

# FAST-TRACKING RAIL INCIDENT RESPONSE

Metro Trains Melbourne and Nearmap

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Metro Trains Melbourne moves more than 400,000 people daily, servicing 15 lines and 222 stations across a network covering 998 kilometres of track, seven days a week. Metro Trains is held accountable by the Department of Transport (DoT) and is committed to delivering safe, consistent and dependable service.

## CHALLENGE

During regular weekday services — in non-pandemic times and outside of lockdowns — Metro Trains Melbourne faces up to 200 incidents daily, ranging from short delays to accidents or major incidents. The network control centre oversees the entire Greater Melbourne metropolitan rail network. Metro Trains staff work directly with police, supported by an Emergency Management Liaison Officer (EMLO) permanently embedded at the centre. For effective incident response, the EMLO needs up-to-date, accurate aerial imagery and location data to inform decision-making.

## SOLUTION

Nearmap provides Metro Trains with easily-accessible, frequently-updated aerial imagery for a streamlined response to incidents across the rail network. Given the fast-changing urban environment, this provides an important view of road changes, access points and recent building and construction near tracks and stations. Unlike satellite images, Nearmap high-resolution aerial imagery is captured frequently, dated clearly and provides the high-resolution detail necessary for staff to co-ordinate responses effectively.

## BUSINESS IMPACT

Remote site inspections occur almost daily at Metro Trains. Nearmap aerial imagery gives operators a detailed view of the entire network, including tracks, stations and surrounds, to check on incidents or disruptions. If a train is stuck between two points, Metro Trains staff can use Nearmap to check for suitable access points, and can provide safe access instructions to responders. During an incident in 2020, Metro Trains staff found that satellite imagery for the location was years out of date, while Nearmap had flown 11 aerial surveys since.



### EFFICIENT RESPONSE

MANAGING UP TO 200 INCIDENTS DAILY



### HIGHER-RESOLUTION CLARITY

IMAGERY CAPTURED UP TO 6X PER YEAR



### IMPROVED SAFETY

RELIABLE STAFF AND CREW INFORMATION

Nearmap Vertical

Nearmap Oblique

Nearmap 3D

## NEARMAP FOR TRANSPORT:

Find out how Nearmap can help transport management and incident response, visit: [www.nearmap.com/transport](http://www.nearmap.com/transport)

