



CASE STUDY

Victoria Airport Authority

Victoria, BC



The Challenges

In January of 2020, the Victoria Airport Authority (VAA) published an RFP for a Parking Access and Revenue Control System. Their then-current system was quickly approaching end-of-life, with fewer functioning days versus non-functioning days. While their goal was to have the parking experience be part of their overarching vision of making every part of travel interaction as easy as possible, they also faced some very real concerns. At the top of their list—a system that was robust, reliable, and made for the high-volume, high-density, 24/7/365 environment that is unique to airports and hospitals. Other key attributes of the system must include an intuitive customer experience, revenue generation, modern IT architecture, revenue control, audit, and reporting, and system support.

Chief considerations included the fact that the airport is situated on an island, requiring a minimum 3.5-hour trip one-way from anyone in Vancouver, and the existence of an in-place management and service contract with the island's primary parking operator.

The VAA—in its review and evaluation of submitted proposals—was clear on what they would be rating and evaluating (with a call-to-action for proponents to offer new and/or innovative solutions):

- Equipment and software meet VAA specifications

- Format and quality of the Proposal
- Technical features meet or exceed requirements
- Robust reporting
- Customer service aspects and user experience of equipment design
- Durability and life cycle costs
- Demonstrated reliability and capabilities of service representatives
- Training provided, operational and maintenance
- Service and Maintenance agreement and costs
- Flexibility and scalability to meet future needs
- API driven integrations with third party providers
- Price of equipment

The Solutions

After a Covid-related pause, VAA awarded the contract to Precise ParkLink for not only the supply, installation, commissioning, and advanced maintenance of our pay-on-foot gated technology and our LPR systems, but also for the related, in-scope civil and construction work, as well as the addition of our Parkedin platform with the Mobile Payment module (with the intention to add additional Parkedin modules of interest as they come online, such as our reservations platform).

VAA chose to engage the services of a third party project management team to coordinate project deliverables and take on the role of liaison between VAA and Precise ParkLink, to facilitate and expedite the delivery of the project. This addition to the larger project and implementation team was highly successful and regarded by all as a key component of the timely delivery and accomplishment of the undertaking.

In an unprecedented move, the airport decided to move with a pay station-free configuration; parkers can either pay with Parkedin, pay at exit, or at the one staffed exit lane. With 21 entry and exit lanes equipped with EMV-certified payment solutions and barcode scanners, parkers have adjusted easily to the new payment schema. They also deployed our IPASS solution for permit management and administration (including billing, rights, rules and access management), as well as our ParkSuite BI Tool.

The Results

- Skidata pay-on-foot equipment
- License Plate Recognition
- Parkedin mobile payment
- Equipment and maintenance
- IPASS
- ParkSuite



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