



## GIS on BlackBerry® Tracks Vehicles and Work Crew Performance for Town of South Windsor, CT

*“With a live map view, the supervisor can redeploy any trucks ahead of schedule, for an immediate early jump on the next day’s work, gaining an hour of productivity every day.”*

- Mike Gantick, Public Works Director



Freeance™ Mobile software on BlackBerry smartphones helps improve operational efficiency and demonstrate responsible use of tax dollars

**Organization Description:** South Windsor, Connecticut is a northeastern US town with 25,000 residents. The town’s Public Works department provides municipal services for all seasons including snow plowing, leaf collection and lawn care maintenance of parks and public areas throughout the community.

### Challenge

“The need to work more efficiently and streamline operations in Public Works is always present,” says Mike Gantick, Public Works Director for the Town of South Windsor, CT. “But not knowing the location or progress of your assets and work crews in real time creates an information gap that hinders productivity and performance improvement.”

Gantick wanted to bridge that gap. He needed an affordable, flexible way to track the movement of Public Works vehicles throughout the day, in order to collect useful measurement data and further leverage the Town’s ArcGIS® Server software investment.

Enabling technologies haven’t always been accessible at a practical cost for resource-strapped local governments. In the past, Gantick had explored traditional AVL technology, where mobile tracking hardware is mounted to vehicles, but found the solution cost prohibitive and too inflexible. With their wide scope of services, South Windsor needs the freedom to move tracking technology from vehicle to vehicle on any given day.

### Solution

With the arrival of integrated GPS technology on BlackBerry smartphones, Gantick and Scott Roberts, South Windsor’s Director of IT, saw the beginnings of what they’d been searching for: an affordable, single-device solution for bringing GIS data to the field.

“We wanted the ability to use our own GIS maps for field operations,” says Roberts. “Based on that requirement alone, Freeance Mobile software was the right solution for our needs.” Both love the overall affordability and the flexibility that Freeance Mobile on BlackBerry provides. The portability of the smartphones means any vehicle can be tracked with ease.

South Windsor can deploy 20 BlackBerry smartphones at the start of each day. As the work crews move through the city, their location coordinates are collected and time- stamped at GPS collection points, and data is transmitted to the town’s server. At the office, the Public Works supervisor can see vehicle locations on a live browser-based map.

### Results

**Measurable Productivity Gains**  
Access to this live information enables considerable productivity and performance gains. “With a live map view, the supervisor can redeploy any trucks ahead of schedule, for an immediate early jump on the next day’s work, gaining an hour of productivity every day.” Gantick says.

**Accurate Data Improves Customer Service, Planning**  
“The tracking has been so accurate, we can actually look back and pinpoint which side of the road our vehicles were on,” says Gantick.

The ability to know precisely when roads were plowed, or leaves were collected makes for better customer service. Further, Gantick’s team can perform post-event analysis, examining the patterns of work vehicles, and plan more efficient travel routes for the next season.

### Future plans

The Town’s police canine team will deploy Freeance’s Where Is My Team application, which allows for extremely accurate records of paths taken and locations visited during tracks for suspects, missing persons and evidence recovery. Dispatchers will be able to see the team’s location and deploy resources as needed.

Technology Profile	
Freeance Software	Freeance Mobile 2.0 - Pro Edition, Freeance Web 5.1, Freeance AVL 3.0, Freeance Web 3.0
BlackBerry Solution	BlackBerry Enterprise Server v. 5.0.1 25 BlackBerry Storm and Tour 9630 smartphones
ESRI Software	ArcGIS Server 9.3
Wireless Carrier(s)	Sprint, Verizon
Database Software	PostgreSQL 8.3

For a more information request the complete Case Study Article at [http://www.freeance.com/product\\_mobile\\_info.php](http://www.freeance.com/product_mobile_info.php)