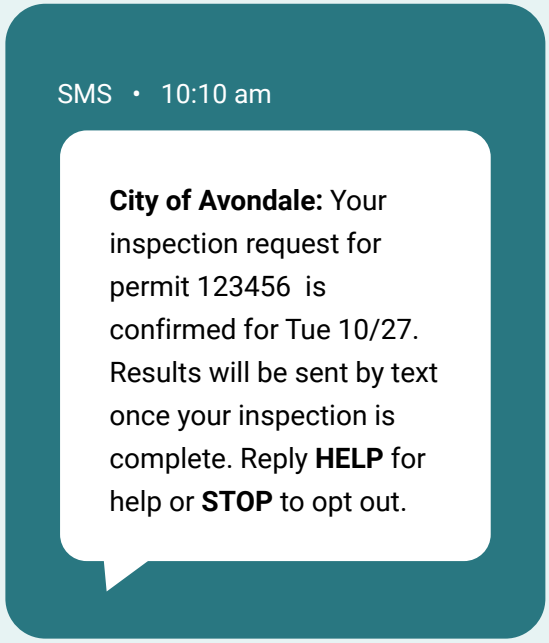
THE RESULTS

90%
Of inspections scheduled via text

4 hours
Saved by the department every day

450
Inspections scheduled each week

21
Inspectors supported



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