RYDIN DECAL
Custom Image Solutions

Case Study: Riverton High School
Using Rydin PermitExpress™ to eliminate long lines, reduce data entry, and save valuable time.

Overview

Riverton High School is a public 3-year high school located in Riverton, UT. Riverton implemented Rydin PermitExpress™ in August 2012 to replace a database system that was inadequate and overall, frustrating to use.

Riverton is one of the biggest high school's in Utah with over 2,000 students. The high school opened its doors in 1999 and their campus sits on 52 acres and is a beautiful, modern facility that effectively meets the education needs of community, students, and staff.

Riverton experienced its fair share of parking management disappointments. Jim Marsh, Assistant Principal at Riverton High School, explained that their parking permit registration process, "required that students line up in long lines on days before school started and show vehicle information and fill out the forms longhand before purchasing a decal from the main office. Students and parents were grumpy by the time they got to the front of the line. The secretaries got grumpy. After registration the secretaries spent many hours on data entry. They hated this system."

The Challenges

The parking management system was causing Riverton to waste valuable staff hours on permit sales and data entry. Riverton's goal was to manage parking issues efficiently and effectively in such a way that it didn't take up all of the staff's time.

In addition to replacing their current parking database, Riverton High School needed to solve the following issues:

1) Keeping track of traffic violations-especially repeat offenders.

2) Implementing a user-friendly online solution for registration.

3) Making the parking registration process more enjoyable for everyone involved: students, parents, staff, and principal.

The Solution

- **Online Permit Sales:** Students and faculty/staff purchase their parking permits online and can update their account information as needed. The responsibility of data entry and data maintenance was moved from the Riverton staff to the student. A link to Riverton's customized parking portal was added directly to the school website.

- **Reporting:** Centralized information enables accurate and comprehensive reporting. Standard reports organize important information so that users can make well informed, strategic decisions.

- **Mobile Citation Writing:** Allows staff to quickly and easily issue printed parking citations. By using the camera on the mobile device, photos can be attached to the citation's file. "I have avoided many arguments in my office by pulling up the photo of the offending vehicle. This is a god-send." said Marsh. Citations can be printed from a small, mobile printer.

ABOUT RIVERTON

"One of the BEST things about Rydin is the quality of your customer service. It is incredible!" – Jim Marsh
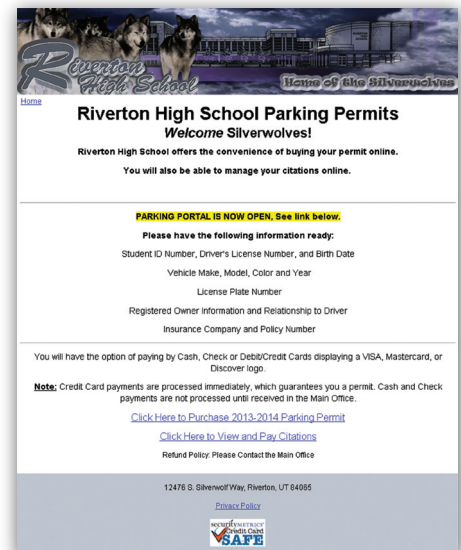
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- **Cloud Technology:** All information(Permit, Citation, Appeal, Payment, Driver, Vehicle, and History) resides in one, centralized location. Marsh notes that, "The home page gives me all the basic sales and ticket data at a glance. The drill down process is easy and quick when I need more detailed information." Whenever information is updated by the parker or staff, it is accessible to anyone with administrator privileges. And since the system is synced to the mobile devices (smartphones and tablets), the secretarial staff in the office will have accurate, real-time information.

- **Online Citation Payment:** Allows students to pay for citations online, 24/7. When a citation is issued, the permitted driver receives an email with a notice of the citation and a link to pay online. Students can pay for their citations with a credit card. Rydin processes the transaction and is responsible for PCI compliance.

The Results

Riverton High School has peace of mind knowing that their parking situation is under control. The staff is happy and there is a general feeling of confidence with the new system in place. Marsh noted that, "The secretaries who love it the most are the ones who used to have to spend hours and hours waiting on long lines of disgruntled patrons who needed to fill out parking permit applications – only to find they had forgotten a key piece of information and needed to come back later and do it all over again. The secretaries especially like not having to input ANY parking data. They couldn't believe it when I explained how the system worked and required so little of their time."

Not only was Riverton able to gain peace of mind, they were able to track revenue generated from permit sales and violations. While not a primary goal, citations have generated in between $1000-2000 in revenue, and has become a deterrent to repeat offenders. "I can't say enough good things about Rydin PermitExpress™", said Marsh. "This system saved me many FRUSTRATING hours of trying to manage parking with an inferior system. It has made me look good as the administrator over parking – which is a job that is dreaded by every high school administrator in our district. I actually enjoy this job now! I am confident when confronted by student or parent that whatever their issue or question, I can find an answer quickly. With very little training I have become adept at finding and manipulating the PermitExpress™ data to meet my needs."

"I couldn't survive without Rydin Permit Express™. I'd have teachers and parents screaming at me every day about parking issues and lack of parking management control. I'd have to fight battle after battle with patrons over tickets that I had no solid evidence or photographs of. I wouldn't have any idea how much it was costing me or how much money it was generating. I would go home and kick the dog every day if it wasn't for Rydin PermitExpress™."
– Jim Marsh, Assistant Principal at Riverton High School

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

CONFIDENCE ONLINE REGISTRATION EASY TO USE
1200
PERMITS
2 STAFF MEMBERS
PHOTO OF VEHICLES☺

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In business for over 55 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:
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