



ParkInAll Visitor Parking White Paper

Feb 2018

ParkInALL Visitor Parking

White Paper

Validate Parking

Validate Manage Reports About

Logout

Parking Pass Suite #2005

Plate:

Stall Number:

Validation:

Validate Parking

ParkSide: 2005@EPS2995
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ParkInAll introduces a new way of managing Residential Strata Parking.

Strata Visitor Parking Problems:

- Residents are abusing the visitor parking.
- Residents keep losing their parking passes and ask for new passes.
- People are parked in handicapped parking or in the wrong spot.
- Need multiple parking pass types (hourly, evening, 24 hour).
- Need an authorized person (third party) to call for a tow truck.
- Need an authorized person to continually monitor parking for infractions.
- Need a bookkeeping system to monitor parking usage in order to allocate fines.
- Need to set up and manage resident 'do not tow' lists.
- Monitoring mixed parking (pay for parking, visitor parking, employee parking, etc.)

Goals:

- Reduce the amount of admin work for strata manager required to manage parking.
- Increase the availability of visitor parking spaces.
- Increase compliance with visitor parking rules.
- Find revenue neutral ways to pay for parking enforcement.
- Identify and implement self-correcting solutions for parking problems.



Costs of Patrolling

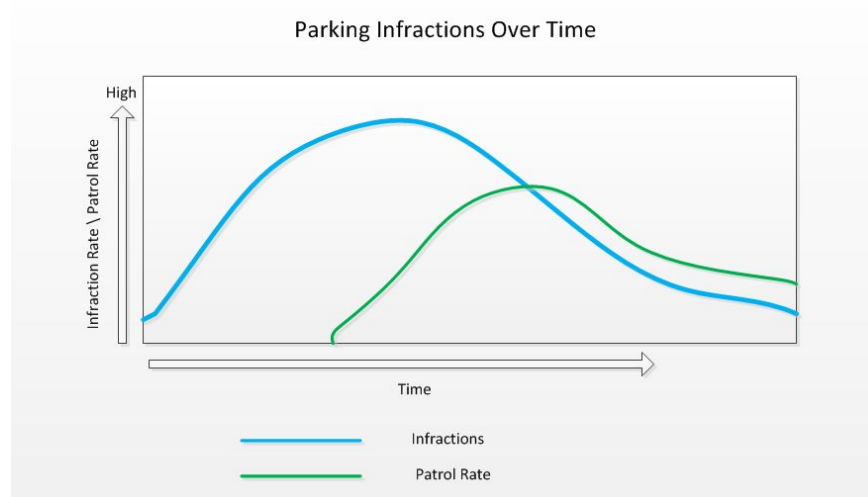
Frequent patrolling is required to identify and modify non-compliant parking behaviour. Parking behaviours are modified through a process of warnings, fines, tickets, and being towed.

Severity Of Parking Problem	Number of patrols			Monthly Patrolling Costs	Revenue	
	Per day	per week	per month		Parking Fees	PayByPhone
Low		1	4	\$100	?	?
		1.5	6	\$150	?	?
		2	8	\$200	?	?
Medium		3	12	\$300	?	?
	1	6	24	\$600	?	?
	2	12	48	\$1,200	?	?
	3	18	72	\$1,800	?	?
High	4	24	96	\$2,400	?	?
	5	30	120	\$3,000	?	?
	6	36	144	\$3,600	?	?
Extreme	7	42	168	\$4,200	?	?
	10	60	240	\$6,000	?	?

Assumptions:

- Average patrol costs per visit: \$25
- Number of patrol days in a week: 6

The number of patrols required to monitor for infractions goes down over as parking behaviour is modified.



time

Patrolling Efficiency

The Goals of Patrolling are to:

- Minimize parking infraction behaviour (reduce number of detected infractions per vehicle parked).
- Maximize patrolling efficiency (number of tickets per patrol).

Patrolling Efficiency is Improved By:

- Carpet bombing and then reducing activity.
- Limiting patrols to problem hours.
- Responding to customer complaints only.
- Installing the CarTracker camera system.

Common Customer Complaints:

- No available parking for my guests.
- People are parking without using their parking passes.
- Someone is parked in my spot



Everyone respects the stick.

People don't always follow the parking rules, pay parking tickets, or pay parking fines.
To gain respect, sometimes vehicles need to be towed...

Parking Revenue Opportunities

Enhanced parking enforcement requires time and money.

To pay the costs of enhanced parking enforcement, a revenue and payment collections model is needed.

Infractions Detected:

- Failed to pay (if PayByPhone is in effect).
- Failed to register with the Visitor Parking website.
- Resident parked in visitor spot.
- Vehicle parked beyond allowed time limits.
- Too many visitors over the week or month.
- Someone is parked in my spot.
- Invalid use of handicapped parking, reserved parking, 15 min parking , etc.

Parking Revenue Opportunities:

- Paid for parking using PayByPhone.
- Owners rent out parking spots on a daily, weekly, or monthly basis.
- Fines for misuse based on strata rules.
- Usage fees for customers of strata retail.
- Usage fees for additional parking privileges.

Parking Revenues are Dependent On:

- Severity of parking problem - what is the chance of catching an infraction per patrol?
- Number of patrols - how many times a month do you patrol?
- Number of parking stalls - how many parking stalls are there?
- Effectiveness of strata bylaw fees and collection methods - do the fees generate revenue?
- Effectiveness of ticket revenue - do people pay tickets?
- Price to rent parking - what is the demand curve for paid parking?



Stake Holders

There are 6 stakeholders whose needs must be addressed:

- Strata Manager
- Building Manager
- Residential Strata Council
- Strata Residents and their guests
- Towing Service
- Patrolling Service
- ParkInALL

There is also the underlying requirement that the solution must be revenue neutral or revenue positive. (Less than \$200 per month Net expense).



ParkInALL Visitor Parking Website Features

Each residential strata is set up with it's own website.

owners are given their own login password, along with an orientation brochure.

During the early adoption phase, users may opt to continue to use the parking pass system. Both the old and new systems can co-exist, and are supported by the enforcement officer.

To validate parking: When the visitor parks and enters suite, the suite owner pulls out their tablet, phone, or computer, and accesses the resident Visitor Parking website. The owner enters the visitors plate number, the parking stall number, sets the number of hours requested, presses 'add parking validation'.

All the parking information is stored in a database, accessible by the strata council, and parking enforcement personnel.

Details:

- 1) Separate parking validation options are provided in a pull-down list.
For example: 2 hours visitor, evening, or 24 hours.
- 2) Suite owners are encouraged to create a 'Do-Not-Tow' list, with license plate number, and user-name for each vehicle. If the vehicle is in violation of a parking rule, the vehicle is ticketed rather than being towed. The suite owner agrees to pay the ticket when listing the vehicle on the Do-Not-Tow list.
- 3) Individual parking usage reports are available to the Suite Owner
- 4) Admin parking usage reports for all suites are available to the Strata council.
This report can be used to identify usage patterns, and as documentation for justifying the levying of usage fees and parking fines.
- 5) Currently validated list of license plates list is available to the parking enforcement officer. A separate list is provided for the 'do-not-tow' vehicles.



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ParkInALL Visitor Parking Advantages

Advantages to Strata Managers:

- Reduced time spent dealing with parking infraction issues.
- Revenue neutral solution pays for a third party to self-correct parking problems.

Advantages to Building Manager:

- No more wasted time replacing parking permits, and handing out overnight permits.

Advantages to Strata Council:

- Provides detailed reports at the end of the month to help identify usage and abuse patterns.
- Reduces requests to replace missing parking passes.
- Leads to identification of parking revenue opportunities to pay for enforcement.

Advantage to Strata Residents:

- No need to run down to provide users with parking passes when guests arrive.
- No need to run down and pick up parking passes when guests leave.
- Allows for multiple parking pass types.
- Easy to use system works with cell phones, tablets, and home computers.
- Provides a way to set up and maintain a no-tow list (generates a fine instead of a tow).
- Remote validation of parked visitors through their mobile phone.

Advantages to Service Trades:

- Can log themselves in under a special strata suite number.

Advantages to Street Store Fronts:

- Can register customers as visitor guests.

Advantages to Parking Enforcement:

- Local enforcement officer can do a quick count of the vehicles and check against number of registered guests to guesstimate compliance before calling for a ticketing agent.
- Can quickly check license plates against the registered list to identify vehicles that have not registered.
- Avoids towing complaints through use of the 'do-not-tow' list.
- Works with mixed parking systems (visitor, residential, customer, service, paid parking)
- Reduction in monitoring costs through efficiencies.



ParkInALL Products and Services

ParkInALL Visitor Parking Management System

- Web registration site for Residential Visitor Parking, accessible from any internet connected device including tablets, personal computers, and smartphones.
- Do-Not-Tow list management.
- SMS text messaging notification of expired parking.
- Usage reporting.

Patrolling Service Provider

- 24 hour patrol services.
- Parking Enforcement of strata parking rules through ticketing, fines, and tow notices.
- Pay By Phone parking lot setup and management.
- Mixed parking uses are supported (visitor, residential, customer, service, paid parking).
- Remote video monitoring if requested.

Recommended Implementation Strategy:

- 1) Install the ParkInALL Visitor Parking web site for use by strata residents.
Strata informs and educates the residents in the building on how to use the system.
- 2) Confirm that the system is being used, and monitor for compliance issues.
Strata does internal monitoring to assess compliance and identify parking usage issues.
- 3) Increase patrolling frequency to ensure parking compliance once parking revenue sources are identified.
- 4) Optional installation of CarTracker camera equipment to improve enforcement.

Contact:

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