

Customer Case Study: Sandy Springs, Georgia

Providing municipal ongoing sign management

The city of Sandy Springs relies on AWP Safety for ongoing sign installation, maintenance & management. In addition to supporting planned sign maintenance, AWP Safety also helps the City of Sandy Springs with sign repairs and issues. Sandy Springs residents utilize the app “SeeClickFix” to report directly to the City Public Works Department any signs they see that have fallen or need to be repaired. AWP Safety is integrated into this process as a partner of Sandy Springs, processing the information received and dispatching AWP Safety crews to fix the issues reported.



Challenge

Demand for sign management

Sandy Springs did not have internal sign maintenance crews or an internal sign shop to handle the city’s signage demands. The city needed support to efficiently manage and complete sign installation and maintenance requests, handle emergencies, and maintain signage inventory at the city maintenance facility.



Solution

Providing full-service sign management

In place of having its own internal signage crew and sign shop, AWP Safety supports the city of Sandy Springs’ signage needs. AWP Safety provides one full-time installation crew and a quality-driven supervisor committed to signage support for the city. This includes regularly scheduled maintenance and managing and handling resident requests that come directly to the City through the “SeeClickFix” app. The team is also responsible for non-contract work such as custom signage and emergency requests.



Results

Signs and other safety solutions

AWP Safety has maintained Sandy Springs’ sign assets with no interruptions for 36 months. AWP Safety’s rapid response times from our crews support a positive image of Sandy Springs and its reputation. As a result of AWP Safety’s quality work and customer service, the city has also leveraged AWP Safety for flagging crews, speed hump installations, and event services – all helping to support positive experiences for the Sandy Springs community.

To discuss your next project with a dedicated AWP Safety sales representative, [request a quote](#).