

Huge improvements to the delivery of abnormal loads



Serco is designing, supplying and operating the ESDAL web portal for the delivery of Abnormal Loads on the UK's roads.

In order to ensure that an abnormally wide, heavy, long or high load moving across the strategic road network does not damage the roads or structures, or cause traffic chaos, it is vital that the haulier takes the safest route. ESDAL is a one-stop web-based portal for assisted route planning and automated notification of abnormal load movements.



In planning the ESDAL portal for the Highways Agency, there were many considerations...

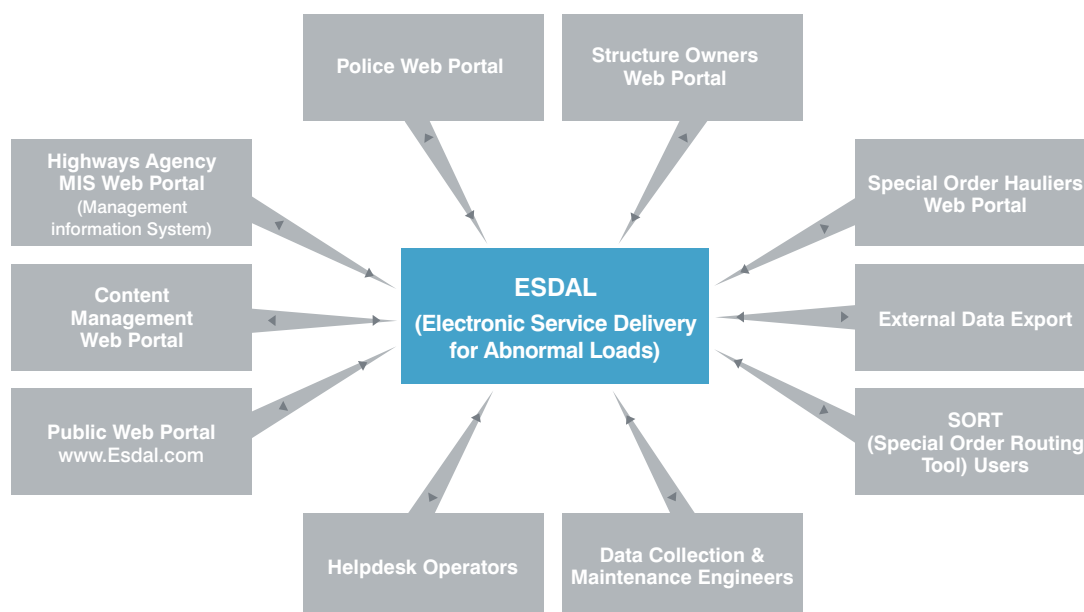
There are approximately 400,000 notifications of AIL movements to the Highways Agency and up to 1.5 million requests to the police for route assistance each year. In addition there are approximately 500 Special Order and 1000 Wide Load requests made to the dedicated Highways Agency AIL team each year. There are approximately 2000 hauliers capable of the transport of AILs by road. There are also about

180 structure-owning authorities who require notification in addition to the 43 police forces.

In its contract to design, supply and operate 'Electronic Service Delivery for Abnormal Loads' (ESDAL), Serco had to ensure that the system would:

- Allow successful management of abnormal indivisible load (AIL) movements
- Create an assisted route-planning tool and automate the notification process

Innovative solutions for traffic management

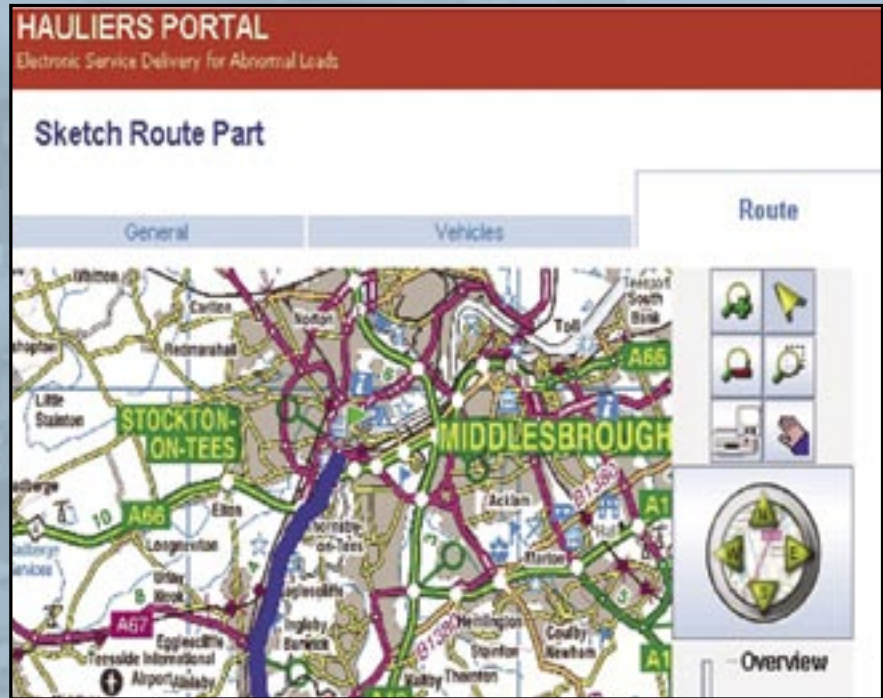


The use of Web technologies within ESDAL allows for hardware/software load balancing making optimal use of the available hardware. The system can be expanded in capacity simply by adding computers. The software architecture is such that it can run across any number of computers without modification to the software.

- Reduce the risk of damage due to unknown or unplanned loading from AILs
- Reduce the administrative burden and increase the certainty that notifications are being correctly handled

ESDAL will provide a common link between police, structure owners, hauliers and the Highways Agency.

The web-based system will ensure that there is no software or hardware costs for users, and advanced spatial queries can be performed using the Oracle back-end system.



Serco has developed a bespoke content management system that allows the Highways Agency to manage content on both the 'public site' and within the portals. Within the portals it allows user type specific content. So for example,

different content can be made available to hauliers than to structure owners.

Enabling safe, swift travel

Phased delivery

The contract will be delivered in four concurrent phases, The first phase the information website, which allows all registered users of the system to identify quickly and accurately which police force, highway and bridge authorities and other appropriate structure owners should be informed about their plans to move a load, is now operational.

A huge data collection activity is taking place to ensure that every relevant bridge and other structure in the UK is correctly identified and geo-located – the first time this has ever happened.

This contract demonstrates Serco's capability to understand Stakeholder requirements, specify national databases and interface with local authorities.

The ESDAL System Portals:

The ESDAL system supports a number of Portals providing all necessary functions to user groups, as well as the necessary security.

The following portals have been developed:

- **Haulier Portal**
- **MIS Portal**
- **Operations Portal**
- **Police Portal**
- **Structure Owners Portal**