



JULY 06, 2020

Conservation Halton Reserved Park Access Technology

City of Burlington Environment, Infrastructure & Community Services
Committee

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BACKGROUND

Conservation Halton’s **Reserved Park Access** initiative supports our “Back to Nature Plan” .
The Back to Nature Plan outlines how CH will ensure a safe and structured re-opening of Parks.



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RESERVED PARK ACCESS

CH Reserved Visits, made through online reservation technology, in combination with several on-site changes, supports a safe and positive visitor experience, while supporting conditions for physical distancing and visitor safety

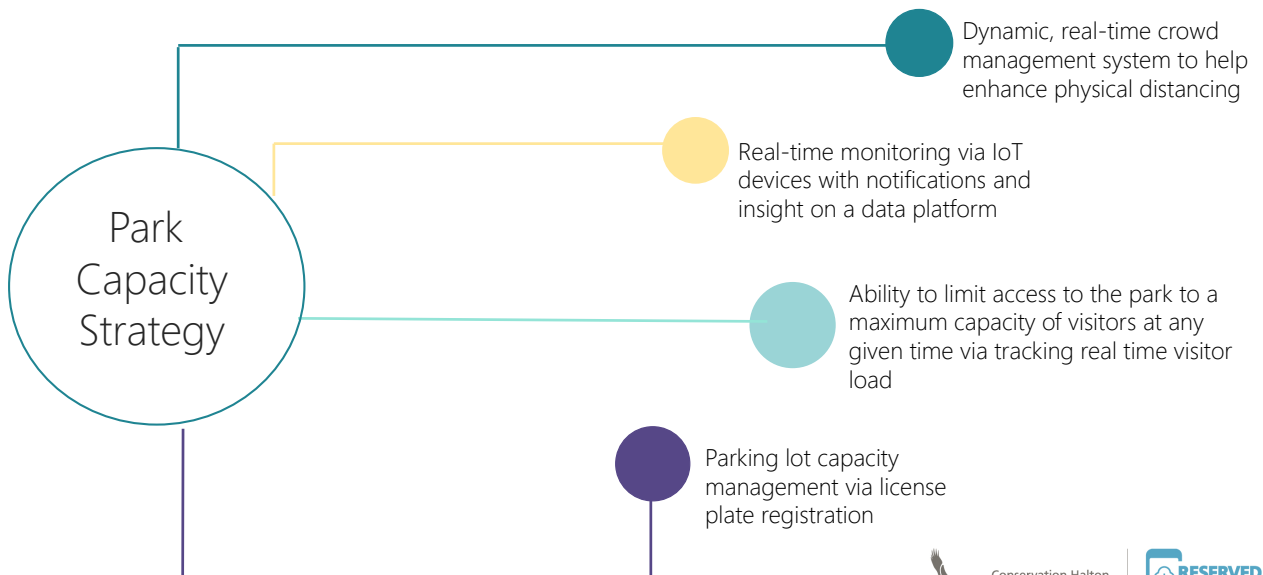


- Park visit reservations are 100% online, from home
- Park entry and exit times will be staggered to minimize visitor interaction
- Contactless gate house entry leverages a license plate scanner
- Some trails reconfigured to one-way loops
- Digital dashboard provides us with real-time capacity information on park visitor #'s
- Facilities will be brought online gradually, following health guidelines
- Visitors will be required to sign our online "Conservation Halton Parks Pledge" to reinforce safety and physical distancing



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Park Capacity Strategy



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Opportunities



IoT sensor insights will allow CH to design and manage services and implement evolving operational measures through our ability to monitor, track and understand the movement of people and vehicles.



The system will allow us to collect real-time anonymous data on:

- Number of visitors
- Time spent in a certain area
- Speed of travel through and between facilities



Algorithms present options for determining:

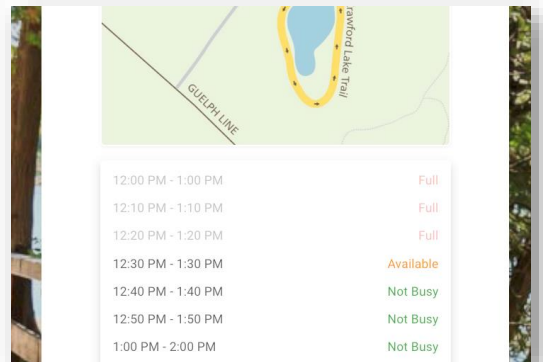
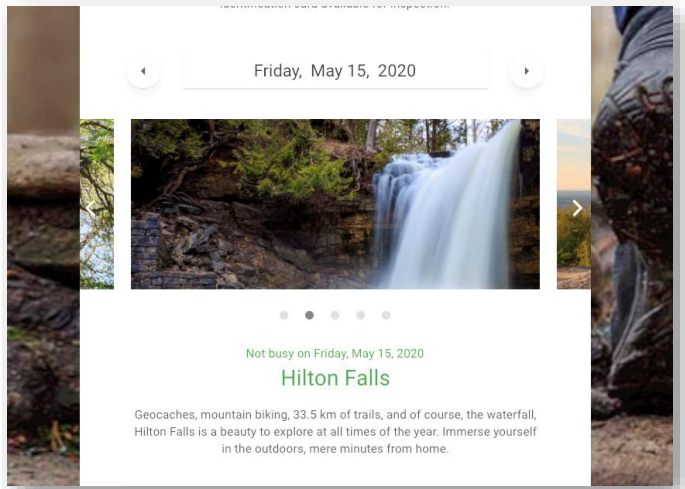
- Optimal routes & dynamic routing
- Wayfinding effectiveness
- Promotional signage effectiveness
- Broadcast traffic numbers at key areas of CH parks for visitors to make their own decisions



Conservation Halton
PARKS



RESERVED
PARK VISITS



Visitors can see park status (“Not busy” / “Available” / “Full”) per timeslot and per location when making reservations.

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License Plate
BLDB234

Email
john.smith@gmail.com

Postal Code
L2L1H1

Please review and agree to the Park Rules:

- ☒ I/we will observe **Physical Distancing of 6 feet** at all times for those outside our household
- ☒ I/we are in good health and not exhibiting symptoms of Covid-19
- ☒ I/we will leave no trace and bring garbage home
- ☒ I/we will stay on the trail, and not enter closed areas
- ☒ I/we will keep to the right through 2-way sections
- ☐ I/we will use trail/boardwalk cut outs to stop or take breaks
- ☐ I/we will enter and exit the park at our designated time and adhere to the time limit for our visit

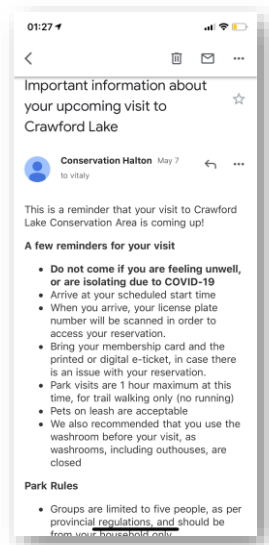
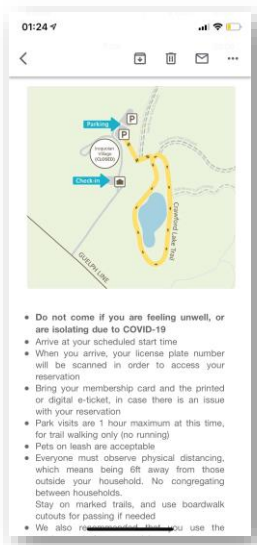
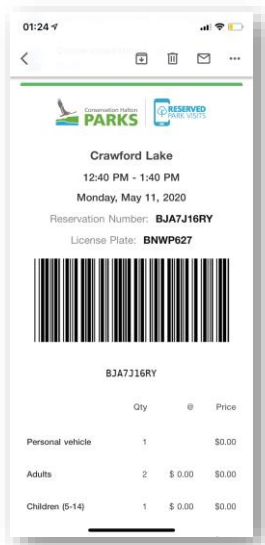
COMPLETE RESERVATION

All visitors must supply the **license plate** number of the vehicle they will be travelling in.

Email field is used to identify eligible CH members that were invited to take part in the pilot. Email addresses of eligible members are whitelisted, to restrict general public access.

All visitors must agree to **park rules** in order to complete reservation.

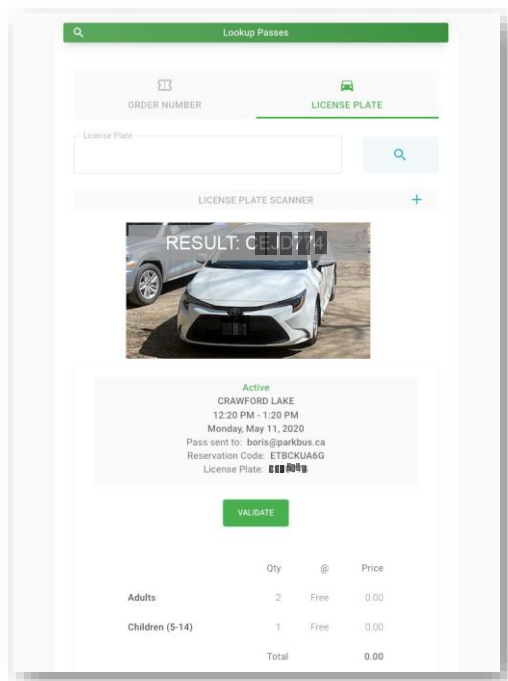
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Passes are sent by email and contain barcodes, which can be scanned in using existing gatehouse Honeywell scanners to check visitors in.

Every visitor gets an additional pre-departure reminder / information email 24 hours prior to their scheduled arrival, as well as post-trip survey

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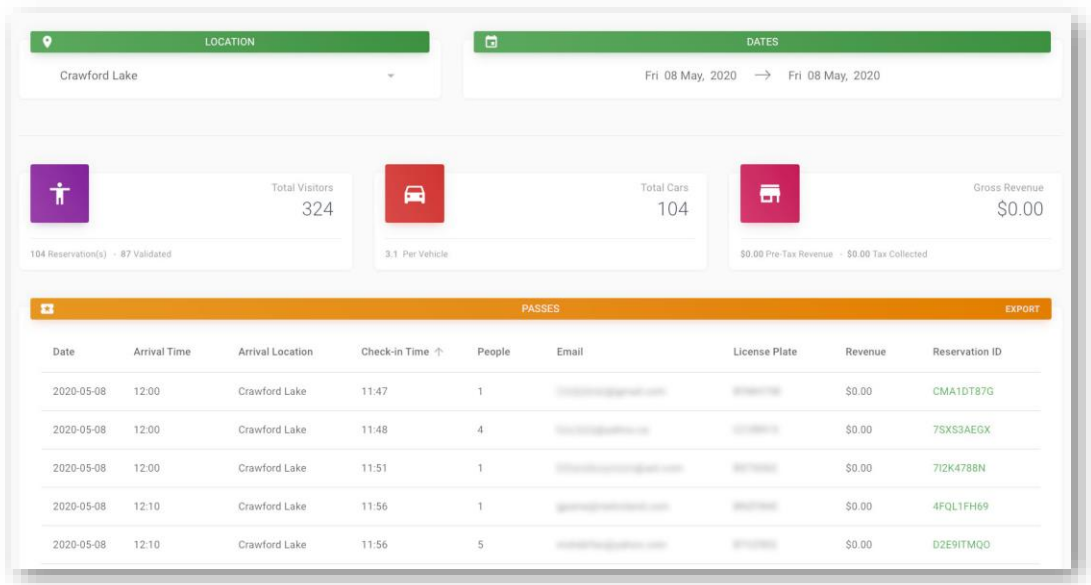
Upon arrival, visitors are checked in using **license plate recognition technology**.

Conservation Halton system is connected to one of existing security cameras, which is trained on cars stopping by gatehouse window. Gatehouse attendant checks in arrivals by scanning their license plates.

Alternative check-in options include

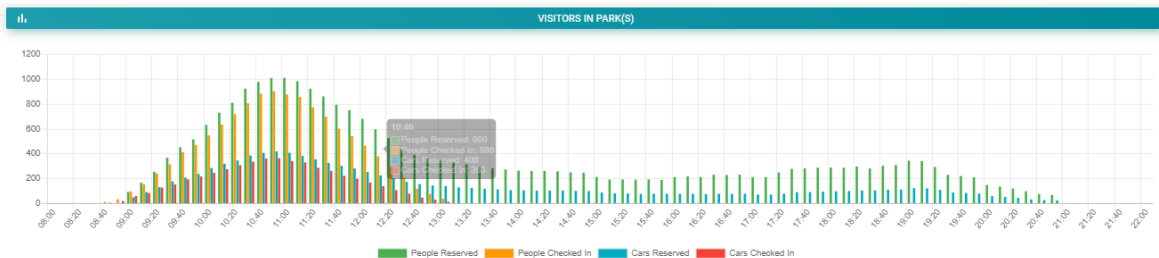
- Scanning phone/mobile ticket barcode
- Manually entering order number
- Manually entering license plate number

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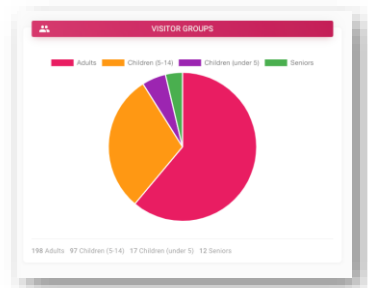


Upon arrival, the check-in time is recorded

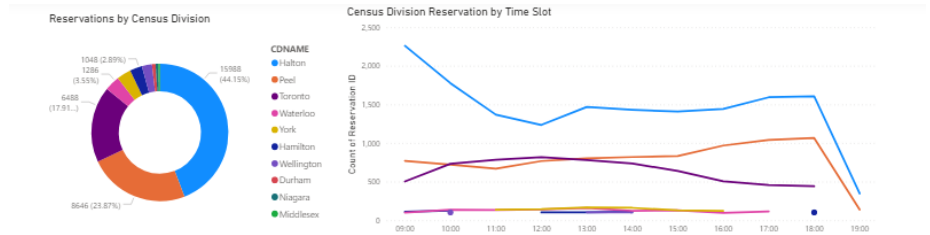
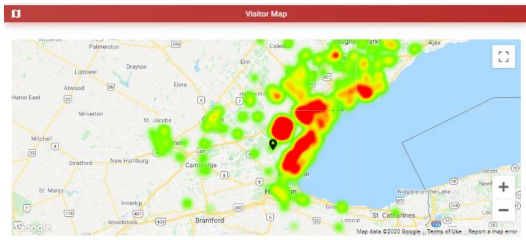
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The system displays maximum expected # of visitors at the park per 10-minute intervals, based on advanced reservations and per visitor group



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The system generates heat map of visitor postal codes, and displays demographic summary information per requested time period or location, region or municipality

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Recurring: Important information about your upcoming visit to Crawford Lake

Location: Crawford Lake

hrs before / after event: 23

Before / After: Before

Event: Start Of Visit

Subject: Important information about your upcoming visit to Crawford Lake

Message Body:

This is a reminder that your visit to Crawford Lake Conservation Area is coming up!

A few reminders for your visit

- Do not come if you are feeling unwell, or are isolating due to COVID-19
- Arrive at your scheduled start time
- When you arrive, your license plate number will be scanned in order to access your reservation.
- Bring your membership card and the printed or digital e-ticket, in case there is an issue with your reservation.
- Park visits are 1 hour maximum at this time, for trail walking only (no running)
- Pets on leash are acceptable
- We also recommended that you use the washroom before your visit, as washrooms, including outhouses, are closed

Park Rules

- Groups are limited to five people, as per provincial regulations, and should be from your household only.

The system offers internal messaging system that automates sending of alerts to visitors before, during or after their visit.

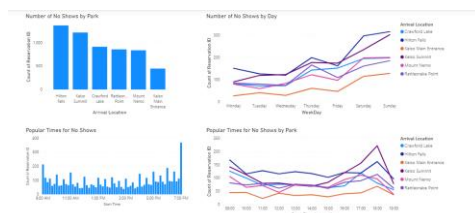
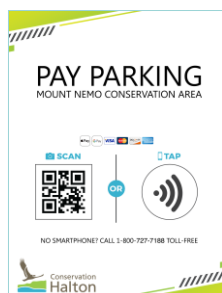
Ad-hoc messaging capability also exists and can be used to contact specific subsets of visitors as needed.

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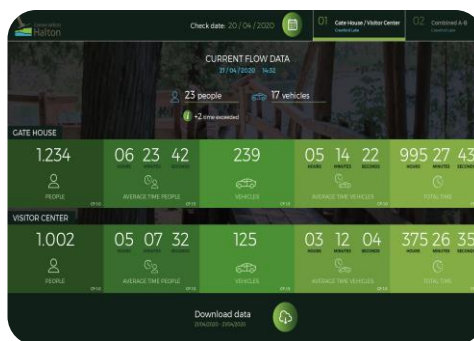
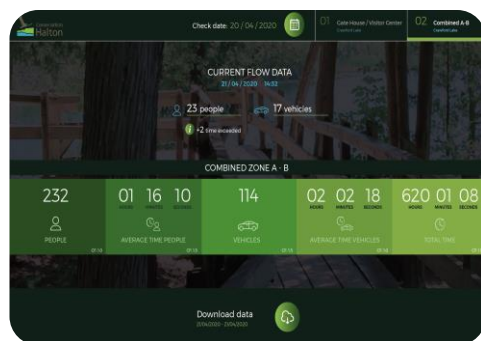


Future development

- On-site parking payments using phone scan/tap
- Legacy infrastructure integration tests with Gates
- In depth analytics



Crowd Management Platform



Appendix