



## CASE STUDY

# Douglas College



1000+  
STAFF AND STUDENT  
PERMITS



METERED

2

CAMPUSES



720  
SPACES

COQUITLAM  
CAMPUS



850  
SPACES

NEW WESTMINSTER  
CAMPUS



METRO  
VANCOUVER



EDUCATION



MOBILE  
PAYMENT



COQUITLAM AND  
NEW  
WESTMINSTER

## Situation

- 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

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### 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 self-management 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.