CASE STUDY

Seminole County uses SYO™ to reduce truck rolls and signal fault triage time

- **Project location:** Seminole County, Florida
- **Population:** 491,000
- **Client:** Public Works, Traffic Engineering
- **Solution:** The SYO ecosystem + EDI's MMU2-16LEip signal monitors
- **Scale:** 419 intersections integrated into the SYO ecosystem

Time savings at a glance

- Up to an hour saved per callout.
- Estimated 50 truck rolls avoided per year from just remote power outage confirmations.
- Faster coaching for newer technicians thanks to remote insight and guardrails, all while keeping callbacks minimal.

The challenge: storms, staffing turnover, and limited visibility

Staffing turnover made every callout harder

Seminole County has experienced significant turnover since COVID, leaving teams with many technicians in their first two years on the job. In that environment, the ability to coach newer technicians through repairs — quickly and confidently — becomes critical.

Severe weather amplifies the cost of uncertainty

Florida's storms can introduce intermittent and weather-driven faults. When a technician doesn't know what the situation requires until they arrive on site, the response is slower, and resources get stretched — especially after hours.

Signal uptime directly impacts safety and public trust

Signals not operating as designed, especially on high-volume corridors, result in slower movement, increased congestion, and a higher risk of confusion and accidents. Faster detection, diagnosis and resolution reduce disruption and support safer, more predictable movement through intersections.

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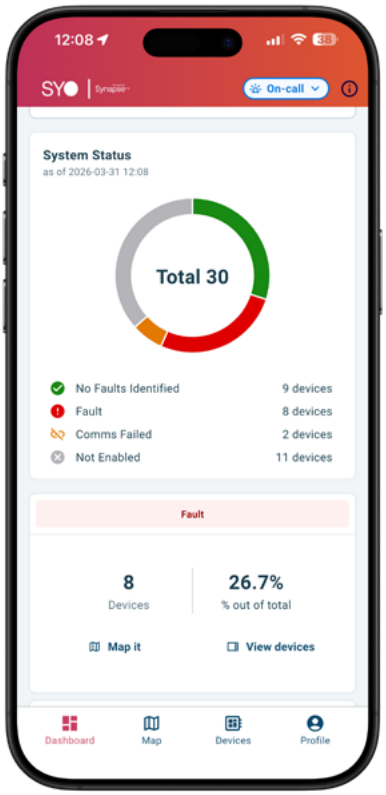
The solution: SYO delivers actionable insight before crews roll

Given their challenges, Seminole County was an ideal candidate for SYO, Synapse ITS' intelligent maintenance and operations ecosystem. The County already had hundreds of SYO compatible EDI monitors connected to its internal network, which helped onboarding proceed quickly.

> **When EDI invited us to try SYO, we were immediately interested. The onboarding process was very straightforward and went smoothly for us."**
>
> — Chad Dickson, Operations Manager (Signals) | Public Works Traffic Engineering | Seminole County

Today, Seminole County has 419 intersections online and integrated into their SYO ecosystem, all operating EDI's MMU2-16LEip signal monitors.



SYO App dashboard

How Seminole County uses SYO in the real world

Alerts first — no dashboard babysitting

Seminole County's goal is to receive information when it matters — without creating another system that someone must monitor constantly. Technicians use alerts as triggers, then pull in more detailed information only when a situation requires action.

> **Nobody wants another dashboard to monitor. When we do get a call, SYO eliminates the first 15-20 minutes normally spent opening the cabinet and figuring out where the problem is."**
>
> — Chad Dickson, Operations Manager (Signals) | Public Works Traffic Engineering | Seminole County

Triage from anywhere with confidence

SYO shows critical device details that help technicians quickly understand the fault right in the mobile app, from anywhere. Seminole County specifically called out the value of live device data.

> **The ability to view live channel voltages through the app has proven especially valuable when diagnosing issues during inclement weather or when we want to verify the effectiveness of a repair."**
>
> — Chad Dickson, Operations Manager (Signals) | Public Works Traffic Engineering | Seminole County

Better support for newer technicians

With limited staff and many newer technicians, supervisors can use SYO's operational insights to guide on-call and in-field personnel through troubleshooting. This helps junior crews hone in on the problem area faster and reduces wasted time and effort.

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Outcomes with SYO

15-20 minutes eliminated from the front end of callouts

Seminole County reports that using SYO can eliminate the first 15-20 minutes typically spent opening the cabinet and diagnosing the issue on site. This is especially meaningful when it's pouring rain, and traditional troubleshooting is slower and harder.

30-40 minutes avoided by dispatching the right response the first time

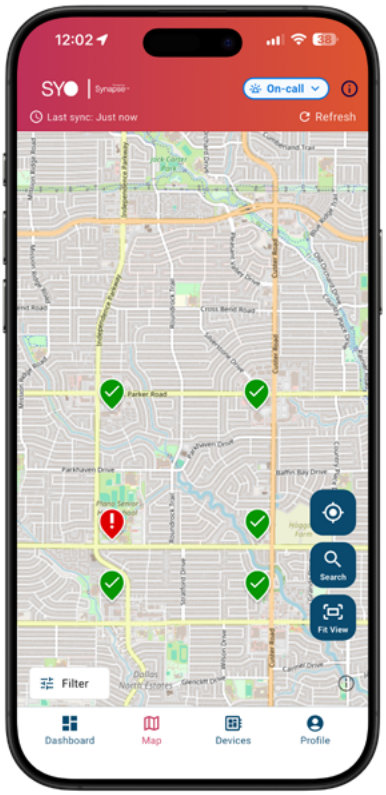
Seminole County's on-call rotation spans different vehicle types, from pickups to aerial buckets. Without early visibility, a technician might arrive in a pickup and then lose 30-40 minutes going back to swap vehicles — or to retrieve the equipment and tools required for overhead work. With SYO alerts and device insights, crews can roll the right response package on the first visit.

Reduced unnecessary dispatches through power outage verification

When discussing year-over-year impact, Seminole County estimated about 50 truck rolls avoided annually by confirming power-related faults and outages.

Improved resource deployment with a clearer public benefit

"The data that SYO provides significantly improves how we deploy resources," said Dickson. "This benefits the public by reducing maintenance response time and allowing vehicles to pass through intersections safely and efficiently more consistently," says Dickson.



SYO App showing Map View

Who is SYO for?

Seminole County's experience is especially relevant for agencies that:

- Are dealing with technician turnover and skills gaps, with many technicians early in their careers.
- Face storm-driven issues where speed and certainty matter — and where rolling the wrong truck or missing tools can add significant delay.
- Want operational value from alerts and mobile triage, without making daily dashboard review another requirement for an already stretched team.

Summary

By shortening the time between incident, detection, diagnosis and resolution, Seminole County uses SYO to reduce wasted time and effort, support smarter dispatch decisions, and keep intersections operating safely and consistently — especially when weather and staffing constraints make every minute count.

ARE YOU READY FOR SYO?

Take the SYO assessment

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