



Ticketless in parking garages

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21 november 2019

POLIS | ANNUAL
CONFERENCE
2019
CITIES AND REGIONS FOR TRANSPORT INNOVATION

27-28 November 2019, Brussels

Situation

- > Dated equipment (° 2005)
- > Dated backoffice system (Excel)
- > Need for data analysis
- > Need for digitalisation (customer service)
- > New parking garages

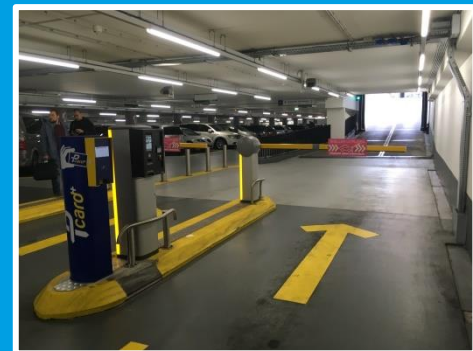
Tender

- > Collaboration different partners at the city of Ghent
- > Framework contract: 4 years equipment
 10 years maintenance
- > Budget: 3,5 mio € (equipment) + 3 mio €
 (maintenance)
- > 9 parking facilities – 4.200 parking spots

Innovation

> Procedure

- Proof of Concept in tender
- Live testing of technology
- Visit of existing parkings in BE/NL/GE
- > 10 parkings visited



Innovation

> Technology

- Ticketless
- ANPR at entrance
- ANPR at exit
- CMS
- Online services
- Possibility to link to on-street database
- Possibility to link to different payment options

NO TICKET



1. BINNENRIJDEN



2. PARKEREN



NIEUW
IN PARKING REEP – P2

PARKEREN ZONDER TICKET,
MET NUMMERPLAATHERKENNING.

3. BETALEN



4. BUITENRIJDEN



Tender

- > 3 candidates
- > Scheidt&Bachmann as partner



Conversion first parking



Communication

- > Notification at entrance
- > Flyers
- > Animated movie
- > Stewards at the entrances
- > Personal mailing
subscription holders
- > Communication in
newsletters



Lessons learned

- > Market research before tender to get overview of possibilities
- > Proof of concept to test technology live
- > Collaboration IT-partner
- > Communication to users
- > Detailed planning of each conversion to limit time
- > Lessons learned after each conversion



Questions?

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Ticketless in parking garages in Ghent

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