

# Case Study

## Parking & Access Control

### The Ana G. Méndez University System (SUAGM)

The Ana G. Méndez University System (SUAGM) is Puerto Rico's first private university. The system is comprised of four universities: Universidad del Este (UNE), Universidad Metropolitana (UMET), Universidad del Turabo (UT), and Ana G. Méndez University, a virtual campus consisting of 15 university centers across the island. SUAGM has also established university centers in the U.S. in Maryland; Dallas, Texas, and three in Florida, in Orlando, Tampa Bay, and Miami.

### The Situation

Over the years, parking has been a growing challenge for the 40,000-plus students, and 5,000 faculty and staff. To accommodate on-campus parking for students and faculty, two parking decks and six gate-controlled surface lots provide a total of approximately 9,000 spaces. The parking centers are spread over eight campus locations across the island.

### An RFID Solution

With the University system continuing to expand, SUAGM executives began investigating a new, automated system. It needed to complement existing and planned fee-based manual systems; minimize entry and exit choke points; provide data to assess current and future needs of University parking customers, and be easy to manage. Under the guidance of Walid El Hage Arocho, Vice President Associate of Auxiliary Enterprises, several approaches were studied. The team determined that TransCore's RFID technology solutions best met their requirements, while also providing a robust technology system that could grow with the University.



### Future Plans/Vision

Two additional parking centers will be added to the system, starting in 2015: one serving the Universidad del Turabo-Escuela de Medicina and the other serving SUAGM Virtual.

Also planned is the installation of an automatic counter system, allowing live, real-time data on parking space availability at specific lots or parking buildings. This will be a major benefit, especially for students hurrying to get to class on time.

### Automatic Control Technology (ACT)

Located in San Juan, ACT was founded in 1997 to provide high technology solutions to a broad variety of customers in diverse markets. As total systems integrators, they provide improved access security solutions to meet customer needs. With nearly 20 years of experience, they have installed more than 400 TransCore RFID readers and 320,000 tags throughout Puerto Rico.

*"Our institution's commitment is to our students and community. We are always looking for new technology that helps us provide better service."*

José F. Méndez, Jr.  
Executive Vice-President

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## RFID Profile

<b>Campus</b>	<b>Location</b>	<b>No. of Tags</b>	<b>No. of Readers</b>	<b>Status</b>	<b>Year Installed</b>
<i>Universidad del Este (UNE)</i>	<i>Carolina</i>	16,950	6	<i>Installed</i>	2004
<i>Universidad of Turabo (UT)</i>	<i>Gurabo</i>	22,600	11	<i>Installed</i>	2009
<i>Universidad Metropolitana (UMET)</i>	<i>Cupey</i>	18,080	19	<i>Installed</i>	2009
<b>UMET</b>	<i>Bayamón</i>	4,520	4	<i>Installed</i>	2011
<b>UNE</b>	<i>Barceloneta</i>	3,390	2	<i>Installed</i>	2011
<b>UNE</b>	<i>Santa Isabel</i>	2,260	4	<i>Installed</i>	2013
			<b>46</b>	<b>Installed</b>	
<b>Uni T Center-Health</b>	<i>Gurabo</i>		3	<i>Planned</i>	2015
<b>SUAGM Virtual</b>			2	<i>Planned</i>	2016
			<b>5</b>	<b>Planned</b>	
<b>Total</b>			<b>51</b>	<b>Total</b>	

### Selecting a Partner

Automatic Control Technology (ACT), located in San Juan, was chosen to implement the new automated system. The deciding factors were ACT's advanced technology and proven service to many customers in Puerto Rico. This partnership has allowed smooth system implementation and confidence to expand this innovative technology in additional parking centers.

### System Description

With the new system, students can elect to purchase an RFID parking tag to gain automatic access to parking decks or parking lots located at their campus center, or they can elect to pay a daily fee, depending on their specific situations. The RFID-based system is now replicated across six parking centers, and allows students and faculty to register for multiple locations. The system

automatically assesses usage by parking lot. This real-time data enables the University to plan for and guarantee a space for everyone.

The back office applications are provided and managed by SUAGM's Office of Central Information and Technology (OCIT).

The readers currently being implemented are TransCore's Encompass® 4 models, and the tags used are the TransCore eGo® window sticker tags. The first parking systems used TransCore 5100 cased tags.

Since its implementation, students have found the RFID system to be faster, as well as more convenient and secure. People entering the parking facility no longer have to stop at the entry to pull a ticket, which significantly reduces ingress times, and provides peace of mind and a comforting level of security. Overall, customer feedback has been very positive.

**For more information:**  
 Call 800.923.4824  
[transcore.com/rfid](http://transcore.com/rfid)