

Permit Access and  
Parking Control Use Cases

# Smart Parking Digital Management Solution



**FACILI**





# Facili Smart Parking Digital Management Solution

## Multi-dwelling/Mixed Unit Permit Access and Parking Control Use Case

| Detail                         | Description   |
|--------------------------------|---|
| <b>Use Case Summary</b>        | A key experience touch point for tenants of large multi-unit dwelling like condos, apartments and dormitories, is parking. And as more and more of these types of complexes are co-locating with retail and commercial business, making parking and garage access simple for residents, guests and customers factors prominently in user satisfaction and retention.  |
| <b>Business Challenge</b>      | For large residential tenant facilities, like apartments, condos and dormitories, owners and managers must continually look to ways to provide first rate experience for their tenants. And as more and more residential buildings are being developed to accommodate both residential and commercial businesses, managing parking for these multi-use facilities has become more challenging. How do you provide a simple, forgettable parking experience for multiple types of parking needs, such as: Residential monthly parking permits, commercial employees' non-traditional hours and part-time permitting, commercial customer parking and validation. Providing poor experience to businesses will result in customer going elsewhere and business tenants leaving for better accommodations elsewhere. As well, residents will not tolerate parking issues in their own buildings. Parking is a key experience touch point across the consumer spectrum. |
| <b>Why is it Important?</b>    | <ol style="list-style-type: none"> <li>1. Without proper oversight of parking permit allocation and tools to monitor and control utilization, Building Management risks poor tenant experience, unauthorized use by non-residents and ultimately tenant retention issues.</li> <li>2. Residents expect, when hosting visiting guests, they can provide ample parking access, and self-manage that access for easy admin guest passes.</li> <li>3. Delivery and ridesharing services need access to the facility and Management needs the ability to monitor and control these activities.</li> </ol>  |
| <b>To Whom is it Important</b> | <ol style="list-style-type: none"> <li>1. Building and parking management - ability to create a more efficient parking operation and frictionless experience touchpoint in their facility.</li> <li>2. Residential tenants – creating a simple, forgettable parking experience for residents and their guests</li> <li>3. Tenant businesses – creating a simple, parking experience for their employees and customers without disruption to business operations.</li> </ol>   |
| <b>Facili Solution</b>         | <p>Facili, meaning 'easy,' is an all-encompassing smart, digital parking solution designed to provide asset owners and facility managers with an easy, hardware-free experience for self-managing their parking access and controls.</p> <p>Whether for gated or ungated parking, Facili offers a platform for managing monthly and guest parking operations, coupled with intercom communications and remote gate vending technology, customers can enjoy a complete end-to-end parking and customer service solution to complement their current tech stack.</p> <p>Other parking technology vendors often cater to complicated requirements by offering a full suite of hardware and software to cover all possible scenarios. These complex offerings may subject buyers to unnecessary technology purchases that are costly and cumbersome.</p> <p>Facili makes it easy.</p>   |

# Multi-dwelling/Mixed Unit Permit Access and Parking Control Use Case (cont.)

| Detail   | Description   |
|--|---|
| <b>Benefits / Value</b>                                | <p>Facili eliminates the requirement for facilities with less complex parking management dynamics to purchase an overly complex system. It also removes the reliance on antiquated systems such as RFID readers and/or physical permits. Facili's digital platform allows managers to efficiently manage permits and parking controls while empowering tenants to self-administer permit profiles, payments, and guest access without the need to invest in expensive hardware.</p> <ol style="list-style-type: none"> <li>1. Building/company branded mobile app</li> <li>2. Seamless integration to building accounting system, and tenant management platforms</li> <li>3. Customer portal for self-management of subscriptions</li> <li>4. Full reporting and data analytics on parking activity</li> <li>5. Real-time access to modify or terminate parking permits</li> </ol> |
| <b>Technical Considerations and Resources Required</b> | <ol style="list-style-type: none"> <li>1. Outline of current permit process</li> <li>2. Description of the existing parking control systems such as gates, RFID cards, window stickers, etc.</li> <li>3. Map or description of current parking spaces for residents, guests, EV charging, or other uses</li> <li>4. IoT gate kit that communicates between the digital platform and physical barrier</li> <li>5. Wifi or network access to the parking gates</li> <li>6. API access to tenant portal</li> <li>7. API access to accounting system</li> </ol>   |

## Facili Feature Matrix – What Scenario Best Suits Your Facility Needs

| Category                           | Feature  | Scenario #1 - Multi-dwelling Units / HOAs (Residential only) | Scenario #2 - Mixed-Use Developments (Residential and Commercial) |
|------------------------------------|--|--|---|
| <b>Platform Capabilities</b>       |  |  |   |
|                                    | Branded Platform                               | Yes  | Yes   |
|                                    | Integration to Tenant Account Systems          | Yes  | Yes   |
|                                    | Reporting Data Analytics                       | Yes  | Yes   |
|                                    | Remote Gate Vending                            | Yes  | Yes   |
|                                    | Gated or Gateless facility Control             | Yes  | Yes   |
| <b>Management / Admin Controls</b> |  |  |   |
|                                    | Digital Permits for Residents                  | Yes  | Yes   |
|                                    | Real-time Access for profile/rule modification | Yes  | Yes   |
|                                    | Automated New Permit Approval Workflows        | Yes  | Yes   |
| <b>Residential Experience</b>      |  |  |   |
|                                    | Tenant Self-Management Portal                  | Yes  | Yes   |
|                                    | Guest Access management                        | Yes  | Yes   |

## Facili Feature Matrix – What Scenario Best Suits Your Facility Needs (cont.)

| Category                                 | Feature                           | Scenario #1 -<br>Multi-dwelling Units /<br>HOAs (Residential only) | Scenario #2 -<br>Mixed-Use Developments<br>(Residential and Commercial) |
|--|-----------------------------------|--|---|
| <b>Deliveries,<br/>Rideshare, Others</b> |                                   |  |   |
|  | Digital Entry/Exit for Deliveries | Yes  | Yes   |
|  | Flexible Grace Period Settings    | Yes  | Yes   |
| <b>Retail/Commercial</b>                 |                                   |  |   |
|  | Parking Validation for Businesses | N/A  | Yes   |
|  | Monitored Customer Parking        | N/A  | Yes   |

## FAQs

### 1. How do vehicles like Fedex , Amazon, or Uber access the facility?

Delivery drivers access the same way as Guests or Transient Parkers do. By scanning the QR code, drivers gain access to facility and create a digital parking session. These drivers are often granted access “free of charge” so these digital sessions will come with a pre-determined grace-period. This grace-period is controlled by management and all deliveries that occur within that time period will be granted entry/exit without the need for payment. If a driver exceeds the grace-period, Management can validate the parking session or take appropriate action.

### 2. Why do delivery and rideshare drivers need to use the system?

By requiring all drivers, residents, guests, deliveries, and other to utilize the system, management can better understand traffic that enters and exits the facility. This adds to the overall security initiatives for the property, and necessary for full 360-degree visibility of the parking facility dynamics.

### 3. How do my Guests enter the facility? Do that have the same process as delivery drivers do?

There are a few options for Guest Parking. The most basic process is to grant access to guests and record their parking session with the defined transient parking rate. This rate can be validated or removed by the resident they are visiting. This essentially grants them a free parking session but with the controls that Management desires. Guests can also be issued a temporary permit. These temporary permits are issued by the resident for a predetermined date and duration via a web-based resident portal.

### 4. Can we limit the number of Guest validations granted by a resident?

Yes. Controls parameters are easy to implement, and the quantities are set by Management. These parameters can be changed at any time by authorized admins of the platform.

### 5. What if drivers do not have a smart phone?

If required, Facili can install intercom devices that allow drivers to contact Management to access the facility.

## 6. Can Facili operate both the old access system and the new, digital, access system?

Yes, this can be done, and it gives the residents an opportunity to learn the new system gradually. If both systems operate in parallel, Facili recommends a transition plan to migrates legacy users to the new platform but does not afford this flexibility to newer users or residents.

## 7. Can Facili work with both gated and ungated parking facilities?

Yes, Facili is hardware agnostic and can be utilized in either gated or ungated parking scenarios. For gated facilities, Facili can provide an intercom and remote gate vending kit that integrated directly into the facilities current gate hardware. For in-lane support and vending the intercom can be configured to route calls to an calls center or directly to site management mobile devices for quick and efficient issue resolution and instant gate vending.

For ungated parking facilities, Facili can use License Plate recognition (LPR) camera technology to identify permitted vehicle. If an unpermitted vehicle is detected entering the facility, management can be alerted and appropriate action can be taken.

## About Facili

Facili, meaning easy, is a leading platform provider of end-to-end parking technology, omni channel contact center operations, and data analytics to drive operational excellence for the Mobility Industry. Facili simplifies the overly complex and often expensive task of managing parking facility operations with easy, hardware-free experience for self-managing parking access and controls. The Facili Platform is born out of a joint venture between long-time industry leaders Umojo and Valet Manager. This partnership harnesses deep industry expertise and cutting-edge technology innovation to allow parking operators and asset owners to better serve their customers and take one of their most valuable customer touchpoints – parking, to the next level.

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