8 Reasons Why Municipal Waste Fleets Need In-cab Smart Displays

White Paper
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What is a smart display?

A smart display is typically a wireless touchscreen device with built-in Wi-Fi and the ability to interact directly with the screen. For waste fleets, smart displays are mounted in-cab units that provide unprecedented real-time information to drivers and dispatchers about a truck’s load-weight, route status, service completion, vehicular telemetry, driver activities and much more.

These smart displays manage a wide range of inputs from a vehicle’s onboard systems including cameras, scales, RFID readers, tire pressure and fuel monitoring, as well as other devices. They ensure easy and real-time communications and information transfer between drivers, vehicles and the back-office.
8 reasons why smart displays are a ‘must have’ for municipalities

To follow are eight reasons why municipal waste collection vehicles should feature smart displays:

1. You will improve customer service

Municipalities place the highest value on ensuring accurate service delivery and a problem-free customer experience. Smart displays will facilitate faster and more accurate responses to customer service issues. Smart displays typically have the ability to track and photograph any route or pickup issues, provide photographic evidence of services if required, and send video recordings or live camera feeds to the back office – all in real-time. They will further ensure real-time remote connectivity between the back office and each vehicle to facilitate prompt customer service follow ups.

2. You can better measure recycling participation

Recycling program measurement is critical to municipal waste organizations. Smart display onboard computing solutions will track every pickup in real-time to measure participation rates and accurately tally any credits.
3. You will have complete visibility and oversight

Municipal waste and recycling managers need to have a complete view of all fleet, equipment and driver activity. Smart displays with fleet management software will ensure complete visibility into driver and truck activity. Smart displays provide a single point of interface between the driver, truck, back office and all communications. They further integrate multiple video and audio feeds in real-time, and ensure flexible and easy interfaces with the vehicle’s control system. It’s like having a supervisor in every truck.

4. You will operate more efficiently

Municipalities are all about accountability, fiscal responsibility and operational efficiencies. Smart displays with fleet management software proactively track and monitor fleet activities in real-time. They will typically feed real-time reporting solutions to evaluate overall operational efficiency for driver activity, driver performance, driver scoring, fuel consumption and fleet performance. Vehicle reports will monitor vehicle usage for accidents, alarms, fuel tax and vehicle usage. Municipal managers can view all vehicles on a map to monitor bread crumb trails, alerts, excessive idling, hard braking and more.
5. You can better track carts and assets

A smart display powered cart management system provides municipalities with the most advanced solution for automated garbage collection and the management of individual carts and customers. Using RFID tags, each garbage can or cart can be associated with a specific customer address. Drivers can quickly verify cart specifics by scanning these with an onboard RFID reader or handheld device. Inventory management capabilities can update backend databases in real-time on service or replacement and repair requirements.

With added GPS capabilities, fleet operations personnel can have real-time visibility into truck location and activity, verify service accuracy, and quickly identify carts that have been moved or stolen, or require servicing. Individual customer information – from damaged carts to insufficient cart capacity – is easily captured into a centralized database. This further ensures immediate and accurate information for any billing processes.
6. You will improve your safety record

Smart displays provide key capabilities to make it easier for municipalities to implement and monitor fleet safety initiatives. A smart display-powered fleet management solution provides managers with real-time visibility into driver activity and behavior. By understanding individual driving habits, managers can better coach drivers on safer techniques and reward defensive driving behavior. Municipal managers can set alarm criteria to alert both drivers and managers when safe driving thresholds have been exceeded.

In the cab, smart displays improve safety by reducing driver distractions and optimizing automation. Additionally, smart displays usually integrate with rear-mounted cameras to enhance safety with a clear view of potential obstacles.
7. You will have a ‘greener’ fleet

Green fleets are focused on reducing fuel consumption, mileage and exhaust emissions, and on driving more efficiently. A must for every municipality! Smart displays help municipalities eliminate unnecessary emissions by improving fuel consumption management, reducing overall mileage and improving driver behavior.

Smart displays with driver direction capabilities let managers optimize each truck’s routes to reduce time spent on the road and the number of engine hours per day. They further help reduce the amount of fuel burned by the engine as it is being used by using alarms to monitor and reduce idling, identify aggressive driving patterns, identify vehicle maintenance problems, and collect the ECM codes so that engines can be repaired before problems escalate.

Driver behavior is fundamental to fleet sustainability. Even the most fuel-efficient vehicles will perform poorly with an inefficient driver behind the wheel. Municipal managers need the tools to monitor driver behavior to influence and educate drivers on more emissions-friendly driving approaches. Smart displays with fleet mapping and monitoring tools to allow fleet managers to work more proactively with drivers to ensure and reinforce greener driving behavior.
8. You will improve the driver experience

It stands to reason that reducing driver distractions is essential for both waste fleet safety and for productivity. Smart displays make bilateral communications between drivers and dispatch (the back office) easy and intuitive. These smart displays typically provide a single point of interface for the driver, truck, back office and all communications. No more cell phones or other mobile devices.

A touchscreen display allows for real-time video and audio functionality, and flexible interfaces ensure easy interaction with the control system. Advanced smart displays will usually feature touchscreens that can be operated with gloves. Many are designed to be hands-free. They will typically ensure visibility even in harsh sunlight or snow glare conditions. They are usually installed ergonomically in the cab to provide quick visual references for route or customer information.

No more paper work; no more manual processes. Drivers can now focus on the road.
Smart displays and management dashboards

Smart displays capture real-time information and typically feed this to a back-office dashboard. The benefits to municipal managers are compelling.

- **You will have a vastly improved ability to make decisions** – a visual presentation of performance measures lets you identify trends in driver behavior, track vehicles and service performance, and measure efficiencies.

- **You can better align your organization** – by working from a universal set of metrics and a single view into these, all internal functions can track organizational goals and performance.

- **You increase operational efficiencies** – you save time over running multiple reports, gain total visibility into all information, better manage routes and drivers, and can respond faster to customer service issues.

- **You can deal with problems faster** – by being able to detect and identify problem areas, you can better manage exceptions, deal with driver or vehicle issues, and ensure route efficiencies.
About FleetMind

FleetMind Solutions, Inc. is the award-winning technology leader for fleet management solutions. FleetMind’s technology is derived from over 10 years and millions of dollars invested in developing the industry’s best and most advanced fleet solutions specifically designed for waste and recycling environments. FleetMind solutions have been successfully installed in thousands of vehicles across North America. Our products have allowed the industry’s largest waste and recycling fleets to link their drivers and vehicles to business operations in real-time to ensure improved productivity, safety, sustainability, profitability and customer service. For more information, visit us at www.FleetMind.com.

Contacts

Martin Demers  
CEO & Managing Partner  
Office: 888.639.1666, ext 4411  
martin.demers@fleetmind.com

Bruno Gagnon  
Director of Sales, Canada  
Office: 888.639.1666, ext 296  
bruno.gagnon@fleetmind.com

Don Diego Padilla II  
Vice-President of Sales  
Office: 888.639.1666, ext 351  
dpadilla@fleetmind.com

Jim Philipps  
Western Regional Sales Director  
Office: 888.639.1666 ext.353  
jphilipps@fleetmind.com