

More Consistency in Bluffton, IN

The City of Bluffton maintains **more than 66 miles of streets** and has always been committed to fair, transparent road management. To make sure every neighborhood received equal consideration, the city historically hired engineering firms to conduct PASER ratings. While this ensured objectivity, it was expensive, took several days per cycle, and often resulted in inconsistencies between evaluators. Even after outsourcing, there was still room for doubt about the integrity of ratings, and that uncertainty didn't sit well with Bluffton's leadership.

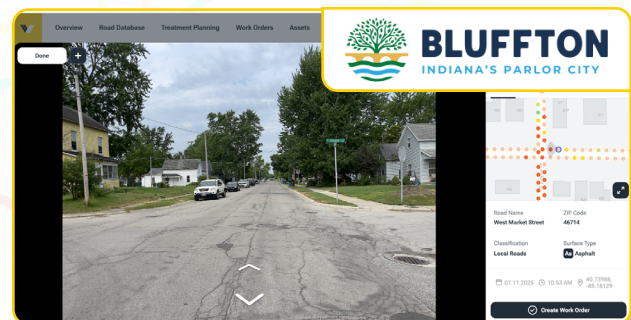
At the same time, administrative requirements tied to Indiana's Community Crossings Matching Grant (CCMG) were increasing the pressure for strong documentation, accurate project planning, and current roadway condition data. The city also saw opportunities to become more proactive in record-keeping and long-term budgeting. With limited staff and manual workflows involving handwritten logs and spreadsheet re-entry, Bluffton needed a more consistent and scalable solution.

That led them to vialytics, a decision they describe as well worth the investment.

Building a Digital Workflow

vialytics handled the onboarding and initial upload of Bluffton's roadway network. The Streets Department found that mastering every capability took some learning, but today the entire team uses the system daily. Each morning begins with assigned work that is logged digitally as a work order, reviewed by supervisors, and used to track progress and costs, replacing paperwork that once consumed valuable time.

The department uses vialytics across seasonal operations such as brush and leaf pickup, and is exploring future use in snow event response. Most importantly, their PASER condition ratings are now continuously updated, not a once-every-few-years snapshot.



By entering real project cost data into the platform, Bluffton can instantly see budget scenarios for individual road segments. With measurements automatically captured from the smartphone-mounted assessment, they now generate cost estimates in minutes instead of days.

**"Well worth the investment at this time.
vialytics gives us proper planning that helps you look ahead along
with budgeting needs, keeping our PASER ratings up to date."**

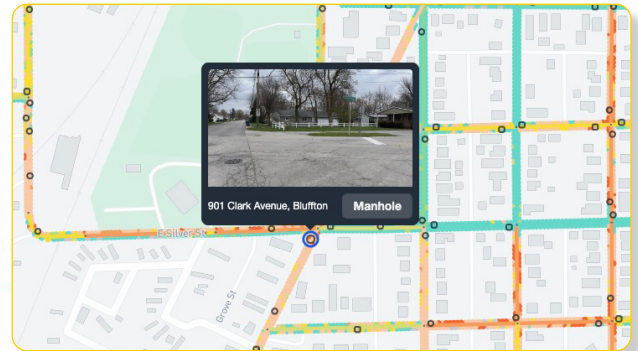
Tim Simpson,
Streets Department Commissioner

A Funding-Saving Breakthrough

One of the most impactful early use cases came from combining vialytics with another major infrastructure program, the city's upcoming lead service line replacement initiative.

By overlaying vialytics' PASER map with their utility replacement map, Bluffton realized that several roads targeted for resurfacing would soon be excavated to replace lead lines. Without digital coordination, they risked paving a street only to cut into it again months later.

With vialytics helping visualize the conflict, the team re-sequenced its projects by preserving funding, aligning departments, and ensuring each road only needs to be repaired once. This moment demonstrated how data-driven planning can directly protect taxpayer dollars.



Growing Value Over Time

Because Bluffton has just begun their digital transformation, the city expects even more measurable time and cost savings in years two and three. What's already clear is that planning cycles are shorter, decision-making is more defensible, and conversations with city leadership are backed by visual evidence instead of assumptions.

Even with the natural challenges of adopting a new process, staff morale continues to improve as the benefits become more visible. Other departments have expressed excitement and curiosity about what else the platform can help them accomplish.

Looking Ahead

Today, Bluffton has:

- **Up-to-date PASER ratings** for every street
- **Faster** and **more accurate** budgeting
- **Better coordination** between utilities and paving
- **Digital transparency** that builds trust with leadership and residents

And they're just getting started!

When asked what they would tell another community considering vialytics, Bluffton's message is simple:

"Talk to the cities already using it – the value speaks for itself."

