

## **Pay By Licence FAQ**

In June 2017, Campus Security Services will be launching a Pay by Licence system at all parking dispensers on campus.

### **Q. What is Pay by Licence (PBL)?**

A. The parking dispensers will require users to enter their vehicle licence plate information at the start of the transaction process. The remainder of the transaction process remains the same.

### **Q. What if I enter the wrong licence plate information?**

A. While you may receive a citation, please contact our office to discuss this further. In many cases, entering the wrong licence plate, or transposing numbers or letters, can be resolved.

### **Q. Why is this change taking place?**

A. Pay By Plate is required as we introduce new technology to manage parking on campus. Pay By Plate is the first step towards Virtual Permits which are described below. This allows for the future introduction of Mobile Payment as an additional payment option.

### **Q. How are people being notified of this change?**

A. A comprehensive communications plan has been launched and includes print ads in the Ring, Martlet, Oak Bay News, Saanich News and Times Colonist newspapers, over 200 signs posted in all campus parking lots, signage at each parking dispenser location and information on our website. As well, each Campus Security Officer can answer questions when approached on campus. As the fall semester approaches, social media tools will be used to spread the word amongst new and returning students.

## **Licence Plate Recognition FAQ**

### **Q. How does Licence Plate Recognition (LPR) work?**

A. An LPR system is installed in a vehicle, with cameras affixed to the roof. This decal vehicle is driven through parking areas on campus, capturing licence plates and comparing them to a list of plates that have paid to park. If a vehicle is found to have not paid for parking, the system operator is alerted and the vehicle will be subject to a citation.

**Q. What is the need for Licence Plate Recognition (LPR)?**

A. We have been working to provide a better customer experience for those that park on campus. LPR allows for the introduction of permitless parking which eliminates the need for the customer to place a dispenser permit on the dash and enables the addition of other payment options in the future.

**Q. What if I own more than one vehicle?**

A. Individuals may register their vehicle(s) under one virtual permit. You may only register a vehicle that you personally drive to campus. The LPR technology will recognize only one vehicle per account parked on campus at any one time. Any additional vehicles found on campus at the same time, under the same virtual permit, will be subject to a citation.

**Q. What if I have a loaner vehicle or a rental car?**

A. Individuals are allowed to add/remove vehicles to/from their virtual parking permit at any time; this includes loaner vehicles and rental cars. You can access your account online using your Netlink ID at <https://parking.uvic.ca/ebusiness/cmn/index.aspx>. It is important that you remove vehicles from your account as soon as your use of the temporary vehicle has ended.

**Q. How can students and employees verify that the licence plate number on record is correct?**

A. Your information can be viewed and updated via the online parking portal. You will be asked to login with your UVic Netlink ID and password.

**Q. Can I allow another person to use my virtual permit?**

A. All permits are non-transferable and can only be used by the individual who purchased it. For couples that have separate permits but drive each other's vehicles, both vehicles must be registered on each person's account.

**Q. Will you be taking my picture if I am in the area?**

A. While there may be initial capture of images adjacent to parked vehicles, all images are disposed of after 24 hours. A full, comprehensive privacy review was undertaken, and was used throughout the procurement and implementation process of the LPR system.

**Q. What is Permitless Parking?**

A. Permitless Parking means that there is no physical permit to display on your vehicle. For annual permit holders, this means that your licence plate is entered at the time of purchase so the LPR system can recognize it when on patrol.

For those customers that use one of the parking permit dispensers on campus, as you enter a licence plate information at the point of purchase, the LPR system uses that to determine payment. Both of these permits are now referred to as **Virtual Permits**.

**Q. How does a Virtual Permit work?**

A. A Virtual Permit replaces the physical permit that you either hang from your rear view mirror or purchase from a parking dispenser and place on your dash. Your licence plate is now the identifier within our parking system to determine if parking has been paid for.

**Q. What are you doing with this information?**

A. Images captured by the cameras are used for enforcement purposes only and are not used or shared with any other systems. Images within the system are deleted after 24 hours. The system will also be used for vehicle counts to determine overall parking demand for future planning purposes.

**Q. Can I park in any lot or area now that there are no physical permits?**

A. No. All parking lot privileges remain the same and are based upon your virtual permit type (General, Reserved etc.). Vehicles parked in areas on campus not associated with their virtual permit type will be subject to citation.

**Q. How can I purchase a Virtual Permit?**

A. Individuals can purchase virtual permits online (annual, semester, etc.). Daily and Short-Term parking may be purchased at the nearest parking pay station to your vehicle or online, prior to your visit to campus.

**Q. What happens if I do not have a Virtual Permit when I initially park, will I receive a citation?**

A. No. A short grace period is provided to all non-permitted vehicles upon arrival, to allow individuals enough time to purchase parking from a nearby parking dispenser.

**Q. What if I get a new vehicle or a new licence plate?**

A. It is imperative that your licence plate and vehicle information is current and correct in order to avoid an unnecessary citation. Please visit the online parking portal to update your information immediately after any change in licence plate number for your vehicle. It is also important to delete all old or unused vehicle listings from your online account.

**Q. How does LPR benefit me?**

- No more forgetting your permit, a permit falling from a rear view mirror or being displayed improperly
- Eliminates the need to display physical permits and the need to move permits from vehicle-to-vehicle
- Returning to your vehicle to display a paper permit will no longer be necessary
- Lost or stolen permits and the associated replacement fees, reports, and processing times will be eliminated
- Reduced waste and litter in all campus parking lots