

Driver Communications and Waste Management: Why two-way radios are a good fit for your operation.

Waste management operators are continually seeking ways to improve efficiency in their operations. In addition to rising fuel costs and increased regulatory requirements, customers have expanded their expectations. Competition has also significantly increased. While these factors are not entirely within their control, successful organizations focus on the efficiency and productivity of their fleet operations.

Solving everyday communication challenges

Traditionally, all communications required a driver to call a dispatcher – either by cellular or conventional two way radio – to provide location, job status and any other event that may impact their route. However, this can be very inefficient, requiring a one-to-one interaction between each driver and a dispatcher. Also, there is a chance for errors as this information is transcribed, unless these calls are recorded.

Ideally, in addition to quick and effective communications, dispatchers have visibility to all activities and events. If necessary, they are able to manage these events in real-time. This has led to the adoption of systems that leverage GPS location functionality and digital messaging technologies. These systems take the burden from drivers to provide location and status updates. Of equal importance, this information can be organized, saved and shared.

Solving DOT compliance challenges

However, there is still a need to speak with the driver. Of the two “voice” technologies, two-way radio is preferred for reasons of efficiency. Another key factor involves concerns about driver distraction with cellular devices. In particular, the availability of text messaging on these devices. According to NHTSA (National Highway Traffic Safety Administration) statistics, texting increases the likelihood of a crash by a factor of 23. **Not 23%,** these drivers are **23 times more likely** to be involved in a safety-critical event!

The advantage of a two-way radio is that these systems fall outside the scope of the FMSCA regulations (FCC 47 CFR 20.3) limiting mobile telephones while driving. While proper usage of two-way radios is still required – *No Reaching, No Holding, No Dialing* – two-way radios are not prohibited.

▶ Texting while driving increases the likelihood of a crash by 23 times. Two-way radios with one-touch functionality can minimize this risk and associated liabilities.

Newer digital two-way radio systems also incorporate many of the GPS and messaging technologies found on other data-only systems. These functions include:

- **Automatic Geofencing:** Automatically provides a location status when a vehicle arrives at, or departs from, a pre-determined location (e.g., customer route stops).
- **Automatic Recording of Detailed Voice Reports:** With a simple push of the radio button, a driver can provide a voice report that can be submitted, shared and saved. This can all be done without the need for a one-to-one, real time conversation with a dispatcher.
- **One-Button Status Updates:** “Not Outs”, “Overloaded Container” and other status messages can be programmed and submitted with a single button push. The dispatcher can see these reports from all drivers in one screen.
- **Organized with Location/Date/Time:** Messages and voice reports can be organized with date, time and location stamps.

Options for Waste Haulers

Assuming two-way radio makes sense, the options are to (a) build and own a system, or (b) use a system by a local provider. Increasingly, there is a preference for working with a local two-way provider who has an understanding of your local market and your requirements.

The new, two-way radio systems employ the latest digital technology that overcome many of the performance shortcomings of older, analog systems, especially in terms of coverage and reliability. In exploring different communication options for your business, pdvWireless offers a solution that can solve many of your communications and management challenges, resulting in a more compliant, productive and competitive operation.

Two-way radios and Push-to-Talk can provide added value to your operation.



Efficient group-wide communications



Stay connected to critical information



Get real-time visibility of driver locations and status



Minimize driver distraction



Eliminate on-the-job cell usage and lost productivity



Seamless integration for dispatchers



pdvWireless delivers proven push-to-talk solutions, provided through our own nationwide network dedicated exclusively to business. We help mobile workforces connect more reliably and efficiently than ever before.

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