

# Case Study



**Customer:** Scott Bridge

**Industry:** Construction



Scott Bridge Company is one of the leading marine construction companies in the Southeast. The company, founded in 1957, by I.J. Scott continues to perform bridge construction, rehabilitation, pile driving, marine construction, and steel erection with an emphasis on customer service and safety.

## Overview

Michael and Haley both knew from working on jobsites for Scott Bridge that efficiency and safety were the two important issues for their employees and company. Each knew this from being assistant project managers and engineers on multi-million dollar sites in Florida and Alabama. Michael and Haley each agreed that by improving communication at the site then both safety and efficiency would improve.

## Situation

Although it seems simple to use hand signals or cell phones at a construction site, this proved to be the problem that Scott Bridge was experiencing. Hand signals were highly ineffective and many times they were not seen by workers, while cell phones allowed only two people to talk at a time. The cell phones also required workers to put down equipment and press a button to talk. Michael commented, "With cell phones, we have to stop what we are doing in order to dial a number or push a button to communicate with each other which is not only time consuming but also very dangerous,". Project managers were not able to supervise all of their workers from different areas of the site and many times yelling and talking, from other crews on the site, overlapped in the communication process.

A reason for the rejection of previous technology was the lack of control that the superintendents had with different crews. With the lack of technology the superintendent was forced to watch one crew, while the other crews worked without supervision. This caused crews to work with more safety concerns and less efficiency, which not only cost the builder, but also the customer.

Not only was this hurting the customer due to efficiency being lower at the job site, but also safety became a major issue for the workers. Numerous times crane operators or ground personnel were interacting with crews they could not see, which meant little or no communication. This proved to be a real hazard, highly inefficient, and time consuming for the workers and the customer.

## Solution

Scott Bridge chose CrewCom because it improved efficiency and safety on all of their jobs. Since the cell phones and hand signals proved to be unsuccessful, CrewCom allowed their crews to have clear communication at all times. Scott Bridge mentioned that with CrewCom their workers did not have to put down their work

"With CrewCom, everyone involved is able to communicate without stopping their work..."

-Michael

to try and communicate with other parts of the crew, while risking everyone's safety. They outfitted all of their crane operators and ground crews with the hands-free system so they could always hear the ground crews. This increased safety on the job was a relief for Scott Bridge and the primary reason for selecting CrewCom.

---

“CrewCom systems have solved all of these issues by allowing our crews to communicate hands free with each other through the use of the microphone headsets. When using the headsets, you can very clearly hear what each other are saying even in the noisiest environments,”  
---Haley

---

Finally, when using cranes for setting bridge girders, there are two-separate crews on the job. One is the crane operator and the second is a ground crew. With CrewCom the two crews are able to stay in constant contact even though they are extremely far away from one another. This increases the safety level of any job since both crews can stay in constant contact. Michael added, “With CrewCom, everyone involved is able to communicate without stopping their work. Everyone is aware of the next move. This system increases the safety of all involved.”

### **For More Information**

For more information about CrewCom products and services, call CoachComm at 1.866.988.CREW [2739]. To access information using the World Wide Web, go to: [www.crew-com.com](http://www.crew-com.com)