



## Improved revenue, enhanced services

Since VINCI Park won the contract for Silverlink in 1998 revenue has increased by 55% to over £2.5 million.

We manage 14 busy stations between London Euston and Birmingham. These include Harrow and Wealdstone, Bushey, Watford Junction, Kings Langley, Hemel Hempstead, Berkhamstead, Cheddington, Tring, Leighton Buzzard, Bletchley, Milton Keynes Central, Wolverton and Northampton.

### Comprehensive service

During this time, the range and quality of service has also steadily improved. With 5029 spaces in total, we have 27 staff, providing comprehensive management, maintenance and customer service needs. Staff hours range from 6.00 am to 12.00 midnight, Monday to Saturday. Our service to Silverlink includes the daily financial management and deposit of all takings from a range of payment systems, including pay on entry, pay on foot and pay and display.

### Better security

We have significantly reduced the level of crime in our car parks, from 347 in 1998 to 82 in 2004. We are proud to have achieved Safer Car Park status at seven of our main car parks.

### Helping rail staff and customers alike

Over time, the appearance of the car parks has improved dramatically as our role has broadened to include station cleaning and maintenance. We also provide customers with service information, and even supply ticket barrier staff.

Our attendants are on hand to help re-start flat batteries if needed or to retrieve locked-in keys, arrange breakdown recovery or organise taxis. We even have a 7-seater vehicle available if we need to help customers, drivers, conductors or other Silverlink staff.

### Silverlink Train Services

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Contract: Since 1998

Investment: Security, maintenance, service

Spaces: 5029

Surface: 17

Services: Full revenue collection, customer information, assistance, mini-bus