

○ Case Study - *Gate-Free Parking for Efficient Entry and Exit*

Vancouver's Sutton Place Hotel Goes with Gate-Free Parking for Efficient Entry and Exit

The gate-free ticketless parking system reduces ongoing costs, promotes greater staff efficiency, and represents a convenience for Hotel employees and customers alike.

The Challenge



The Sutton Place Hotel, situated in the heart of downtown Vancouver, is one of the city's most prestigious boutique hotels.

Parking was cumbersome and the Hotel wished to provide their guests with an elegant parking experience equal to the lavish accommodations and exceptional guest services expected from the Sutton Place Hotel.

The system was required to provide managers with an accurate, global view of all of the Hotel's parking activities, including:

- Security
- Efficient Billing
- Enforcement
- Reporting
- Customer Convenience



The Solution - Efficient and Effective Service to Hotel Guests with Ticketless, Gateless Parking

The Hotel chose Aparc Systems to deliver a comprehensive parking management system that eliminated the Hotel's cumbersome gated parking access. Aparc implemented the sophisticated HTS License Plate Recognition system, allowing visitors to enter and exit the Hotel's parking facility freely and without obstruction or time lost. Customers pay by license plate, never needing to display paper tickets or special passes.

The entrance lane and exit lanes are monitored by wall-mounted cameras. License plates of vehicles entering and exiting the facility are captured, and every license plate is added to a database, creating detailed records.

Users are no longer required to wait for gates to rise in order to enter or exit the parking complex.

Customers and guests have a comfort level knowing that traffic is being monitored by hotel staff at all times. The License Plate Recognition System has been configured to send an email notification to guest or staff when a plate is read. If a vehicle leaves the facility unexpectedly, the owner and security personnel will be informed instantly.



Pay Station's are located both in the lobby and the underground parking and transaction data is sent to reporting and enforcement software in real-time via wireless transmission.

Artificial intelligence systems prevent abuse and correct for user input error.

Hotel employees can register guest vehicles in seconds and access is simple from any web browser. Front desk and valet staff can easily pre-validate parking sessions for guests, service vehicles or employees.



With online reporting, the combined intelligence generated by The Sutton Place Hotel's new parking system provides an exceptional degree of control.

Results

The license plate recognition system at The Sutton Place Hotel easily accommodates an average of six hundred entry and exit events per day, with 99% accuracy when capturing readable plates. Aparc Systems provides live on-call support for questions and concerns. It performs all billing and enforcement functions with no paper tickets or physical gate

The Hotel's new vehicle parking registration system is used daily by over thirty staff members, and citations represent a new stream of revenue. The pay-by-license plate concept with online registration demands far fewer consumables.

