NEXTSTATION

SMART STATIONS IN SMART CITIES

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Belgium stations : smart parking management

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4b session Smart Facility Management

UNDER THE HIGH PATRONAGE OF

GOBIERNO DE ESPAÑA | MINISTERIO DE FOMENTO

ORGANISERS

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1st phase: attract new passengers

➢ Experience of free parking from 2005 to 2006

Observations

❖ There are no new train customers

❖ The modal shift has been reversed ➡ bus customers or pedestrian customers are asking for a free parking subscription

❖ the parking situation is problematic

➡ drop in quality of service

❖ free parking = high costs for the local authorities

SNCB strategy

- guarantee parking places for subscribers
- offer differentiated fees and products
- don’t compete with public transport
- cover costs and expenses

parking operator specialised in

- Sale
- Access control
- Surveillance and security
- Technical maintenance

Private operator: drawbacks

- commercial purpose
- loss of control: contact with clientele, financial flow, operation information, fee strategy
- several batches - different operators
- no consistent visual identity (house style)
- fixed-term concession → renewal of contract
- cost of the service for small parking areas

2nd phase: use and optimise our internal expertise

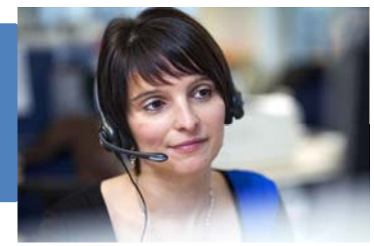
B-Parking

Parking equipment
- Access control
- Maintenance
- SLA

Facility management
- Maintenance of grounds – building
- Technical maintenance
- SLA

B-Security
- SOC
- Control room

Local authorities
- **Complaint management**
- Staff
- Follow-up suppliers



Central management
- Administrative
- Financial
- Contracts

B-Parking: the solution for operating parking garages

SNCB

Full subsidiary

B-Parking

smart parking management

Owner – Manager

- 1st investment
- General strategy and policy
- Tasks of the owner (maintenance, management of the building, etc.)

Operator

- Daily operation
- Fee, operating hours, access
- Maintenance
- Management of revenue

Advantages

Management

- freedom to implement the strategy
- own identity (house style)
- management of investments
- full use of the current infrastructures: cabling, camera network

Organisation

- sale at counters = customer contact
- use and optimisation of our internal resources (security, technical maintenance, complaints)

Results

Opening of first parking garage ➡ in Gand-Saint-Pierre in August 2009

- ❖ 85 parking garages for 45 stations
- ❖ 30,718 parking spaces
- ❖ team of 10 people

Observations

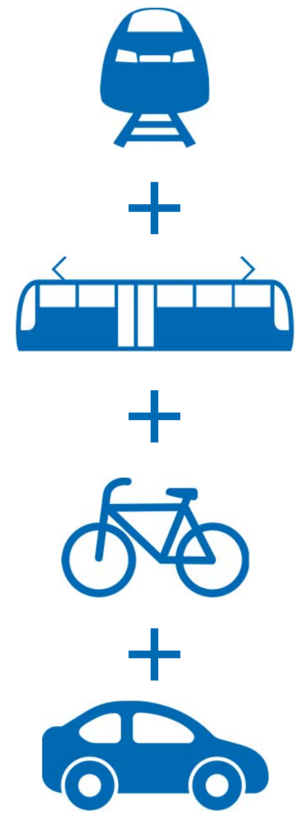
- ❖ customers satisfied
- ❖ better security
- ❖ better management of capacity
- ❖ transparency of financial flows
- ❖ financing operating costs of parking garages bicycles acquired with revenues from car parks

One of the B-Parking teams

Clear management policy

Centralise the parking and inter-modal services

- partnerships with car and bike sharing company
- specific bike services: bike docks
- bike parking with access control



Key figures

❖ Total number of stations and stops	**552**
❖ Number of parking spaces for cars	**63,931**
❖ Number of parking spaces for bicycles	**94,697**
❖ Total number of bicycle docks in the stations	**36 with SLA and 18 with SLA**
❖ Total number of car sharing stations in the stations	**24**
❖ Total number of bike sharing stations in the stations	**49**

Figures as at 31/12/2016

Conclusion

- overall satisfaction of users
- parking strategy efficient and well- accepted
- SNCB maintains control of the parking areas
- revenues from the car park finance the bicycle parking

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THANK YOU

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