

# Intelligent taxi dispatching procedure at London Heathrow

CUSTOMER STORY

Since 2004, the British Airports Authority (BAA) is using an innovative taxi management system at London's Heathrow Airport. The solution, based on long-range RFID technology from Nedap and software provided by Steria, reduces taxi waiting times and enables the world's leading airport company to control and track taxi access. Only licensed taxis driven by authorized drivers are allowed to pick up passengers at the designated areas of the terminals.

BAA also deployed the taxi system at the new built Terminal 5 in 2008. Recently, BAA has renewed and expanded the taxi dispatching system at London Heathrow Airport.

## Regulating terminal traffic

Taxi transport is an important way of travelling from and to London's Heathrow Airport. To regulate the terminal traffic on the landside, BAA is using Automatic Vehicle Identification (AVI) technology. The taxi lanes are equipped with Nedap's TRANSIT Standard long-range identification readers, which identify the taxi and its driver by reading Nedap's windshield mounted transponder called Booster.

## Long-range vehicle identification

**TRANSIT** is based on radio frequency identification (RFID) technology in the 2.45 GHz band. This high-end reader allows identification of transponders or tags at a distance of up to 10 meters in demanding situations and even at high speeding passage. Nedap's **Booster** is an in-vehicle device that exists of a unique vehicle identification number which can be combined with a driver's personal identification card.

## Reduced waiting times

The Heathrow implementation provides an intelligent taxi dispatching procedure, which is able to reduce waiting times

at the rank and allows a smooth, timely flow of taxis across all terminals. This solution meets the high requirements of BAA for a reliable, secure and convenient control of taxi traffic. The taxi dispatch system has been expanded this year and, after being in operation for more than ten years, the first installed readers and transponders have been renewed.

Automatic Vehicle Identification technology from Nedap enables airports to monitor, control and optimize taxi access. Not only to reduce congestions and waiting times, it enables airports to generate revenues from commercial vehicles and maintain high quality customer service.

## Civil Aviation Administration

Nedap's Automatic Vehicle Identification system TRANSIT meets the high requirements of the CAA (Civil Aviation Administration) for a reliable, secure and convenient control of commercial vehicles

