

# “Rigas Satiksme” case study

The company’s mission is to provide an affordable, reliable and sustainable public transportation system, as well as motor transportation and parking services aimed at furthering economic growth, and an improvement in the quality of life in Riga.

## Client

Established in 2003, Rigas Satiksme is a limited liability company owned by the city of Riga and works in three areas: supervision of the united public transport network (trams, trolleybuses and buses), passenger transportation services and management of 5,000 parking lots. It currently employs 4,100 people.

## Challenge

In the past, Rigas Satiksme parking officers had to engage in a number of manual activities to check parking payments – from revising parking payments to filling in and tracking all post-payment notifications. These were time-consuming processes and reduced the efficiency of parking officers, increasing the duration of the inspections and the number of human errors. An automated solution was essential so as to control and visualise the routes of parking officers, in order to revise parked vehicles in real-time and, in case of violations, to provide immediate printing and tracking of post-payment notifications.

## Solution

A unified solution was created for parking officers and operators. It involves a mobile app with a connected thermal printer that allows officers in real-time to check whether the owner of a vehicle has or has not paid for parking.

This system is used to issue and print out post-payment notifications and forward them to the relevant owner. The cloud-based solution means that data is automatically sent to the operators’ Web platform, where the operators can monitor and manage the activities of parking officers, analyse performance and statistics, organise routes, and generate reports.

## Outcome

The automated parking control solution has helped to reduce the number of human errors, increase the efficiency of processes, and ensure real-time availability of data. An interactive map shows where each parking officer is and how efficiently the relevant tasks have been performed. Along with far fewer manual activities, parking officers have increased their inspection coverage three times over. This system makes it possible to use the available resources more effectively, expand the territories that require supervision, and increase the frequency of inspections without increasing the number of parking officers.

“Since the implementation of the system, we have gained access to vital information that was previously not available to us at all. Now we can track the activities of our officers in real-time, control and monitor the effectiveness of their work, and efficiently plan their daily operations. This means that each officer can check a larger number of cars in a more extensive area whilst maintaining a high level of quality and accuracy in the work. Fewer mistakes mean fewer customer complaints, and this significantly increases the overall level of consumer satisfaction.”

- Ltd. Rigas Satiksme

### Before SPES



Increased the duration of parking area inspection



Diminished the efficiency of parking officers

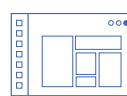


Increased the number of errors

### SPES deployment



Mobile app with connected thermal printer



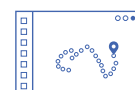
Cloud-based web platform



**3X** increase in parking area inspection coverage



Available resources are used more effectively



All processes are available in real-time