

TAXI-MANAGEMENT-SYSTEM



THE APCOA PARKING TAXI-MANAGEMENT-SYSTEM

The Taxi-Management-System (TMS) is **APCOA PARKING'S** proprietary full-service concept that was specially developed in conjunction with taxi associations for handling taxis on stands with a rapid turnaround. The modular system has already been in use at Scandinavian airports for many years.

With the TMS, only approved, licensed taxis that meet the required quality standards are allowed to enter the taxi holding area and pick up passengers. On its arrival, the sophisticated system registers each vehicle electronically and directs it to the holding area. The aim is to maximise quality and service.

The system comprises several elements, depending on the customer's requirements:

- A taxi service office for personal customer contact
- A taxi control office, manned around the clock to monitor the system (next to an optional driver's lounge)
- An external team to manage the taxi holding areas, organise special pre-booked taxis and handle any problems on the ground

The system is available in all languages and also comprises modular hardware components such as:

- Transponders, barriers, voucher printers and display boards (see overleaf)
- Sophisticated software for best possible traffic flow management



BENEFITS OF THE TAXI-MANAGEMENT-SYSTEM

The complete solution for facility operators

- All-round management of taxis and taxi drivers
- Satisfied passengers thanks to guaranteed taxi quality
- Improved image due to efficient management of taxi holding system
- All data available online at all times
- Individual taxis can be blocked by the system and denied access

Passenger satisfaction

- High-quality taxi service
- Consumer protection through licensing for approved taxis
- Optimum availability

Taxi driver satisfaction

- Close collaboration with taxi associations and drivers
- Optimal waiting times
- Convenient supply systems
- Recognition of quality
- Fair distribution of short journeys
- Less potential for conflict with colleagues thanks to clear rules



Quality management

- Jointly-agreed quality features
- Monitoring and surveillance mechanisms
- Assessment and penalty systems
- Well-organised taxi holding system

Consulting

- Permanent consulting for efficient flow control for the benefit of customers and operators

Protecting the environment

- Engines are switched off while waiting
- Reduction in CO₂ emissions
- Possibility of a CO₂ allowance





COMPONENTS OF THE TMS



Active transponders in all licensed taxis to log the vehicle and transponder reader units to control the barriers.



Screens with high-resolution LED technology to display numbers.



Ticket dispenser with voucher printer to print out individual numbers for each taxi on entry.



Entry/exit barriers with rapid opening mechanism to control authorised access.



The sophisticated software controls the whole process, ensuring optimum traffic flow, guaranteed quality and the integration of taxis into the system (e.g. favouring taxis with low emissions, penalties for “black sheep”, etc). The software also controls the distribution of short journeys and access for pre-booked taxis and it ensures all the latest information is available online. Another optional element is video surveillance with a video management system for active monitoring.



Number plate recognition controlled by barrier activity, providing the option of non-contact identification as an alternative to using a transponder.

HOW THE TMS WORKS

- Only taxis that are fitted with a transponder or registered by number plate are permitted to enter the compound and pick up passengers.
- Taxi drivers take a number and park in a separate waiting zone, rather than taking their place in a long queue.

- Drivers only enter the holding area when their number is displayed.
- A transponder in the vehicle raises the barrier for the taxis in the queue.
- There are special call-outs for taxis with particular features such as child seats or disabled facilities.

CAR PARK MANAGEMENT AT A GLANCE



APCOA PARKING – We know how!

APCOA PARKING is Europe's largest parking management company and operates car parks in 12 countries across Europe. APCOA PARKING offers its business partners a broad range of services covering all aspects of car park management. Our clients include local authorities, shopping centres, airports, trade fairs, top international hotels, banks, insurance companies, sports stadiums and arenas.

APCOA PARKING – for guaranteed expertise.

- Experts across 12 European countries
- International experience and regional market knowledge
- Independent, objective and focused on our core business

APCOA PARKING makes car parks profitable.

- Maximum return on investment
- Pricing and yield management
- Price leaders in Europe thanks to central procurement

APCOA PARKING – the security of Europe's number 1.

- Market leader with over 7.500 locations in Europe
- Financial stability thanks to a diverse portfolio
- Steady growth for over 40 years

APCOA PARKING provides made-to-measure solutions.

- Operational solutions for all types of parking facilities
- Individual contracts
- Individual on/offline applications for garages

APCOA PARKING thinks of tomorrow today.

- Sustainable growth
- Green solutions
- Corporate social responsibility

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