

CASE STUDY

# City of Phoenix

## Accelerating Phoenix's digital transformation with innovative solutions for fleet management.

As one of the most forward-thinking cities in the nation, Phoenix was among the first to adopt smart city technologies and is now partnering with MetTel to provide its fleet management and mobile workforce solutions.

### Customer

Phoenix is the United States' fifth-largest city with a population of over 1.7 million, covering an area of nearly 1,000 square miles. More than 22 million people visit metropolitan Phoenix each year. Greater Phoenix's major industries are high tech manufacturing, tourism and construction and the city is the global corporate headquarters for several Fortune 500 companies.

### Challenge

Because of its rapid growth in the past decade, the City of Phoenix realized that it had to become more efficient in how it offers and delivers citywide services within their Public Works and Water Departments. City leaders' goals for digital transformation included the automation of proof of service, inspections, and record keeping. Their digitization goals expanded beyond the efficiency of automated administration and paperwork; they also wanted to revolutionize the way services were delivered. They needed a solution for smart route planning and dispatching that would better ensure the safety of its drivers and vehicles.

For more info, contact your MetTel agent or visit [mettel.net](https://www.mettel.net).



City of Phoenix

### Summary

#### CUSTOMER PROFILE

- 5th most populous city in the U.S. with population of 1.7 million
- Initial projects with Public Works and Water Departments

#### CHALLENGE

- Intense city growth and increased population
- Aging infrastructure with increasing demands
- The need for smart city adoption to create a cleaner environment and optimize space and resources
- Lack of visibility into actual equipment, scheduling, maintenance, and outages
- Time consuming and inefficient paperwork

#### FEATURED SOLUTION

- MetTel Fleet Management Solution
- Automated vehicle and equipment maintenance scheduling
- E-documentation of paperwork, including customer complaints
- Real-time reporting and additional safety features

#### KEY RESULTS

- Improved workforce productivity by 17%
- Cut vehicle operating expenses over \$30K per month
- Reduced speeding, improved driver safety and fuel cost by 14%
- Reduced idling and unplanned trips for savings of over \$250K annually
- Increased insurance safety rating



## Solution

MetTel delivered a complete, managed-service program to the City of Phoenix to address the city's digital transformation needs. This included vendor consultation, all packaging and purchasing of systems and devices, installation consultation, deployment training and staff support within the Public Works and Water Departments. In addition to providing Fleet Management platforms to increase route and fuel efficiency in city owned vehicles, MetTel provided Phoenix's drivers with rugged tablets, each loaded with MetTel's exclusive IoT Single SIM, so the drivers always have the strongest connection as they moved about the city limits.

Additionally, the City of Phoenix now has a single-pane view into its workforce. This includes location based intelligence, industry-leading driver safety scoring, and vehicle diagnostics tool used through an integration with the AssetWorks platform. The city has seen huge gains in efficiencies by getting real-time visibility into actual timing of services, including trash pick-ups. This is cutting down on issue resolution with the operations centers, resulting in savings for both the City and its taxpayers. Also, it has gained information on the routes taken each day, enabling the city to restructure routes for efficiency and reduce overall cost.

Because its contract is with MetTel and not a wide array of individual providers, the city can benefit from MetTel's growing ecosystem of the market's best technology partners. This value-added benefit enables Phoenix to seamlessly accommodate changing requirements and technology. MetTel's turnkey, managed-service solution provided the City of Phoenix with what it needed now and what it will need in the future.



### ABOUT METTEL

MetTel is a leading global provider of integrated digital communications solutions for enterprise customers. By converging all communications over a proprietary network, MetTel enables enterprise companies to easily deploy and manage technology-driven voice, data, wireless and cloud solutions worldwide. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs and simplifies operations.

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## Results & Impact

### FEWER COMPLAINTS

One immediate result has been with the Public Works Department, which receives 1,000+ calls daily from residents asking about service. Call center agents now have real time information to quickly tell the customers such things as exactly when their trash was attempted to be picked up.

### PROOF OF JOB COMPLETION

The city can now refute all unsubstantiated claims by instantly accessing data that proves job location and completion.

### REDUCING FUEL COSTS

MetTel's solution utilizes GPS telematics to limit speeding and wasteful idling, detect harsh braking/rapid acceleration, optimize routes, eliminate unauthorized usage, reduce run-time and verify fuel expenses.

### REDUCING THE CARBON FOOTPRINT

All MetTel fleet programs aim to reduce the number of miles driven, stay up-to-date on maintenance to control emissions, monitor GHG emissions, and track alternative vehicles (Hybrid, Electric, Natural Gas).

### PLATFORM CHOICES

Now that MetTel has been deployed, these solutions can scale to other agencies easily. Each agency can choose the solution that's the right fit for them.

