



# Transport for Greater Manchester case study

Surveillance solutions





# Traffic surveillance sends out the right signals in Greater Manchester

Traffic jams are a pain. We all know that. But traffic congestion causes pain beyond the personal. It puts the brakes on deliveries to supermarkets, upsets the supply chain to manufacturers, and puts hurdles in the way of public utilities vehicles and the emergency services.

But as Transport for Greater Manchester (TfGM) found out, astute use of surveillance can soothe aching traffic flow and get everything moving again.

# Getting Manchester out of a jam

## Northern lights

TfGM is responsible for implementing transport policy across the area. As part of a £1.4 billion expansion and improvement programme, TfGM was on the lookout for new ways to tackle traffic trouble.

One of the main components of the transport infrastructure that TfGM is responsible for is the traffic light system. They decided to use the traffic lights at a busy supermarket junction to test an idea: could they use real-time surveillance to manage traffic congestion at junctions?

## Surveillance on trial

To make the test as rigorous as possible, TfGM plumped for the run-up to Christmas to run the traffic monitoring trial. Traffic flow into and out of the supermarket car park would be at its height.

We already provide TfGM with CCTV circuits across the area so it was natural for them to contact us for advice and practical help. We suggested they trial our rapidly re-deployable Minicam.

The Minicam is a portable camera that's easy to fix wherever there's a power source, like on a traffic light.

Local authorities, police forces, and transport organisations use them whenever they need surveillance at a location not covered by a permanent camera, or where they only need surveillance for a temporary period. They're great for managing real-time incidents, events and traffic flow, and make video evidence gathering simple.

TfGM installed their Minicam on the top of the traffic lights.

"The idea was that [the Minicam] would monitor traffic coming in and out of the car park, allowing us to take immediate action to change our traffic signal configurations to alleviate the congestion, if necessary", said Martin Mildenhall, Intelligent Transport System (ITS) Engineering Manager for TfGM.

## The Minicam, not just for Christmas

The trial was a resounding success. By keeping an eye on traffic build up at the junction, the traffic controllers were able to keep it running smoothly by switching the timing patterns on the lights in real-time. TfGM were so impressed they didn't just keep the camera at the trial site, they bought nine more to use at traffic hotspots around Greater Manchester.



***"We've worked with BT for a long time and they've always been very responsive – the trial with the Mobile Surveillance Minicam was very good".***

**Martin Mildenhall**  
ITS Engineering Manager, TfGM

And because they're re-deployable, the authorities can easily move them from site to site depending on demand. So they can cope with the Christmas rush at bottlenecks across the area and then, at other times of the year, TfGM can move them to where there's likely to be traffic congestion at events like Manchester Pride or a major gig at Heaton Park.

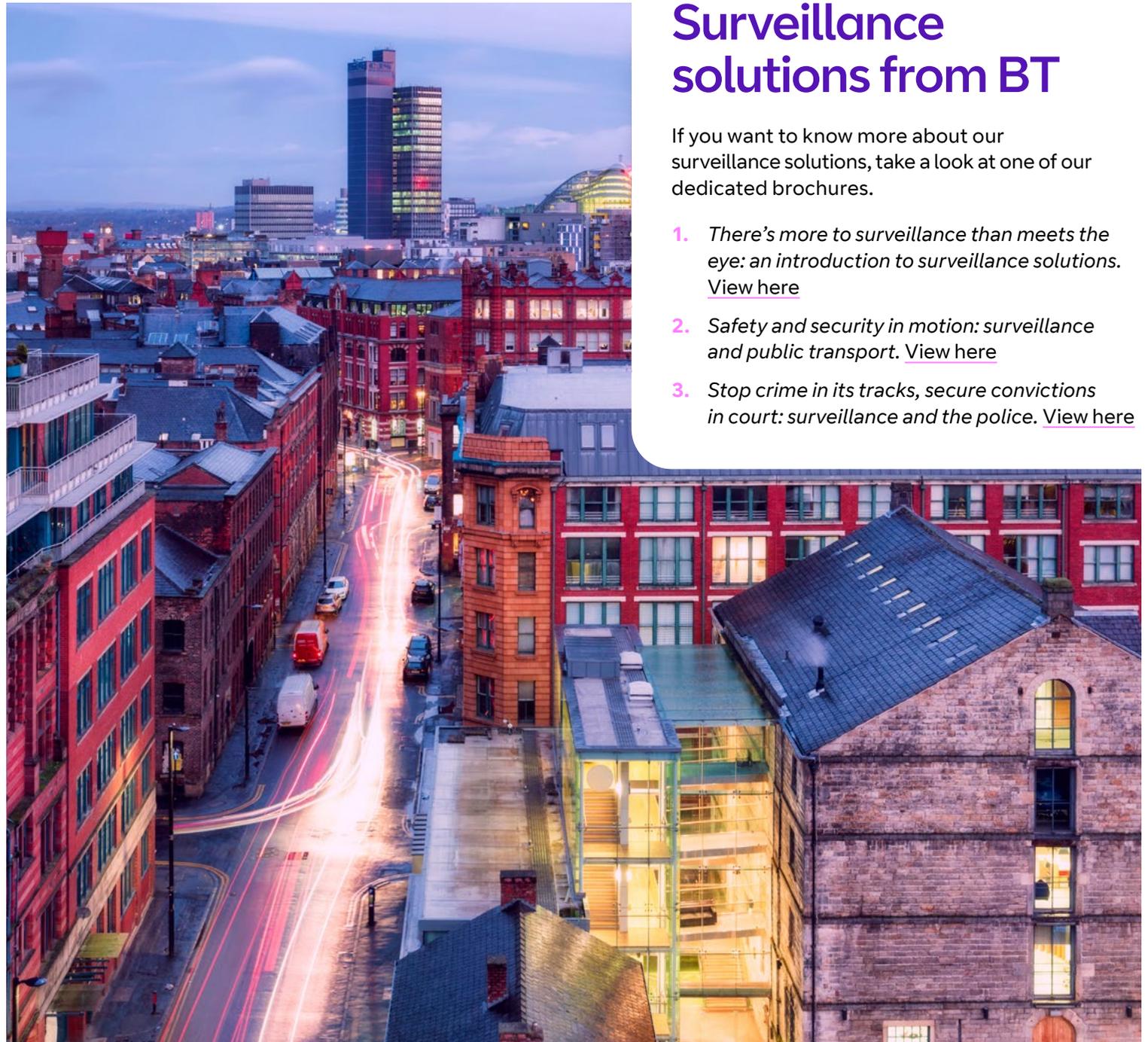
TfGM have their finger on Manchester's transport pulse to make sure city businesses and people keep buzzing.

### Rapid deployment signals surveillance success

"We have large fixed cameras sited around Greater Manchester but this is excellent for more ad hoc situations," said Martin Mildenhall. "We can rapidly deploy the camera; it sits on the traffic signal, and we can get to grips with situations really quickly."

"We've worked with BT for a long time and they've always been very responsive – the trial with the Mobile Surveillance Minicam was very good".

TfGM now have over 40 Mobile Surveillance Minicams, helping them manage and improve safety on transport systems in and around Greater Manchester. And with the Mobile Surveillance Client app, they can watch in the control room or on a mobile device on the street.



## Surveillance solutions from BT

If you want to know more about our surveillance solutions, take a look at one of our dedicated brochures.

1. *There's more to surveillance than meets the eye: an introduction to surveillance solutions.* [View here](#)
2. *Safety and security in motion: surveillance and public transport.* [View here](#)
3. *Stop crime in its tracks, secure convictions in court: surveillance and the police.* [View here](#)

# Why transport authorities want to work with us

We're a surveillance solution consultancy – we work with over 1,800 public sector customers. We're present in over 80% of the UK's public authority control rooms. We connect over 44,000 CCTV/ video channels to control rooms. Our networks carry over half a million images a second – that's 43 billion a day. Every day.

Trust us, we know what we're doing. And what do we do? Everything.



## Design

We don't sell you an off-the-shelf solution. We'll work with you to figure out how we can help you meet your challenges. And we'll also come up with some ideas that you may not have thought of.

## Supply

We know which technology you need, whether it's for community safety, traffic management, or environmental monitoring. Whatever you need, we've got the partnerships to deliver it.

## Project management

Unlike our competitors, we'll have our hands on every aspect of your surveillance solution: the cameras and peripherals, the control technology, and the networks. We'll project manage the complete installation. And we won't hand it over until we've tested every component and you're satisfied that everything is tip-top.

## Training

We'll train your people on how to use everything: cameras, apps, networking, control room software. The whole caboodle.

## In-life support

We don't just walk away when we've installed the system and shown you how to use it. We'll manage the system for you, making sure that you're always getting optimum performance.

## Helpdesk

From time to time, things may go wrong or you may need help doing something. Whenever you need support, we'll be there. Just call our free 24-hour helpdesk and we'll help you out.

## Share the infrastructure, shrink the costs

We're now helping local authorities, police and other services across the country share control room services with other authorities, reducing costs while maintaining service quality.

## Framework agreements

Procurement is simple and cost-effective with our services being part of the Crown Commercial Services framework agreements.

# Keep moving. Contact us about surveillance solutions today.

For more information,  
call us on **0800 032 0025**  
or head to **[bt.com/surveillance](https://bt.com/surveillance)**



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October 2020