Case Study

Rochester public utilities turns THE POWER BACK ON FASTER WITH NETWORKFLEET

ENHANCING CUSTOMER SERVICE AND SAFETY WITH:

- More efficient dispatching of field crews
- Faster response times by integrating fleet data and maps
- Pinpointing exact vehicle locations during emergencies

"The GeoEvent Processor gives us an aerial photograph of where an outage has occurred, along with the location of our resources in the affected area. Combining that data with the vehicle tracking data we get from Networkfleet makes it easy to identify the location of our trucks in relation to an outage."

Ryan Moore,
GIS specialist at RPU.

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Nobody likes to go without power or water. That's why, during service interruptions, public agencies like Rochester Public Utilities (RPU) need fast diagnosis of problems in order to restore essential services quickly. By integrating Verizon Networkfleet's wireless fleet management system with Esri® ArcGIS® mapping technologies, RPU can dispatch their service trucks faster, finding and addressing outages quickly, reducing downtime, and providing better service to their 82,000 customers.

LACK OF DATA HAMPERS RESPONSE TIMES

RPU was already using Networkfleet® to track the location of its trucks, but the agency was unable to incorporate that information into its GIS mapping system. The utility provider also needed a way to determine the precise location of an outage, along with the location of power lines, fuses, transformers, and other resources in the affected area. Without this information, RPU couldn't improve its response and repair timeframes.

ENHANCED INFORMATION IMPROVES VEHICLE LOCATING ABILITY

Integrating Networkfleet with the Esri® ArcGIS® GeoEvent Processor, enables RPU to merge real-time data with geographic information systems organization to create a visual map of an area's infrastructure.

BETTER DATA LEADS TO FASTER, SAFER SERVICE RESTORATION

Using the Networkfleet application programming interface to pull truck location information into the ArcGIS® GeoEvent Processor, RPU managers can see where vehicles are in relation to addresses and streets, as well as to power lines, transformers, and fuses and other stationary resources. As a result, managers can dispatch field crews much more efficiently, speeding up response times during an outage.

Because Networkfleet applications are accessible remotely, RPU managers can perform this critical function from their office or in the field. And thanks to its seamless integration with the GeoEvent Processor, they can also publish maps online, which employees can view on any desktop, laptop, or mobile device. They can even overlay weather alerts on the maps to keep service personnel apprised of changing field conditions.

"Our Networkfleet and Esri® capabilities also help when we have accidents in the field," added Moore. "Now we can pinpoint the location and better direct emergency services to the accident scene."

READY TO GET STARTED?

To learn more about Networkfleet, please refer to the Contact Us information listed.