Bay Utilization FAQ's

What is the Bay Utilization project?
The Bay Utilization Project will install a computer vision system in Service Bays. Using event detection it will identify when vehicles are in, out, or partially-in a bay. A secondary requirement is to determine when vehicles are on and off a lift.

What's in it for the store employees?
Once we are able to associate bay time with specific vehicles, we will be able to determine the different amounts of time needed to provide a specific service to a specific vehicle type. As an example, a Toyota Camry may take 15 minutes for a set of 4, while a Ford F-150 takes 18 minutes. Once we know the time required to service specific vehicles, this information can be used to improve communication to customers as well as our ability to accurately forecast staffing needs. In additional there are plans to integrate this function with the CSL to eliminate the need to bay in and bay out vehicles. Store Managers will also be provided a dashboard which provides them a comparison of Bay Times across service bays.

How do we report an issue with the cameras or software?
The standard process for reporting issues through the Service Desk should be used for Bay Utilization equipment and software. The Service Desk will coordinate any necessary repairs with the teams that have the necessary expertise.

What will the Bay Utilization Pilot do?
The Pilot will test and demonstrate the solution over a large and diverse store footprint and help establish value to support a full store roll-out.

Will the cameras in the bays capture video?
No. Images from the cameras will be processed by an Artificial Intelligence/Machine Learning program to determine the in/out and up/down events. Information related to the events (such as a timestamp) will be provided to Discount Tire systems. The video itself will not be stored or transmitted outside of the store for the purposes of Bay Utilization during the pilot. ONLY images of key events (enter bay, exit bay, etc.) are securely stored in the cloud in order to be used for model training.

Who will have access to the images?
Video images will be restricted to the Discount Tire Data & Analytics team.

Will the cameras capture audio?
The cameras do not capture audio nor will any additional audio equipment be used.

Will the cameras be able to match up faces or other characteristics?
No, personally identifiable information (PII) of customers or employees will not be captured by the hardware or software components.

Are there any sensors in the bays or other ways to track people and vehicles?
There will be no sensors utilized other than the cameras to detect Bay Utilization events.

Will the cameras be able to identify car make, model, trim, or State registration?
No, this isn't apart of the current scope for this pilot; however, is being considered as a future use case.

Will the cameras measure behavior characteristics, e.g. measuring how employees work or how efficiently employees work?
No, the cameras are capturing only key events in service bays (enter bay, exit bay, etc.).

Where will the Bay Utilization Project equipment be installed?
There will be cameras facing the bay entrances and on the side walls in the service area, as well as a server located in the computer rack within the store. There will not be any cameras in the sales area, outside of the store, or employee break-room/storage.