01 The construction project of Zagreb International Airport is worth more than 300 million euros and is the largest infrastructure project in Croatia in recent years

Franjo Tuđman Airport

Its impressive design is complimented by great technologies implemented for a more efficient and enjoyable travel experience

The opening of a new passenger terminal of the International Airport Zagreb in March 2017 announces a new phase of airport operations. New passenger terminal improved traffic connections and increased air traffic in Zagreb, and thus across Croatia.

Because of its modern technology and attractive design, the Franjo Tuđman Airport was recognized as the most improved airport in Europe in the 2017 ACI / ASQ annual quality survey. In the same survey in 2018, 2019 and 2020 it was named the best airport in Europe in the category of 2 to 5 million passengers. By implementing its technological solutions, Eccos can also take some credit for this significant success in quality of service at the airport. In addition to the parking system, an alarm system with modern IP microphone solutions and an SOS communication system have been implemented. **Credit card payment was introduced on the Skidata system, and for the first time in Croatia the possibility of card payment at exit terminals was introduced, as well as the so-called interlocking system** that provides additional security for parking service charges. The main car park is equipped with boom barriers with illuminated arms whose colors change continuously depending on their position (red, green) and illuminated pictograms.

Impeccable parking of the new passenger terminal
Implementation of credit payment based on the SKIDATA system in Croatia

The smooth flow of vehicles in the parking lot is just as important as the smooth flow of people at the passenger terminal. Quality organization of the parking area is crucial for the satisfaction of passengers and staff, and thus the successful operation of the airport. Parking lots are organized in several zones, for passengers and visitors, taxis, rent-a-car and the Kiss & Fly zone for short vehicle stay.

When leaving the airport, parking can be paid in cash, but also by card. Skidata and Eccos, in cooperation with Erste & Steiermärkische Bank d.d., have introduced the possibility of paying with card at automatic and manual cash registers in the passenger terminal building and in front of the building, as well as at standalone machines located at the exit from the car park. All reputable cards are supported, and the payment machines issue invoices and payment receipts. In case of cash payment, automatic payment terminals return banknotes and coins.

Some parking lots are also equipped with long-range readers, and the use of special windshield stickers greatly speeds up the entry and exit of vehicles. **License plate recognition system (LPR)** also contributes to a faster vehicle flow allowing users with an assigned right of passage to automatically raise boom barriers.

02 Pedestrian zone and collection of payment

03 Parking payment machine

04 Long-range reader

05 Parking charges at exit terminals

Introduction of credit card payment at exit terminals

Card payment of parking fees via the standalone credit card readers situated at the exit from the parking lot raises the parking fee payment process to a new level. There is no need to return to fixed payment booths, but you can easily pay by card on the machines placed in front of the exit ramps, further speeding up the process of paying for parking and leaving the airport.
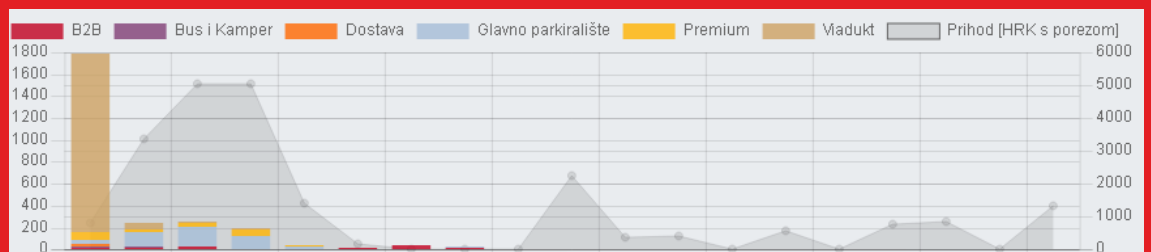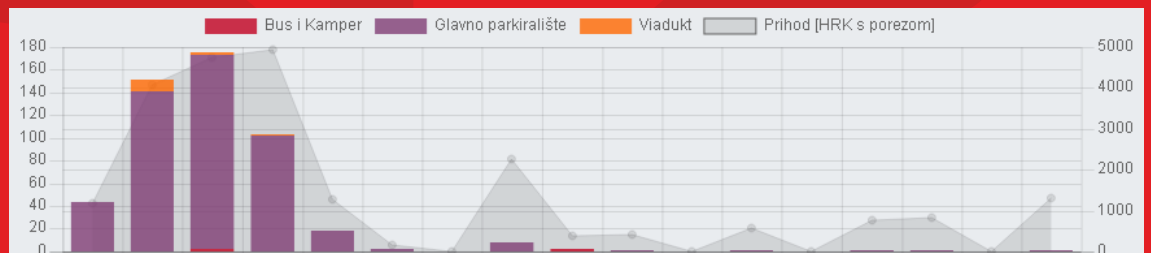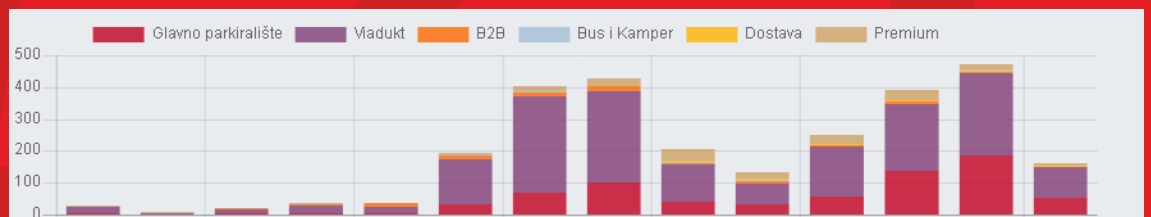

Interlocking system for added security

In order to prevent abuse (e.g. the exit of several vehicles in a row), the so-called interlocking system. With the interlocking system, instead of one boom barrier, two boom barriers are installed with the corresponding inductive loops installed in the pavement. After passing through the first barrier, the vehicle is briefly 'trapped' between the two boom barriers, and only after lowering the first barrier does the second one rise, and the vehicle can pass freely.

Reports

Inspection of the situation has never been easier

To improve the quality and efficiency of the airport, Eccos is implementing its own software platform ESCEP (Eccos Smart City Enablement Platform) and thus introducing additional possibilities for the administration of parking surveillance: financial and statistical reports and monitoring reports are available for inspection.

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