Municipality Uses WIN-911 to Call in Snow Plow Drivers

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Challenge

During and following a snowfall, significant time and effort goes into making sure roadways and other paved areas are clear for drivers and pedestrians to go about their daily business. This is no different for the Village of Pleasant Prairie, Wisconsin Public Works Department; however added effort on part of the foreman when calling snow plow drivers to their posts took attention away from overall plowing procedures. A decision was made to automate the calling process so that the foreman could focus on monitoring operations. WIN-911's alarm notification solution, already in use by the Village's Water Utility, became the prominent choice in automating the snow plow callout.

Solution

One of WIN-911's chief functions is to filter, escalate, and route machine alarms to appropriate personnel and devices in an operationally intelligent manner. By simply checking off names in AVEVA InTouch HMI, the foreman can press a callout button at home, and WIN-911 calls the plow drivers with a message to come in and clear the roadways.

According to Tom Hupp, Manager of Technical Support for the Village, "If the weather forecast is predicting snow overnight, the foreman can check to see who will be available and set the callout list in advance. Then when the time comes he just has to hit the submit button to start the callout. No more looking for phone numbers at 3:00 A.M."

The employee's cell phone rings first. If after two attempts the call goes unacknowledged, it is then routed to their home phone number. When the foreman arrives at the Public Works Department, he is able to see which drivers have responded. The program also provides a record of all calls to eliminate any discrepancies.

Results

By implementing WIN-911 automated notifications, the Village of Pleasant Prairie saves time and effort making calls and waiting call-backs. The foreman's attention is re-focused on monitoring overall plow operations, allowing more efficient snow removal.

See next page for a screenshot of the solution.

Customer

- Village of Plesant Prairie

Industry

- Municipality, Public Works

Solutions

- WIN-911
- AVEVA InTouch HMI

Business Results

- Time Savings
- Operational Efficiency

Pleasant Prairie Snowplow Call List

About the Village of Pleasant Prairie

Pleasant Prairie is a village in Kenosha County, Wisconsin. It is located along the southwestern shoreline of Lake Michigan, south of the city of Kenosha and directly north of the Illinois border.

pleasantprairiewi.gov

About GS PlantOptics

GS PlantOptics, formerly Wonderware Midwest, is the AVEVA Select channel partner serving the upper Midwest with local sales and technical services for the full AVEVA Software portfolio.