



SPOTLIGHT | The City of Sugar Land, Texas

Making Life Sweeter

Being committed to doing things differently with bold, thoughtful thinking designed to make life sweeter and more refined for all, that's the *Sugar Land Way*.

The City of Sugar Land, Texas collaborated with Qwhery Inc. to develop and launch 'Ask Sugar Land', a voice application that can be accessed through citizen's smart speakers and virtual assistants, and provides answers to location-based inquiries. The partnership was a part of the city's effort to provide citizens immediate access to information through conversational interactions with Google assistant or Alexa, without needing to search their webpage or call the city's contact center.

The City of Sugar Land is located in eastern Fort Bend County, approximately 20 miles southwest of downtown Houston, Texas. As a full-service municipality, the city is constantly looking for new and innovative ways to engage with their citizens and provide them better services. As a part of their mission to provide the highest quality of affordable services to meet the needs of its residents, the city was looking at ways to move calls for information from their 311 department, a non-emergency citizen hotline that provides services, programs and information 24/7, to immediate access for citizens.



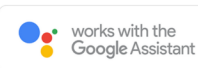
Ask Sugar Land is a promising beginning to the city's mission to connect with citizens.



@qwhery.cloud @QwheryCloud



Qwhery Inc.



In their search to make information more available to citizens, Sugar Land connected with Qwhery after hearing about the “voice-enabled GIS solutions” through a post on LinkedIn, featuring a County’s ‘Where to Go to Vote’ Alexa skill, and then following up with their Esri Inc. rep. Qwhery is an Esri Partner that works with municipalities to connect their open data to devices residents are familiar with. Qwhery worked with Sugar Land to develop their custom branded Google Assistant action and Alexa skill, and release a pilot called, ‘Ask Sugar Land’. The voice service provides answers to residents’ local inquiries about members of council, nearest parks, construction projects, and more. ‘Ask Sugar Land’ is available on Google Assistant and Alexa platforms, making information easily accessible, effectively decreasing calls for their call center, and helping municipal staff.

The service, while still early in its pilot phase, has received positive feedback from users, creating an ‘excited buzz’ around the tool. The city has expressed that setting up and configuring it was simple, and getting the other departments excited about its deployment was no problem. ‘Ask Sugar Land’ is a promising beginning to the city’s current and future goals in expanding the ability to provide news updates and emergency management notifications. Furthermore, to eventually allow citizens to put in service requests directly from their voice platforms.

To touch on collaborating with Qwhery Inc., Erik Schenck, the IT Manager at the City of Sugar Land, states that, “Qwhery made the stand up of this technology and service very easy. It was much simpler to deploy than you might think, and if you have GIS you probably have most of the data needed to go.”

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Erik K. Schenck, IT Manager, City of Sugar Land



Ask Sugar Land Key Results



Increased access to services and information



Modernized approach to community engagement



Decreased call volumes as awareness grows

Have an idea? Want to try Q11 & Voice Technology for your City?

Email us at hello@qwhery.com - we'd love to work with you to explore new innovative ways to serve your citizens.



Qwhery Inc. is a leader in implementing voice technology integrated with geospatial data and municipal services. Their flagship product, Q11 connects smart home devices and voice assistants to municipalities, providing citizens with quick access to information and answers to common questions.