

QEII medical centre

client need

QEII Medical Centre is the largest medical, research and education facility in Western Australia with over 40 tenants and 6000 staff.

It attracts over 19,000 vehicle trips a day so maintaining site access and parking for patients, visitors, staff and service vehicles is challenging and requires strategy and smart management.

Substantial site redevelopment includes a new multi-story parking facility giving QEII MC a total of 5,140 parking bays. This includes 150 exempt bays for QEII MC usage including ambulances, loading zones and for use by disabled people, contractors, suppliers, deliveries and inconvenienced staff.

QEII MC went to RFP to find the best Electronic Monitoring Parking Solution that would allow it to manage use of these 150 exempt bays in the best possible manner; a wireless and integrated electronic parking management system with real-time monitoring and reporting and user registration and electronic infringement components.

full-suite solution

Since November 2013, QEII MC has commissioned Frogparking's full suite of fully integrated electronic parking technology across the 150 exempt bays, including Frogparking's transformational active permit system that is paving the way for easy, efficient parking management for health centres worldwide.

The full suite includes:

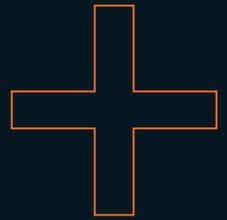
Sensors and cloud-based management - In November 2013, Frogparking installed and commissioned 150 surface-mounted occupancy sensors in these exempt bays for gathering data and monitoring and enforcing time restrictions. Combined with Frogparking's cloud-based management platform, the solution delivers QEII MC a full suite of occupancy reports and full visibility on parking activity within the installed spaces. Data related to utilisation and occupancy trends is now collected and available for analysis, allowing the facility to make more informed decisions about its parking.

Handheld and cloud-based ticketing - In April 2014, Frogparking commissioned its enforcement handheld and cloud-based ticket processing system managing parking infringements from issue, right through to collection. Tickets issued with the easy-to-use Android-based ticketing handhelds are immediately available for viewing by QEII MC customer service staff, fully automating the workflow.

Active permit solutions - In June 2014, Frogparking installed its active permit system, an easy yet transformational solution to managing parking permits for long-term patients, visitor drop-off areas and delivery vehicles. The active permit system integrates with Frogparking's sensors, cloud-based management system and enforcement handhelds. For QEII MC the superior value-add of the system is the real-time data allowing it to monitor and manage regular service vehicles in two categories:

- Drop-off couriers on site for short deliveries of approximately 15 minutes. The active permit system gives enforcement staff details on the company and driver contact details if the vehicle overstays, ensuring these spaces are available when needed.
- Major deliveries with vehicles on site for up to 4-5 hours, with the active permit system delivering data on how they use the site. With this data, QEII MC can prospectively charge users based on average use and request delivery times during 'off peak' periods to minimise disruptions.

All processing is performed online from customer application and issuing of active permits across user needs, through to tracking and reporting across multiple zones ensuring QEII MC is making smart decisions about usage.



outcome

As well as meeting all QEII MC's outlined needs, Frogparking's full suite of solutions has provided added value with its cutting edge active permits systems, an innovation that is set to transform management of permits in such complex and heavily utilised parking environments as hospitals and universities.

"The Frogparking technologies have been a great benefit to our department. The enforcement application's design and ease of use has greatly increased the efficiency of our officers by enabling us to optimally allocate resources.

"Data gathered from the technology has enabled us to accurately see how patients and visitors use the site, and adjust our parking bays' zoning and time limits to appropriately address the needs of those visiting the QEII Medical Centre." Michael Hedderwick, Parking Manager, QEII MC

For QEII MC the key benefits are:

- **Enforcement efficiency** – No more tire chalking! QEII MC enforcement officers are now automatically notified and tasked to each infringement thanks to Frogparking sensors automatically detecting when vehicles are parked and Frogparking active permits automatically validating each parking session. This has resulted in huge gains in time efficiency for enforcement staff.
- **Reduced costs** – Compared to the previous paper based system, Frogparking's active permit solution drastically reduces administration time for management of parking permits. All workflow is automated with administrators only being tasked to deal with exceptions in the process.
- **Better customer service** – The permit application and issuing process is easier and shorter for patients, drop off couriers and major delivery permit holders alike. And they are presented with a sharp looking, well-functioning product that keeps the process simple and user friendly.
- **Peace of mind now and for the long-term** – QEII MC's management is satisfied that they have an efficient, scalable and sustainable solution with the prospect of advancing the system with future add-ons including:
 - Additional occupancy sensors for data collection enhancing overall management of parking throughout the facility, implementation of staff permits using the current active permit solution
 - Implementation of Frogparking's Smartphone App for paid parking and parking guidance throughout the facility, eliminating the need for boom gates and ticket machines
 - Variable Message Signage for parking guidance at key decision points around QEII Medical Centre