

CASE STUDY

Chicago Westin O'Hare

Chicago, IL



O'HARE
INTERNATIONAL
AIRPORT



Propark manages **1,500 near-airport parking spaces** at the Chicago Westin O'Hare using Cloudpark Virtual Parking Management. Cloudpark allows Propark to operate, manage and control all parking aspects from our command center based in Hartford, CT. This remote functionality lets us operate this facility with no payroll and locks down all revenue. In-lane customers are monitored and assisted by our Cloudpark specialists who have the ability to see each entrance/exit lane through state-of-the-art high resolution cameras and communicate with every customer through voice over internet protocol.

- Propark installed a cutting edge parking control system that was synched with the Westin's own system, allowing Propark to track all hotel customer parking packages and manage all non-hotel guest near-airport parkers.
- Like all Cloudpark operations, Cloudpark specialists are trained to follow an exact protocol for each unique location. This training allows each specialist to immediately react to any situation. Specialists have the ability to vend gates if the occasion should arise
- Thorough customer service training gives our customers a polite, knowledgeable and helpful specialist to communicate with at the entrance and exit if they need assistance.
- Propark created a clear concise website allowing customers the ability to reserve and pay for parking online.

Since starting operations in July 2013, occupancy numbers continue to grow as customers gain confidence in our automated facility.

