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Communication & Engagement Opportunities







Program Questions

 If you have questions for our speakers, you may ask them using the Q&A feature.

2. Choose to **Upvote** a question that is the same as your question.

Today's Moderator



Tracy Warner, PE Deputy Director of Development Services Pima County



We look forward to seeing you tomorrow at 10 am CT



Chris Ewell Assistant Public Works Director Facilities Management City of Phoenix



Phoenix-1200CE

- Population: 80,000
- Canals: 217 kilometers
- Trade as far away as Central America



Phoenix-2025

- Population: 1,625,000 (4.8M+ metro)
- Area 518 square miles
- 5th largest city in the United States
- Age: 142 years old



City of Phoenix Public Works

- 1,100+ employees
- Three main functions:
 - Solid Waste Utility 48K+ households served daily.
 - Fleet Maintain and fuel over 8K+ pieces of equipment.
 - Facilities Maintain over 800+ general fund facilities.
- Mission: To improve the quality of life in Phoenix through efficient delivery of outstanding solid waste, fleet, facilities and energy management services.

AI Tools Used

- Current:
 - Vehicle routing software
 - Trash sorting
 - Data evaluation
 - Writing in limited cases
 - Condition assessment
 - Future:
 - Predictive maintenance
 - Realtime routing changes
 - Building controls automation







How is it going?

- New employees excited.
- Existing employees cautious, anxious, or even unreceptive.
- City is slower to adopt new technology:
 - Cost
 - Data security
 - Bias introduced
 - Who are the experts?
- Unions/employees concerned:
 - Potential job losses
 - Skills required
 - Who trains them?





Administrative Regulation 1.65-Use of Generative Artificial Intelligence (AI) for City Business:

- Effective April 5, 2024
- Does not include non-generative AI guidance.
- Supports the "responsible use of Gen AI, while mitigating the associated risks."
- "All employees who use Gen AI technologies to create content in the course of performing their jobs will be held accountable for its proper use."



City of Phoenix AI Policy



Administrative Regulation 1.65-Use of Generative Artificial Intelligence (AI) for City Business:

- Gen Al Executive Committee-Serves as the governing authoritative body pertaining to City use of Gen Al technologies and associated work products, across all City departments and functions.
- Gen Al Technical, Security, and Privacy (Gen Al TS&P) Subcommittee-The role of the Gen Al TS&P is to serve as a technical, security, and data privacy advisory body that provides recommendations to the Gen Al Executive Committee as they evaluate procurement, development, and use of all Gen Al tools.



Information Technology Services-ITS is responsible for developing and maintaining City IT policies and standards for all Gen AI technologies used within or on behalf of the City.

City of Phoenix AI Policy



Requirements for leveraging Gen AI Technology:

- Human Ownership: Human ownership is required for <u>accountability</u>.
- Transparent: The City shall be transparent when using Gen AI to <u>foster</u> <u>public trust</u>.
- Protection From Harm: Ensure the prevention of <u>algorithmic discrimination</u>.
- Equitable: Gen AI system responses are <u>based on patterns and</u> <u>relationships</u> learned from large datasets derived from existing human knowledge.
- **Opt Out:** <u>Where feasible</u>, City residents should be able to opt out from automated systems in favor of a human alternative to receive or request a City-provided public good or service, where appropriate.



City of Phoenix AI Policy

Additional Requirements for leveraging Gen Al Technology:

- Beneficial to Residents
- Public Safety of Residents
- Safe and Effective Systems
- Resident Privacy First
- Data Subject Consent
- Disclosure of Use
- Procurement Rules
- Use Limitations and Purpose Specification

Focus on AI Bias

AI Bias:

Computational bias is a systematic error or deviation from the true value of a prediction that originates from a model's assumptions or the data itself.

Cognitive bias refers to inaccurate individual judgment or distorted thinking.

Societal bias leads to systemic prejudice, favoritism, and/or discrimination in favor of or against an individual or group.

Focus on Al Bias

AI Bias:

- Bias can impact outcomes and pose a risk to individual rights and liberties.
- Can lead to unintentional, or even intentional, algorithmic discrimination.
- Proactive, human assessment measures required to avoid.

Thank You!



Smart Communities Start with Supported Public Agencies: AI & the Future of Public Services

> Stephen Williams M.S., PLS GISP GIS Director & Government Services Practice Leader G3 Engineering & Surveying

Stephen Williams M.S. PLS GISP

G3 Engineering & Surveying

AI SUMMIT

- Government Services Practice Leader
- GIS Director

APWA

Asset Management Committee - Vice Chair

Swilliams@G3engineering.org







Introduction

> Today's Public Service Reality

- Public infrastructure majority managed by small agencies
- Growing demands vs shrinking resources
- Technology gap a factor in talent exodus?

The Al Opportunity

- Alleviate mundane tasks
- Reducing the resource divide
- Simplify working with complex data

Asset Management Transformation

- From manual to automated processes
- Putting asset management to work
- Building future-ready organizations

Demands vs Resource Reality



Transportation Stats

www.transportation.gov

- ➤ ≈5% US roads = major highways carrying 55% of traffic
- Rural communities of <5,000 people = > 70% of public roads/infrastructure
- ➤ Traffic costs ≈\$154 billion in wasted time & fuel

The Growth Challenge Placing a premiumon Asset Management

- ➢ Public works budgets growing ≈2-3% annually
- Traffic increased to 3.2 trillion miles (2016)
- Congestion grew from 5.6B to 6.7B hrs (2002-2012)
- > Average city manages 30% more assets vs 20 years ago
- Water infrastructure backlog >\$1 trillion (EPA, 2022)

The Public Sector Talent Challenge

Market Reality

- 15-30% wage gap (BLS, 2023)
- Salary challenges = must innovate
- Empower staff with modern tools

High Stakes

- 35% retirement eligible (BLS, 2023)
- Private sector rapidly adopting AI
- Small local government tech adoption typically slow

Staffing & Retention

- Support employees or watch them leave
- > Technology gap will further drive exodus
- > AI adoption is about efficiency and retention





Al Policy: Time for a New Approach

Traditional Challenge vs New Reality

- Government moves at policy speed, not technology speed
- Al capabilities evolving quarterly
- Can't wait for perfect policies

Public Sector Advantages

- Most government data is already public
- Fewer privacy barriers than private sector
- Opportunity for further transparency

Path Forward

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St wi di th oL Vi Start small, iterate, learn quickly

Model Type

- Flexible vs rigid policies, reviewed quarterly
- Focus on outcomes and responsible use

Al as a Force Multiplier

Accelerate Daily Work

- 30-minute tasks to 30-seconds
- > Automate routine report writing and analysis
- Free staff to focus on critical thinking

Practical Application

- Automate routine data clean-up
- Simplify reporting processes via meeting transcriptions to minutes & agendas
- Support decision-making with existing data
- > Make documents conversationally accessible

Enable Better Service Delivery

- Faster response to citizen needs
- More time for strategic work
- Improved Asset Management (AM)



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Bridging the Asset Management Divide

Rural Community Challenge

- >70% of public roads and infrastructure in small rural communities
- Many still struggling with basic inventories
- Limited staff, budget, & technical resources

Starting the Journey

- Need to walk before running with big data
- Need to develop and implement a plan
- Limited capacity and expertise

Where AI steps in!

- Simplify inventory creation & data collection
 Make complex analysis more accessible
- Help small teams do more with less





AI Impact on Asset Management

Evolution of AM Infromation Systems

- From reactive to predictive maintenance
- Moving from manual to automated
- Real-time monitoring and alerts

What's Changing

- Al processing vast amounts of existing data
- Analyzing photos/video to actionable insights
- Accelerating condition assessments

Real World Transformations

- Pavement management modernization
- Fleet predictive maintenance
- Improving infrastructure inspections



Courtesy: loticiti.com



Al in Pavement Condition Inspections

Baseline (Manual Method)

- 120 Centerline Miles
- > ≈\$120,000 in costs

AI Solution

- Less than \$10,000 per year
- Results within 9% of manual scoring
- Validated through manual scoring verification



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Optimizing Fleet & Waste Operations

Smart Fleet Management

- Real-time vehicle monitoring and diagnostics
- Predictive maintenance alerts
- Driver behavior insights

Smart Waste Collection

- Container fill-level monitoring
- Automated collection triggers nearing capacity
- Resource allocation based on demand

Operational Impact

- Optimized vehicular routing
- Reduced fuel consumption
- Lower maintenance costs





<image>



Tyler Bandemer – Solid Waste Management Superintendent at City of Loveland, CO





1. Al to Reduce Overages in Waste Collection (1/2)



- Waste haulers face the challenge of overflowing bins while collecting waste
- With 20-30% of bins regularly overflowing, waste haulers incur additional landfill fees for the excess weight they transport and dump.
- With landfills charging from \$50 to \$85 per ton, this translates to approximately \$3M in excess annual landfill fees per 1,000 trucks.
- Overflowing bins slow down waste collection and lead to operational hazards for drivers.

Image credit: Photo by Alan Stanton on Flickr

1. Al to Reduce Overages in Waste Collection (2/2)



- AI can help detect overflowing bins by applying computer vision on truck cameras
- The customer details can be identified using customer ID read from images, or using technologies such as RFID
- When bins are found to be overflowing or loaded with extras, the AI can alert the drivers
- Once the driver confirms, the communication can be automatically sent to the customer with picture evidence
- This real-time intelligence helps drivers enforce policies, drive swift action transparently and automatically





2. Al to Improve Waste Sorting in Material Recovery Facilities (1/2)



- Haulers drop-off the recyclables load collected from customers to Material Recycling Facilities (MRFs)
- MRFs face challenges in efficiently sorting recyclable materials due to contamination, manual errors, and the complexity of waste streams
- Such inefficiencies results in recyclables ending up in landfills
- The Environmental Protection Agency (EPA) estimates that about 75% of all waste generated is recyclable, yet only 32% of municipal solid waste (MSW) was recycled or composted



2. Al to Improve Waste Sorting in Material Recovery Facilities (1/2)



- Al-powered sortation systems work by using advanced sensors and algorithms to identify and classify materials in real time
- Robots, guided by AI, precisely separate items like plastics and remove contaminants, ensuring high-quality output
- These systems adapt dynamically to changing waste streams, continuously optimizing performance for efficient and consistent recycling operations.
 - As a result, such systems improve material recovery rates, reduce contamination, and lower operational costs.

Image credit:Photo by engin akyurt on Unsplash; 2. blog on rts; 3. article by EPA

Case Study: Napa Recycling increased recovery with Al-guided robotics



- Evergreen is among the nation's largest recyclers of polyethylene terephthalate (PET) and producers of recycled PET (rPET)
- It struggled with labor shortages as manual sorting required long, tedious shifts. Also challenging was ensuring high-quality food-grade flake production
- The solution uses AI-driven algorithms and computer vision to identify and sort PET bottles by color and clarity. Robots equipped with vacuum suction mechanisms pick and separate materials with precision
 - Results: Capture rates increased by 200%, with robots sorting up to 120 bottles per minute and removing 90% of contamination



3. Al to Improve the Safety of Public Transportation (1/2)





- Vehicles blocking bus lanes not only disrupt public transit efficiency but also pose safety hazards
- These obstructions lead to delays, passenger frustration, and unsafe conditions
- In a study conducted by Southeastern Pennsylvania Transportation Authority (SEPTA), ~36,000 violations were recorded over a 70-day pilot program, with about 50% of all bus stops experiencing blockages by unauthorized vehicles
- Research indicates that when bus lanes are obstructed, delays can increase by 0.5 to 1.0 minutes per mile
- Traditional enforcement methods, such as manual ticketing, are often slow, inconsistent, and ineffective in deterring violations

Image credit and stats: An article on nextcity.org

3. Al to Improve the Safety of Public Transportation (2/2)



- Al-powered solutions offer a transformative approach to this challenge
- Advanced camera enforcement systems equipped with Al algorithms detect unauthorized vehicles in bus lanes, analyze footage in real-time, and automatically issue violations
- By leveraging object recognition and location data, these systems ensure precise identification and consistent enforcement without requiring extensive human intervention.
- Such systems lead to fewer accidents, faster bus speeds and on-time service



Case Study: New York City's (MTA) reported 20% fewer vehicle collisions using Al



- Public transit efficiency, reliability, and safety are hindered by vehicles obstructing bus lanes
- Hayden AI has developed a vision AI system that it's deploying in numerous US cities to solve this challenge
- The system uses cameras mounted on buses to monitor bus lanes, capture images, apply algorithms to the images, and collect evidence of parking violations in bus lanes that it then sends to the relevant authorities
- Result: New York City's Metropolitan Transportation Authority (MTA) reported a 5% improvement in bus lane speeds along enforced routes, as well as 20% fewer vehicle collisions

Image credit and case study: An article on techbrew





Tyler Bandemer Solid Waste Management Superintendent City of Loveland, CO Tyler.Bandemer@cityofloveland.org 970-962-2609

APW/

AI SUMMIT

AI in Public Works Roadway Asset Management: PAVEMENT INSPECTION

> Mark Nassar, PE, MBA Vice President Program Management Harris & Associates

Outline

- **About Roadway Pavement**
- **Objective of Pavement Asset Management**
- Pavement Condition Inspection
- Al's Contribution
- Considerations when using AI

The Importance of Roadways



Anatomy of Pavement



- Aggregate (mixture of sand, crushed stone and gravel)
 Provides a stable foundation for the pavement surface

SUB-BASE

- Spreads the load of the roadway onto the subgrade

SUBGRADE

SUMMIT

Types of Pavement Failures/Distress





AM - Treatment/Repair Strategies

_	PCI RATING	TREATMENT STRATEGY (Types of Repair)
100 85	Excellent	Do nothing/ Corrective maintenance
70	Very Good	Preventative Maintenance
55	Good	Program 2020 2024 Construction 7.5% 4.8% 2020 2.0% 5.9% 5.7% 5.7% 5.7%
55 40	Fair	Resurface
25	Poor	Rehabilitation
10	Very Poor	Beconstruction
0	Failed	
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Al Recap

AI - Artificial Intelligence

Involves techniques that equip computers to emulate human behavior, enabling them to learn, make decisions, recognize patterns, and solve complex problems in a manner akin to human intelligence.

ML - Machine Learning (subset of AI)

Uses advanced algorithms to detect patterns in large data sets, allowing machines to learn and adapt.

DL - Deep Learning (subset of ML)

Uses neural networks for in-depth data processing and analytical tasks. DL leverages multiple layers of artificial neural networks to extract high-level features from raw input data, simulating the way human brains perceive and understand the world.

Generative AI (subset of DL)

Generates content like text, images, or code based on provided input. Trained on vast data sets, these models detect patterns and create outputs without explicit instruction, using a mix of supervised and unsupervised learning.



Benefits of AI Inspection

• SAFETY

Minimizes the need for/exposure of inspectors working in traffic hazards. Minimizes risk to the public

TIME - Significant Reduction in Time

- Perform the inspection in a fraction of the time
- Streamlines Onboarding and Training
 - Reduces need for specialized skills where training can be lengthy
 - Reduces onboarding time for faster deployment

COST - Reduced Travel and Inspection Costs

Al enables Consultants to conduct inspections in remote or hard-to-reach areas Reduces the need for travel, cutting down on related expenses.

SCOPE - Enhanced Data Accuracy

- Ensures Consistency
- Minimizes mistakes
- Removes subjective judgement/variation

Enhanced Operational Efficiency

- Less traffic disruption
- Increases capacity of consultants to do work (especially geographically)
- Faster turnaround times to Public Agency/Owner

Inventories comprehensive other asset types in R/W



Types of AI Inspection Equipment



AI Application Challenges Encountered

AI PAVEMENT DISTRESS EVALUATION

- Data Integration: Al-generated distress data was imported into the Pavement Management Program (PMP)
- Comparison: PCI scores from AI were compared against PCI from manually collected data

KEY IMPRESSIONS OF AI EVALUATIONS

- Variations: Significant differences between AI and manual PCI scores
- Overestimation: Al inconsistent and often overestimated medium and high distress levels
- QA-QC Standard: AI data did not meet the required QA-QC standards









Challenges To Be Prepared For

• Operation

- Time of day impacts visibility optimal performance midday
- May need multiple passes for full coverage
- Tracking and managing routes is challenging

Data Collection

- Equipment can malfunction and cause missed data capture

Tech Support

- Can be lacking and slow, especially if overseas

Security/ Liability

- Concern over loss of high value equipment
- Concern over improperly secured equipment falling off an causing a safety hazard



Ongoing AI Refinement Efforts

• Development Status: AI is still evolving and is expected to be fully reliable in 2025

Al Continuous Refinement

- Iterative Data Importation: Continuous comparison between AI and manual data
- Algorithm Refinement: Enhancing distress identification and classification with each iteration
- Adapting Across Terrains: Testing algorithms for adaptability and reliability in diverse terrains
- Maintaining Standards: Ensuring AI aligns with engineering standards
- **Cost Implications:** Current costs are comparable with manual methods but offer long-term savings due to increased efficiency and reduced labor needs

CONCLUSION: Calibrate Early/ Check Often/ Verify Always

- **KEY:** Establish and routinely apply a QAQC plan
 - Don't expect AI to print out a perfect answer
 - Partnership approach between Public Agency (Owner), Consultant and Tech Firm
 - Budget time for early <u>calibration</u> and <u>routine reviews</u> (an iterative process)
 - Start with a small representative percentage of the network
 - Continuous comparison between AI and manual data
 - Monitor for AI challenges in distress identification/classification
 - Especially in differing terrains
 - <u>Verify</u> anomalies flagged by the AI tool

Embrace innovative advances but never let go of your QAQC role





Mark Nassar, PE, MBA Vice President Program Management Harris & Associates CALIFORNIA Mark.Nassar@WeAreHarris.Com 619-200-6442

Thank You For Your Time



Cranberry Township, PA

- 20 miles north of Pittsburgh
- 23 square miles
- Population 33,000
- Growth from less than 15,000 in 1990

Public Works

- Street, Fleet, Traffic, Grounds, Facilities
- 27 Crew, 4 Managers, 3 Admin

Research – Development - Deployment

















Application of Al

- Begins with reliable and trusted sensing technology to collect data, filling in gaps from broader infrastructure.
- Using a method called "deep learning," the unique observation data is integrated with other datasets such as global models, measurements from satellites, and connected car data. The localized data is continuously fed into the model, helping it to "learn" the area and its surroundings.

The result: highly localized and more accurate predictions.

Other Applications

Traffic Operations Center (TOC)

The Township utilizes a <u>Centracs</u> Advanced Transportation Management System headquartered in the largest municipal owned Traffic Operations Center (TOC) in Pennsylvania.

Cranberry's Traffic Management System is responsible for the maintenance and programming of:

- 43 signals along state and local roads in the Township
- 10 signals in four neighboring communities.

Cranberry Township also partners with CMU Traffic 21/Safety 21 on deployment initiatives and testing opportunities.

The use of AI is shown in our predictive model of incident management on the limited access roadways adjacent to the Township.



Other Applications Paving Plan INVENTORY ANALYZE PLAN RoadBotics 2024 Paving Budget Roadsoft MICHELIN MOBILITY INTELLIGENCE 19% Superpave Crack Seal Seal Coat 75% **2025 PAVING BUDGET** \$1,625,000 2024 ROAD **INVENTORY COMPLETE**

Lessons Learned

- Saves Resources \$\$\$ and Time
- Try New Technologies
- Be a Deployment Partner During Development
- Involve your Team
- Share Success





