



Monroe County Road Commission

Keeping Citizens in the Know About Clearing the Snow

How a Program To Improve Reporting to the State,
Saved Manpower and Time in Monroe County

"PRIMEPlow not only provides a better picture of our response to a snow event as it unfolds, but it shows both the citizens and the State of Michigan that their tax dollars are being spent effectively."

Mike Pouter
Monroe County Road Commission

Challenges

- Poor metrics for snow removal and road treatment
- Cumbersome paper-based tracking and reporting
- Inconsistent and delayed proof of service provision to the State

Benefits

- Online and real-time visibility into snow plow operations
- Public portal for real-time viewing by citizens and others
- Improved ROI of existing AVL investments in snowplows
- Saved manpower and time for meeting State's reporting needs

BACKGROUND

Monroe County with a population little over 150,000 people is located in southeastern Michigan. The Monroe County Road Commission (MCRC) is responsible for the repair, maintenance, and improvement of county's roads, including more than 439 miles of primary and 901 miles of local roads. MCRC is also contracted by the State of Michigan for the maintenance of 165 miles in federal and state highways throughout the county.

PROBLEMS

The MCRC is contracted by the Michigan Department of Transportation for the purchase of its snow removal equipment. It is also responsible for treating and clearing snow on the state roads. In exchange for funding, MCRC had to provide proof to the state of such treatment.

Manpower and Time

MCRC used paper-based snow route tracking sheets. Maintaining these records and ensuring their accuracy in a consistent manner was difficult. The paper-based systems were cumbersome and made reporting in a timely manner difficult.

Visibility and Responsiveness

Manual paper-based tracking systems also made it difficult to provide citizens, county or state officials visibility into the status of snow clearance activities. This, in turn, caused much disaffection on the part of stakeholders and the MCRC's hard-pressed employees during severe snow events.

SOLUTION

3SG Plus addressed MCRC's needs by providing a customized version of PRIMEPlow, a snowplow management solution. The hosted PRIMEPlow solution leveraged MCRC's existing investment in automatic vehicle location (AVL) technology to meet their requirements.

"PRIMEPlow is an innovative approach to better serve the residents of Monroe County and the State of Michigan."

Mike Pouter
Monroe County Road Commission

Real-Time Tracking

3SG Plus designed an internal site for MCRC staff that helps them measure progress and track resource usage during a snow event. The solution, which builds on the location data streams generated by the existing AVL hardware on snowplows, enables staff to make operational decisions in real-time. The internal site, allows MCRC to generate a variety of reports that not only meet the needs of various stakeholders but enable continuous improvement of snow removal operations by comparing historical metrics.

Public Interface

3SG Plus also developed a public-facing portal for MCRC. Available on any web browser, the site shows recent snow treatment and allows state and county officials to see which state roads have been treated and when the treatment occurred during winter weather events.

BENEFITS

Access to real-time information on MCRC's snow plows and a map-based view of this was a major benefit. PRIMEPlow allows MCRC to quickly monitor and measure the success of snow removal activities during an active snow event. This leads to **better communication and coordination** within the organization during a snow event.

Reporting on snow removal activities, during and after snow events was made much easier with PRIMEPlow and it also provided for **greater transparency** with State of Michigan Department of Transportation. The reporting also allowed MCRC's internal users to compare metrics between events to help them **improve snow removal operations over time**.

By building on MCRC's existing automatic vehicle location solution, 3SG Plus' PRIMEPlow snow management solution helped them **improve their return-on-investment (ROI)** on their prior technology investments.



About 3SG Plus

3SG Plus is a technology solutions provider to local governments, utilities, and technology firms. 3SG Plus' software and professional services enable customers to make data-driven decisions, faster. 3SG Plus' experienced engineers and analysts have solved the workflow, data management and GIS challenges of customers in more than 30 cities across 15 US states.

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