

# CASE STUDY: HOW A WASTE MANAGEMENT COMPANY'S IMPLEMENTATION OF PUSH-TO-TALK OVER CELLULAR (POC) HELPS “CLEAN UP” NORTHERN NEW ENGLAND.

**Company Background:** Troiano Waste Services operates a fleet of waste collection vehicles that serve multiple commercial and municipal customers across southern and central Maine. The company has experienced challenges in coordinating the collection activities of its drivers and ensuring that they remain on schedule. In addition, they have struggled to maintain effective communication between drivers and the central dispatch office, leading to operational inefficiencies and customer complaints.

**Problem Statement:** Troiano was looking for a solution to improve communication between drivers and dispatch, streamline their collection activities, and enhance customer satisfaction. They needed a communication system that was reliable, easy to use, and would not be disrupted by the challenging terrain and harsh weather conditions encountered during collection operations.

**Solution:** The company chose to implement a Push-to-talk over Cellular (PoC) system from PositionPTT that would allow drivers to communicate with dispatch and with each other in real-time. The system utilizes cellular network coverage to provide reliable and efficient communication, across their geographical footprint.

**Implementation:** Troiano installed PoC radios in all its vehicles and dispatch center. Dispatchers and drivers were trained on how to use the new communication system. The system allowed drivers to quickly and easily communicate with dispatch, receive updated collection schedules and routes, and report any issues encountered during their collection activities. The system also provided the dispatch center with real-time updates on the location of each vehicle.

**Results:** The implementation of the PoC system resulted in several key benefits for Troiano. These included:

- 1.Improved Communication: Drivers and dispatch were able to communicate in real-time, resulting in more efficient and effective collection operations. This led to a reduction in operational inefficiencies and customer complaints.
- 2.Enhanced Scheduling: Drivers received updated collection schedules and routes in real-time, allowing for more accurate and timely collection activities.
- 3.Increased Productivity: The PoC system allowed drivers to communicate with dispatch and with each other more efficiently, freeing up time for them to focus on their collection activities.
- 4.Increased Safety: The PoC system provided drivers with a direct line of communication to dispatch in emergency situations, enhancing the safety of both drivers and the communities they serve by using a “one touch action”, as required by law, for “in cab “communication devices.

**Conclusion:** The implementation of the PositionPTT Push-to-Talk over Cellular (PoC) system significantly improved communication and coordination between drivers and dispatch, leading to more efficient collection operations and enhanced customer satisfaction. The system's reliability and ease of use made it an ideal solution for the waste management company's communication needs.

## >>> SITUATION

A leading New England Waste Services company needs improved communications to improve collection activities and keep drivers in better contact with dispatch.

## >>> SOLUTION

PositionPTT 99G in-vehicle radios, smartphone applications, and Dispatch/GPS software solution.

## >>> T-MOBILE REP

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Position**PTT**

