



## COMMUNITY CONNECTIONS

### BEND, OREGON TAKES AVL INNOVATION TO THE STREETS

#### CONTACT INFORMATION

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#### COMMUNITY PROFILE

Population	75,000
Square Miles	32
Annual Snowfall	32 inches

#### PRODUCT PROFILE

HTE NaviLine,  
LookingGlass Viewer,  
Community Connect Automatic Vehicle  
Locator (AVL)



#### SITUATION

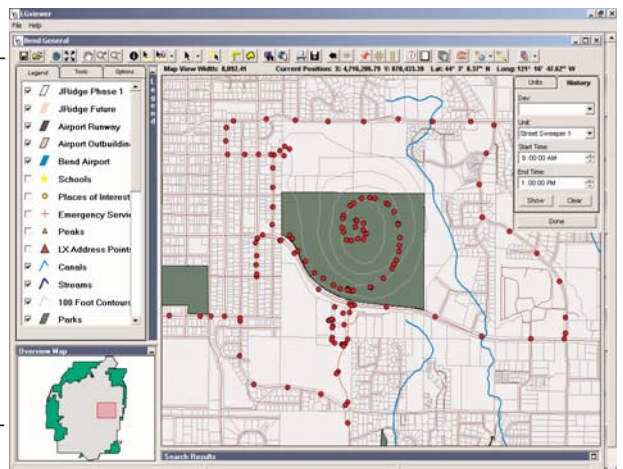
The City of Bend is the most populated city in Central Oregon, covering 32 square miles. Bend's size and growth create a number of unique challenges for its Public Works department. Like other municipalities, Bend is constantly seeking ways to be more efficient and deliver first-class service to its citizens.

Bend's fleet of streetsweepers, cinder trucks, and snow plows are in constant motion, working to maintain city streets. With an average annual snowfall of 32 inches, the cinder trucks and snow plows are critical to providing safe driving conditions for citizens. Information Technology Director Steve Meyers has made it a priority to use technology to improve city services. He also recognized an opportunity to use new software applications from SunGard HTE in a unique way.

#### SOLUTIONS

SunGard HTE's Automatic Vehicle Locator (AVL) application is used by cities across the country to track public safety vehicles, such as police, fire, and EMS. For Steve Meyers, AVL seemed ideally suited to serve a less conventional, yet equally critical need: monitoring the progress of streetsweepers throughout the city, following cinder trucks as they prepare roads for winter storms, and tracking snow plows as they clear city streets after a heavy snowfall.

"Our managers wanted to be able to see a map and view what's been plowed and what's been removed, so they can know where to put their resources in order to get the roads open," Meyers says. "They face time-critical situations, where there may be six inches to a foot



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of snow overnight, and you need information as quickly as possible to keep traffic moving. SunGard HTE's solution ties vehicle location, heading, and speed together with our city maps and systems, providing a real-time view of equipment and progress."

In addition to snow plows, Meyers has installed AVL tracking systems on the City's streetsweepers. "It allows us to manage that service better, because we can see what's been swept and what's been missed," he explains. "Also, you need to be moving between 7 and 15 miles per hour to efficiently sweep. Before AVL, you were constantly trying to determine how fast new drivers were going. With this device, every 60 seconds you know the vehicle's location and speed so you can train the drivers appropriately."

Further, the AVL data is stored, providing an archive of information that city officials can review later to respond to inquiries or requests for information. Information Technology Specialist Scott Reece explains: "Sometimes we hear from citizens who think it's been too long since a streetsweeper has been down their blocks. With the built-in reporting, we can filter and analyze the records to determine exactly when the last time a street was swept."

Location information gathered from the GPS devices is transmitted to city employees through Community Connect AVL and LookingGlass, a sophisticated suite of software tools designed to integrate SunGard HTE applications and databases with geographic information system technology.

"LookingGlass sits between all the database and mapping information we have," explains Meyers. "You've got a map of the City of Bend, and you can

turn on an aerial photo layer if you want to, and then you can select the data you'd like to see. It's an easy interface, so that employees and the public can get to that information and see it.

"With this solution, we are able to dynamically control which equipment we want to view, and that is invaluable during an emergency when we need to monitor only critical vehicles," Meyers adds.

Eventually, Meyers hopes to employ AVL to provide critical public transit information directly to city residents by installing trackers into city buses. This would allow citizens to check an online map at any time and determine exactly where a bus is located on its route, removing the guesswork from waiting for public transit.

## IMPACT

Overall, Meyers' focus on innovation as the keystone of his IT strategy has helped to streamline processes and public access for Bend, which improves efficiency for city employees and provides convenience for Bend's citizens.

Bend Public Works Director, Ken Fuller, agrees that the technological edge that SunGard HTE provides benefits the city. "We've become data hounds," Fuller says. "We like to be proactive. Through the AVL software, we can see real-time where our crews have been and that they cover the city well."

Bend's proactivity has been recognized. "We're going to be one of 50 accredited public works departments within the United States," Fuller said. "That's because we want to do things better."

## AVL In Action

With GPS units installed in each vehicle, Community Connect AVL tracks vehicles utilizing data obtained from a global network of satellites. Users access up-to-the-minute vehicle locations through the LookingGlass software.

