



## Case Study: North Greenville University

Using Rydin PermitExpress™ to develop a more effective campus parking management program.

### Overview

North Greenville University is an accredited university located in Tigerville, South Carolina. The university implemented Rydin Permit Express™ to improve user experience, simplify the citation writing process and to reduce the total man-hours spent on sending out and maintaining permits.

The university was founded in 1892, but opened as a high school that served the children of northern Greenville County. Today, North Greenville features over 40 undergraduate, graduate, and online degree options and is listed on Forbes and US News & World Report as one of America’s top colleges and best Christian colleges.

### The Challenges

North Greenville faced challenges in the process of entering information into their database and making changes to that information throughout the year. Their officers had difficulty writing the tickets, entering the ticket information into the database, and filing the paper copy in a timely manner. Also, the officers had no way of immediately knowing if the vehicle they were ticketing already had outstanding tickets. The officer would not find out until the ticket was filed if the vehicle needed to have an immobilization device installed. Therefore, the officer would then have to search to find the vehicle and place the device on the car.

In addition, the university faced challenges during summer that forced employees to put in over 200 hours of work just to get the system ready for the students. Chief of Campus Security Rick Morris recalls the difficulties:

*“These permits would be processed, receipts written, deposits made, information entered into the data base and hard copies filed. This would take an average of 2.5 hours per day to process the permits. During registration, it would require four officers a total of 115 man hours during the three day event. After school registration, an additional 128 plus man hours would be required to enter the data and file hard paper copies of the student’s or faculty/staff member’s vehicle, insurance and personal information. Weekly updates to information, citations and payments while school was in session were 10 total man hours.”*

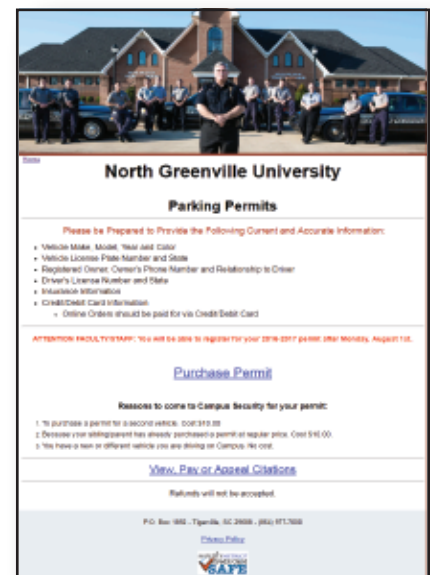
The university has a team of 15 officers on campus that are trained in the citation writing process. However, there is only one person in the office handling questions and problems from 8:00am to 5:00pm. There are only two or three officers continually writing citations throughout the course of the day. Not only that, but officers have many more responsibilities on campus aside from writing citations. With the limited staff, the amount of hours spent in the registration and filing process has put a strain on the department.



**NORTH GREENVILLE UNIVERSITY**  
*Christ Makes the Difference*



*Rydin PermitExpress™ allows schools to focus on other important tasks and patrol more areas of campus.*





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

### The Solution

- **Online Permit Sales:** By having the online interface, students were able to enter personal, vehicle and insurance information into the database thus, eliminating the need for the officers in the department to manually enter that information.
- **Mobile Ticket Writing:** The software is compatible with a hand-held tablet, which made the citation process easier and it gives the officers the ability to photograph the violation to eliminate appeals.
- **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:** Instant access to the database allows officers to know in real-time if a vehicle has outstanding citations and needs to be immobilized.
- **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

Within the first year using the software, North Greenville University has **reduced the man hours spent on filing and database entry by over 65%**. It has allowed the department to collect an **increase of 75% in revenue**. This increase is linked to the ability to write more citations, and does not include the increase in the cost of the permits. The software has also reduced extra labor cost significantly.

Aside from the monetary gains, it has given the department more time to focus on other tasks and patrol more areas of campus. It allows the department to be more efficient with their time and resources and provides greater documentation and easier information retrieval.

**“All of the features (of Permit Express™) are important and have been used by our personnel. It is the total package that adds up the savings. The area we are most appreciative is Rydin’s customer service. We have always had great customer service with Rydin.”**

- Rick Morris, Chief of Campus Security, North Greenville University

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

INCREASED EFFICIENCIES  
ONLINE DATABASE **75% INCREASE IN REVENUE** ONLINE PAYMENTS  
REDUCED LABOR COSTS  
**3,000 PERMITS ISSUED ANNUALLY**  
ELIMINATE APPEALS

### For more information:

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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.