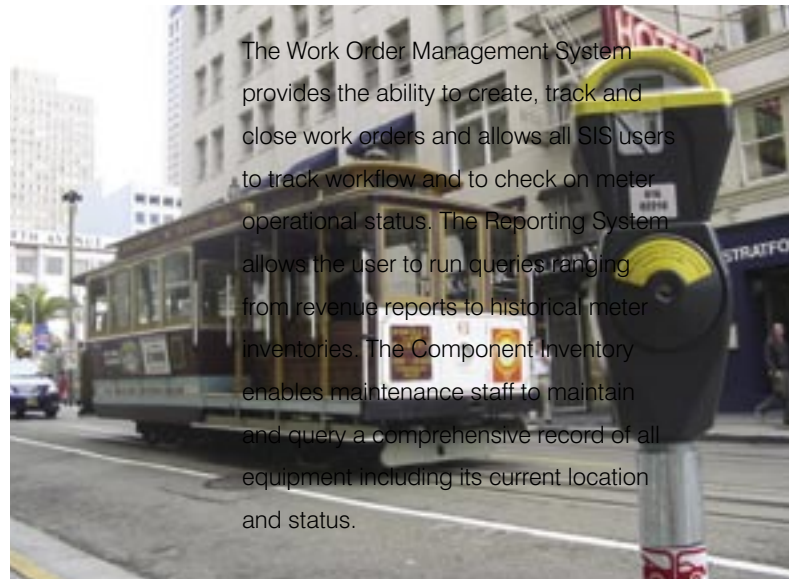


Modernising parking meter management



The Work Order Management System provides the ability to create, track and close work orders and allows all SIS users to track workflow and to check on meter operational status. The Reporting System allows the user to run queries ranging from revenue reports to historical meter inventories. The Component Inventory enables maintenance staff to maintain and query a comprehensive record of all equipment including its current location and status.

Serco's parking meter solutions are improving efficiency and generating increased revenue in cities such as San Francisco and Hong Kong.

San Francisco and Hong Kong have implemented Serco parking meter management solutions that have generated revenue increases of 40-50%.



San Francisco

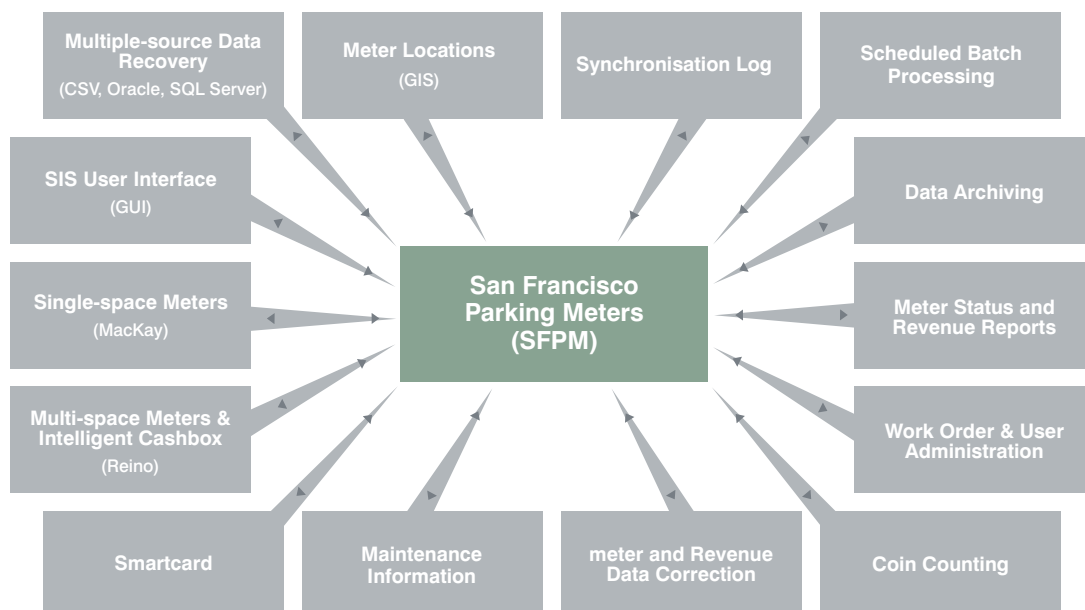
The City and County of San Francisco, Department of Parking and Traffic (DPT) awarded Serco a contract to modernize the City's parking meters. As part of the contract, Serco provides revenue collection and coin counting services and was also commissioned to design and develop a bespoke integrated parking management system providing software for maintenance, management and revenue auditing purposes.

The San Francisco Parking Meter Management System (SFPM) was launched in September 2003. It is a self-maintaining system designed to allow multiple users within DPT and across other

selected City services access to a single source of information.

Serco was tasked with the mobilization, surveying and scheduling for the replacement of 23,000 single space and 250 multi-space parking meters, the construction of the Serco Coin Counting Facility, integration of subcontractor software, implementation of a trial smart card pilot programme, development and delivery of the San Francisco Parking Meter Management System. Additionally, Serco is contracted to perform revenue and data collection from approximately 7000 parking meters daily. The process includes the collection, counting, verification and transportation of \$100,000 dollars in coins.

Innovative solutions for traffic management





SFPM database

At the core of the system sits the SFPM database. Implemented in ORACLE 8i, the database holds the integrated information from satellite databases, external systems and the parking meters themselves.

Information is extracted from the meters and locks and is then checked, cleansed and transferred to the SFPM database. Notifications of faults from the meters are translated into work orders for the next day's maintenance shift and details of work carried out is translated into closure of work orders. Both events trigger

changes to the meter status history. Collection totals from the locks and meters are stored with actual count totals and audit reports are produced highlighting any discrepancies.

A windows style user interface provides DPT and Serco staff with access to the asset inventory and a large suite of reports supporting collection and maintenance. Meter status reports allow staff from the City Citations Department to verify or refute claims of faulty meters made by the public. Since the San Francisco Parking Meter Management System was implemented there has been a significant reduction of meter related crime.

Reloadable Card-Operated Parking System (RCOPS), Hong Kong

In Hong Kong, Serco was contracted is to supply and deliver dual bay re-loadable card-operated parking meters in replacement to the current single bay card operated parking meters. The dual bay parking meters initially accommodated the use of the popular Octopus card in Hong Kong and allowed the Transport Department to slowly eliminate the environmentally unfriendly E-Park cards over a period of time.

The new parking meters use an advanced technology for up-and down load the revenue and will not involve cash transactions on site. Currently there are about 17,000 on-street parking meters in operation.

Cities such as San Francisco and Hong Kong have implemented the Serco solution that have resulted in revenue generation increases of 40-50%.



Parking Meter Integration Software

The SFPM comprises its own Integration Software and three stand-alone applications from the meter suppliers: one for single space meters, one for multi-bay meters and the third one for the electromechanical locks.

The role of Serco's Integration Software (SIS) is two fold. Firstly it merges data from each application into one contiguous view of DPT's parking meter operation, providing both current and historical analysis. Secondly it uses the integrated data to provide functionality above and beyond the capability of any one application.

