APCOA ANPR solution in Norway

EPA Awards 2019
Category 4, Innovative schemes in parking

APCOA PARKING

Project description

MOBILEOLUTION FOR FAST AND CONVENIENT PARKING

- In April 2017, APCOA Norway started to implement barrier less **ANPR systems** at **30 airports**.
- ANPR (Automatic Number Plate Recognition) is a **non-barrier, seamless solution**, for control and regulation of parking areas.
- This ANPR and payment app technology was **developed in-house**, providing opportunities **for customising the system for different market segments**. Plus, APCOA do not rely on cost-driving third parties on payment solutions.
- Today, **104 barrier free ANPR sites** are running all over Norway.
- APCOA provides a Car Park Management System (CPMS) with tailor-made solutions that take care of the complexity of all the different user groups. Removing barrier systems, P&D machines and traffic islands has **significantly improved access and user experience**.
- The cameras where installed in **many complex ANPR car park facilities**. For example, many of the airports are located at the coastline of Norway, with rough weather conditions and the North Sea just outside, almost hitting the runways.
- The ANPR technology is combined with a unique and **user-friendly payment application**, **APCOA FLOW**.
- APCOA FLOW provides today the **most complex loyalty program** in the market, including employee and partner parking integrations. 87.000 new consumers in the app within the last 6 months, today **APCOA FLOW** is the **No. 2 on the top list of apps** in the Norwegian section of App Store business.

Reasons for winning

APCOA PARKING

SEAMLESS PARKING	MOBILE PAYMENT	INNOVATIVE SYSTEM	COST SAVINGS
■ No queues in front of barriers ■ Seamless entry and exit ■ Positive parking experience for customer ■ Parking made easy	■ After leaving the car park, drivers can pay their parking fees online / mobile within 48 hours without any extra charge ■ Alternatively, also automated payment after registration or pay by invoice is possible	■ Parking system based on Cloud Technology - software as a service. Third party operators can operate the system. ■ The system offers extensive integration (API/REST) possibilities	■ 60% on-site CAPEX reduction vs. barrier systems ■ Streamlined cash flow ■ No personnel on site required ■ 24/7 central surveillance (remote control)

MAKE PARKING EASY WITH A SEAMLESS CUSTOMER EXPERIENCE!

How the ANPR system works

APCOA CPMS provides a seamless customer journey. The system handles complex integrations and manages all aspects, including ANPR, based on criteria defined in collaboration with the client.

PRICE ENGINE

Different parking locations are connected to APCOA's price engine and give the right price to the right vehicle per group or 1:1. The pricing engine can handle complex discount models for defined user groups.

AREA CODE & GRACE PERIODS

An individual area can operate with multiple area codes (area-in-area) and different grace periods as needed.

INTEGRATED AGREEMENTS

Vehicles with different types of agreements can be whitelisted and parked for free or according to given rules. For example benefit/contract parking, pre-booking or customers in a certain loyalty program.

Entry

Vehicle number is read by camera, parking starts

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1 BEFORE JOURNEY

The driver can travel to the parking area **without preparations**. Alternatively, the driver can prepare by signing a **parking agreement, pre-book** a parking space or create a user profile in APCOA's online payment solution with automatic payment. There is also an option to sign up for an agreement on **benefit parking** the same place.

2 ENTRY

The vehicles number plate is read by the camera. The system decides whether the vehicle belongs to a user group that will pay for the parking or if it belongs to a whitelist, and the information is saved for later.

3 EXIT

The system remembers the vehicle number and classification from the entry. If the parking has to be paid and no **payment/agreement is registered**, the customer can pay within 48 hours online.

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The driver can pay on mobile phone, even without creating a user profile.

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The driver can also pay at the payment machine by entering the vehicle's number plate.

AFTER 48 HOURS/INVOICE:
Drivers who haven't paid within 48 hours receive a bill where an additional invoice fee applies.

WITHIN 48 HOURS:
Drivers who have not registered an approved payment can pay at mobilparkering.com within 48 hours with no extra charge.

IMMEDIATELY: AUTO-PAY
Drivers who have created a profile and enabled automatic payment are charged immediately after exit for their exact parking time with no extra charge.

EXIT

Vehicle number is read by camera, parking stops

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How payment works

ANPR & MOBILE PAYMENT – EFFECTIVE PARKING

- The parking session starts and stops automatically by entering and leaving the parking area, no ticket needed.
- There are different payment options available for customers:
  - **Pay via app:** Download APCOA FLOW app and sign up with number plate and payment card for autmatic payment.
  - **Pay on payment machine:** Enter number plate upon exit and pay with card or cash. Payment machines also support NFC such as Apple Play.
  - **Pay online:** Pay within 48 hours upon exit on apcoa.no
  - **Invoice:** If no payment is registered within 48 hours, the car owner will receive an invoice. An additional invoice fee will be charged.
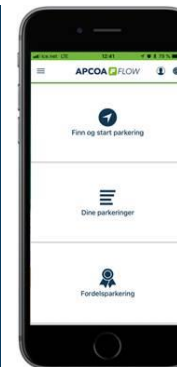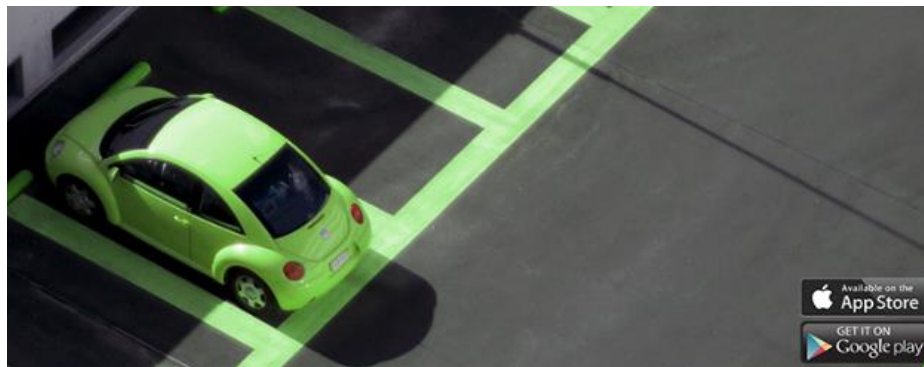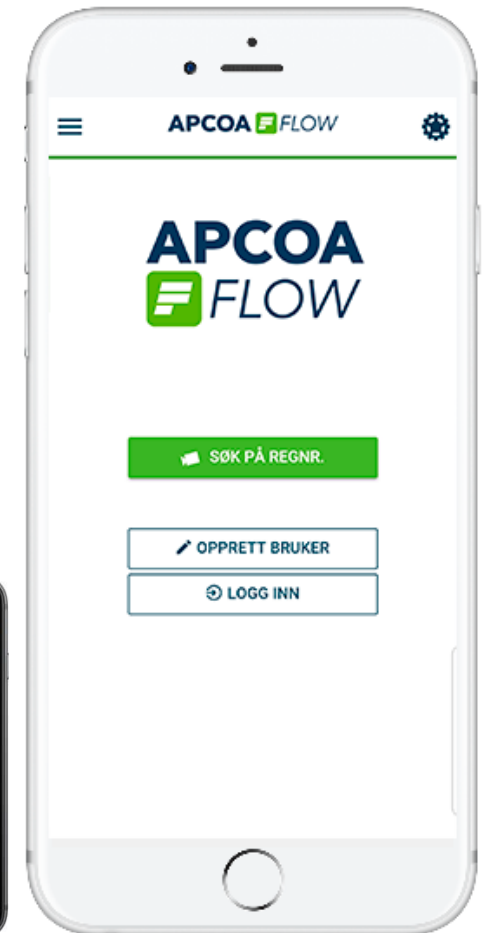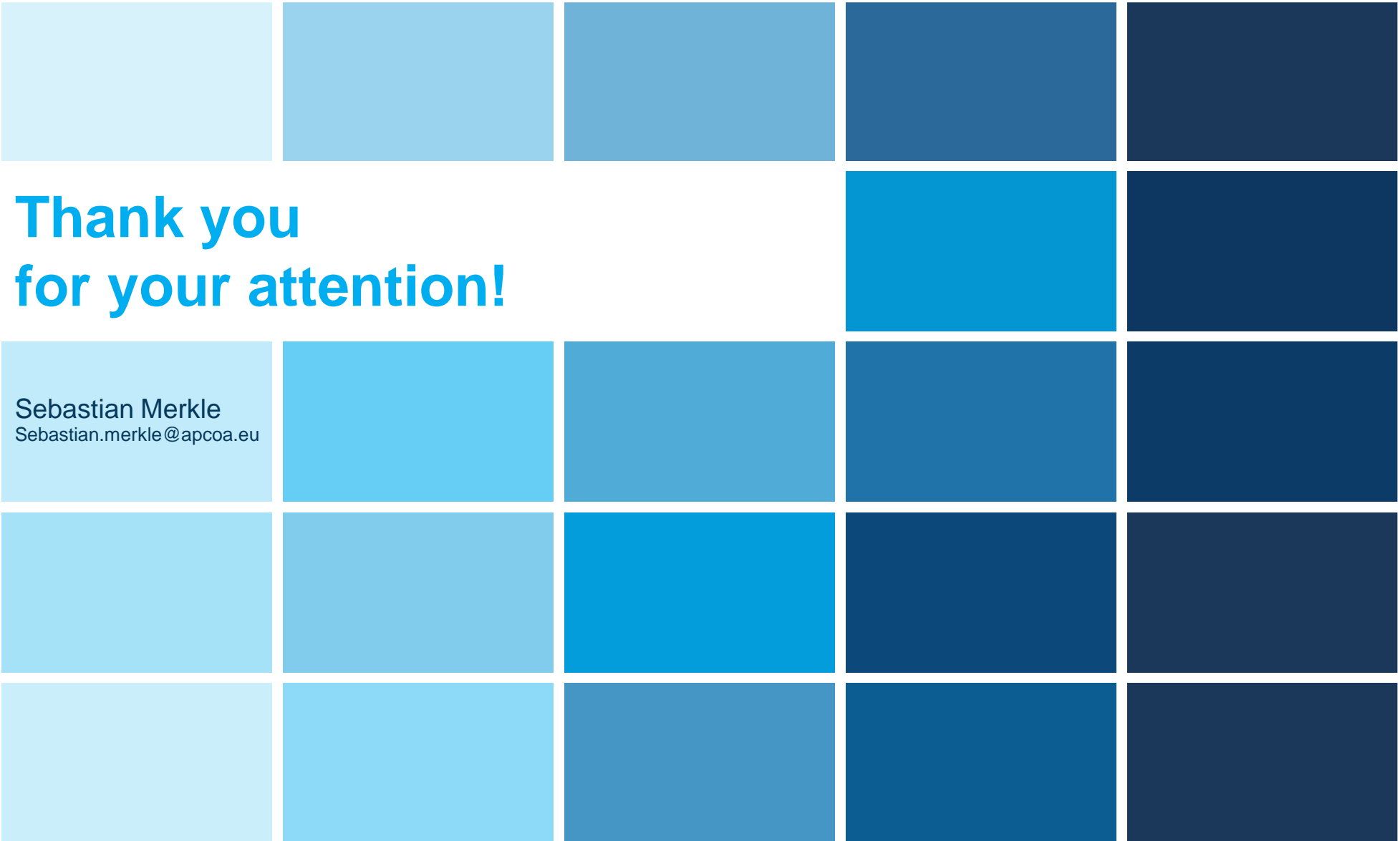
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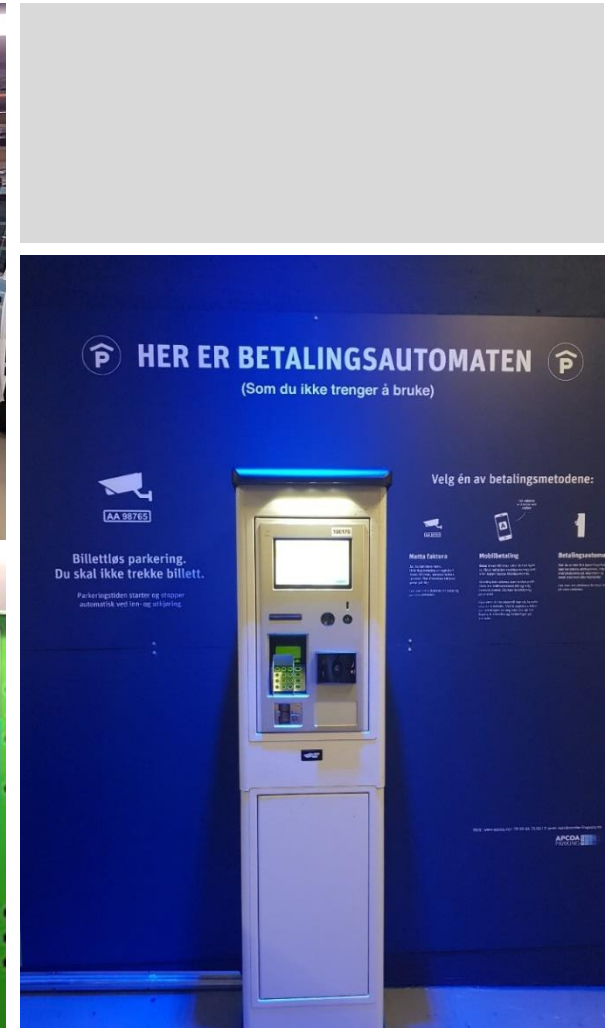
How it looks

**Thank you
for your attention!**

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