

## One System Unifies Parking Management on IUPUI Campus

In today's consumer-driven environment convenience and efficiency are key to the success of any operation. The ability to have information at your fingertips is essential. Why should your parking operation be any different? Tasks that would take several minutes to hours of time can now be performed with the push of a button. This convenience and efficiency is the foundation of T2 Systems' unified parking solution, T2 Flex. Carol Pferrer, Director of Parking and Transportation Services for Indiana University Purdue University (IUPUI) in Indianapolis, agrees.

"We wanted to go to T2 Flex. The benefits of having a web-based system were so incredible over all the other options," said Pferrer. "I like the thought process of 'we're in a new era of self-service'. You can self-service your phone to add more minutes and you can self-service your cable channels to record. Self-service is the way to go and enabling people to buy permits online and pay their citations online...this is one of the cool things that T2 Flex has allowed us to do," said Pferrer.

**"The ability to have the information you need to make decisions and react appropriately is vital. The tools T2 Flex provides to help us make management decisions is incredible."**

With a student population of over 30,000 and a faculty/staff count of around 7,000 including an entire hospital (Indiana University Hospital and Medical Center), IUPUI's Parking & Transportation Services department is responsible for making 17,000 spaces on campus work for everyone - including nine garages and one deck. The campus has somewhere between 23,000 and 25,000 parkers a day, completes 1.2 million visitor



transactions and issues 40,000 citations each year with total revenue of \$11 million.

With so many unique customer types, providing good customer service is one of Pferrer's main objectives. T2 Flex allows staff and students to benefit from the online capabilities while visitors have free parking available to them due to unlimited validations. Even the hospital's valet parking operation is set up to be billed back using T2 Flex.

The benefits of the T2 Flex unified system are realized by IUPUI's customers, and the parking staff, on a daily basis. Pferrer chose to implement T2 Flex so they would have one system to manage citations, permits, and gated facilities. T2 Flex's single database and web-based platform means all information about customers, facilities, and finances is available in real-time.

The ability to access the information you need at any time also helps improve customer service. "The web-based platform allows us to sit at our desk and see real-time information about our customers and our facilities" said Pferrer. "You're in one location and can see everything you need... from a purchase, to the receipt of the purchase, to the use of the permit in a garage, to utilization of a payment plan. There's no need to go to archived files or



## T2 Parking Solutions

another system....a customer's entire account is in front of you."

In terms of their access and revenue control system, IUPUI was looking to update its older equipment and system. Once Pferrer learned that T2 Flex would provide access and revenue control functionality, she put off her buying decision in order to take advantage of the benefits a unified system would offer.

"The immediate activation of permits and loading from the front-end is so much cleaner. This eliminates several steps, reduces errors and improves customer service." Because of this, and because customers no longer need to come into the parking office for everything, Pferrer only employs two full-time clericals and two students for the front office, saving on labor costs.

The other reason for using T2 Flex for access and revenue control was cost and flexibility. "Our old cashiering stations were very expensive," she explains. "Because the T2 Flex cashiering application runs on a PC it gives us more flexibility and additional capabilities...we're no longer living in 'boxes' and locked into certain things like we were with our previous system." IUPUI now has 41 lanes using T2 Flex Access and Revenue Control.

One of the other key benefits of T2 Flex, especially for managers, is the depth of information it provides and its reporting capability. "Because we are a campus auxiliary, we have to stay financially sustainable. It is imperative that we know what we're making, where it's coming from and how we can affect it," explains Pferrer. "T2 Flex allows us to get into the detail and is an incredible tool to use from a financial standpoint."

In general Pferrer says the ability to quickly access the information you need is key to making sound financial and operating decisions, such as rate structures and garage hours. "The ability to have the information you need to make decisions and react appropriately is vital. The tools T2 Flex provides to help us make management decisions is incredible."

For more information on T2 Systems T2 Flex, call 800-434-1502 or visit [T2Systems.com](http://T2Systems.com).