

# Tracking airport trolleys with RFID



Airports do what they can to attract more passengers through their gates. The more passengers that pass through an airport, the greater the airport's revenue. Many factors will affect an individual's choice of airport, one of which will be the overall customer experience.

The availability of trolleys is seen by many as a good indicator of how well an airport is taking care of them.

Having trolleys in the right place at the right time smooths the flow of travelers in the arrivals and departures halls and helps to lower stress levels throughout the process.

RFID Discovery is a low-cost, high impact solution to support airport trolley management teams, ensuring trolley availability across the airport estate.

Underpinned by the latest contactless technology, RFID Discovery automatically shows individual trolley locations, utilization data and a maintenance overview enabling you to improve customer experience and reduce costs at the same time.

## Key Benefits

- Improved trolley availability
- Faster trolley collection
- Optimisation of pool size to free up capital
- Improved utilisation levels
- Better informaton on maintenance records



# How does it work?

## Passive RFID tag

Each trolley is fitted with a passive RFID tag. These tags don't use batteries and don't need to be maintained. The tags can be discretely placed so that they are protected from damage and users remain unaware of them.

## RFID readers

Following a site survey, RFID readers are installed in all areas where trolleys tend to collect or at significant gateways such as the doors between airside and landside. They detect the presence of trolleys, passing the information to a central database.

## Trolley management

This enables the RFID Discovery system to monitor the build-up, dispersal and location of trolleys around the estate and provide the trolley management team with a live view of trolley availability and real-time alerts of trolley shortages.



# Benefits

## Improved trolley availability

Most importantly RFID Discovery highlights how many trolleys are currently available at the designated collection points. It will also alert the trolley management team if the supply becomes critically low at any particular collection point.

## Faster trolley collection

RFID Discovery will highlight the areas in which trolleys are being left. This means the trolley management team can redistribute them to understocked collection points more quickly and efficiently to ensure there are always sufficient numbers available for passengers.

## Trolley pool size

Once you can monitor trolley utilization, you can determine whether you have too many trolleys. It might be possible to reduce your trolley capitalization and associated maintenance costs.

## Trolley utilisation

Each trolley is individually identified by its tag, which enables RFID Discovery to maintain useful utilization data such as the number of trips a trolley makes and an estimate of the distance it travels. Are there some trolleys that rarely make it to the front at the collection points and are therefore barely used? If there are, then others are being overused and costing more to maintain.

## Maintenance improvements

Do all trolleys spend an equal amount of time being maintained over a year, or are there some that never go into the workshop? If it's the latter, you might be paying more than you need to for your maintenance contract. RFID Discovery will enable you to see which trolleys have been to the workshop and how long they have stayed.

# Why choose RFID Discovery?

RFID Discovery is the recognised brand name for integrated tracking solutions from Paragon ID, a global leader in identification solutions. Used in a growing number of industrial, commercial and healthcare environments across the UK and beyond for over 14 years, RFID Discovery is the number one choice for tracking systems.

Paragon ID is largest manufacturer of passive RFID labels in Europe and accredited to ISO 9001.

