

AURARIA HIGHER EDUCATION CENTER

CASE STUDY

Elevating Campus Parking In The Mile High City



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Set in the heart of downtown Denver, the 150-acre Auraria Higher Education Center (AHEC) is home to three distinct institutions: The Community College of Denver, Metropolitan State University, and University of Colorado Denver. As the largest public higher education campus in Colorado, AHEC provides a shared academic environment for the three institutions and supports a total student, faculty and staff population of nearly 50,000.

In order to better manage parking demand of limited spaces and create a more convenient parking experience for the student body and extended campus community, AHEC sought out a modernized pay-to-park system that would promote turnover, provide enhanced payment options, real-time data, and more efficient enforcement.

Campus Inspired by Denver's Success

When exploring their options, AHEC contacted the City of Denver to get feedback on potential Smart Parking solutions that met their needs. Having formerly worked in the parking department at the City of Denver, Lena Price, Director of Parking & Transportation Services at AHEC, was familiar with Denver's success introducing IPS Single-Space Smart Parking Meters. The Smart Meters garnered overwhelming public support from Denver motorists and local businesses who enjoyed the ease of use and convenient payment options like credit and debit cards.

In 2012, AHEC procured and deployed 300 IPS M3™ and M5™ credit card-enabled Smart Parking meters for the short-term parking spaces on campus. The IPS meters were strategically installed in areas where people park to handle quick personal business such as visiting an academic advisor, completing paperwork, or attending a class. The short-term metered parking offered a convenient alternative to the long-term parking garages located throughout campus.

In addition to going with a system that already had

city-wide acceptance in Denver, AHEC chose IPS Group for their innovative leadership in Smart Parking solutions.

"We chose IPS Group because they are an industry leader in single-space parking meters," Price says. "We like that it has a solar panel, which means fewer batteries to replace. Colorado has sunlight 300 out of 365 days so that's a huge benefit for us. It's very cost-efficient."

A modern parking solution designed for user convenience was not the sole draw to the IPS meters. The meters also proved easy to maintain for the Campus's small team of technicians, with modular parts for plug-and-play maintenance.

"What I love about the IPS meters is the efficiency – they work really well under any condition, rain or shine," says Clayton Reed, Field Technician. "They're really easy to maintain; they're almost self-sufficient."

When a meter fault occurs, Reed and other maintenance personnel are alerted to the type of fault and location via the Data Management System (DMS), which helps minimize downtime and allows the team to get the meters back online as quickly as possible.

Clayton Reed, Technician



"We chose IPS Group because they are an industry leader in single-space parking meters."



Campus Leverages Smart Parking Data With Next-Generation DMS

The IPS meters are wirelessly networked to the web-based Next-Generation DMS, which aggregates campus-wide parking data in real-time and provides advanced analytics that help the campus make informed decisions about their parking program today, as well as forecast for the future.

"The reports that are available to us through the DMS are critical to our operation," says Marc Parenteau, Business Manager of Auraria Parking & Transportation Services. "For example, the Range Summary Report allows us to obtain financial data for several days, weeks or months in a quick and easy format. We can then use those statistics in our comparison analysis."

AHEC uses the DMS to access financial, technical and administrative reports. In addition to the Range Summary Report, the Parking & Transportation Services team frequently uses the Pole Transaction Detail and Credit Card Settlement reports to access the real-time financial information necessary to conduct individual meter audits and generate transaction summaries. The financial reports also assist Parenteau with parking ticket adjudication by displaying the date/time of purchase. "It gives us a firm standing on the validity of a citation," says Parenteau.

Maintenance personnel also use the DMS for the Non-Reporting Meters Report, which provides alerts on faulty meters in a visual format that provides the information at a glance from the convenience of their office.

"It saves me tremendous time since it's so up to date and automatically refreshes," says Reed. "The majority of the troubleshooting that I do is from the DMS."

The recent redesign of the IPS DMS has been well-received at AHEC. The redesign added additional features, enhanced modules, data intelligence and an intuitive user interface design.

"It provides many more features and looks really good," says Price. "The DMS has proved to be a system that you can go in and enjoy operating. It's very easy to navigate."

Success Backed By Exceptional Customer Support

The customer support provided by IPS has been key to the strong relationship with the Campus, attributing communication as the cornerstone.

"IPS Group provides good communication," says Price. "They are always available when we have issues and need to troubleshoot. They send IPS Group technicians out just to check up on us and make sure things are operational."

The customer support team at IPS is committed to helping AHEC achieve an optimized Smart Parking program that provides the best experience possible for the entire campus community.

A Bright Future Ahead

AHEC aims to upgrade and implement other fully-integrated solutions from IPS Group. IPS specializes in designing technology to be scalable and flexible to integrate with tomorrow's technologies and meet the growing needs of its customers.

"They're on the cutting edge," says Reed. "People in parking know that IPS is ahead of the game. They're always looking for new and innovative ways to make their product better."

After six years of working together, AHEC looks forward to continuing the successful partnership with IPS Group. "I think we have a very bright future together with IPS," says Price. "We will continue to grow and make parking easy, make parking fun, and something that people can look forward to."

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Synopsis

- AHEC chose IPS Smart Parking technology unanimously due to widespread public acceptance in Denver.
- The campus community benefits from IPS meters, which provide multiple payment options and are easy to use.
- The Next-Generation DMS helps the campus make informed decisions with robust reporting and data analytics.
- The IPS meters are easy for the campus to maintain independently with modular, plug-and-play parts.



ABOUT IPS GROUP

IPS Group, headquartered in San Diego, Calif., with offices across North America and Europe, is a design, engineering, and manufacturing company focused on low-power wireless telecommunications, payment processing systems, intelligent data management and SaaS technologies. IPS takes IoT and Smart City concepts and turns them into reality.

For over 20 years, IPS has delivered world-class solutions through its Fully-Integrated Parking Management Suite comprised of smart single-space meters, multi-space pay stations, pay station upgrade kits, vehicle detection sensors, smart cash collection systems, mobile applications, enforcement and permitting solutions, hosted data management software with advanced data analytics, and more.

Call for an on-site demo: 877 630 6638 | **ipsgroup.com**

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