



Case study

Intelligent monitoring provides unparalleled protection for Lothian Buses



With a 650-strong fleet of buses and more than 350,000 passengers daily, Lothian Buses operates the largest bus network in Edinburgh. Managing 55 routes, numerous depots and ticket stations is a daily challenge and the Siemens Building Technologies division stepped in to provide an integrated, intelligent monitoring solution. A dynamic video management system from Siemens keeps a constant track on the entire fleet by overseeing activity on all bus routes. A recent technology upgrade has enabled Lothian Buses to migrate from analogue CCTV to a new powerful, state-of-the-art IP-based solution, allowing continuous monitoring of operational locations throughout Edinburgh, further supporting its city centre bus routes.

Central to its success

Key to the upgrade was the development of a new control room at Lothian Buses' Head Office in the centre of Edinburgh, to act as the crucial, central hub of all operations across the city and surrounding areas. A strong relationship with the City of Edinburgh Council meant there was an

opportunity to interface with the Council's public space CCTV system, giving Lothian Buses access to essential real-time video monitoring of traffic across the city. By capturing all the different available video feeds from across the city in one control room, Lothian Buses could achieve an unparalleled level of situational awareness capability, ensuring optimum functionality across its sites while protecting its customers, staff and vehicles.

With proven expertise in providing integrated control room video management solutions, the team from Siemens was contracted to deliver the upgrade. Security was important and so the control room was fitted with access control technology including video and audio intercom. Capacity was built into the hub to allow for future needs, ensuring it provides the platform for further integration of other building technologies such as network-wide access control, fire and intruder detection and building energy management systems. This forward-thinking approach to the system means Lothian Buses can benefit from further efficiencies in the future.



The Lothian Buses control room

Unparalleled functionality and customer service

The 20-strong team within the Lothian Buses new control room can now maintain the smooth operation of the company's service via direct radio communication with buses, while a new Automatic Vehicle Location (AVL) system provides unparalleled operational functionality by allowing control operators to monitor an individual bus, specific bus route or whole bus fleet. These resources, as well as the new CCTV system and monitor wall, mean Lothian Buses can keep customers informed of any changes to arrival or departure times via its live website service and Twitter feed, ensuring an exceptional customer service. It has also recently established phone apps and live digital information boards at bus stops, with service information relayed from the team at the control centre. This means it is able to provide real time information delivering truly integrated communications to its 350,000 daily passengers.

Maximising efficiencies

The hub will shortly become home to a team from the City of Edinburgh Council's Urban Traffic Control department, thereby providing further efficiencies and operational benefits. The two organisations will work together to maximise traffic operations and provide an effective bus service while also protecting public safety.

Financial assistance speeds up delivery

Siemens was able to provide financial assistance through a Managed Service solution, available from Siemens Financial Services. This meant Lothian Buses was not exposed to the initial capital outlay for the work, but could spread the cost over an agreed term. This fixed-price agreement not only covered all the initial upgrade work, but also maintenance and service required during the contract period, providing a simple, cost-effective option all from Siemens.

Alan Black, Deputy Head of Operations (Bus) at Lothian Buses: "We worked closely with Siemens to specially select all the equipment best suited to our needs.

"Only by allowing our control room operators to be proactive in managing day-to-day challenges and situations can we ensure the smooth running of our services and that customers have real-time access to updates.

"We share our traffic intelligence with local customer services and radio stations to ensure we keep Edinburgh moving, and we are continually looking for further opportunities to enhance our offer. Updating and migrating our CCTV system has been a huge success, underpinned by an excellently designed, delivered and managed control room.

"Working with Siemens has allowed us to define a common purpose, ensuring all upgrades are tailored to our security requirements and operations, optimising our situational awareness capabilities and, ultimately, helping us deliver the best service for passengers."

Highlights

- Video management system tracks entire fleet
- Interfaces with Council's public space CCTV
- Unparalleled level of situational awareness
- Helps to deliver best service for passengers
- Technology upgrade, capacity for future needs

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The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.