

# Making the motorways safer

## AMScott cuts call out time

When there's an accident or a dangerous situation on a motorway or major road, the time taken to respond is crucial – not only for the emergency services such as police, fire and ambulance, but for the trucks that remove the debris and allow traffic to keep moving. AMScott, which is responsible for emergency response on the motorways and trunk roads in much of the East Midlands, is now using a NAVMAN Wireless solution, running over the Vodafone GPRS network, to halve the time it takes to respond to motorway incidents.



### Dedicated emergency team

AMScott, a joint venture between Alfred McAlpine and Scott Wilson, has secured a four-year contract from the Highways Agency for emergency response and maintenance for one of the 14 areas that comprise the entire UK's trunk roads and motorway network. Promising to cut response times to a motorway incident from 60 minutes to 30 minutes was a vital part of AMScott's successful bid.

This massive improvement is due to AMScott's creation of a dedicated fleet of vehicles, equipped with the NAVMAN Wireless vehicle tracking system that allows the controllers to identify instantly the vehicle closest to the accident scene and provide an estimate of what time it will arrive.

This is made possible by Vodafone's GPRS (General Packet Radio Service) technology which allows instant communications and fast data transfer speeds.

At the core of the vehicle tracking system is the Windows-based Online AVL system that allows users to track, message and monitor its fleet of vehicles from almost any PC, in any location worldwide. With fast access to maps and accurate activity data, the system uses the web to provide reliable and inexpensive communications.

The solution also enables the organisation to build up a reliable database that will highlight the geographical areas that have the most accidents. This allows vehicles to operate in these key problem areas, focusing resources where they are most likely to be needed.

This particular contract is for the East Midlands area using a variety of vehicles including flat bed emergency trucks and road-gritters, managed from six depots.



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Operations Manager, Barry Sandilands, said: "This is a brand new contract and an important part of winning it was to highlight the quality of our commitment. We have a dedicated team ready to deal with all emergencies and reported dangers, and our tracking system allows us to check the position and availability of vehicles immediately."

"In this way, we can drastically reduce the amount of time it takes to deal with an incident and get the traffic flowing again. We can also build up important information about where accidents are most likely to occur, and this helps us ensure we have vehicles in the right place. The information will also be valuable to the police."

The NAVMAN Wireless system uses GPS satellite technology and Vodafone GPRS that enables live vehicle tracking information to be available automatically and across multiple sites immediately. Information provided can include accurate start and stop times, time spent on sites, the route taken to any incident, distance travelled and other vital information.

As live tracking is essential, the system uses Vodafone's GPRS technology that allows users to have a permanent "always-on" connection, providing visibility of the fleet at all times. Although continuously connected, users are only charged for data transfer.

Mobile costs are reduced, as information is sent at a fixed price, which works out as a significantly better option than traditional SMS models.

#### **Better management control**

The solution has additional benefits for AMScott. First, improved management control of staff will enhance productivity and efficiency. This should allow the organisation to exceed its contractual obligations, which will be an important factor when considering the renewal of the four-year term.

Second, the system will provide proof of where and when roads were gritted and the incidents that were dealt with. This information will help AMScott provide a more efficient and comprehensive service to road users.

Barry Sandilands added: "The system was installed at the start of July and data we have collated is now allowing us to deploy vehicles close to accident hot spots, so that we can react very quickly when we have to. In the winter months, we will be able to respond more quickly to icy conditions."

#### **NAVMAN Wireless UK Ltd**

NAVMAN Wireless is at the forefront of the current growth in Mobile Data and Vehicle Tracking Development. Their unique hardware designs and sophisticated software applications are designed for businesses that want to exploit the advantages offered by this technology, enabling them to generate rapid cost savings and increased productivity.

NAVMAN Wireless's software solution uses a Windows-based Online AVL system, allowing users to track, message and monitor their fleet from almost any PC at any location.

The NAVMAN Wireless system uses GPS satellite technology and Vodafone GPRS – General Packet Radio Service – that enables live vehicle-tracking information to be available automatically and across multiple sites within moments.

Vodafone's GPRS allows users to have a permanent connection, providing constant visibility of all vehicles. Although the connection is permanent, users only pay for the data transferred and NAVMAN Wireless fix this cost in advance, which means no variable usage bill for customers using the tracking system.

In addition, utilising the NAVMAN OnLineAVL solution an organisation can dispatch job details, directions or messages to vehicles via the MDT- 800 Mobile Data Terminal. This is an intelligent device that stores and displays job details or messages sent via the Vodafone GPRS link. It also allows replies to each job message to be returned via the same link.

NAVMAN Wireless UK Ltd is part of the Wireless Data Division of the international research and development company, NAVMAN New Zealand Limited.

- For more information on NAVMAN solutions, contact NAVMAN Wireless UK Ltd on 01782 667090 or visit our website at [www.navmanwireless.co.uk](http://www.navmanwireless.co.uk)
- For more information on Vodafone's GPRS, visit the Vodafone web site at [www.vodafone.co.uk](http://www.vodafone.co.uk)



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