

FIELD SERVICES



Emergency and Extraordinary Maintenance

Econolite Systems is a licensed and bonded Electrical Contractor and the premier provider of ongoing traffic signal and ITS maintenance and repair services. Our experienced Field Services team of licensed Electricians and IMSA-certified Technicians are expertly trained and have been providing superior service to customers since 2002. We understand the importance in safety, including safety for the motoring public. Our response and service times, our commitment to quality service, and our proven track record are indicators of our commitment to that goal. Our experienced Technicians are fully qualified, equipped, and available to repair or replace any part of the signal system and return it to normal operating condition. Our team provides both unscheduled emergency and scheduled extraordinary maintenance services, including those outside normal business hours.

We offer a 24/7 dispatch service to record and dispatch all calls. Our Dispatch Console is integrated into our Maintenance Management System (MMS). Using the Dispatch Console, we can receive and log agency calls and dispatch the appropriate on-call technician. All information is logged in the MMS to tie in with the field data, allowing for the most accurate reporting. We perform emergency services for:

- Blackouts and power outages
- Signal equipment knockdowns, including poles
- Signal controller, PED signal, or sensing element malfunctions
- Burned out red or green ball or arrow displays
- Damaged controllers, cabinets, illuminated street names signs, or inductive loops
- Wiring issues and any other situations that are potentially hazardous to public safety

CAPABILITIES INCLUDE

- **24/7/365 TECHNICIAN AVAILABILITY AND LIVE DISPATCH TEAM**
- **RAPID, LAYERED RESPONSE TIMES**
- **INVENTORY OF TEMPORARY AND REPLACEMENT EQUIPMENT**
- **FULL FLEET OF SERVICE VEHICLES**
- **IN-HOUSE TESTING FACILITY AND REPAIR LAB**



EMERGENCY SOLUTIONS

Econolite Systems Technicians carry enough temporary or replacement equipment to ensure that an intersection is in safe operation. If additional help is needed, we always have additional technicians available as well as a utility crew who can quickly mobilize and bring out a crane, spare base plates and poles, or heavy equipment, as needed. Our Technicians can respond within a City-defined time frame for emergency call-outs, including weekends and holidays.

Our Technicians will remain onsite, as necessary, through multiple signal cycles to ensure proper operation has been restored and the signal operates in the standard, satisfactory manner, and that the condition poses no immediate public hazard and minimal inconvenience. In addition to designated City maintenance technicians, we have rotating technicians for all emergency call outs and on-call dispatch services.



Safety

The safety of the public and our employees is of vital importance, and it guides all of our operations. We conduct weekly safety meetings and require that safety be part of all our Electricians' National Electric Code (NEC) continuing education curriculum.



Quality

Without quality, many other areas like safety and productivity can be affected. This is why we build quality into everything we do. From project planning to delivery, our goal is to ensure that your traffic signal and ITS systems operate safely and efficiently.



Productivity

We always strive for high-productivity to ensure that every project detail is addressed in a timely and efficient manner. We utilize the philosophy of "plan your work, and then work your plan," to ensure that our efforts are well-coordinated and successful.



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