

2016 PARKING MODERNIZATION

Parking for the Future

Western's Parking & Visitor Services department is replacing end-of-life software and infrastructure with the goal of enhancing customer convenience.

The project will ultimately better serve permit holders and visitors parking on campus.

This document is a reference for stakeholders, bringing awareness to the need for change. It outlines features of the new infrastructure, the scope and key changes, a basic schedule of milestones, and resources for further information and updates.



Inside:	
Need for Change	P2
Features & Benefits	P2
Scope/Changes	P3-5
Project Schedule	P6
Resources	P6



NEED FOR CHANGE

The system appears to be fine 'as is', however, there are several factors driving the need for change - now.

Existing system at end-of-life: The current hardware is no longer maintainable and software is not supported, leading to interruptions in services.

Improved customer service: Parking and Visitor Services is taking the opportunity to enhance services with the customer in mind.

Managing parking capacity: The new system will track available spaces in real-time. Lot capacity will be posted on digital signage and/or a mobile parking app.

Better visitor experience: Enhanced electronic options will make it easier for staff to provide parking to those coming to campus.



FEATURES & BENEFITS

We are enhancing the customer experience. This project will provide significant benefits to parking customers. Some of the features we are particularly excited about are;

Intercom added to gated lots: Customers can connect with Parking representatives and get immediate support should an issue arise at the gate.

Two options for lot access: A newly issued Hang Tag will act as a primary credential. The Western 'One Card' (employee identification card) will work as a backup in the absence of the hang tag.

MyAccount online service: A new, easier to navigate interface will combine online services including permit applications, renewals, citations, and account management.

Real-time management of lot capacity: Vehicles will need to be validated in and out of lots, allowing for the management of lot capacity in real-time. Infractions associated with unauthorized lot entry will be eliminated.

Smartphone App: A new parking app will have evolving functionality. The primary features include a list of lot locations, parking pricing, real-time lot capacity updates and GPS capabilities to 'pin' where customers last parked.

Automated permit renewal: Renewal for payroll deduction will be automated. Stickers will no longer be required as the hang tag will be checked against licence plates for validation.



SCOPE & CHANGES

CHANGING / NOT CHANGING

Throughout the project, certain elements of 'today's' process will give way to changes that will have varied impact on our stakeholder groups. At the same time, and equally important for us to note, there are several aspects of our services that will not change.

What is Changing?

- New gate hardware - will result in temporary interruptions at the gates during install.
- New gate software - will result in intermittent interruptions with online services during install.
- Coin entry machines enhanced to accept credit cards only – coin on entry is moving to credit card on exit. Debit capabilities will also be available on exit, starting January 2017.
- Annual rates will increase (See page 4).

What is Not Changing?

- Deposit fees will be transferred to the new hang tag.
- Attended lots will continue to be a cash option, as well as credit card.
- Metered and Pay 'N Display lots will retain pay with coin option.
- Parking lots that do not currently have gates will continue to be gate-free.
- Permit types and lot designations remain.
- Other services, such as motorist assist, bike locker rental, and portable sign rental are unaffected.



SCOPE & CHANGES

MONTHLY RATES

Parking’s modest rate increases have led to below average permit rates. At the same time, improvements to the system have also been modest. The current modernization project will bring the customer experience into the 21st century, adding exciting new features and will influence rate increases.

The following are the three key factors impacting rate changes;

- Western offers the **second lowest parking rates in the U15**, a comparable list of peer institutions in Canada. Also, when compared to research-intensive universities in Ontario, Western has the lowest rates. In the past, Parking’s focus on keeping costs low led to below average rates. With the modernization project on the horizon, rates will reflect a more accurate cost for parking on campus.
- Parking is **addressing the current inequity of permit rates**. Western’s Master Plan emphasizes expansion in the core which will result in parking lots being pushed to the campus periphery, leading to less distinction between perimeter and core lot designations.
- **Parking is an ancillary service** and permit fees cover departmental operations, including infrastructure investments and long-term parking requirements.



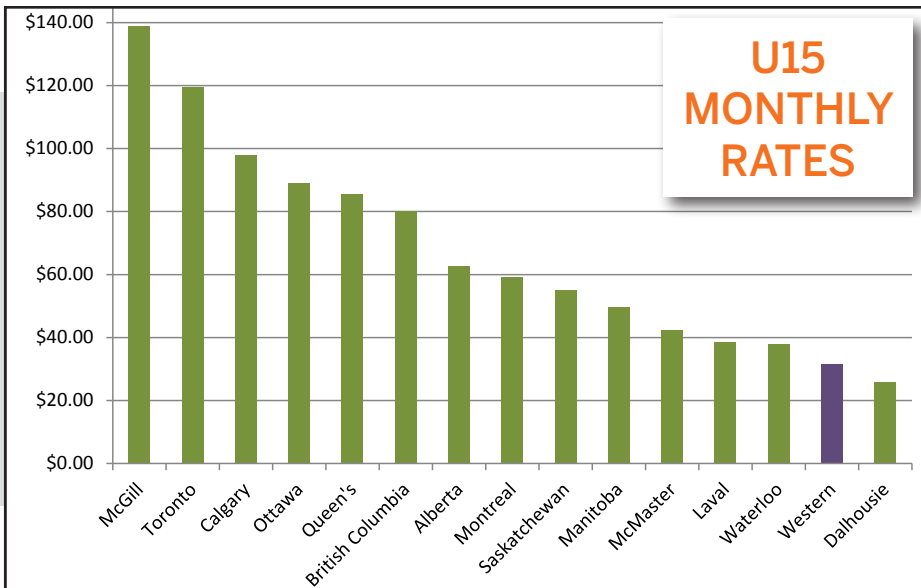
PERMIT TYPE	CURRENT RATE (\$)	RATE AS OF SEPT. 1, 2016 (\$)	INCREASE (\$)
PERIMETER NON-RESERVED	35.65	41.00	5.35
PERIMETER RESERVED	72.40	83.00	10.60
CORE NON-RESERVED	58.45	60.20	1.75
CORE RESERVED	117.60	121.20	3.60



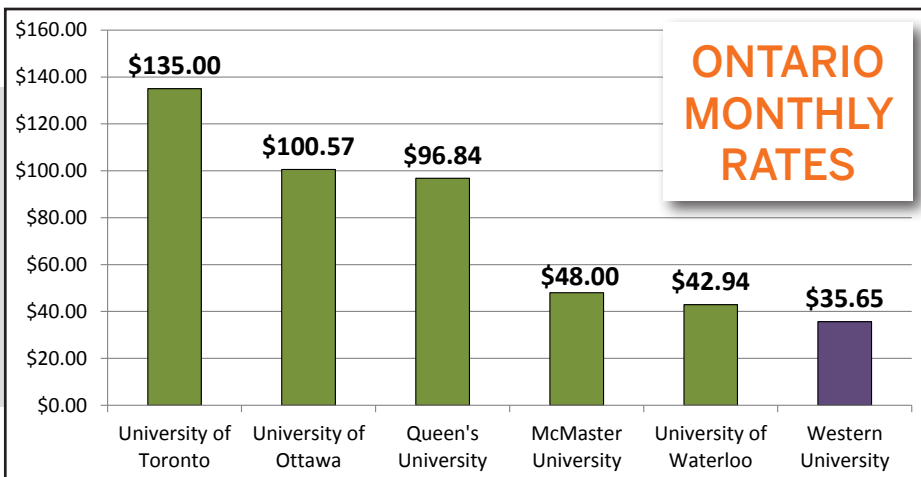
SCOPE & CHANGES

MONTHLY RATES (COMPARISONS)

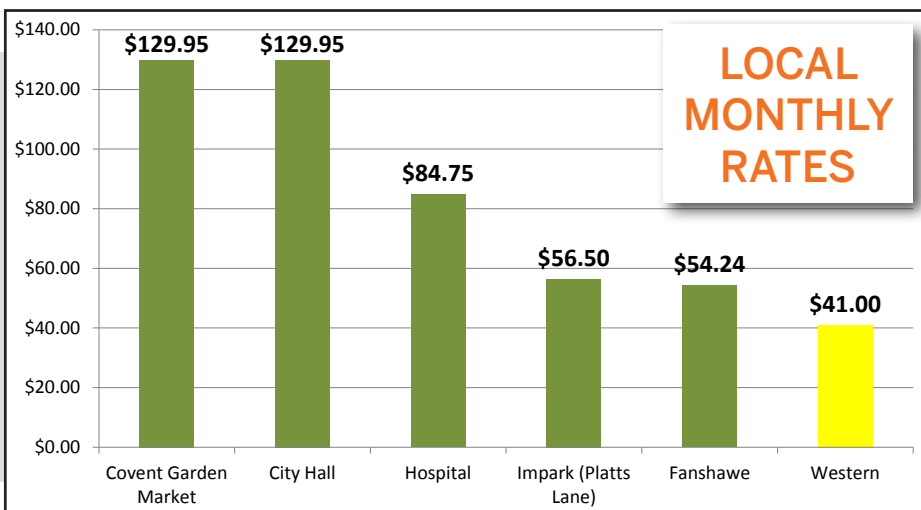
When compared to Canada's U15 (comparable research-intensive Universities), Western ranks second lowest in monthly parking rates. The average rate of the other U15 institutions is roughly \$70/mo., nearly twice Western's current rate.



When compared to Ontario's research-intensive Universities, Western ranks lowest in monthly parking rates.



Locally, Western has the lowest rates when compared to long-term parking operations in the city centre, as well as the majority of the lots closer to the campus. Even with the rate increase applied (yellow bar), Western still offers the lowest rate.





PROJECT SCHEDULE // MILESTONE DATES

February 2016 - Project begins

Mid April - Infrastructure upgrades begin with civil work – this includes fixing the pavement, curbs, and islands, running conduit and network installation. Anticipated end date for civil work is June 2016.

Early May - Database transfer – Online services will be inaccessible for up to four days. During downtime, enforcement will still be active, however, citations and permit applications/renewals won't be payable online.

Mid May - Hang tags will begin to be issued. Permit holders will need to keep a transponder and hang tag until all lot hardware installations are complete. Transponders won't work with new hardware and AVI won't work with old hardware.

Late May - Gate installs begin. Service interruptions will be minimal and lots will be accessible during this phase. Each gate install will take only 1-3 days to complete.

August 2016 - Gate installs and project are complete.

RESOURCES // COMMUNICATIONS & ENGAGEMENT

Project progress and announcements (including upcoming work and service interruptions) will be made on the Parking & Visitor Services website; uwo.ca/parking. A dedicated page has been developed with the project outline, a progress side-bar, and frequently asked questions (FAQ).

FM's twitter feed (@westernuFM) will highlight details as they happen, directing followers to the website for more information.

Questions and comments not addressed on the site or through social media can be directed to the project specific email account parkingupdate@uwo.ca.

