



Service, security and operation

VINCI Park's contract was recently extended until 2009, following its successful management of the 17 railway station car parks along the M40 corridor between West Ruislip and Solihull.

Commitment to service

Since acquiring the contract in 1997 to operate all of Chiltern Railways' car parks, we have invested considerably in new kiosks, equipment and signage. We provide comprehensive car park management services, including counting and banking all revenues to suit Chiltern Railways accounting specifications.

There when we're needed

While the core responsibility is revenue collection, VINCI Park also provide security for customers' vehicles and assistance where needed. With 50 attendants, all 17 stations are manned for at least 16 hours a day, Monday to Friday, with some being manned for 24-hours a day, Monday to Saturday.

Service and information

We provide detailed data analysis of usage and ticket types, which is invaluable to Chiltern Railways, but which also enables us to monitor and adapt our service to meet customer needs. Our responsibilities to Chiltern Railways include cleaning and providing assistance to railway staff as required, such as late staffing during engineering works.

For customers, we provide a range of services, from regular manned patrols to general assistance, battery re-starts, as well as information and advice on offers, schedules and any delays.

Chiltern Railways

Contract: 3 years, renewed until 2009

Investment: New kiosks, equipment, signage

Spaces: 5158

Surface: 17

Services: Full revenue collection; customer information, assistance