

Adaptis and NCP upgrade London Underground's flagship Car Park at North Greenwich.

The dash cashless solution at London Underground (LU) car parks went live in July 2013. Adaptis and NCP have seen an amazing uptake of the service, processing in excess of 100,000 transactions since go-live with over 35,000 customers choosing to register with dash.

In November 2013 Adaptis, the providers of dash implemented the innovative 'Park & Go' ANPR system at North Greenwich in close partnership with NCP; the UK's number one car park operator; with the introduction of the ANPR solution the number of registered users for dash at North Greenwich has increased by over 300%. The number of cash transactions has reduced significantly with only 10% of customers choosing this method as they opt for the easier and quicker payment methods available.

Implementation of the new ANPR system was successfully carried out in 8 weeks from contract award, during the mobilisation there was no impact to customers using North Greenwich and as importantly no impact on revenues received.

Innovative solutions implemented include a Wi-Fi hotspot at the car park to enable quick, easy and secure access to the dash cashless solution, variable message signage and bespoke touchscreen payment kiosks providing cash and credit card payment options. The Park & Go web-site has been upgraded and contains details and benefits of the new system.

Through using ANPR to track and monitor vehicle movements, the service has further enhanced the customer experience by making it easy, quick and secure to pay for parking.

The advantage to the customer is the provision of a better operational service to replace the traditional pay and display method of parking. It means that the customer has options about when the payment can be made; on arrival, on exit, on the train or even at home it also removes the need to display a ticket in a vehicle. Through the introduction of Park & Go; NCP can instead use staff resources more efficiently ensuring the car park is at the leading edge of customer care.

Manni Marway, CEO of ASL commented;

"We are delighted to have been awarded and delivered such an exciting, innovative and prestigious contract using our technology and systems. The introduction of our Park & Go system at North Greenwich is testament to our ability to deliver solutions that benefit our

clients and their customers; in addition this success has widened the Adaptis footprint in the UK rail sector.'

Derek Hulyer, NCP's Head of Operations for Rail commented:

"We are always looking to improve the service we deliver to customers. The introduction and extension of Park & Go has enabled us to do this; we have worked with London Underground and Adaptis to make sure that all of the car parks we operate are as easy to use as possible, allowing customers to choose the payment method that best suits them."

February 2014