



# CASE STUDY

## Parking

## Toronto Parking Authority

[www.digitalacoustics.com](http://www.digitalacoustics.com)



*The Toronto Parking Authority was faced with multiple challenges to come up with a cost effective solution to provide public security and safety communications for hundreds of parking areas across the city.*

### About the TPA

The Toronto Parking Authority (TPA) is a self-sustaining public corporation owned by the City of Toronto. It contributes significant revenues to the City's general reserves while providing safe and convenient off and on-street public parking. Recognized as a world leader in parking technology, the (TPA) operates an impressive 160 municipal parking lots containing more than 20,000 parking spaces.

## The Situation

Many of the TPA's parking lots are 24-hour facilities that require around-the-clock monitoring. This full-time monitoring situation was an expensive process, especially during off-peak hours/after hours with little or no activity.

## The Digital Acoustics Solution

Digital Acoustics was approached when the TPA realized that it could leverage the existing city network infrastructure and centralize much of its guard-duty requirements to headquarters by installing an IP based intercom and paging system. The system was very simple to install connecting to the parking's existing network infrastructure.

Intercoms were placed in entry/exit lanes ticket spitters and pay-on-foot stations. Paging speakers and horns were connected to the software head-end to offer another level of safety and communication to these off-site, remote locations.

## Results

With a simple Digital Acoustics off-the-shelf product selection, the TPA was able to greatly lower their overhead. By replacing many on-site guards with reliable and effective IP Intercoms and Paging devices, the TPA strategically maintained their customer service and security integrity while enhancing their communication and mass notification efforts.



Photo: Toronto Parking - [parking.greenp.com](http://parking.greenp.com)

### About Digital Acoustics

Digital Acoustics develops and manufactures network-based IP Audio devices including intercoms, amplifiers and speakers and the software to manage/interact with those end points. Since 2003, Digital Acoustics has been at the forefront of IP audio technology serving the following markets: Higher Education, Retail, Commercial/Industrial, Remote Monitoring and Security, and Military and Government.

Contact our team today to learn about your options in deploying reliable, cost-efficient Intercom, Paging and Mass Notification solutions.

Visit us at [www.digitalacoustics.com](http://www.digitalacoustics.com) or you can reach a sales manager by calling: 847-604-9256.