

## Douglas College



1000+



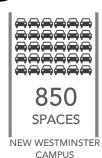


CAMPUSES

WESTMINSTER

720 **SPACES** 

CAMPUS













- Both campuses required parking attendants to operate gates and take payment.
- High expenses due to attendant wages.
- High congestion at peak hours for ingress and egress due to attendant interactions at gates.
- Production and distribution of over one thousand physical student/staff parking permits caused unnecessary burden to Douglas College administrative staff.



#### **CASE STUDY**

# Douglas College

### Approach

- Replaced gated system with pay-by-plate meters to improve ingress and egress.
- Automated parking facility, reducing labour costs to include only remote supervision and enforcement.
- Provided frequent patrolling to ensure parking rules were enforced.
- Introduced multiple payment options, including meters, ePermits, and mobile payment (hangTag) to enhance customer experience.
- Moved to an ePermit system for students and staff, allowing selfmanagement of permit accounts.

### Results

- Improved traffic flow at ingress and egress due to gate removal.
- Offered more flexible payment options, encouraging payment compliance from parkers.
- Increased savings in labour costs due to automation.
- Increased parking notice profitability due to automation and increased patrol.
- Eliminated physical permit production and distribution burden for Douglas College by introducing ePermits for students and staff.