Case study

Keeping track of animals travelling through London Heathrow Airport

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City of London Council

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The challenge

The City of London Heathrow Animal Reception Centre is responsible for transporting all livestock arriving at or departing from London Heathrow Airport, including pets, animals belonging to zoos and illegally imported reptiles. The requirements for safety and security measures for vehicles travelling airside in the UK are stringent, and in early 2016 Heathrow Airport Limited (HAL) required that all vehicles that travel airside – however infrequently – should now be able to provide an extensive amount of real-time data direct to airport control. Essentials include vehicle position, accelerometer, instantaneous speed, journey start and end times, journey distance and engine running time, with further data described as "desirable".

The change in regulation meant that the City of London's Heathrow-based Animal Reception Team, which had to that point been graded as an infrequent visitor airside – now needed to supply the advanced telematics data.

The solution

City of London tested the market for a system that either met or exceeded these requirements, and following a procurement process CMS SupaTrak was awarded the contract.

Vincent Dignam, business improvement and performance manager with the City of London, says:

"Running one of the busiest airports in the world safely and securely requires access to the most accurate, real-time data available. London Heathrow needs to know the position of every vehicle, whether it's accelerating or decelerating, its speed at any given time, and the length and distance of every journey. HAL also has to be able to measure carbon emissions as part of its environmental commitment.

The City had worked with CMS in the waste industry, so we already knew that they don't do off-the-shelf systems but work really closely with their customers to tailor their provision to exactly what is needed. During the procurement process, they were the only company to fit all the criteria, including proven technology and reliability, and to be able to demonstrate that they could enable us to meet our obligations. They have a real can-do attitude."

Craig Braham of the City of London Council, who is based at the animal reception centre and operates the CMS telematics system, says:

"I can honestly say this system is brilliant. We use the CMS map system to track our vehicles on our main screen, as they transport animals to and from flights. Knowing exactly where each one is at any point in time is useful to us, as well as essential for HAL. I'm delighted with the intelligence that is now available to us."

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Connected fleet specialists