

# Case Study

## Emergency Roadside Telephones (ERT)

Improving safety for drivers travelling on England's motorways and trunk roads



### Background

Emergency Roadside or 'SOS' Telephones are provided to offer assistance to stranded drivers and can be seen up and down the length and breadth of England's motorways and trunk roads. When a driver breaks down or has an accident, they can lift up the receiver and it automatically connects them to a traffic officer at one of the Highways Agency's seven Regional Control Centres. A programme has been running to replace the old style Emergency Roadside Telephones (ERT) with a new installation that provides an improved means of communication and offers increased benefits to both the road user, especially those who are hard of hearing or disabled, and the Highway Agency.

### Voice Over IP Solution (VOIP)

Peek has been involved in the upgrade of Emergency Roadside Telephones (ERT) from the old analogue system (known within our National Roads Telecommunication Services team as Service Category 3) to an IP system (Service Category 11). The new communications solution provides a better quality of service to the roadside and delivers greater flexibility to the seven Regional Control Centres by enabling them to route calls between themselves if required.



Peek's involvement has been coordinated by the NRTS Project Team, applying a consistent national approach across the different HA Areas. The Project Team have liaised with the Client, Fluor and Alcatel-Lucent to meet the delivery needs of the Highways Agency's (HA) programme for deployment. The remit was initially to ensure the existing copper infrastructure was capable of supporting new equipment with copper pairs prepared and tested to HSDL (High bit-rate Digital Subscriber Line) standards. The project required separate copper pairs to be enabled to feed in excess of 850 locations nationally. This in turn required almost every copper joint in the network, in excess of 10,000 joints, to be visited and the pairs checked and prepared for the new services.

After the deployment by Alcatel-Lucent of their Pair Gain Units, which provide the DSL (Digital Subscriber Line) circuits to the roadside, the telephones required upgrading from Service Category 3 to Service Category 11, with over 6000 ERT sites to visit to perform functional tests and then transfer the service.

## Outcome

Over 6000 Telephones have been converted to a voice over IP service on programme for the benefit of the travelling public.

The HA and RCC operational staff have seen a significant improvement in voice quality from the roadside telephones and are delighted with the new service.



## About Peek

Peek is a leading supplier of intelligent transport solutions. For over 30 years, the company has been providing advanced traffic control products and systems, management and maintenance services for both the urban and highways markets.

Peek's established and proven portfolio includes traffic management systems incorporating SCOOT, highway congestion management and enforcement systems, vehicle detection systems, public lighting, as well as supervisory and communications systems. Peek is OHSAS 18001:2007, ISO 9001:2008 and ISO 14001:2004 certified.

With headquarters in Basingstoke, Hampshire, Peek employs more than 500 staff throughout the UK. Peek is part of the Traffic and Infra division of Imtech NV, a global technology services provider based in the Netherlands.

For more information, visit [www.peek.co.uk](http://www.peek.co.uk)



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## Imtech profile

Imtech N.V. is a European technical services provider in the fields of electrical solutions, ICT (information and communication technology) and mechanical solutions. With more than 27,000 employees, Imtech achieves annual revenue of around 4.5 billion euro. Imtech holds strong positions in the buildings and industry markets in the Netherlands, Belgium, Luxembourg, Germany, Austria, Eastern Europe, Sweden, Norway, Finland, the UK, Ireland and Spain, the European markets of ICT and Traffic as well as in the global marine market. In total Imtech serves 21,000 customers.

Imtech offers added value with integrated and multidisciplinary total solutions that lead to better business processes and more efficiency for customers and the customers they, in their turn, serve. Imtech also offers solutions that contribute towards a sustainable society, for example in the areas of energy, the environment, water and mobility. Imtech shares are listed on the NYSE Euronext Amsterdam, where Imtech is included in the Midkap Index. Imtech shares are also included in the Dow Jones STOXX 600 index.

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