

# Optimization of Urban Services using Priority Queue

\*Jahnavi Mandloi \*\* Jayshree Dave \*\*\* Mahee Dubey \*\*\*\* Minakshi Soni \*\*\*\*\*prof.Deepak Singh Chouhan

\*Student, Department of Information Technology AITR . Indore, jahnavimandloi210714@acropolis.in

\*\*Student, Department of Information Technology AITR . Indore, jayshreedave210312@acropolis.in

\*\*\*Student, Department of Information Technology AITR . Indore, maheedubey210724@acropolis.in

\*\*\*\*Student, Department of Information Technology AITR . Indore, minakshisoni210550@acropolis.in

\*\*\*\*\*Professor , Department of Information Technology AITR . Indore, [deepaksinghchouhan@acropolis.in](mailto:deepaksinghchouhan@acropolis.in)

**Abstract—** In rapidly urbanizing societies, efficient waste and water management are crucial for sustaining public health, environmental quality, and resource optimization. However, traditional approaches often struggle with citizen engagement, leading to inefficiencies in service delivery and resource allocation. This paper presents a comprehensive solution that integrates waste and water management with citizen engagement to ensure more accurate reporting, timely resolution of issues, and greater transparency. By incorporating technology-driven systems, such as Java-based web applications and a robust database, the proposed system allows users to report waste and water issues while leveraging priority-based processing to optimize responses.

## I. INTRODUCTION

### A. Overview

The proposed integrated system addresses challenges in urban waste and water management by involving citizens in a participatory reporting process. Through a web-based platform, users can report various types of waste and water issues, which are then categorized based on urgency and processed accordingly. The system consists of modules for report submission, real-time tracking, prioritization, and data storage, enabling municipal authorities to monitor and allocate resources effectively.

### B. Purpose

The primary purpose of this system is to create an inclusive platform that empowers citizens to actively report waste and water management issues. This citizen-centric approach ensures that municipal authorities receive real-time, location-specific data that helps streamline response times and improve public health and sanitation standards.

## II. OBJECTIVE

The key objectives of the integrated system are:

- 1.To provide a single platform for citizens to report waste and water management issues.
- 2.To enhance citizen participation and increase transparency in urban resource management.

3.To enable efficient resource allocation by prioritizing waste and water issues based on urgency.

4.To offer real-time monitoring for municipal authorities to ensure timely resolution.

5.To gather actionable data that can help improve urban planning and resource management

## III. TECHNOLOGY

The technology stack for this system includes:

**Java Servlet Technology:** Manages backend logic and handles data

**Priority Queue Algorithm:** Used for sorting issues by urgency, ensuring timely responses to high-priority waste and water issues.

**MySQL Database:** Stores reports, user details, and resolution data, ensuring persistent storage.

**HTML, CSS and JS:** Provides a user-friendly interface for report submission and management views.

## IV. PROPOSED SYSTEM

The system is composed of three primary modules:

### Citizen Engagement Module:

Citizens report waste or water issues by filling out an online form detailing the issue, location, and category. Waste categories may include hazardous, organic, and recyclable materials, while water issues include leakages, contamination, or low-pressure areas.

### Waste and Water Management Module:

Reports are processed by the system based on priority. High-priority issues trigger alerts for immediate attention, while low-priority issues are queued for scheduled maintenance.

### Admin Interface Module:

Municipal authorities use this interface to view reports, update statuses, and track resource allocation.

The system allows administrators to view real-time data on reported issues and track historical data for analysis and planning.

### V. SURVEY OF EXISTING WEBSITES

Several existing websites focus on individual aspects of urban management but lack a fully integrated approach combining waste, water, and citizen reporting:

**Waste Management Portals:** Sites like Waste Management Inc. provide information on waste services but typically lack real-time reporting features and citizen engagement mechanisms.

**Water Management Sites:** Sites like Aqua America focus on water utility information and outage notifications, but they don't enable direct citizen reporting for localized issues.

**Citizen Engagement Platforms:** Platforms like SeeClickFix enable issue reporting but are not specialized for waste and water management, often offering generic issue tracking without prioritization or integration for urban management.

### VI. CONCLUSION

The integrated Waste and Water Management System enhances urban infrastructure management by combining waste and water reporting into a unified, citizen-centric platform. By incorporating a priority queue algorithm, the system ensures that high-priority issues are addressed swiftly, improving public health outcomes and environmental sustainability. This approach empowers citizens, improves

resource allocation for municipal authorities, and promotes transparency in urban resource management. Future developments may include the integration of IoT-based sensors and further expansion to other urban issues, such as road maintenance, to broaden its impact on urban management.

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