



Case study

Getting smart about Smart brakes

Betts Transport – Walcha, NSW

An Empowered Workshop Supports a Top-notch Driver Group

Based out of scenic Walcha on the NSW Northern Tablelands, Betts Transport have operated for over a century and offer diversified transport services across general freight and livestock transport.

Chris Betts, who manages their Betts Rogers Livestock Transport team said that, as a medium sized fleet, their focus was on incorporating electronic brake and roll stability functions into the workshop environment.

“Working with our brake service partner, Air Brake Systems, we downloaded the data from our trailers to establish a baseline.” said Mr. Betts. This reinforced that their fleet was well maintained and that drivers were of a high standard.



Chris Betts – General Manager, Betts Rogers Livestock Transport

Bett’s has never had a rollover, and Mr Betts credited their drivers for the way they take care of their livestock loads and the data download supported that.

To influence greater understanding, Air Brake Systems provided workshop staff with training focussed on utilising the laptop software and diagnostic hardware and how to integrate the data from this equipment into broader business operations.

A year later, analysing the reports from the system showed that driver behaviour and workshop maintenance were still of a high standard. The system also showed some instances of roll stability functions activating.

“The EBS data allowed us to have some great conversations with our drivers, publicly celebrating the highest performers and privately coaching those with higher rates of stability control events”

– Chris Betts

The results demonstrated that using the diagnostic data alone helps operators manage their fleet compliance and safety responsibilities. Mr Betts explained “Through this data, our belief that Betts drivers are as good, if not better, than any other drivers you’ll find on the road has gone from our deeply held belief to a fact proven by cold, hard data”

From the operator’s perspective, Betts recognise that having the best possible drivers, driving to take care of their living cargo and the equipment remains the foundation of the safety performance of their business, however this is supported by smart braking in two ways, firstly protecting their drivers when, as all humans do, they make a mistake and two, by providing data to support the business to operate at the highest possible level.

One key factor that increased acceptance within the operation was modifying system settings for their application. For example, electronic systems can be configured for tankers, which cart liquid that ‘rolls around a lot’. Small changes made the application less harsh and more conducive to a livestock setting and the slight differences that contribute to rollover risk.

Another learning was that having all parts of the operation on board was critical in accepting the new equipment and the need to comply. Technicians and drivers both need to be brought on the journey, with the level of understanding in the workshop supporting drivers and going ‘hand in hand’ with them accepting it.

Demonstrations from product experts are central to driving that buy-in. However those should extend to management and ownership to also educate them about the capabilities of the system.



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Train across your business; workshop, drivers and managers



Celebrate your high performers, make the journey a positive one



According to Mr. Betts, "It is important everyone throughout the whole company is on board. I didn't realise how much in depth that went in the details, as in it tells you how much, how many times it's been plugged in, how long it's been plugged in for, the last time, kilometres and braking issues – I didn't realise it went into that much depth until you get the computer program on it. That was great to see all that and that was one of the things got me more on board with it."



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