



NATIONAL HEAVY VEHICLE REGULATOR

DRIVING SAFER OUTCOMES FOR ROAD USERS THROUGH INFELD MOBILITY

CUSTOMER PROFILE

NATIONAL HEAVY VEHICLE REGULATOR
Australia

INDUSTRY
Government Transport Regulation

SOLUTION

- PSCore customised digital mobility solution

BENEFITS

- Provides officers with infield data and management with access to operational analytics, all in real time
- Standardise compliance across the country
- Designed for cloud deployment and scalability

The National Heavy Vehicle Regulator (NHVR) was founded in 2013 to oversee safety and productivity for Australia’s heavy vehicle industry. “Our role is to ensure that every road user is kept safe when they are around a heavy vehicle,” explains Sal Petrocchio, NHVR CEO.

The organisation’s effectiveness was hampered by out-of-date paper systems. “We needed a tool that would allow our safety and compliance officers to access data in real-time, at the side of the road and consistently across the country,” says Petrocchio.

NHVR didn’t have the expertise in-house to create the software they envisioned. “We wanted an experienced partner with a great track record in technology for frontline responders,” says Paul Salvati, NHVR Chief Operations Officer. “Motorola Solutions shared our passion for what we wanted to achieve.”

The tool Motorola Solutions developed for NHVR is based on the proven PSCore public safety application. The result – Regulatory Compliance Mobility Solution (RCMS) – is an end-to-end mobility solution delivering digital transformation to streamline processes based on the needs of NHVR’s management and frontline safety and compliance officers.

“ THIS APP PUTS THE BACK OFFICE IN THE HANDS OF OUR FRONTLINE STAFF IN REAL TIME. ”

Sal Petrocchio, NHVR CEO



CHALLENGES

OUT-OF-DATE SYSTEMS AND COMPLICATED MANUAL CALCULATIONS WERE HOLDING NHVR BACK FROM BEING MORE PRODUCTIVE, SAFETY FOCUSED AND INNOVATIVE

When NHVR was formed, it was with the remit to ensure heavy vehicle movements across the country would be administered by a single national organisation and unify disparate state reporting methods. “We needed to implement a mobile-first system to centralise data collected on-road and make it available across the country in real time,” explains Petroccitto.

While the organisation was capturing a great deal of data, they needed a tool for officers to enter it accurately without double handling. The goal was then to allow officers at the side of the road and managers in the office to use the data in real-time to make more effective decisions.

GOING PAPERLESS

“We needed a tool that could be used by all the states to collect key heavy vehicle operator information in a standardised the way,” describes Salvati.

A priority was to automate the complicated calculations regarding vehicle mass that officers were performing. NHVR also identified the need to reduce double handling when recording registration numbers and license details and upgrade the process of hand-writing notices. Besides this, managers required the ability to monitor, review and approve work completed by the roadside.

“We wanted to not only improve and accelerate data capture and quality, but enable our ability to innovate,” says Petroccitto. “We needed unified data to enhance our intelligence – so we could better plan our operations, which leads to safer outcomes for all road users.”

KEEPING VEHICLES MOVING

“Over time, we hope that good operators and low-risk vehicles will have fewer and shorter intercepts,” says Petroccitto. “When officers can make more informed decisions, they can do their jobs better.”

There’s also value to the economy when vehicles are being stopped less. “There’s a huge benefit for the industry if we can see if a vehicle has already been inspected in a different state. We’re not wasting time intercepting them again when we don’t have to,” explains Salvati.

“Keeping an operator on the side of the road for 10 minutes rather than 35 minutes means that they can be more productive,” says Petroccitto. “We want to focus on those who need a little more education and attention, while operators who are compliant spend less time on the side of the road.”

DEPLOYING DURING LOCKDOWN

RCMS was deployed during 2020’s Covid-19 lockdowns. “Because of the remote rollout, RCMS needed to be really easy to get the hang of,” says Andrew Robotham, one of NHVR’s Principal Safety and Compliance Officers.

“We collaborated closely with NHVR end-users and the project team to meet the specific operational needs of their officers and management,” says Gavin Raison, Mobility Solution Manager, Motorola Solutions. “We used Agile methodology to iterate the app with constant feedback and create a simple, user-friendly and intuitive design.”

As Robotham puts it: “It means I now work in the same way I do most other things – on an app.” RCMS was delivered on time, within budget, despite the challenges of implementing a national solution while working remotely during the pandemic.



SOLUTION

SIMPLIFYING DATA COLLECTION AND COLLATION WITH PSCORE CUSTOMISED DIGITAL MOBILITY SOLUTION

- Customisable and operationally proven frontline mobility solution
- Delivered and supported in the cloud to enable rapid deployment and scalability
- Allows NHVR to rapidly collect data, query in real time and report
- Field personnel can automate tasks and complete work without having to return to an office
- Provides management with real-time access to operational analytics

BENEFITS

COMPLETE VISIBILITY IN THE FIELD

The primary goal for the new RCMS was to allow officers at the side of the road to see the history of a heavy vehicle, its driver and company at a glance – even prior to an intercept. Then, on an intuitive and easy-to-use interface, efficiently record the details of a vehicle intercept and, where necessary, electronically issue non-compliance and infringement notices.

“Our officers use RCMS five or six times a day, and on average save 15 minutes every intercept,” says Robotham. This gives them more time to educate drivers and answer questions. “Having the information at our fingertips helps us to assess the best course of action and we can focus our time where it’s going to have the most impact on safety.”

Fatigue is a major issue for drivers and operators, so shorter stops support both driver wellbeing and the company’s bottom line. “As a company that prides itself on being compliant, we’re finding that we’re being intercepted less,” says Darren Quinn, Operations Manager, Quinn Transport & Spreading. “We’re happy that NHVR officers have a view of our history, because they know that we’re a safe operator.”

STANDARD COMPLIANCE ACROSS THE COUNTRY

The data that officers capture on their mobile devices is presented back to supervisors in real time via cloud services – giving managers and officers nationally instant access so they can check reports and answer operator questions quickly and accurately.

NHVR has now standardised compliance across borders. Any officer can instantly see if a vehicle has been intercepted recently in another state. “This app puts the back office in the hands of our frontline staff in real time,” says Petroccitto.

Motorola Solutions worked hand-in-hand with the NHVR project team as well as officers to adapt Motorola Solutions’ PScore mobile application software to the workflows needed by the NHVR. As evidence of the program’s game-changing impact on the organisation, RCMS received the NHVR CEO’s Innovation Award in 2020.

RCMS gives the NHVR a strong, flexible foundation to better manage risk and plan operations. “As a small organisation, we need to be innovative in what we do,” says Petroccitto. “Our next phase is building our data so we can do more with it and innovate in how we can be more productive, more safety focused.”

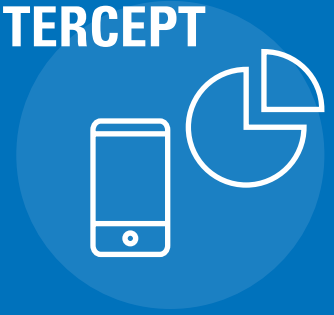
To find out how you can give your frontline staff the tools to work more effectively, visit: motorolasolutions.com/PScore



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15 MINUTES SAVED PER INTERCEPT



Average 1,750 intercepts per month

