**Transportation Case Study**

**California Department of Transportation District 10**

AT&T puts CalTrans on the road to a better traffic monitoring system.

**Department of Transportation uses wireless technology to improve reliability of traffic data.**

Most people don’t give much consideration to the roads. But for the people at the California Department of Transportation (CalTrans), the roads—and the vehicles that travel them—are their central purpose. Gathering accurate data about traffic congestion on the highway helps CalTrans manage congestion, understand the life of the road, schedule timely maintenance and qualify for federal highway funding.

Unfortunately, the system being used to collect this data was growing increasingly unreliable. Land-based copper lines caused ongoing maintenance headaches. And dial-up technology created unpredictable costs for CalTrans due to long distance and local toll fees. They needed a system that was more intelligent, more flexible and more cost-efficient. They found that system through AT&T.

An easy transition from copper lines and dial-up connections to wireless flexibility.

Making the move from landlines to a wireless system was completed across all eight counties of CalTrans District 10 within three months’ time. AT&T partnered with InfoTek to provide hardware that was versatile and easy to install, along with an intelligent software solution addressed specifically to the transportation industry. “When we talk about putting one of these devices in the field, it really is as simple as wiring it to the controller, plugging in the transformer for power, and putting an antenna on the cabinet,” explains Clint Gregory of CalTrans. “I mean, that’s fabulous.”

**More reliable and consistent traffic data. Less toll on the road and on field workers.**

The benefits of the new system were obvious from the start. The transmission of data became more reliable, and occurred at more consistent intervals of time. Because the AT&T/InfoTek solution requires fewer connections between hardware and systems, lost data became a more rare occurrence.

Additionally, system maintenance became significantly more manageable. The new system provides traffic data in real time, so it’s easy to determine when a problem has occurred. But more than that, the new system is capable of pinpointing the exact location of the trouble, restoring proper and consistent traffic-congestion management in reduced time. It also results in more efficient management of workers in the field. “It used to be, ‘The system’s down’ and we would begin the 15-mile drive to look at all these cabinets out there to find what exactly is wrong,” says Mr. Gregory. “Now it’s as simple as ‘Go to cabinet #22’ and swap in a new device.”

**Unexpected benefits.**

Beyond the initial goal of increasing reliability of traffic data, the new system has provided other benefits. In the old,
copper-wire system, data was delivered to three separate computers, forcing dispatchers to monitor them all.

Now, the data is centralized into one computer, increasing efficiency across the system. “We’re getting more into customer service. I think we’re able to give our customers, the motoring public, a little more information than we have previously,” says Gregory.

**Impressive results.**

Since AT&T/InfoTek capabilities have been implemented, CalTrans has enjoyed:

- **Greater reliability.** By no longer relying on hardware and copper lines that can be damaged and difficult to repair, CalTrans is able to receive consistent and reliable data from their traffic stations.
- **Reduced costs.** Because there are no dial-up costs and long distance fees that vary from region to region, CalTrans now has a solution with a fixed rate plan that fits the parameters of their budget. Additionally, CalTrans saves money by not paying monthly copper-line fees, and by saving on gas thanks to more accurate diagnosis of system troubles, resulting in fewer trips to the problem site.
- **Remote diagnostic capabilities.** Using the new system, CalTrans can troubleshoot a modem over the network, update firmware remotely, adapt modem configurations and gain real-time knowledge if a modem isn’t working.
- **More efficient use of manpower.** CalTrans workers no longer have to physically monitor the entire system, looking for problems or trying to find the source of a problem. The system can now pinpoint the exact location of the trouble, allowing workers to make a specific fix in significantly less time.

**Why choose wireless from AT&T?**

- **Network.** The AT&T ALLOVER™ network is the largest digital wireless voice and data network in America, covering over 273 million people, and is growing all the time. The AT&T EDGE network is the largest national wireless data network, with average download speeds of 70 to 135 Kbps. Coverage is not available in all areas.
- **Expertise.** Our people and our alliance providers know how to make wireless improve the way any business works. That’s why AT&T serves 95% of Fortune 100® and more than 80% of Fortune 500® companies.
- **Applications.** Our broad ecosystem of trusted market leaders, including enterprise software and middleware providers, system integrators, original equipment manufacturers and other solution providers, work as a team to provide you with applications specific to your industry.
- **Service.** AT&T provides superior account service with a dedicated team of wireless experts committed to facilitating an end-to-end solution.

For more information, or to learn more about AT&T solutions for your industry, visit att.com/WirelessGovernment or call 866-9ATT-B2B (866-928-8222).

**IMPORTANT INFORMATION:**

Results may vary by company and with selected wireless data solution. Service subject to applicable business/government and/or individual service agreement, the corresponding wireless Plan brochure and coverage maps, and related promotional materials. Eligible wireless data plan on a compatible device required. Coverage is not available in all areas. Actual speeds may vary. Due to coverage and system limitations, service may not be accessible at all times. Availability, speed of delivery and timeliness of information is not guaranteed. When outside AT&T’s wireless network, access will be limited to information and applications previously downloaded to or resident on your device. Additional software, hardware, and/or subscription to a third-party service may also be required. AT&T does not sell, supply, install or support such software, hardware, or services. By using service you agree to abide by the terms and conditions of applicable software licenses. Failure to comply with such terms and conditions may result in termination of service. Additional fees, charges, and restrictions apply. Please contact your AT&T account representative for further details. © 2007 AT&T Intellectual Property. All rights reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.