

Bringing service to life



## Keeping Merseyside moving



On roads, on rail and through tunnels, Serco is helping to keep Merseyside moving.

Serco is about to play an even greater role in facilitating transport on Merseyside. As well as operating Merseyrail (as part of a JV) the highly successful 75-mile rail network, Serco will be designing specifying and managing the Variable Message Signing (VMS) and traffic integration project for the two Mersey Tunnels.



*Entrance to Kingsway Tunnel*

Merseyside Passenger Transport Authority & Executive appointed Serco to conduct feasibility study to provide variable message signs (with their associated control) in and on the approaches to the two main road crossings under the River Mersey. The study considered and recommended the types of signs to be used, what messages they should convey to tunnel users, the type of infrastructure support they would require and provided a strategy for optimum effectiveness in terms of keeping tunnel users informed whilst minimising maintenance costs.

Following the initial feasibility study Serco has been retained to undertake the design, specification and management of the variable message signing and traffic integration project for the two Mersey Tunnels. The project incorporates an extensive trial of message sign technology and longitudinal spacing of signs to deliver tailored to optimum performance.

The trial will also assess the applicability of the requirements for upgrading the facilities to align with the new European

## Innovative solutions for traffic management

Serco's Consultancy Service builds on the significant design, assessment and systems development experience in existing within Serco to provide services to the transport sector in UK and worldwide.

Serco provides expert consulting advice and systems engineering design, underpinned by rigorous and dependable project and change management capabilities.

Serco brings practical experience of the complete solution lifecycle: from design, through development and installation, to operations and maintenance. We understand how to design traffic solutions that truly meet long-term objectives.



*Serco have improved CCTV facilities to enhance customer safety on Merseyrail*

Guidelines for tunnel safety and provide improved travel information services. The output from the trial will include detailed specifications for a new lane control system, associated message signs on the tunnel approached and integration of the Kingsway and Queensway Tunnel Systems to provide coordinated operating procedures.



## Improving security on Merseyrail

Serco are providing a scoping study to Merseyrail for integration and enhancement of its three existing CCTV control rooms and disparate systems covering Merseyrails 66 stations and 2 depots.

Initial site surveys were carried out on all stations, to obtain an understanding of the existing camera infrastructure.

The surveys enabled key station features to be identified, which were used as the basis for producing CCTV designs for each feature (e.g. an underpass).

Following on from the scoping study, Serco were appointed to conduct site

surveys of the existing systems and undertake a feasibility study into the required system and to provide a migration strategy for the CCTV system upgrade, along with an outline of the cost benefits of various procurement options.

As a result, proposals for the establishment of a Security Control Centre, along with a core CCTV network, were developed.

Merseyrail also appointed Serco to assist in their procurement activity for improved CCTV capability. With a few exceptions (such as cameras in underground station locations), the key aim for this procurement is:

- To obtain a CCTV system that provides each user type with consistent levels of picture quality and camera control for all cameras on their network
- To provide recording facilities that are simple to use and provide images that are of a sufficient standard to be presented as admissible evidence in law courts

This project involved liaison with various stakeholders including British Transport police, Network Rail and Merseyrail's projects, ICT sections and technology suppliers.

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## Serco values

- **Delivering improved performance**
- **Efficient and reliable services**
- **Trusted partnerships**
- **Innovative solutions**
- **A proven track record for safety and security**