

Keeping traffic technology working



Serco installs and maintains the traffic technology equipment that keeps major highways and urban routes moving.

In urban areas and major arterial routes around the UK, Serco has numerous contracts to maintain roadside technology, as well as designing, installing and operating traffic control systems.

Serco is one of the major installers and maintainers of road and motorway equipment in the UK. We maintain all national motorway communication systems technology throughout the southern third of England (including the M25) and the south-west of England and also the motorway network in Northern Ireland.

We also install and maintain traffic signals, having major contracts in London, Manchester and Dublin, as well as a number of other local authorities in England.

Here are a few examples from around Britain...

M25 North and South

Serco provides the routine maintenance and fault monitoring and response service of the National Motorways Communication network for this high profile region which includes some of Europe's busiest motorways and the Channel Tunnel gateway to Europe. Serco is a key partner in the delivery of a renewals programme.

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. Due to the nature of the crossing, Serco provides a premier maintenance service consisting of bi-monthly routine instead of the standard six month services offered on other contracts.

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

Innovative solutions for traffic management





M1-A1M link road

In Yorkshire, the M1-A1M link road is a strategic route between the M1 and M62 south of Leeds and the A1 trunk road south of Wetherby. Here Serco has a contract consisting of two separate elements, an all encompassing Motorway Communications contract involving all National Motorway Control Systems (NMCS) equipment on the A1-M1 and a highways maintenance contract.

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.

In the South West

Serco has secured a key role in the delivery of the Area 2 Enhanced Managing Agent Contract (EMAC) to the Highways Agency (HA). Serco will provide a range of services to the prime contractor including the routine maintenance and 365 days per annum fault monitoring and response service. The Area 2 EMAC covers the trunk road network extending from M5 J9 in the north to M5 J31 in the south and from M4 Membury Services to the Severn Crossings. Other key trunk roads include the M32, M48, M49 A303, A36, A46 and A416. The technology systems area also includes the A38 and A30 extending into Cornwall. EMAC is the HA's leading edge contract model with its principles based on target costing and continuous improvement.



Serco provides the following:

Serco provides maintenance, installation and inspection services for all in-station and out-station equipment including:

- **Advanced Motorway Indicator (AMI) signals**
- **Audio and mini carrier transmission systems maintenance**
- **CCTV, cameras, fibre optic video links and display and control equipment**
- **COBS in-station equipment e.g. Operator Interfaces, sub systems, Local Communications Controllers (LCC's) and Visual Display Units (VDU's)**
- **Communications networks**
- **Control Office Base System (COBS) hardware maintenance**
- **Emergency Telephones**
- **Enhanced Message Signs (EMS)**
- **Fog Detection systems**
- **Gantry signage**
- **Maintenance of the power infrastructure including BS7671 inspections**
- **Management of private wire communication links**
- **Matrix signage**
- **Motorway Incident Detection and Signalling (MIDAS) systems, which include**
- **Over height detectors**
- **Remote monitoring**
- **Signals**
- **Transponder and Responder equipments loops, transponders and feeder cables**
- **Tunnel tidal flow systems**
- **Variable Message Signs (MS2, MS3 and MS4)**
- **Wig-wag signage**