SPOKANE VALLEY USES BETTER SIGNAL DATA TO IMPROVE MAINTENANCE RESPONSE

Remote traffic signal monitoring gives City technicians more information about faults before they head into the field



City of Spokane Valley Uses Better Signal Data to Improve Maintenance Response



SYO connects traffic signal cabinet information with remote monitoring tools, helping teams access signal status and maintenance information from the field.

SPOKANE VALLEY, WA, UNITED STATES, September 3, 2026 /EINPresswire.com/ -- When a traffic signal requires attention, immediate access to fault information can help technicians identify the root cause before arriving on site, reducing troubleshooting time and often eliminating the need for an initial reconnaissance visit.

This was the objective for the City of Spokane Valley when it implemented SYO™, a remote traffic signal maintenance and operations platform. By providing remote access to conflict monitor fault logs, channel voltages, and operational records, SYO enables maintenance staff to assess issues before dispatching a technician, improving response times, reducing unnecessary truck rolls, and lowering operating costs.

Much of this information already exists within the conflict monitor. SYO leverages an agency's existing field communications network to collect and aggregate that data, making it available through a centralized hosted platform that can be accessed remotely and securely by authorized technicians anywhere.

More Information Before the Truck Rolls

Spokane Valley uses SYO to monitor signal faults and maintain records of signal performance, operational activity, and maintenance history.

Historical Log records provide valuable insight into intermittent or recurring issues that may be influenced by operational, environmental, or seasonal factors. Staff can review past events, access maintenance history, and quickly retrieve information when responding to inquiries or troubleshooting field issues.



The SYO platform gives traffic teams remote access to traffic signal information from desktop and mobile devices.

Working with Western Systems and Synapse ITS, Spokane Valley has incorporated SYO into its daily operations. The City has experienced higher signal uptime, faster incident resolution, fewer truck rolls, and less time spent troubleshooting at the cabinet. The platform has become a foundational part of city staff's morning routine, signing into the system at least once a day to assess the health of the entire 56-device fleet before the team even hits the road.

Field Efficiency and Team Accountability

Because SYO is a mobile-first platform, Spokane Valley technicians have full parity between the SYO Web and SYO App. This ensures that a technician standing at the cabinet has access to the exact same device data as the team in the office.

The platform has also improved team-wide responsiveness. By standardizing notification setups across the operations team, Spokane Valley ensures that critical alerts are received and acted upon immediately, maintaining high signal uptime even when lead personnel are off-site.

Part of Spokane Valley's Transportation Work

The use of remote signal monitoring and maintenance insights comes as Spokane Valley continues investing in the growth and resiliency of its transportation network.

The City has been expanding its traffic signal communications infrastructure, while advancing roadway, intersection, pedestrian and active transportation projects. Spokane Valley is also a participating agency in the Spokane Regional Transportation Council's Regional Safety Action Plan, developed through the federal Safe Streets and Roads for All programs.

In 2026, Spokane Valley is advancing its first Active Transportation Plan, focused on safety, accessibility and connectivity for people walking, biking and rolling. The City's current

transportation program also includes signal modifications, ITS improvements, pedestrian crossings and other infrastructure projects.

For the traffic operations team, remote signal monitoring addresses a segment of that plan: improving signal availability, while providing, through maintenance efficiency, more resources that can be contributed to mobility projects and programs.

About the City of Spokane Valley
The City of Spokane Valley is in Spokane County, Washington. The city maintains and improves a transportation network serving residents, businesses and regional travel, with ongoing investments in streets, intersections, traffic signals, pedestrian and bicycle facilities, and other transportation infrastructure.

About SYO
SYOTM is a traffic signal monitoring and maintenance platform developed by Synapse ITS. The platform provides remote access to conflict monitor signal status, fault logs, channel voltages, and maintenance records to support traffic signal operations and maintenance. The SYO ecosystem will expand to support the Polara Accessible Pedestrian Signal (APS) this fall, which the City will use to bring more connected, intelligent operations, across their intersections.

About Western Systems
Western Systems provides traffic management and intelligent transportation system solutions to public agencies throughout the western United States and supports the City of Spokane Valley's SYO deployment.

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