

LICENSE PLATE RECOGNITION (LPR) FAQ

Vehicle License Plate Registration

The parking coordinator for your company will be able to assist with monthly parking access if it is available to you. It is recommended to take a picture of your license plate to provide to your parking coordinator, for verification of your parking application.

What is LPR?

License Plate Recognition (LPR) is an advanced parking technology that provides virtual monthly permits through a vehicle's license plate instead of a physical photo badge. LPR increases parking efficiency at The Summit campus and provides convenience for the parking customer.

How does LPR work?

When a vehicle parks in the Garage, the rear license plate is captured by cameras mounted in the parking lanes. LPR works similar to a supermarket scanner with your license plate functioning as the barcode. When read, the numbers of your plate are automatically referenced against the parking database to verify a valid monthly permit and the proper parking privileges. If the license plate and vehicle information are not associated with a valid monthly parking account, daily parking rates posted in the garage will apply.

How does LPR benefit me?

- Eliminates the need to have a physical badge
- Lost or stolen permits and the associated replacement fees will no longer apply
- No more forgetting your badge
- Faster entrance/exit times, no need to roll down the window and swipe a badge

How will my license plate information be used?

The license plate information collected in this process will only be referenced against The Summit database for the strict purposes of verifying monthly parking permits.

What if I get a new vehicle or a new license plate?

It is imperative that your license plate and vehicle information is current and correct in order to avoid an unnecessary inconvenience. Please contact your company's parking coordinator immediately after any changes to the license plate number has occurred. It is also important to delete all old or unused vehicle listings from your account

What if I have a personalized plate or special characters/symbols?

If you have a personalized plate with less than 7 characters, or if you have a special character within your plate (heart, star, etc.), please skip the special character when entering the number into the system and simply include the remaining characters on the plate.

What if I do not have a front license plate?

The Summit LPR camera uses a rear license capture.

Will LPR work if my license plate is dirty or if I have a decorative cover?

If your plates are legal for driving, our system will be able to read them.

What if I have a brand-new vehicle without a license plate?

LPR can recognize new vehicles without state-issued license plates. If you have a new vehicle with a temporary paper license, please provide the last 7 digits of your vehicle's VIN number in place of the license plate number when registering your vehicle online. Once your DMV-issued license plates have arrived, you will be required to immediately update your information with the parking office.

Multiple Vehicles/Temporary Vehicles

What if I own more than one vehicle?

Individuals can register up to two vehicles under the same virtual monthly permit. The LPR technology will recognize the first vehicle in the garage as valid. Two vehicles listed under the same virtual permit may only be in the garage at the same time if the second vehicle purchases Daily parking.

Bluetooth enabled mobile app technology is available for a \$6.00 annual subscription, paid by the individual, and provides monthly parkers upgraded access via RFID. The mobile Bluetooth

app can be used when entering and exiting the garage in any vehicle. The Bluetooth technology will recognize the first vehicle in the garage using the mobile app as a valid entry.

What if I have a loaner vehicle or a rental car?

Individuals can add/remove vehicles to their parking account at any time; this includes loaner vehicles and rental cars. It is important that you remove vehicles from your account as soon as your use of the temporary vehicle has ended.

What if two people have both purchased virtual permits, but also share the two vehicles?

The LPR system has difficulty recognizing vehicles listed on multiple monthly permit accounts. To avoid any inconvenience, we recommend only listing your vehicle on your own monthly permit account. If the vehicle has a valid virtual monthly permit, listing the vehicle on another account is not necessary

What if I have two vehicles listed on my virtual permit?

The LPR technology will recognize the first vehicle in the garage as valid, but any additional vehicles under the same virtual monthly permit in the garage at the same time will pay Daily rates.

Two vehicles listed under the same virtual permit may only be in the garage at the same time if the second vehicle purchases Daily parking.

Can I allow another person to use my virtual permit?

All permits are non-transferable and can only be used by the individual on the account. Monthly parking privileges will be revoked for any individuals found sharing virtual permits or are in violation of The Summit Parking Rules and Regulations.

How can I upgrade my monthly account with Bluetooth mobile app access?

Bluetooth enabled mobile app technology is available for a \$6.00 annual subscription, paid by the individual and provides monthly parkers upgraded access via RFID. The mobile Bluetooth app can be used when entering and exiting the garage in any vehicle. The Bluetooth technology will recognize the first vehicle in the garage using the mobile app as a valid entry.

To add this upgraded feature to your monthly parking account, please visit the parking office located on P1 of the parking garage or contact them by email at TheSummit72@IPMSeattle.com.

VISITORS

How will this impact my guests?

The process for clients and guests at The Summit will not change with the new parking system. Visitors will obtain a parking ticket upon entrance to the garage, which can be validated by your company or paid by the individual in the main lobby areas prior to departure from the Building. Once payment has been made, the guest's vehicle will be granted access to exit from the Garage.

For any additional questions or concerns, please contact Hines Management Office at thesummitadmin@hines.com.