

PARKi

AIRPORT CASE STUDY



United Airport Parking

TULLAMARINE VICTORIA

The PARKi license plate recognition solution transforms the efficiency of this busy airport carpark, creating a better user experience and dramatically improved Performance and operational control.



ENVIRONMENT

- Multi-level car park that shuttles its users to and from the airport once they have parked their cars.
- Connecting Hotel accommodates guests as well as functions/events/conferences
- Multiple entry points to the car park
- Level 4 rooftop enclosed area for hotel guests

ISSUES

- Existing equipment supplier had frequent system failure/downtime
- LPR system does not integrate with Car Park management system
- Drivers taking advantage of 'lost tickets' to avoid high fees for long term parking
- Laborious process to provide discounted & free parking for hotel visitors and guests

PLAN

- Remove existing LPR and car park infrastructure and upgrade and replace with PARKi LPR integrated solution
- Create custom software to ensure that each vehicle pays for its exact time spent in the car park
- Create custom software to ensure that hotel guests park for free when parked in the level 4 zone and are given a free parking pass upon check-in
- Create a simple voucher system that caters to all the hotel and guest needs



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SOLUTIONS

The LPR solution identifies all vehicle registrations upon entry and exit and are sent in real time to the PARKi, parking management system. Permanent parkers who have supplied the operator with their vehicle registration can enter and exit without having to stop at the gate. This is also applied to the fleet of vehicles that shuttle passengers to and from the airport. For casual parkers that have successfully paid for their parking at the pay station, the exit boom gate will automatically raise when their vehicle is identified.

CDS developed intervention software that ensures that the exit boom gate will only open for a vehicle that has successfully paid for a ticket where the entry and exit LPR reads match. If a paid ticket is scanned at the exit station, but the vehicle does not match that of the vehicle from the entry, then the boom gate will not raise. In this circumstance a warning will be raised to the operator and images of the entry vehicle and exit vehicle for this ticket are displayed. The operator can then choose from a number of different options as to how they will proceed. A quick filtered search through the entry database will show the operator the time that the current vehicle entered the car park and they can apply the necessary charges.

To ensure that hotel guests park in the required area, CDS built custom stations to be placed at the entry and exit to this area. All guests can scan in and out using their entry pass. The system only refers to these scans when a guest pass is presented to the pay station. In this case, all time spent in the special area is free of charge, while the combined time spent in the normal car park is charged at normal rates. This essentially gives hotel guests free parking so long as they park in the special area.

CDS has integrated a guest pass printer with the hotel reception PC. Hotel staff can enter details and create passes for guests upon check-in. This is connected back to the car park management system via the internet and in real-time.

OUTCOMES

Permanent parkers now have the pleasure of entering and exiting the car park without having to interact with a station. Time is saved for every vehicle and the feedback from users to management has been overwhelmingly positive. Management also have the benefit of their fleet vehicles saving time for travelling passengers as each vehicle is treated as a permanent. Correct reads are in excess of 95%.

Casual car park users are surprised when the boom gate automatically opens upon their exit when they have already paid at the pay station. This improved efficiency has prompted customers to return and the occupancy levels have reached new highs.

Since applying the intervention software, car park management can actively see who is trying to abuse the system and stamp out this behaviour. What would previously have been lost revenue is now being fully captured. It is now extremely difficult for any user to 'cheat' the system.

Hotel guests are given a single pass that they can use for the duration of their stay regardless of how many times they come and go that gives them free parking. The pass is created for them by the hotel front desk upon their check-in. The voucher only works when they park in the specified hotel guest area. This benefits the paying public with more available spaces in the main car park. The car park is more profitable as all vehicles in the main car park are now fully fee paying.

FEATURES

- LPR Technology for automated access and egress for permanent parkers and fleet vehicles
- LPR Technology for casual parking automated egress
- CDS Custom intervention software
- CDS Custom guest pass
- CDS Custom hotel area stations

