

## judges discretionary award for innovation network performance monitor tool



Capita Symonds' Technology team, in conjunction with newly-acquired MMB Associates, recognised that the current approach to highways network management was based on 'reaction' and developed the radical idea of creating a seamless network to the driver regardless of whether roads were Highways Agency or Local Authority operated.

The proactive system would predict traffic flows and give an incident alert.

The team approached the client, the Highways Agency (HA), with a proof of concept plan. The HA immediately recognised the potential and agreed that Capita Symonds should develop a demonstration of the idea to prove its value, which they did in record-breaking time.

The early concept has now been turned into a service and has been accepted by the client as an excellent way of managing the road network. It is now known as the Network Performance Monitor (NPM) Tool.

The NPM tool is a dynamic decision tool to assist incident and congestion management. It is intended in this first demonstration to stimulate cooperation between the Highways Agency, Kent, Maidstone and Medway Councils and Kent Police.

This information is presented to network operator staff via an intuitive graphical interface available over secure internet collection. This provides a simple and effective mechanism to assist traffic control centre staff with the identification and assessment of any congestion or incidents. The tool is currently deployed in a demonstrator capacity. The HA are committed to ease congestion and make maximum use of the road network and now have the ability to truly work with the LA's on a shared basis in real time.

### keys to success

- Innovative thinking encompassing the ambitions of the client's business plan
- Leaders in the field of technology with a proven track record in delivering innovative projects
- Early engagement with the client gained their confidence in the development of a added value service with tight time scale

Capita Symonds and MMB Associates have introduced a unique service and turned concept into reality using proactive management and innovative thinking. The client now has a cost effective working traffic management tool assisting the HA reach a number of objectives in its Business Plan. The HA wish to develop the concept further and implement it across the whole of their road network where appropriate.

The NPM innovative project meets and exceeds the aspirations of the Department of Transport to have genuine greater integration of different road operator's networks to improve the use of the road network across England.

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