



Case Study: Johnson State College

Using Rydin PermitExpress™ to raise the bar of campus parking management.

Overview

Johnson State College is an accredited college located in Johnson, VT. The college implemented Rydin Permit Express™ to streamline many of the manual processes associated with their current system.

Johnson State College is located on a 350 acre campus in the heart of the Green Mountains. The school issues 650 parking permits to commuter and residential students annually. The Public Safety Department includes three officers and one director.

The Challenges

Parking Permit Registration at Johnson State College required students to complete handwritten forms, which were entered into an Access Database. The process was very time-consuming, very slow, and prone to error. It was not uncommon for the data to take several months to enter into the system.

Johnson State’s Director of Public Safety, Michael Palagonia, observed that, “As a result, enforcement was difficult. Manually matching tickets to the offender was a slow process by nature — and when combined with the delay in data entry, tickets took months before they could ultimately be billed to an account.”

In addition to a full time officer during the day, student workers were given ticket books to write tickets on campus. Many handwritten tickets were hard to read, which led to errors and uncollected fines. During the winter months, cold weather caused their ink pens to freeze up in the field – making enforcement more challenging. Budget constraints ultimately eliminated the use of student workers.

Johnson State College was looking for an automated system that could solve a number of their parking management challenges, including:

- Reduce or eliminate data entry and errors.
- Create professional-looking tickets.
- Formalize the appeal process.
- Sell permits online and to accept credit card payment for permits and tickets.
- Increase compliance to parking rules and regulations.
- Allow the Business Office to run daily reports directly, instead of sending them from Public Safety.
- Eliminate handwritten tickets and reduce errors.
- Photo-document scofflaws.

The Solution

- **Online Permit Sales:** Allows students to purchase their parking permits online and update account information. The responsibility of data entry and data maintenance was moved from Johnson State to the student. A link to Johnson State’s customized parking portal was added directly to the school website.
- **Mobile Ticket Writing:** Enforcement officers use approved mobile devices (tablets and smartphones) to issue parking citations quickly and easily. Permitted vehicle records are instantly retrievable, which reduces data entry errors. And in Johnson State’s situation, a mobile device won’t freeze up like an ink pen.



Rydin PermitExpress™ enables schools to do more with less.





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Additionally, the camera on the mobile device can be used to attach photos to the citation file – which can reduce the number of appeals.

Bluetooth technology enables professional-looking tickets to be printed from a small, mobile printer. Tickets are printed on durable material that will stand up to inclement weather conditions.

- **Online Ticket Payment:** Enables customers the convenience to pay for tickets all day, every day. When a ticket is issued, the driver receives an email notification that includes a link to pay online with a credit card. Rydin processes the transaction and is responsible for maintaining PCI (Payment Card Industry) Compliance.
- **Dashboard:** Allows parking managers to view important information at-a-glance. Simple drill-downs reveal detailed information.
- **Reporting:** A selection of templates allows parking managers to quickly generate accurate and up-to-date reports. Having access to relevant information empowers managers to make strategic, well informed decisions. With permission, other offices can generate parking facility reports for their needs.



The Results

In the first year, Johnson State College **increased Collection Rates by 19.5%** (74.5% vs. 55%) over the previous year. Since student workers were no longer available, the department actually issued 39.9% *fewer tickets* (1,061 vs. 1,748). However, ticket revenue remained virtually the same (\$24,490 vs. \$24,600). Michael Palagonia stated, “I would expect that the number of tickets issued and citation revenue will fall slightly behind the previous year. This is due, in part, to increased compliance — which is what we want anyway.”

PermitExpress™ enabled the department to free up 12 hours a week. The time that was previously spent on data entry and managing the database was reallocated. An enforcement officer could now be made available to investigate unmatched tickets to vehicle owners.

Additionally, Johnson State College was able to issue professional-looking tickets, formalize and monitor the appeal process, sell permits online and accept online citation payment, and reduce errors associated with data entry and ticket writing.

“PermitExpress™ is a success on our campus. It is more convenient for the student — and easier and faster for the college. It’s a professional solution that enables us to offer our patrons services we couldn’t before. Also, customer service from the PermitExpress™ Support Team is top notch!”

– Michael Palagonia, Director of Public Safety at Johnson State College

Rydin PermitExpress™ makes ticket writing quick, easy, and effective.

ONLINE PAYMENT
Mobile Ticket Writing
39.9% FEWER TICKETS x
19.5% INCREASE
In Collection Rates
= Consistent Revenue
+ INCREASED COMPLIANCE
REDUCED LABOR HOURS ERRORS
 REPORT SHARING

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In business for over 58 years, Rydin Decal offers practical solutions to meet your individual parking needs. We look forward to providing a solution to help you increase the safety, control, efficiency and revenue of your parking program.