

## **PRESS INFORMATION**

# **Canary Wharf Apply Traffic Management Technology to Cope with 900 Deliveries Per Day**

When massive London Docklands development Canary Wharf was looking at controlling deliveries to the restricted access of Heron Quays, it looked back to the efficient logistics operation during the busy construction phases of the project.

With a single truck tunnel, accepting over 900 deliveries per day to 9 loading bays spread among 6 developments ranging from major financial institutions to retailers such as Marks & Spencer, there was potential for chaos. Canary Wharf Management Limited (CWML), which is responsible for the Heron Quays truck tunnel, needed to control access to the loading bays and looked for a system that would provide the traffic management.

During the construction phase, Canary Wharf Contractors (CWCL) had used a software system called Zone Manager to control deliveries to the site. This had successfully organised deliveries on sites with severely restricted access and it was decided to adapt the system for the day to day operations that CWML would encounter. Feedback was also gained from loading bay staff at the high profile buildings.

Working with staff at the developers of the system, The Logistics Business, CWML trialed a revised version aimed at operating buildings called Retail Dock Manager, initially on three of the buildings. After the trial period, minor changes and enhancements were requested to the system. CWML then approached the tenants of the other buildings to roll the system out across the whole tunnel. The idea was put to them as a new concept.

There was already a lot of traffic to the buildings, so CWML had to talk to the loading bay people – the staff who actually accept the deliveries. The loading bay staff can't see the entrance to the 800 metre tunnel. The security staff at the tunnel entrance in return can't see which loading docks are free, so there's a lot of co-ordination to be done, mainly from the security control room, who have a complete overview of the area.

The operation uses Retail Dock Manager in two ways. Firstly, expected deliveries are entered onto the system by staff at each building, aiding the security at the entrance with checking in each vehicle. This helps to speed up the vehicle check in process if the vehicle is on the system.

Secondly, loading dock status is continually available on the system so entrance staff can check that there is a dock available. If a vehicle is pre-booked, and a loading bay is available, it can be sent down the tunnel and directed to the waiting loading dock once the security check is complete.

The system has also proved useful for peaks in traffic, for example allocating bays/time slots to the vehicles arriving during fit out or refurbishment of buildings on the site.

The multi user Dock Manager system runs on a PC network using SQL server, with access from PC's at each loading bay, plus security at the central control room. The centrally held real time diary is updated by users and as soon as a vehicle leaves a loading bay, this can be updated on the system, allowing security to have an instant view of dock availability. CWML is quick to point out that this delivers smoother operations as vehicles can be held at the entrance until there is a dock available, eliminating congestion in the restricted space of the tunnel.

Unexpected deliveries can be taken into account, and also added to the system before access is granted, although CWML is trying to make sure as many deliveries as possible are on the Dock Manager system at least 24 hours before arrival. It is also an extra tool for managing deliveries and means CWML can easily keep a record of deliveries.

The control room has full camera coverage of the site plus Dock Manager terminals. As staff at each building input expected deliveries into the simple diary this is available in the control room, allowing changes to be accommodated immediately.

CWML is already using Dock Manager fully in most of the buildings, including a large building of 56,000 square metres, with only two loading bays. It has proved very beneficial and helps manage the operations despite the number of deliveries to a small, restricted area.

Without this new system, CWML would certainly have an awful lot more phone calls, emails, faxes and a great deal more work, especially in the control room. It is certainly making life a lot easier and speeding up deliveries to the tenants.

ENDS

700 words approx.

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Photographs available

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