

New System Helps to Simplify Parking Management on Urban Campus

With more than 11,000 students and less than 3,000 parking spaces, the University of Houston-Downtown (UHD) needed to be more efficient in its parking management. Its goals were to better track the number of citations, manage permits, monitor the flow of campus traffic and quickly access reports. To help with this, UHD implemented the Enterprise version of the T2 Flex unified parking management system in August 2007.

Prior to working with T2 Systems, the university police department handled all parking citation duties, and a two-person parking department handled administrative responsibilities. Citations were paper-based, making data entry long, tedious and difficult to track.

"With T2, we have transformed our parking system from a cumbersome manual setup, to a fully operational, electronic parking system by implementing Flex," said Vanessa Turner, Manager of Parking and Transportation. Turner joined the university in February 2007. "We now have seven total facilities using the T2 Flex System."

"Every system is linked together. All necessary student, faculty and staff information is uploaded into the database and accessible through T2 Flex, Banner and PeopleSoft. We no longer have to enter every person into each system which saves time and cuts down on data entry errors."

T2 Flex is a unified solution that integrates access control, revenue control and monitoring, with T2 Flex enforcement and permit functionality on the basis of a management system and data warehouse. UHD implemented the Enterprise version of T2 Flex for the complete unified system.

T2 Systems first conducted a series of interviews with UHD to customize the parking management system to the urban campus' needs.



The process aligned with the university's plans to build a new parking garage, providing the perfect opportunity to incorporate T2 Flex's access control and monitoring system. This functionality is being used at each of the university's facilities, allowing parkers to enter with the appropriate credential. And the monitoring system provides parking management with the information they need to manage these facilities.

"The administration wanted to be able to monitor student and faculty parking activities. The new system alerts drivers when the garage is filled to capacity. We can also monitor what time of day a high volume of students and faculty drive onto campus and what lots are being used most frequently," Turner added.

In addition to creating an easy way to monitor parking on the downtown campus, the new system also equips parking management with an efficient way to create reports for all aspects of the parking operation.

"Now, we are able to print monthly permit and citation reports, which include both details on the type of citation and where the citation was issued. We can also tell if a permit is valid, was returned, and if the appropriate refund was issued. We can even produce revenue reports for a single week that include sales and refunds."



T2 Parking Solutions

Another benefit of T2 Flex's versatility is that a campus can link its parking programs to other relevant systems.

"Every system is linked together. All necessary student, faculty and staff information is uploaded into the database and accessible through T2 Flex, Banner and PeopleSoft, a human resources program. We no longer have to enter every person into each system which saves time, reduces data entry errors, and in the long run, improved the productivity of the parking office," Turner said.

Work in the field is easier for enforcement officers as well. Now, instead of paper citation booklets, the 20 police officers are equipped

with TDS Recon 200 handheld ticketwriters capable of processing citations electronically. A built-in camera feature also allows the officers to photograph violators, which adds accountability to the process.

Thus far, T2 Systems' solutions have relieved UHD's parking management staff of many headaches. "I can't imagine going back to the old way of doing things. With substantially more students than parking places, it was necessary for our university to take advantage of the parking solutions T2 Systems has to offer," Turner said.

For more information on T2 Systems, call 800-434-1502 or visit T2Systems.com.