

“GPS TimeTrack™ is key to our ability to improve maintenance staff supervision and ensure that projects are being completed in a timely fashion. We can now say with certainty where workers are and what they are doing at any given time. GPS TimeTrack has inspired confidence that airport maintenance is providing the efficient and effective service that is expected and intended.”

— Director of the airport's maintenance department

Large U.S. Airport



Benefits

- ▶ Enhanced visibility into maintenance staff operations
- ▶ Project data is tamper-proof and location-stamped for accuracy
- ▶ Increased maintenance staff productivity and accountability
- ▶ City government is now satisfied that taxpayer dollars are being well-spent

Situation

One of the largest U.S. airports employs a staff of 120 maintenance workers, whose jobs range from carpentry to signage, landscaping, plumbing and electrical. These workers are hyper-mobile, rarely staying in one area of the airport very long. With hundreds of projects ongoing, it is critical that management keep close track of maintenance staff location and activities.

Until recently, workers were responsible for keeping their own notes regarding which projects had been completed. In the meantime, management had limited visibility into the location and activities of field staff throughout the day. As a result, fewer projects than necessary were being completed, and the city government was inundated with bad press about the lack of reliability among airport workers.

Solution

The airport recently began using GPS TimeTrack to improve maintenance staff management. GPS TimeTrack software runs on cell phones carried by maintenance staff, who use the application to record shift-start and shift-end information, as well as when they take a lunch break. Workers also use GPS TimeTrack to indicate in what part of the airport they are working and on which projects. Maps and reports generated by GPS TimeTrack are used by field staff management to verify the entries of the maintenance staff.

Challenge

Improve the system of tracking the location and activities of maintenance staff.

Results

Airport management now has web-based access to real-time, tamper-proof location and activity data which has improved field staff accountability. City government, which was frustrated publicly by scandals involving maintenance staff who were sleeping on the job or pretending to be at work when they weren't, is now confident that tax payer dollars for airport maintenance are being well-spent.