

## Presentation by John Brennan, Car Parks Manager, Dublin Airport

**Car Parking at Dublin Airport**

  
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Presentation to the Irish Parking Association  
by  
John Brennan  
Car Parks Manager, Dublin Airport  
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**1. Success of Dublin Airport**

**Dublin Airport**

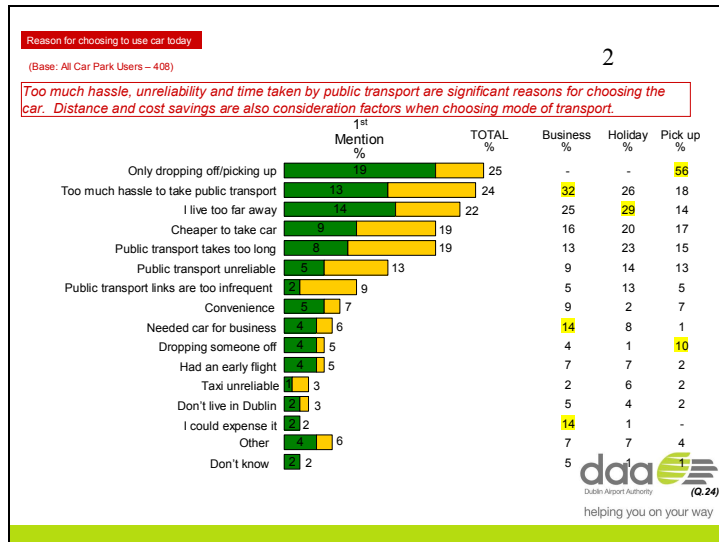
Year	'90	'00	'07	'20
Passenger Traffic (m)	5	14	23	30
Current terminal	15m pax pa			
New terminal 'T2'	15m pax pa			

  
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### Passenger Traffic at Dublin Airport

The current terminal at Dublin Airport was designed to cater for up to 15 million passengers per year and in 2007 is expected to have more than 23 million passenger movements. The Dublin Airport Authority ('DAA') has received planning permission to develop a new passenger terminal ('T2') and work has commenced on this project due for delivery in early 2010. The combined terminals will have capacity to meet forecast demand until 2020 when more than 30 million passengers are expected to use the airport. (Slide 1)



## Car Usage at Dublin Airport

Considering Dublin airport does not have a rail link of any type the level of public transport usage at 25% is very good by international standards. This leaves a high % reliant on the private car. A recent survey of airport users highlighted the reasons for this preference (Slide 2).

There are almost 3 million customer parking events each year at Dublin Airport car parks and these are accommodated in 26,800 parking spaces including 2,600 short stay spaces close to the terminal (Slide 3).

The Bord Pleanala decision on T2 sets a limit on the total numbers of parking spaces serving the airport

long-term spaces	26,800
short term spaces	4,000

The decision includes a requirement that there be no material increase in employee parking spaces at the airport. It also requires that parking charges be agreed by the planning authority prior to the occupation of T2

### 3. Dublin Airport Car Parks

#### Short Stay Parking

Multistorey (3)	2,300
Surface	400

#### Long Stay Parking

Eastlands (Red+Green)	10,900
Harristown (Blue)	8,500
Quick Park	6,000

Total Customer Parking 28,100



### 4. Big Picture

- Change physical layout ST
- Add long term capacity
- Install campus wide network
- Build new control centre
- Change location, role, team structure & number of staff
- Subsystems to support this



## Transformation of Car Parking

The original car park management strategy was developed in the early 1990s and had changed little since then. Two and a half years ago I undertook a major review of the situation and got DAA agreement to transform the parking arrangements to meet expected demand over the next 5 to 10 years. (Slide 4)

## 5. Business Need

- Integrated solution
- Cashierless
- Customer service
- Traffic flow through the 'Horseshoe'
- Control of the individual car parks
- Management reporting and audit
- Interface to DAA account systems, IT and data warehouse



## 6. Customer Service

### Offer

- Web based prebooking & prepayment
- Credit & Debit card payment options including at entry and exit
- Integrated Licence Plate Recognition
- Replacement tickets at APS and Exit including lost tickets
- High end network, CCTV & intercomm to support remote admin.
- Brand



## 7. Traffic Flow

### Requirement to

- Reduce traffic flow on Departures Road and offer set down/pick up in the horseshoe
- Eliminate 'pinch point' at the exit by removing cashier kiosks
- Direct more traffic to Car Park C
- Offer improved Wheelchair Parking
- Offer improved coach parking
- Improve taxi management

This transformation process was driven by clear business needs (Slide 5) and a desire for continuous improvement to customer service levels (Slide 6). In addition there was and continues to be a requirement to improve traffic management within the airport (Slide 7).

## 8. Control of Car Parks

### Requirements

- Replace single entry and exit point for short stay car parks including coach parks
- Enable development of different products in the different car parks eg Business Parking in Car Park A or Holiday Parking in Harristown
- Develop reliable data on patterns and volumes of usage at each car park
- Build new CP control centre and dedicated cable network

## 9. Management Information & Audit

### Reporting and Audit

- Broader range of management reports
- Web based reporting to allow wider access to reports
- Transaction tracking and audit capabilities

## 10. Interface to DAA Systems

### Interface to DAA's

- Oracle financial accounting system
- Data warehouse project
- Credit & Debit card clearing systems
- No human intervention

## 11. Integrated Solution

### Critical Requirement

Fully integrated solution

- Pay on Foot
- CCTV & Intercom
- ANPR
- Prebook/Prepay
- Credit & Debit Card Payments at APS & Exit
- Back office integration



The major initiatives included

- re-organisation of car park control (Slide 8)
- improved management reporting and audit function (Slide 9)
- interfacing to DAA financial and other systems ((Slide 10)
- fully integrated solution (Slide 11)

## 12. Procurement Process

1. RFI
2. RFP detailed
3. Assessment & Evaluation
4. Short List
5. Product Demonstrations & Site Visits
6. Selection of Preferred Bidder
7. Proof of Concept
8. Project Statement & Contract
9. Implementation



### 13. Progress

- Install & commission
- UAT
- Staff training
- Go Live w PoF
- Go Live with ANPR
- Go Live with prebook/prepay
- Monitor and manage

The programme followed the standard public procurement process which was followed rigorously (Slide 12). The contract was awarded to DESIGNA in the summer of 2006 and is nearing completion at this time. (Slide 13).

### 14. Supporting Projects

- Shuttle bus service
  - New managed contract, bus co-ordinators and GPS driven time & location signage
- Cash handling
  - Subcontract to ICE
- Horseshoe development with new coach park
- New disabled parking
- New control centre, staffing
- Support

In parallel with this project a number of other projects were being implemented in the airport car parks (Slide 14).

## 15. Learning

### Planning Stage

VERY Detailed Requirements

Have a Vision

### Assessment/ Evaluation Stage

Score strictly on demonstrated capability to meet detailed functional requirements

### Implementation Stage

Be realistic about the time and resources needed

Don't underestimate customer impact



## Lessons from the Project (Slide 15)

## 16. Conclusion

- Hard Work
- 10 Year life for CMPS. development path identified.
- At an advanced stage in the design of a new MSCP and hotel to cater for T2
- Challenges re mode shift & regulatory environment
- Customer



The presentation was followed by a tour of the new car park facilities at Dublin Airport.