

RESPOND. RESTORE. REPORT.

arcos[®]

CLOSEST TO THE TROUBLE

For utilities, arriving at the scene of an emergency event in 10 minutes instead of 30 minutes could mean the difference between a routine operation and an escalating crisis. That's why we developed **Closest to the Trouble (CTT)** to supplement ARCOS[®] Callout and Scheduling Suite. With CTT, you can quickly identify the closest resource with the right equipment and dispatch them to the scene faster.

Utilities and power plants strive to reduce response time in critical situations, improve their metrics and meet or exceed regulator guidelines. This can be challenging when keeping track of responders manually on a map. Keeping track of which personnel have trucks at home adds a level of complexity to the situation. ARCOS CTT automates this process, ensuring the responder closest to the trouble, with the right skill set and equipment, is dispatched first.

EMERGENCY SCENARIOS

ARCOS CTT can shave valuable minutes off your emergency response time.

- Electrical Utilities: Live wire situations, poles trapping people in vehicles, fires in manholes, pole fires, fires in substations
- Gas Utilities: Gas leaks, fires from gas leaks, fires in manholes
- Power Plants: Emergency repair to get plants back online, personnel accidents, security incidents at plant, threatening protesters and drill response

FEATURES

By adding Closest to the Trouble to your ARCOS Callout Suite, you can leverage several time-saving, advanced features for fast identification of the resource closest to your emergency situation.

- Google Maps integration: Utilize user-friendly maps and satellite imagery for a quick visual of the trouble area
- Distance Options: Calculate distance by drive time (for high traffic areas), drive distance (for areas separated by lakes and rivers), and raw distance (for widespread areas)
- Dynamic Reordering: Change sequence of responding parties – for situations when one employee might be closer, but perhaps not qualified for emergency
- Dynamic Trouble Spot Targeting: Change trouble location on map – when a first responder determines trouble is actually at a different location than first spotted

“ARCOS is helping our employees respond to emergencies more quickly to ensure customer and public safety by providing timely repairs and restoration of service.”

Jeff Potter, Distribution Dispatch Engineer, Avista Utilities

Find out why 24 out of the top 25 utilities are using the ARCOS Callout Suite

Contact us today at
www.arcos-inc.com,
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614.396.5500

“Our automated callout system has reduced overall gas-leak response by 13 percent, or an average of seven minutes per event.”

David Howell, Director of Gas Delivery, Avista Utilities