Case Study
Parking & Access Control

John D. Dingell Veteran Administration Medical Center

RFID-enabled Hang Tag Parking Services

TransCore, in partnership with Toledo Ticket, offers best of breed RFID-enabled hang tags. The tags are easily implemented into existing AVI parking and control systems and are compatible with installed TransCore readers and other TransCore tag formats (i.e. cased and sticker). They also provide a great solution for new systems or existing paper-based hang tag systems, meeting the application requirements for portable and easily visible certificates.

The following case study focuses on the customer experience using hang tags as the key element in a new AVI system.

Hospital/Medical Center Parking (new AVI system)

The John D. Dingell Veteran Administration Medical Center in Detroit, MI, is one of the newest VA facilities in the country, having relocated to the current location in 1996. The Center's security systems team implemented a new AVI system in concert with adding an additional level on one of two parking decks. They were operating in a manual fashion after removing an unsuccessful proximity (prox) system two years prior. After engaging an industry consultant, who recommended the new RFID-enabled hang tag, it was decided to implement such a system. The requirements were to 1) improve throughput times, 2) minimize congestion, as well as 3) provide a portable certificate, which the parkers preferred.

"The hang tag system has worked exceedingly well after a smooth implementation. Customer reaction has been fantastic."

Patrick Frederick

Security System Administrator

John D. Dingell VAMC
Detroit, Michigan
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At A Glance

Goal:

▶ Improve parking facility throughput

▶ Enhance parking experience

Scope:

▶ Select best fit technology (RFID hang tags)

▶ Design AVI system

▶ Implement in coordination with parking deck expansion

Parking Needs:

▶ Doctors

▶ Medical staff

▶ Employees

▶ Patients

▶ On-site research contractors

Implementation:

▶ Project start: July 2010

▶ Project completion: October 2010

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The Parking Needs

The Medical Center is a large hospital as well as a research center. There are two parking decks, which are managed by the Security Systems organization.

Parking in the North Deck is provided to doctors, medical staff and employees, all of whom are issued RFID-enabled hang tags. Access is 100% AVI-enabled.

The South Deck is a mixed-use facility, providing both AVI and manual ticket capabilities. It is designated primarily for patients, who manually pull parking tickets. On-site research contractors are issued hang tags for access. Overflow employee parkers are also accommodated.

Implementation

Traffic & Safety Control Systems installed the new parking system in the fall of 2010. The new system was planned and installed as part of an Army Corp of Engineers-managed project to add an additional parking level to the existing facility. The AVI system implementation was required to coincide with the completion of that expansion.

Rollout

Rather than take time pilot testing the new system, it was decided to "jump in with both feet," based on confidence with the hang tag technology and the experience of the installing TransCore channel partner, Traffic & Safety Control Systems. The announcement of the new, automated parking control system was made via the daily, e-mail-based newsletter. Signs were posted at key points around the Center. The tag distribution transpired over a 3-day period, and the new system was anxiously awaited by the staff and employees.

Acceptance of New System

The new tags were readily accepted by the doctors and employees, especially the hands-free access provided by the RFID-enabled tags. The new system eliminates the need to roll down the window to present the prox card, a feature all parkers appreciate during Michigan winters. Improved throughput is also enjoyed by parkers, with typical entry transaction times for the new AVI system of only 6-8 seconds. The old prox system took about a minute. The hang tags also offer tag portability between vehicles, allowing authorized access for all family vehicles used for commuting.

Parking Profile:

▶ 2 parking decks, eventually going to 6 levels each

▶ 1,700 spaces, expanding to 1,835

▶ 8 TransCore Encompass® readers, 4 in each deck

▶ 2,000 tags in the system

▶ 20 license plate tags deployed for security vehicles

Planned AVI Expansion

Two thousand hang tags were ordered and have been deployed. An additional 100 tags were ordered to meet current requirements. All tags will be in the hang tag format excluding security vehicles, which are outfitted with license plate tags.

Product note: The hang tag is powered by RFID technology from TransCore and is produced by Toledo Ticket. It is offered through TransCore dealers, who are experienced AVI parking and access control system installers.

Traffic & Safety Control Systems Inc. is a full service provider of the state-of-the-art parking control, building & perimeter access control systems located in Wixom, MI. They have installed more than 50 RFID-based parking and control systems throughout Michigan.

For more information:
Call 800.923.4824
transcore.com/rfid

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