



CASE STUDY

University of the Fraser Valley



METRO
VANCOUVER



METERED



MOBILE
PAYMENT

2
CAMPUSES



ABBOTSFORD
AND CHILLIWACK



2500
SPACES



EDUCATION



E-PERMITS

Situation

- High volume parking with separate university campuses servicing over 15,000 students.
- Municipal street parking surrounding Abbotsford campus often used by students, staff, and visitors.
- Municipal-owned venue Abbotsford Centre built next to UFV campus requiring special event parking on-campus with attendants.
- Outdated parking permits used for staff, students, service vehicles, and residence parking.
- Multiple payment options (meter, permit, mobile) across several types of parking caused complexity in patrol and enforcement.

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Approach

- Installed meters in convenient locations inside of campus buildings to service multiple parking lots, along with mobile payment.
- Streamlined parking payment for both on-campus and municipal street parkers to pay at the same meters, with a revenue-sharing agreement for street parking revenue.
- Moved to an ePermit system for regular parkers, taking away the need to physically display permits.
- Incorporated a new licence plate recognition (LPR) vehicle to automatically read and validate licence plates during enforcement.
- Removed attendants, installed meters, introduced mobile payment app, and provided tiered payment options for Abbotsford Centre-adjacent lot parking.

Results

- Provided students, staff, and visitors with multiple convenient payment options including sheltered meters, mobile payment, and ePermits.
- Convenient ePermit solution removed the need for physical permit administration, distribution, and display.
- More efficient patrol and enforcement led to increased revenue from parking notices.
- Meter installation at Abbotsford Centre-adjacent lot improved ingress and egress during event periods while reducing attendant labour costs.