

Bringing service to life

serco

Keeping London moving



On roads, rail and urban transportation, Serco plays a major role in keeping London moving.

Serco's management of travel information, traffic infrastructure and urban transportation provides safe, efficient and reliable journeys for Londoners every day.



As major designer, operator, installer and maintainer of transport networks, there are many ways in which Serco is involved in the capital's 24/7 perpetual motion.

The Docklands Light Railway

Serco has operated the DLR for almost ten years. This fully-automated network carries in excess of 155,000 passengers per day, and has won numerous awards for safety, performance and customer satisfaction, with Serco Docklands most recently being voted London public transport operator of the year for 2006.

devices such as XDAs to keep track of the complex pieces of data they need to do their job, ensuring they are quicker and more efficient through the use of new technology. The simple and recent introduction by Serco of new, better light bulbs in traffic lights – which now last nine months instead of six, will save money and mean less 'down time' for signals.

Traffic light management

Serco maintains and repairs traffic lights at 2,211 road junctions and pelican crossings throughout London. Employees 'out in the field' repairing and maintaining traffic lights now use handheld digital

M25 maintenance

Serco operates the information boards, CCTV cameras, fog and incident detection systems and emergency phones all the way round the M25.

Using technology to reduce congestion and carbon emissions, Serco is also committed to increasing safety and enhancing journey quality in and around Greater London.



ELTRACS

Serco provides routine maintenance and fault repairs to the traffic equipment covering the Blackwall Tunnel, Rotherhithe Tunnel, Limehouse Link, Hackney and new M11/A12 Link. The North Circular Road, maintenance of the London Driver Information & over height signs System (LDIS), together with Kingston and Croydon car park systems are also part of the ELTRACS hardware maintenance contract.

East London's tunnels

In all, Serco manages the control systems, approach roads, lights and barriers in and around 11 road tunnels in East London to keep them free of congestion.

When you consider that 90,000 vehicles pass through the tunnels at Blackwall and Limehouse every day, it is perhaps not surprising that Serco's traffic operations in and around London are a major part of its transport business.



The Dartford River Crossing

The Dartford River Crossing with an average daily throughput of 149,262 vehicles, spans the Thames and provides a vital link in the M25, Britain's most important orbital road. Serco currently carries out routine maintenance of the traffic monitoring and control equipment

on the Dartford River Crossing, covering from junction 29 of the M25 over the Queen Elizabeth II Bridge, including the two Dartford Tunnels and up to the A2 interchange.

Serco goes the extra mile to keep London moving, for example...

It is essential that Serco can be on site, as quickly as possible, whenever a fault occurs. Serco has introduced a 24/7 motorbike response service, whose riders are to carry out instant 'quick fixes' wherever and whenever required.

In case of emergency, Serco designed and created a 'mobile incident support vehicle' which now has the ability to go in and replicate all, or part of, the systems controlling the traffic, wherever the operators choose to deploy it.

Serco discovered rats were gnawing through some of its communication cables in the Blackwall Tunnel. The steel grid

Serco designed and installed to protect these cables is now being used in similar instances all over London.

Incidences of vehicles striking the roof of Blackwall Tunnel, which was never designed to accommodate some of today's giant lorries, were becoming more and more frequent - causing predictable and significant traffic chaos across a large area of London. So Serco dug out a special, deeper lane for extra large lorries to use. The number of incidents, and traffic jams, has dropped as a result.

Serco Values

- **Delivering high performance for time-critical projects in challenging environments**
- **Using new technology, smart thinking and creative innovations to achieve continuous improvement**
- **Going the extra mile to provide something that is more than just an everyday service**
- **Instilling commitment and dedication across the workforce to ensure consistency of service and uniformly high standards**
- **Adopting a partnership approach to ensure close integration with major clients like Transport for London and ensuring client goals are seamless with Serco goals**