

Case Study

Adelaide Airport Improves the Management of the Taxi Pick-up Zone to Reduce Operating Costs and Handle a 10% Increase In Taxi Traffic

Adelaide Airport Limited (AAL) is the principal airport for South Australia, it is the fourth largest domestic airport, and sixth largest international airport within Australia. Since the development of the new terminal in 2005, Adelaide Airport has continued to expand, including the introduction of new international airline carriers, growth of passenger numbers and the associated requirement for infrastructure development.

Adelaide Airport handles millions of passengers each year, and with numbers increasing by around 5% each year, the challenge of enabling passengers, and visitors to easily travel to and from the airport is ongoing.



The role of the Ground Transport team at AAL is to manage the passenger experience relating to all ground transport modes as they arrive at and depart from the airport. This incorporates the management of car park capacity, road networks to manage traffic flow, plus the location and management of external services such as taxis and limousines. With a continual increase in passenger numbers, solutions need to be scalable to support future growth.

Dennis Killeen, Ground Transport Manager, AAL, comments "With the continual growth in passenger numbers, it is vital that we continue to expand the supporting infrastructure, including car park capacity, layout of the road networks, and access to additional services such as taxis and limousines. For any improvement that we make, it is essential that we look ahead and that our plans are able to scale for an even further increase in passenger numbers."

In 2012 AAL started to look for a solution that would help to improve the flow of taxi traffic. The required solution needed to be able to integrate with the existing access control equipment, remove the manual burden from AAL and make it easy for taxi drivers to pay the nominal fee in order to pass through the holding zone to passenger pick-up.

TNS was selected as the service provider, working with the access control system to deliver a fully automated solution.

The Adelaide Airport taxi system consists of two areas—the initial holding area and the passenger pick-up area. The entry to and exit from both areas are controlled by the parking access equipment. Access to these areas is controlled by a proximity tag which is also linked to the TNS GroundTransport system. On approach

The TNS AltitudeReservation solution enables passengers to book and pay for their car park space in advance. Providing an easier parking experience at the airport and assisting AAL Ground Transport to manage car park capacity more effectively.

Dennis Killeen continues, "In addition to offering a service to those customers who want the reassurance of booking their parking in advance, the TNS AltitudeReservation solution also helps us to manage parking capacity more effectively. This benefits all passengers and visitors to the airport, making sure we have enough capacity for people that haven't booked parking in advance and by improving the flow of traffic around the airport."