O’Fallon, Missouri, Public Works provides vital services to the city of O’Fallon’s residents and businesses. Its solid waste department serves a large body of paying customers, which requires the efficient management of drivers and fleets to operate within budget.

What did they do?

Like most cities, O’Fallon charges residents for sanitation services. Drivers used paper route sheets showing which houses had not paid for trash service. Being difficult to handle and hard to read, those sheets often sat ignored on the truck dashboard, resulting in many residents receiving free trash pickup or no pickup at all.

Using ArcGIS™ Online and iOS from Apple, the city’s GIS department created a system so drivers can view iPads mounted in their truck to see the current location and subscription status of each customer on their route. Back at the office, supervisors and staff use Operations Dashboard for ArcGIS® on desktops and tablets to see the whereabouts of the trucks in near real time. The ArcGIS platform helped O’Fallon obtain full control of its solid waste service.

Do you need this?

If you have a paper-based system that confuses your drivers, yes. If you have no way of knowing where vehicles in your fleets are, certainly. If you aren’t being alerted to customer service issues as they arise, absolutely.

Make your workforce more efficient, recover lost revenue, and improve customer service with Esri.