

# City of Chicago

Positioned to provide the utmost in customer service



## The City of Chicago

WebTech Wireless' Quadrant wireless vehicle services system provides the user, in this case the City of Chicago Streets and Sanitation Department, with the ability to evenly and efficiently deploy their snow removal fleet throughout the Chicago area, ultimately providing their constituents with superior customer service.

Through the use of comprehensive mapping and reporting capabilities, Quadrant provides the means for the City to accurately know where their vehicles are at any time, the ability to monitor routes from start to finish and the opportunity to correct obstacles to productivity and efficiency.

### Snow Removal - Big Business

Snow removal is provided as a service to the residents and business owners of Chicago and as a result, both groups expect to conduct business as usual rain, shine...or snow. During inclement weather, the city dispatches its fleet of salt spreaders/plows to the main arterial streets, which are divided into 261 routes and comprise some 607 miles. Once the arterial streets are considered safe for travel, the fleet is dispatched to the secondary, residential streets for salting and plowing operations, continuing until all city streets have been treated.

If at any time, residents and business owner's perceive a break in service, the phones begin to ring, and quickly migrate from the resident and business owner, to local Aldermen, and the Commissioner of the Streets and Sanitation department. In Chicago, snow removal is a sensitive issue.

Snow removal also draws huge media attention. When the forecast calls for snow, the Streets and Sanitation Department will be braced to respond, and so will news reporters and camera crews. The media monitors traffic and ensures the mayor's office is well prepared to take action by confirming the city's sizable snow removal fleet is in position and stocked with salt.

### Quadrant™ Wireless Fleet Management

Quadrant provides the city with real-time information as required, ensuring the exchange of timely information for when those phones ring. By transmitting location data on every turn of the vehicle, rather than at specific time intervals as is typical in the industry, city officials receive information that demonstrates actual routes taken rather than a visual representation of vehicles traveling "as the crow flies". Residents and business owners can in turn receive information unavailable through traditional approaches, such as "We anticipate your street will be plowed within fifteen minutes" or "Your street has just been plowed", within minutes of placing a call.

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Demonstrating its flexibility, Quadrant integrates with the City's back-end GIS software, providing a single interface for accessing the full range of information available to the city, including where each snow removal vehicle is located, which direction it is headed, and how fast it is going. The city can even determine at a glance, whether a specific vehicle is moving, stopped, but has been in communication within the last ten minutes or hasn't been in communication during the last ten minutes.

### Value-add

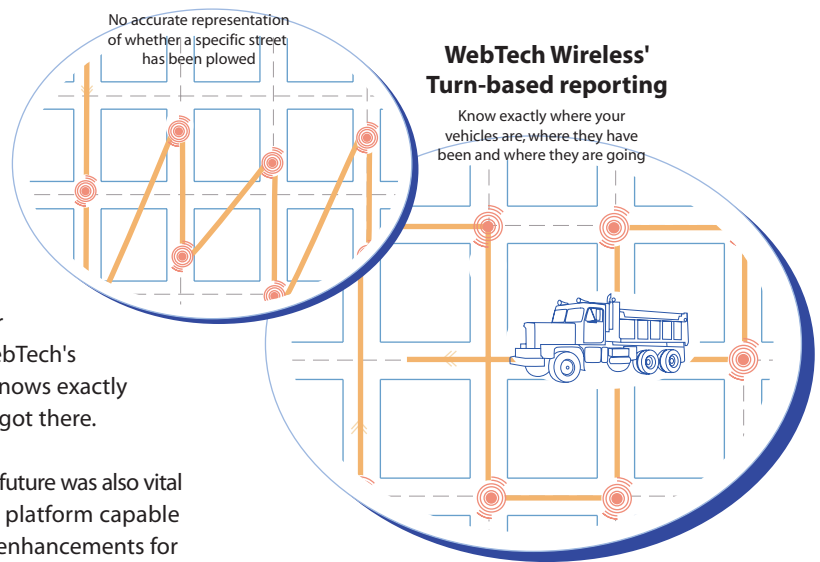
WebTech's Quadrant Fleet Management Solution provides the end user with access to vehicle location information in real-time, resulting in a host of benefits that include accurate reporting, elimination or reduction in overtime, reduction in employee downtime, increased productivity and improved fuel efficiency. From the City of Chicago's perspective these benefits ensure improved customer service.

Of significant importance is WebTech's new "turn-based" reporting, which provides the City with a highly accurate vehicle-tracking pattern. Traditional mapping displays the vehicle route based on periodic reports, visually displaying vehicles traveling "as the crow flies" rather than actual routes taken. With WebTech's "turn-based" reporting, the City knows exactly where each vehicle is and how it got there.

Providing this level of service in the future was also vital for the city, therefore a scaleable platform capable of future growth was key. Future enhancements for the City of Chicago include card swipe functionality, providing a mechanism to have drivers log in and out, and start and end shifts. From a security standpoint, card swipe functionality will provide the city with the ability to allow authorized employees to start a vehicle and engage its transmission. Conversely unauthorized individuals will be unable to engage the transmission, which is key for specialized applications such as fuel transport vehicles.

The System also includes a mechanism to prevent tampering by fitting on-board locators with internal batteries. If the hardwired 12-volt source drops out, the internal battery will provide a back up power source, and the device will automatically transmit a tamper report.

### Industry standard reporting based on time intervals



Access to such mission critical information, coupled with a scaleable platform that allows for a wide range of future enhancements including new levels of security and ensures the city is well positioned to provide the utmost in customer service.

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