Cal/Amp®

Improved Visibility and Efficiency of Public Works Services

Highlights

- Prior to implementing a solution, the city struggled to locate municipal vehicles

- Work order assignments were not seamless and often manual

- With GovOutlook™, processes became more efficient and services to residents improved, while saving the city money and resources.

About

The City of Ann Arbor is in Michigan and was founded in 1824. It is the county seat of Washtenaw County and encompasses 28.6 square miles. The 2010 U.S. census recorded a population of over 110,000 residents, making it the sixth largest city in the state. The city's mission, in part, is to deliver "exceptional services that sustain and enhance a vibrant, safe and diverse community."

The Challenge

The City of Ann Arbor, Michigan was seeking to improve customer service while streamlining some of their manual processes. When the city's public works vehicles, including snow removal, were dispatched, verifying the location in real-time was cumbersome. Furthermore, the process of creating and fulfilling work orders had many manual procedures. This lack of information and automation made fleet and project management more difficult to operate and hampered opportunities to improve efficiency.

The Solution

The city selected GovOutlook™ to provide real-time visibility of its fleets for operations and residents. Leveraging a shared Esri ArcGIS technology, the city's snow plow routes are overlaid on a map display. And residents are now able to log onto the city's website and view the location of the snow plows relative to their routes and homes.

In addition, GovOutlook provides engine diagnostics for fleet maintenance and collects data from sensors installed on waste trucks, snow plows and street sweepers. The vehicle status information is displayed in relation to snow plow and solid waste routes, street addresses and parcel numbers, allowing agencies to respond to service inquiries quickly and accurately. CalAmp also provides a public portal for viewing snow plow activity during storms to enhance the customer service experience for citizens throughout the community.

The next step is the integration of GovOutlook with Cityworks. After this occurs, the CalAmp custom in-vehicle navigation display installed in City of Ann Arbor vehicles will allow service fleet employees to use pre-configured messages to establish a service request such as a pothole fix or garbage pick-up. The request will be sent through GovOutlook into the Cityworks® system to generate a work order. City of Ann Arbor dispatchers will then track vehicle locations in relation to work orders, routes, zones and infrastructure on the Cityworks map, making dispatching more efficient.

> " The City of Ann Arbor is committed to improving service delivery to our customers. We believe GovOutlook and the eventual Cityworks integration will help us advance this goal. When the project is complete, it will enable the City's Public Works to be even more efficient and proactive in our operations."
>
> Molly Maciejewski,
> Public Works Manager
> City of Ann Arbor

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