

APPROACHING ENTRANCE & EXIT GATES

Over the predecessor, the modernized gates are processing more information and require a few seconds more to reset between each allowed entrance. The following recommended approach will improve access for all active permit holders.

When another vehicle is at the gate, wait behind the vehicle and allow for the gate to close fully before advancing through the entrance/



exit lane. You will see the light array on the hang tag reader on the white pole change colour as your vehicle triggers the detectors below the entrance.

Steadily move your vehicle forward to the hang tag reader or tap your

WesternONECard on the pedestal. When the gate opens move through the lane allowing for the next vehicle to approach.

If you are having difficulty, try the troubleshooting suggestions below.

TROUBLE SHOOTING

- Approach the gate slowly and steadily. Be sure your hang tag is in a position that can be easily detected by the reader.

- Use your WesternONECard if the gate is not responding to your hang tag or have left home without your hang tag.
- Three metal detecting loops are under the entrance to detect incoming vehicles. If the nose of your vehicle is under the gate arm, it may

trigger the final loop prematurely and the gate will not open.

- Should you continue to have difficulty with entering or exiting a lot, press the intercom button identified on the pedestal to be connected with a representative.

