

# CASE STUDY

Montréal-Pierre Elliott  
Trudeau International  
Airport / Aéroports  
de Montréal



Montréal, QC



1-888-783-PARK (7275) [PreciseParkLink.com](http://PreciseParkLink.com)





## About Aéroports de Montréal

Aéroports de Montréal (ADM) is responsible for the management, operation and development of the parking facilities at Montréal-Trudeau International Airport. ADM is the “endorser” brand, and propels two destination brands: YUL, which fosters the “passenger experience” associated with Montréal-Trudeau International Airport, and YMX, which fosters the “business experience associated with Mirabel International Aerocity.”

ADM works closely with various organizations to ensure the safety and security of the public, aircraft and airport facilities—and part of this mandate includes parking.

## The Challenges

In 2014, ADM was tasked with finding a reliable solution for its parking facilities. Through tender, it sought a parking solution that would meet its business goals and the rigours of being one of Canada’s leading international airports. ADM’s tender referenced several key areas for improvement:

### *System Reliability and Flexibility*

First and foremost, ADM required a parking solution and technology it could rely on to meet airport security measures, as well as increase the speed of traffic flow throughout its facility. The reliability of the parking system also relied upon the ability to integrate with software already in place, such as Chantry parking reservations.

ADM wanted to partner with an organization that was able to control

and configure its technology, and allow for future software integrations and wishlist items, such as retail reward partnerships.

### *Automatic Vehicle Identification System*

ADM required an improved Automatic Vehicle Identification (AVI) system to monitor and control those who regularly accessed its facility. The AVI software that was in place was causing issues with read-range and gate response times.

### *Secure Banking Solution*

As an international airport, ADM’s parking system was required to maintain a “Made in Canada” banking standard. The airport banking standard required ADM’s new parking provider to fulfill mandatory components, including an application programming interface that enabled access and control to its financial processing environment.

## The Solutions

ADM selected Precise ParkLink to undertake the implementation of this solution. Our combination of leading-edge technology and specialized staff meant we were able to fulfill international airport expectations. The parking solution at ADM is now comprised of several key components, including these highlights:

### *Unparalleled System Reliability*

Skidata is a global leader in airport parking solutions, and Precise ParkLink’s ability to supply and provide end-to-end support for Skidata gated parking technology systems guaranteed that ADM’s airport security measures were upheld, and that traffic flow was improved. We upgraded its entire fleet of entry and exit gates to Skidata Power.Gate, and upgraded all pay stations to Skidata Power.Cash. ADM’s parking facility is now home to the world’s leading-edge parking technology.



We also maintain an added layer of system security and reliability with 24/7 preventative and immediate reactive measures in the event of downtimes. Our dedicated team of on-site technicians perform maintenance, and provide service and support for the equipment. Our designated ADM remote desktop accesses daily active user logs every 30 minutes on a 24/7 basis to ensure no irregularities or issues occur. Any such events are immediately escalated to the on-site technician supervisor.

#### *Cutting-Edge Software Integrations*

Since day one, we integrated Skidata with ADM's Chantry parking reservations software and Canadian banking requirements. We've also been able to integrate Skidata, Chantry, and the banking requirements with ParkAssist—a camera-based lighted guidance system that helps visitors find an available parking spot, and helps both visitors and ADM locate where vehicles are parked.

Precise ParkLink was also able to integrate Skidata software with CAA membership cards, and give users

20% off parking rates. This integration between Skidata and CAA is also deployed at Ottawa International Airport.

#### *Accurate and Accelerated AVI Access Control*

Precise ParkLink replaced ADM's proximity card-based software with a windshield tag-based system, solving read-range and gate response time issues. Now staff, monthly parkers, and contractors have easy access to and from the parking facility, and ADM is able to efficiently manage its AVI tag system.

#### *Made-in-Canada Airport Banking Solution*

Precise ParkLink's research and development division sourced the hardware, developed the software, and wrote the application programming interface required to fulfill the airport industry banking requirements that ADM was required to maintain.

ADM's parking facility is now a Level 1 (highest level) Payment Card Industry (PCI)-compliant environment.

In 2018, payment methods at pay stations, entry and exit gates were upgraded with Euro Mastercard Visa (EMV) payment capabilities, making contactless payment, Interac, Apple Pay, Android Pay, Samsung Pay and chip-and-pin accepted at all payment points.

## The Result

Aéroports de Montréal's partnership with Precise ParkLink features the latest improvements within the parking industry and leading-edge parking software integrations. Our unique ability to manage the multi-platform and third-party integration between Skidata, Chantry reservations, ParkAssist and Canadian banking requirements has drastically enhanced the parking experience at ADM's facility—at both the operator and customer level.

# Summary of Parking Services

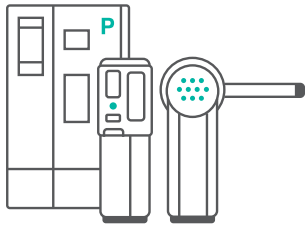
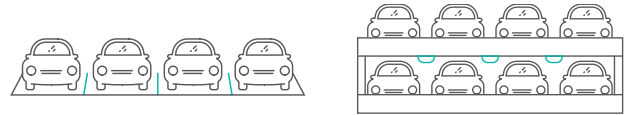
## Volume Served

19.4 Million  
passengers annually

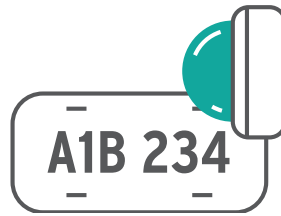


## Lot Type

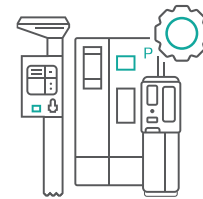
Surface & Parkade



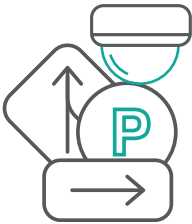
Skidata Gated Parking Equipment



License Plate Recognition



Equipment & Maintenance Services



Park Assist



Construction &  
Maintenance Services



IPASS Permit Management and  
Administration



Parking.Logic



Financial Services



Chauntry Reservations Integration