Case study

Siemens' Car Finder
- a first for Heathrow's Terminal 5

**Forgetting where you parked your car may soon be a thing of the past, at Heathrow's Terminal 5 at least.
The airport was the first in the world to use 'Car Finder,' a unique technology developed by Siemens which allows a vehicle to be located simply by inserting a parking ticket into an interactive machine. The same technology also helps a driver find the nearest space when entering the car park.**

Car Finder is the most visible element of a complex £9m security scheme designed by Siemens for use at Heathrow's £4.2bn Terminal 5 building. The system comprises Siemens' enhanced automatic number plate recognition technology (ANPR), Car Finder, barrier control, bay monitoring, CCTV with digital recording, and digital signage, all feeding into a central hub, the Terminal 5 control centre.

So how does the Car Finder system work? When a driver arrives at the car park barrier, ANPR technology captures the registration plate and prints the details on the ticket.

As the driver turns onto each floor free spaces are highlighted by a green light above each individual bay. The car is tracked by up to 35 infrared cameras which feed details of where it is parked into the system.

On returning, the driver can insert the ticket into one of the 16 'Car Finder' kiosks to view a 3D map. As well as showing where the car is parked, the map also indicates access points such as lifts and stairs to make it even easier to return to the vehicle.

BAA was keen to maximise the customer experience with a sophisticated system worthy of the Norman Foster designed, ultra modern Terminal 5 building, as Hugh Fenn, Retail Services Director BAA explains:

"The customer experience is paramount to us. We are really proud to be able to facilitate our passengers' onwards and inbound journeys with our unique Car Finder service, a truly innovative concept which befits our flagship Terminal 5."

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Registration no. printed on ticket

Available bays indicated

For maximum cost efficiencies, the Terminal 5 project incorporates some existing technology previously developed by Siemens for BAA. For example, the system offers automatic entry and exit for online bookers and for staff vehicles; a car park management system allows the operator to quickly assess 'who's in' the car park; and there is also an integrated lost ticket handling facility. These 'tried and tested' technologies were upgraded where necessary to cater for the increased capacities and to integrate into the newly developed ANPR and Car Finder systems.

Tony O'Brien, UK Head of Sales for Siemens Building Technologies Solution and Service Portfolio explains:

"We were approached by BAA to develop a state of the art system for Terminal 5. To put this in perspective the Terminal 5 building is the size of 50 football pitches, spread over 6 floors, with a total of 3,800 car parking spaces. Terminal 5 is one of the world's largest airport terminals in its own right and is scheduled to handle 27 million passengers a year.

"As always, our objective was to exceed the operational requirements of the original brief. We really wanted to go that extra mile. To do this we had to drive the equipment harder and smarter. Our in-house capabilities which include expertise in both security systems and emerging information technologies allow us to do that - the results speak for themselves."

About Siemens
The Building Technologies Division of Siemens is a leading provider of innovative energy management, safety and security solutions with the flexibility to deliver both stand-alone and integrated solutions. We design, install and maintain advanced technology solutions that improve the economic operation of our customers' business by increasing sustainability, maintaining business continuity and managing risk. We create safe, comfortable environments to enable people to work, relax, socialise and travel; maximising energy efficiency and delivering first-rate protection for people, processes and assets.

Highlights
- 'Car Finder' technology allows a vehicle to be located simply by inserting a parking ticket into an interactive machine
- Also helps a driver find the nearest space when entering the car park
- Complex security scheme designed by Siemens for Heathrow Terminal 5 building comprises Siemens' ANPR, Car Finder, barrier control, bay monitoring, CCTV with digital recording, and digital signage
- All feeding into the Terminal 5 control centre
- Winner of IFSEC Security Industry Award for 'Best Security Project', and finalist at the British Car Parking Awards for 'Best Joined-up Thinking'

The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.

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