PARKING IN THE CLOUD
FOCUS ON EFFICIENCY

Parking Management Bureau (PMB), an auxiliary of California State University, Stanislaus, in partnership with the university's Mailroom/Print Shop, has simplified and tailored the parking permit delivery system. We currently offer the permit delivery program to four community colleges and three California State Universities.

Many universities and colleges face a common gridlock with parking permit delivery and long customer service lines for parking permit purchase. PMB has simplified parking permit delivery with a customized, tailored program.
Universities using PMB's Online Permit Delivery System include:

- College of the Redwoods

- Modesto Junior College

- Columbia College

- California State University, Monterey Bay

- California State University, East Bay

- California State University, Stanislaus

PMB was established in 1994 as an alternative funding source to cover budgetary gaps during a time when state funding to colleges and universities was limited. With PMB's creation, the Stanislaus State University Police Department is able to purchase necessary equipment, supplies and vehicles; in addition to funding thousands of dollars in scholarship opportunities and donations to programs benefitting local communities. As parking citation processing was mastered, the next logical step was simplifying the parking permit delivery process.

PMB's permit delivery model is simple, everything related to permit distribution for each campus is centrally managed. PMB constructed an online permit store tailored to each campus agency. Once permit orders are placed, PMB in conjunction with its university's Mail Room, handles processing, packaging and shipment of permits within 48 hours. PMB has reduced many of the difficulties and drawbacks of permit distribution that universities and colleges face today.

There are many benefits of PMB's online permit distribution system. The biggest benefit is users are able to order permits using their computers or smart phones from anywhere—their homes, offices or dorm rooms—at any time of day. In addition, by utilizing the university's People Management System, PMB's software is able to differentiate in real time the status of students, staff or faculty members. The system also can distinguish different user groups within each campus and determine what permit each user can purchase and at what price. This integration reduces errors from manual data entry.

PMB also oversees, handles and processes all payments in a secure web checkout service. This is valuable to campus agencies because PMB can perform audits of permit sales and deliveries.

MILESTONES

Jun 2016
- CSU East Bay joins PMB as the sixth campus to use the system.

May 2016
- Three additional campuses began utilizing the online permit delivery system.

Jan 2016
- Additional campus began utilizing the online permit delivery system.

Jul 2015
- Marketing of new permit site began.
- Testing completed.
- Live site launched with Stanislaus State selling permits.

Jun 2015
- Initial Stanislaus State system testing performed.

2013
- Brainstorming ideas and designs.
- Project timeline created.

The greatest advantage to PMB's online permit distribution system is that it is fully integrated with PMB's parking ticket processing system. Parking officers from campus agencies who utilize both systems are able to verify parking permits using the same hand-held device they use to issue parking citations.

QUANTIFICATION AND RESULTS

Savings of more than 250 staff hours per year.

32,250 permits sold since 2015 live date.

Hired essential staff.

Increased production by 25 percent in Mail Room / Print Shop.

OPPORTUNITIES AND SOLUTIONS

- PMB's online permit delivery system allows campuses to free up valuable staff time and resources. Staff members no longer must process and manage parking permit delivery and campus community members don't have to endure long customer service lines. Users can order their parking permits in one location conveniently anywhere, anytime.

- Changes and improves traditional approaches to contemporary parking management technology.

- Opportunity to expand to other higher education institutions through a Master Enabling Agreement.

IMPACT AND BENEFIT

- Campus users are able to order their permits online and have them shipped to any valid U.S. address.

- Eliminates long lines at in-person sales locations.

- Increased productivity and efficiency.

- Permits are available to purchase 24/7, 365 days a year.

- Campus agencies can prepare and plan permit sales dates in advance.

QUALITY, COST, OR DELIVERY

PMB's software is able to read in real time the current status of campus users, can differentiate user groups within the campus, and determine what permit each user can purchase and at what price. This integration reduces errors from manual data entry.

PROJECT TEAM

STANISLAUS STATE (PROJECT LEAD)

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LESSONS LEARNED

1 Savings of more than 250 staff hours per year.

2 Communication between internal partners is essential for success.

3 Effective marketing is essential for campuses who want to shift from an "on-site permit distribution" to an "online permit distribution" system.

4 Shifting campus community members' habits from established patterns, such as going from obtaining permits at the same campus location to an online platform, can be difficult.