



Case Study: Ohio Northern University

Using Rydin PermitExpress™ to reduce labor hours and improve Citation Management.

Overview

Ohio Northern University is an independent, comprehensive University located in Ada, Ohio. The university implemented Rydin PermitExpress™ to migrate to a digital workflow and to increase citation collection rates.

ONU resides on a beautiful, 342-acre residential campus that is made up of more than 60 modern residences and academic buildings. The school issues 2,800 parking permits to students each year. The parking management team includes four staff members.

The Challenges

At Ohio Northern University, there were several challenges that needed to be addressed – all of which involved Citation Management. George Slesman, Chief of Security at Ohio Northern University, explained that, “Officers used a three-part form to handwrite all citations. The information (driver, vehicle, and citation) was then entered by hand into the Campus Police records. The entire process took 40-60 hours per week to manage, and generating reports proved to be cumbersome. The other major challenge was low collection rates. Although citations had been issued, there was not a reliable system in place to ensure payment.”

To Ohio Northern University, a successful solution would enable them to:

- 1) Eliminate the current paper-based system
- 2) Reduce man hours associated with the system
- 3) Increase the accuracy of reporting
- 4) Increase citation collection rates
- 5) Easily train other users

The Solution

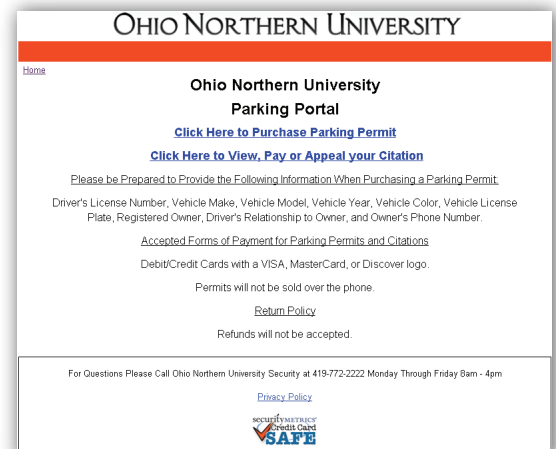
- **Online Permit Sales:** Students, Faculty, and Staff purchase their parking permits online and can update their account information as needed. Data entry and data maintenance became the responsibility of the parker. A link to ONU’s customized parking portal was added directly to the school website.
- **Cloud Technology:** Permit, Citation, Appeal, Payment, Driver, Vehicle, and History information resides in one, centralized location. An intuitive user interface makes the system easy to use. When information is updated by the parker, officer, or university, it is accessible to anyone with administrator privileges. And since the system is synced with the mobile devices (smartphones and tablets), accurate, real-time information is available to staff in the office and officers in the field.



OHIO NORTHERN UNIVERSITY



Rydin PermitExpress™ enables schools to more effectively manage their parking program.



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.

For more information:

p. 800.448.1991 | e. sales@rydin.com

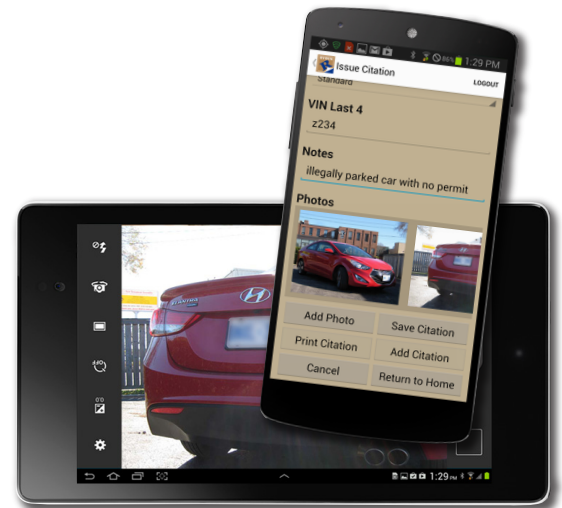
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- **Mobile Citation Writing:** Allows enforcement officers to use mobile devices (smartphones and tablets) to quickly and easily capture information to issue printed parking citations. The camera on the mobile device can be used to attach photos to the citation file, which helps to reduce the number of appeals. As long as there is an internet connection, the citation record is immediately uploaded to the system. Citations are printed from a small, mobile printer via Bluetooth technology.
- **Online Citation Payment:** Allows customers the convenience to pay for citations all day, every day, 24/7. When a citation is issued, the driver receives an email with a notice of the citation and a link to pay online. Citations can be paid online with a credit card. Rydin processes the transaction and is responsible for PCI compliance.
- **Reporting:** A wide selection of report templates enables parking managers to quickly generate accurate, up-to-date reports. Relevant information allows managers to make strategic, well informed decisions.



The Results

Through the implementation of PermitExpress™, Ohio Northern University experienced a **25% increase in citation collections**, while dramatically reducing the associated labor costs.

Officers used the mobile devices to quickly issue citations. Patrons took advantage of the easy-to-use online parking permit and citation payment process. Managers were able to generate accurate, up-to-date reports, and the staff at Ohio Northern University was able to easily train new users.

MOBILE CITATION WRITING
ONLINE PAYMENT
25% INCREASE IN CITATION COLLECTIONS
REDUCED LABOR HOURS
ACCURATE REPORTING

“Compared to what we were doing before, there are obvious benefits in using Rydin PermitExpress™. For us, the reduction of labor hours involved in tracking records and data entry was important. PermitExpress™ helped to create more accountability on campus to pay outstanding fines, and we were able to increase our citation collections.”

– George Sleesman, Chief of Security, Ohio Northern University

Rydin PermitExpress™ simplifies the citation process with easy-to-use data capture and online payment.

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