

Why CivicOps?

What the platform does for municipal waste and sanitation operations

Municipal field teams get the work done every day. What most municipalities cannot do is show, on demand, what was requested, what was dispatched and what was completed. CivicOps is a platform that turns daily field activity into a live, timestamped record, so management can see, prove and improve service delivery.

The problem with "getting by"

Missed jobs are invisible

A completed job and a missed job look identical to management. Both are silence until someone complains.

Every re-dispatch is a hidden cost

A job picked up "tomorrow" is a duplicate trip: fuel, driver hours and vehicle wear. Nothing today tracks first-time completion.

A call-back is a complaint, not a safety net

For septic removal a missed job can become a health or environmental issue before anyone phones. Afterwards there is only staff recollection.

Accountability requires proof

Audits, Ombudsman enquiries, Council questions and media stories expect documented service delivery, not verbal assurance.

What CivicOps does: one job, one record

Every job follows the same path from request to completion. Each step is captured as it happens, not written up afterwards.



Waste-specific handling is built in. Drivers can visit a waste disposal site mid-job without abandoning it, and jobs that cannot be finished are recorded as Suspended or Interrupted, not left unexplained.

Control across the working day

CivicOps governs the whole shift, not just the jobs in the middle of it.

Start of shift	Driver sobriety test and vehicle safety check. Controller-gated handover before the vehicle goes out.
During the shift	Jobs allocated by priority. Controllers see status, alerts and vehicle-fault notifications as they happen.
End of shift	End-of-day vehicle safety check. Controller confirms the device is returned, or records a no-show or a lost device.

Who does what

Role	Function
HQ	The highest level of control across the platform.
Municipal Administrator	Sets up and oversees the municipality: towns, drivers, vehicles, devices, settings and reports.
Controller	The interface between the Administrator and the drivers. Manages shifts, dispatch decisions and alerts.
Driver	The operational centre. Receives and works jobs from a phone, and completes vehicle checks.
Contractor	Serves the same functions as a driver but is an independent actor deployed by the municipality.

What the Municipal Manager gets

- A record of every job logged, dispatched and completed, with timestamps.
- Visibility of missed or delayed jobs before they become resident complaints.
- Evidence of service delivery for audit, Council and Ombudsman purposes.
- Data on driver and vehicle utilisation that is currently invisible to management.
- Per-driver and per-vehicle operational reports generated from field-captured records.
- A defensible position if service delivery is ever formally challenged.

Built for the field, not for paperwork

Job assignment, status updates and vehicle checks happen on the driver's phone as part of doing the job. The administrative value is generated automatically from that activity, not added on top of it.

THE BOTTOM LINE

A municipality does not need CivicOps to deliver a service. It has been doing that. It needs CivicOps to know what it delivered, prove it when asked, and stop absorbing the hidden cost of jobs quietly slipping through the cracks.