

## Bangalore Traffic Police

### Introduction

Bangalore is a bustling metro that along with Mumbai and Delhi has emerged as one of the fastest growing cities in India. Dubbed the IT capital of India, Bangalore has about 4.2 million vehicles on its roads; and with a population of 9.5 million spread across an area of 1005 square kilometers, the city is an open challenge for Traffic Planners and the Traffic Police.

Traffic congestion has been a problem in Bangalore, given the city has seen inorganic growth over the past decade. In order to manage this traffic congestion and to ensure the free flow of traffic, the Bangalore traffic police conceptualized and efficiently implemented the B-TRAC project. The project included components such as the Traffic Management Centre (TMC) a central hub, which acts as the central point of collection, processing and distribution of information. The TMC comprises of a central dashboard with multiple data sources integrated into it to provide a unified birds eye view of real time traffic scenarios, an Integrated Complaint Monitoring System and MIS. The TMC was connected to the field via various data channels such as Intelligent Traffic Signaling Systems, Video Surveillance Camera's installed at 179 strategic junctions in the city, and Blackberry Enabled end -points for the traffic police.



### The Solution

With this entire high-end infrastructure in place, the Bangalore Traffic Police needed a provider that would not only manage the technology and the multiple vendors, but also develop and maintain the systems and software to keep up with the dynamic traffic scenarios at play in the city.

Bangalore Traffic Police chose CMS to develop the software and information layer above all the technology that was in place. This included, development of the website that would manage the entire information architecture and maintain the application, Develop Applications for services such as road traffic signal automation, complaint management and vendor performance management through monitoring tools, SMS gateway integration, asset management, public traffic violation reporting, and monitoring public utilities like city auto rickshaws. CMS also played a vital role in database and server maintenance, system maintenance of 42 police stations, network maintenance and vendor management.

## The Challenges

Implementing a technology solution within a large enterprise can be complicated enough, let alone implementing it across an entire city. Given the scale of this project, it is a major milestone in E-Governance projects and has won multiple awards for the benefits it has provided to citizens and administrators alike.

However a project of this scale certainly comes with its own set of challenges. Some of the challenges that popped up as part of the implementation can be listed below

- Difficult mechanism of gathering data, especially lack of real-time intelligence;
- Lack of instruments for analyzing the data collected and creating a holistic plan;
- Lack of manpower prohibiting execution of traffic management plans

## Benifits

With the TMC and other associated components in place, and CMS's web based information management layer above it, the Bangalore Traffic Police has seen a series of improvements in terms of traffic management.

Not only has the traffic flow improved substantially, but roads have become much safer. Apart from this, there is now transparency in the enforcement of traffic rules thanks to the replacement of paper-based challans with the Blackberry based Challan and Receipt generation system. This stopped revenue pilferage. There has also been a marked improvement in the compliance of traffic laws and rules thanks to the use of surveillance cameras, enforcement cameras, field traffic violation reports (FTVR) and breath analyzers.

In addition to this, there has been a marked decrease in accident scenarios. The severity of the crashes has come down as well after the implementation of this project as compared to the accident data from previous years.

One of the key objectives of this initiative has also been met. There is a marked reduction in traffic congestion in central areas and travel time due to the fine-tuning of signal timings at junctions

The initiative started yielding results from the first day itself. The changes and the impact were dramatic and exceeded the expectations of the department. Here it is essential to state that the objective of the entire exercise was not to increase the revenue collections but to enhance the quality of traffic enforcement & traffic management by ensuring that violations are recorded and violators are penalized as well as Traffic accidents are reduced.

Traffic enforcement primarily had two objectives in focus, namely,

- Stopping pilferage of fine amount.
- Bringing in more discipline on the roads by instilling fear of law within the minds of violators.

Traffic management had the following objectives in focus,

- Reducing accidents on the road.
- Reducing traffic bottlenecks.

All these core objectives were met as soon as the system was rolled out.