Case Study, Port of Napier NZ, DMR system dispatcher with near miss alerting

SAFETYNET ULTRA, NEW ZEALAND

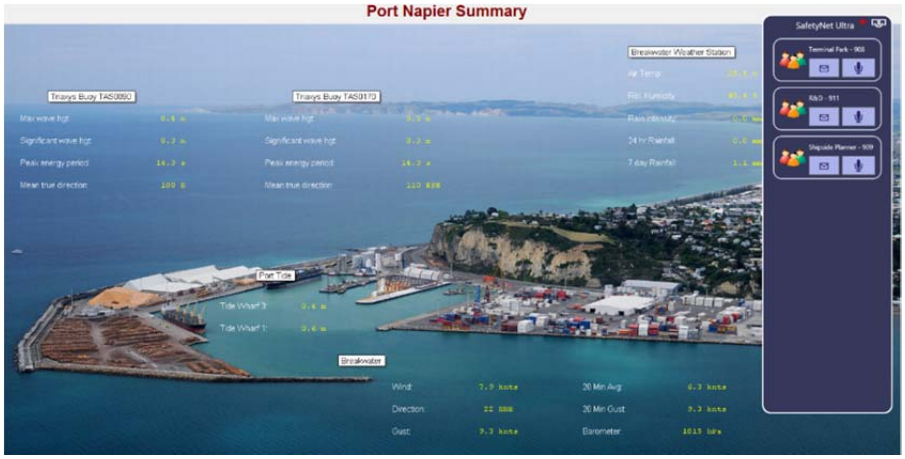
NAPIER PORT

Application:

Monitoring of 14 DMR radio channels and 3 VHF channels. Control room software running a fleet of radio users from SafetyNet Ultra workstations. A facility to record and alert over email near miss incidents over dedicated talkgroups.

Objective and requirements:

PMR's SafetyNet Ultra software has been used at Port of Napier for nearly 2 years and has provided a very reliable control system for room staff to manage the 300 staff responsible for efficient workings of the port. The control room is responsible for ensuring the safe and efficient movement of staff and equipment as ships are loaded and unloaded in the quickest time possible.



With all the backroom staff as well to keep the port running efficiently, a number of controllers need to communicate over specific talkgroups to radio users. SafetyNet allows a workstation operator to monitor one of more groups and issue instructions. Calls from the VHF maritime frequencies are also monitored

Project details:

Control room radio management at container port

Location:

- North Island, New Zealand

Function:

- DMR Control room at container port

Product supplied:

- SafetyNet Server with 14 DMR channels Tier 2
- SafetyNet Ultra workstations
- Monitoring of 3 VHF channels

Benefits:

- Multi-user control room
- Hands free operation
- Run on existing computer systems & Lync audio accessories
- Reporting of near miss and damages with automatic e-mailing
- IP linked with high integrity of operation
- Audio recording and audit trail

SAFETYNET Ultra

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SafetyNet Ultra has transformed the communications in the control room. Staff can run Ultra on their PC workstation using a moveable window which can be placed over the top of other applications such as word processor or spreadsheets. A call to a radio talkgroup is then just a push button from a headset and monitoring of any channel can be made by clicking on the talkgroup box shown on the Ultra Window.

A significant improvement has been provided through the near miss reporting system over DMR. The reporting of near miss incidents was traditionally slow and not as visible as it could have been. A new method of providing instant information was needed and SafetyNet provided this through a flexible interface to link with DMR radio. A number of DMR channels are monitored and any activity is logged. Safety incidents can be reported by simply selecting the incident channel and making a voice call detailing the relevant information. SafetyNet detects the call, records the audio and then sends an email to a list of responders with a copy of the audio file.

Summary:

After several years of poor audio, the move to SafetyNet Ultra has transformed the operation and is loved by the operators. In addition, the reliability of the whole DMR system has been transformed and is backed with local support from NZ based Tenaz and remotely in the UK.

The port is looking at expanding the system to include location services for equipment and staff and for improving voice services through a new SafetyNet SmartApp telephone gateway.

The incident reporting scheme has been a major improvement for the port. The visibility of the whole reporting process in real time highlighted a number of issues which were rectified and has led to a dramatic reduction of incidents by some 40% in a single year. The port has been nominated for an award for this innovation for improvements in safety.

A number of other ports in NZ have seen the improvements made at Napier and the systems will grow organically throughout the sector in the years to come.

See our website for further ideas and product information at www.pmr-products.com