

City of Inglewood

Lowers Fleet Management Cost through Wireless Solutions



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Rick Longobart
Fleet Superintendent, City of Inglewood

City of Inglewood: Drivers for Change

The City of Inglewood in Southern California, serves more than 118,000 residents. Reporting to the City Administrator, the Fleet Management and Transit Services is responsible for over 600 vehicles serving more than 50 departments, including the police, water and sewer, public transportation, and street division.

The City of Inglewood wanted to increase their driver safety and reduce the annual cost of vehicular accidents. Spending over \$100,000 annually in legal, medical and insurance fees for accidents was an obvious area for the company to target to reduce costs.

The Solution: Onboard Cameras Integrated with Quadrant Mapping and Reporting

Onboard DriveCam cameras constantly record video and audio, but with limited storage, the video can only be stored for a limited amount of time. The system will record and store 20 seconds of video before, during and after an “event” occurs. An event is triggered by a sensor that measures a sudden increase in G-forces, such as an accident, driving over a curb, or an emergency situation. If a vehicle is in an accident, the video needs to be downloaded for accident reconstruction and investigation.

Quadrant™, WebTech Wireless™ real-time location and Telematics system, enables Fleet Management to be notified the instant an event occurs. The WebTech Wireless GPS Locator connects with the DriveCam event sensor so that every time an event occurs, a notification is communicated in real-time over the Cingular Wireless cellular network to the Quadrant mapping and reporting application.

“By integrating Quadrant from WebTech Wireless with the onboard cameras on vehicles, a notification is sent automatically to the office when an event occurs,” comments Rick Longobart, Fleet Superintendent, City of Inglewood. “The Fleet Supervisor no longer needs to retrieve video information from each vehicle in the Service Center every day to discover if an event occurred. Instead with this proactive approach, the Fleet Supervisor will know exactly when an event occurs, with which vehicle, at what time and what location. By making the system more user friendly, it can be more easily used for accident prevention, not just accident assessment.”

Quadrant by WebTech Wireless

With onboard cameras installed, it was important for Quadrant to seamlessly integrate with the application in order to automatically trigger recordings based on defined events.

Quadrant is a feature-rich location and Telematics system that provides more than just a vehicle tracking system. It has a wide range of next generation solutions including on-board diagnostics, driver status, in-vehicle telemetry, messaging, mapping and real-time reporting – integrating critical fleet information with a wide range of back-office applications.

“We were looking for a system that we could live with every day, plus it needed to integrate easily with our existing systems,” explains Mr. Longobart. “Quadrant not only met these needs, but also provided our Fleet Supervisors with critical visibility and insight into vehicle and driver status – in real time.”

Fleet Management is now discovering additional functionality that can increase asset utilization, reduce costs, improve employee safety and deliver higher levels of customer satisfaction.

Quadrant provides extensive real-time and historical reporting such as; asset utilization, maintenance, fuel consumption, excess idling, speeding, entering or leaving a defined area (geo-fencing), driver logs, and more.

Cost Reduction

WebTech Wireless' location and Telematics system has helped the city of Inglewood automate event notifications, and proactively address 'near misses'. Quadrant is an integral piece of the puzzle in improving City of Inglewood's customer service and operational performance. "Our initial aim is to reduce our accident-related expenditures by 25%," states Mr. Longobart. "This is just our first step. The city of Inglewood is well on its way to realize increased utilization from our vehicle fleet."

The system reduces expenses associated with false accident claim reports. Supervisors are now able to view a single comprehensive map, with icons that show the exact position of a vehicle, direction and speed of travel. By reporting in real-time when a G-force event occurs, supervisors can immediately check on the well-being of drivers and assess the severity of the situation once the video is downloaded.

Looking to the Future

With today's public demanding more from their service providers, superior customer service is critical to survive. With Quadrant in their City fleets, the city of Inglewood is well equipped to fulfill the company's operational and customer service goals. "We are constantly taking advantage of the many benefits of using GPS-based information and telemetry," adds Mr. Longobart. "Once we uncovered where our real inefficiencies were, Quadrant helped us solve these challenges. There are so many ways of using the system to derive benefits – we are continuing to transform our service delivery – every day."



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