

## Barrie Campus Parking FAQs

### Why are we changing the parking system?

Georgian is implementing a new parking service delivery model at the Barrie Campus to improve the customer experience. Improvements will include:

- multiple payment options
  - monthly permits
  - daily and hourly passes available via Honk Mobile and pay-by-plate machines
  - staff can still pay through payroll deduction for annual passes
- removal of the parking lot gates which will reduce lineups at exit
- a more efficient and user friendly method to purchase parking passes via Honk Mobile
- reduced risk of an expired parking pass when paying for hourly parking – your pass can be extended/topped up via [Honk Mobile](#)
  - an auto-notification sent from Honk directly to your phone 15 minutes before your pass expires

### What are some of the key changes?

The new parking system uses a plate recognition system – so you need to ensure your plate information is up to date in the [parking system](#). A Georgian vehicle will have cameras mounted for scanning plates to ensure parking permits are valid.

For employees, students, or visitors who pay hourly or daily, **payment must be made upon arrival**, rather than when exiting the Barrie Campus. Hourly and daily permits can be purchased via [Honk Mobile](#) or pay-by-plate machines.

### When will the change take place?

The new parking system will be fully implemented in August once all the testing has been completed.

### How will the parking changes impact me?

#### If you're a full-time employee or student (annual or monthly permit holders)

- no change to current payment options
- parking cards must be kept if needed for multi-campus use
  - if a new card is required, it can be purchased at the Parking office
- ensure your current plate is listed on your [parking system profile](#)

### **Part-time employee or student**

- monthly permits can be renewed and purchased [online](#) or from the Parking office
- hourly and daily parking permits can be purchased via [Honk Mobile](#) or at pay-by-plate machines
  - parking must be paid when you arrive on campus (not when you leave)

### **The parking gates are now gone – is parking free?**

No, all parking spaces at the Barrie Campus require a valid parking pass. Enforcement is being managed by a new plate recognition system that will scan all vehicle plates on the Barrie Campus. It's very important to ensure that your licence plate information is up to date in the [parking system](#) (for monthly or annual parking passes) or registered in the Honk Mobile application (for hourly and daily parking).

### **Do I still need my parking card?**

If you currently have a parking card and require multi-campus access, keep your card and it will continue to work at other campuses with parking gates.

If you are new to the Barrie Campus and require multi-campus access, you'll need to purchase a parking card from the Parking office.

### **I work at a different campus and have paid for a parking card. What do I need to do when coming to the Barrie Campus for a meeting or if I teach a class there?**

Regardless of your work campus location, all parking permit holders will need to update their profile on the [parking site](#). The new parking system uses plate recognition to determine if someone has paid for parking; so everyone needs to ensure their information is up to date.

### **I pay for my parking on an annual basis through payroll deduction. Do I need to do anything?**

There's no change to your current payment plan but you still need to ensure your current plate information is up to date on your [parking system profile](#).

### **How do I arrange for complimentary parking for conference visitors, guest speakers or other VIPs?**

Email your request to the Parking office with the approximate number of parking spaces you require. Include the date(s), time(s) and department account number. The Parking office will provide you with codes that you can provide to your guest(s) to enter into [Honkmobile.com](#).

For events like convocation and Open House, where all parking spaces are considered open to guests, Campus Parking will not patrol the lots during the requested time period and the mobile payment application will not accept payment.

**Can I still use parking tokens?**

Parking tokens will no longer be accepted or required at the Barrie Campus ONLY. Tokens can continue to be used at all other campuses that currently accept parking tokens. Tokens from the Barrie Campus are not valid at other locations.

**How do I update my licence plate information?**

You can update your plate number and vehicle information [online](#).

**Can I pay for parking with my ONEcard?**

The ONEcard payment option will be available in fall 2018.

**Can I still pay for parking at the Parking office?**

Yes. You can pay for monthly or annual parking passes at the Parking office.

All hourly and daily parking passes should be paid via [Honk Mobile](#) or at a pay-by-plate machine upon campus arrival.

**What happens if I don't update my parking profile?**

The plate recognition system will scan all vehicle plates on the Barrie Campus, and your plate could be flagged and subject to a citation if it's not in the system. It's very important to ensure that your plate information is up to date in the [parking system](#) (for monthly or annual parking passes) or registered in the Honk Mobile app (for hourly or daily parking).

**What happens if my plate is not readable (faded, or covered with dirt, snow, etc.)?**

Under the MTO requirements, everyone is responsible for ensuring their plate is visible and readable. Unreadable plates will be flagged by the plate recognition system and a citation could be issued.

**I have more than one vehicle plate number on my account. How can I make sure the correct vehicle is being scanned each time?**

You can add multiple vehicles to your Georgian profile or Honk Mobile account. When paying by phone, you can pick the plate of the vehicle you're parking on the Barrie Campus at that particular time. For faster checkout, you can set a plate as your primary vehicle so it will be selected for you automatically. Please note that only one plate is permitted on site in a 24-hour period.

**What if I need to bring a rental, or different car to work that is not registered? Can I register same-day for a temporary car?**

You can update your profile at any time. However, if someone else gets a ticket in the future with that plate, it will be flagged to your account. If you need to register a temporary vehicle, it's best to call the Parking office at ext. 1230 to make arrangements.

**Are there any limits to the number of plates/cars you can register?**

No. Please note that only one registered plate can be on campus in a 24-hour period.

**Is there an option to use cash (not debit or credit) at the pay-by-plate machines?**

Yes. Coins will be accepted at pay-by-plate machines.

**Can I get a citation if my licence plate isn't readable or not in the system?**

Yes.

**Will there be a "grace" period for flagged licence plates while the new system is being implemented?**

No.

**If I forget to pay through Honk or a pay-by-plate machine in a parking lot, is there an option to pay for daily or hourly parking in any of the buildings?**

Yes. There will be pay-by-plate machines located in the following buildings:

- Sadlon Centre for Health, Wellness and Sciences (M building)
- Automotive Business School of Canada (H building)
- University Partnership Centre (K building)
- Student Life Centre (J building)

## HONK MOBILE

**How can I download the new Honk Mobile payment app?** Android and iPhone users can download the free Honk app in the [App Store](#) or [Google Play](#).

**Does the app work on all mobile devices?**

Yes.

**How do I sign up?**

Once you've downloaded the Honk Mobile app, you can sign up with four pieces of information:

- email address
- mobile phone number
- plate
- payment information

**Do I need a credit card to sign up?**

A payment method isn't required to sign up for a Honk Mobile account. However, you'll need a valid VISA, MasterCard, American Express, Visa Debit, Masterpass or PayPal account to pay for your parking session. You can add as many payment methods as you like.

**How can I find out if my daily or hourly parking pass was processed?**

Once you've paid for parking, Honk Mobile will email you a receipt. You can view all your transactions by visiting the Receipts page in your profile.

**I have multiple credit cards. How do I know which one will be charged?**

You can add multiple payment methods to your Honk Mobile account and assign nicknames to each. Upon checkout, you can select the card you would like to charge.

**What if I pay for parking for the wrong plate?**

Mistakes happen. Please make another purchase immediately with the correct license plate so you don't get a citation, and email both invoices to [support@honkmobile.com](mailto:support@honkmobile.com). They will refund the first purchase.

**How does parking enforcement know I've paid?**

Honk Mobile provides Georgian with a real-time list of paid plates. You don't need a ticket stub or receipt on your dashboard.

**I received a parking ticket but I paid by phone. What happened?**

Honk Mobile will ensure Georgian receives the most up-to-date information for paid plates, but mistakes can happen. If a ticket is issued incorrectly, please contact the [Parking office](#).

**Can I be reminded that my parking pass is expiring?**

Definitely. Honk Mobile can send you a text message 15 minutes before your pass is about to expire. If you're running late or need more time, you can easily extend your session right from your phone.