

Less Work for Florida State University, More Convenience for Parkers

While many university parking operations struggle with shrinking budgets, fewer resources and the stress of “permit season”, their students and other parkers expect more and more convenient parking and payment options. Florida State University (FSU) has found a way to meet their customers’ needs, as well as their own business objectives with online parking permit and payment solutions from T2 Systems.

Prior to implementing T2 eBusiness Solutions and PermitDirect, a permit ordering and fulfillment solution offered in partnership with Weldon, Williams and Lick (WW&L), the annual permit season was not a happy time for FSU. The university hosts about 40 student parking lots along with 20 different employee lots and issues 30,000 student and 6,500 employee permits each year. Hunter Hughes, Director of Parking and Transportation for FSU, explains that he had to hire additional staff to man multiple stations that were set up across campus in an attempt to fulfill permit requests. This meant parking inventory was scattered throughout the stations - a nightmare from a control standpoint.

Hughes and the Parking Services department knew it was time to improve the permit ordering process and looked to T2 Systems for a solution. Through the university’s own parking website, FSU parkers go online to request their permits. And since the website integrates with the T2 Flex parking management system, FSU is able to track the permits that are being ordered and then fulfilled by WW&L.

Once purchased, permit information is transmitted to WW&L who then prints and distributes the permits directly to parkers. You can choose whether permits are sent via U.S. mail, Federal Express or UPS. In addition, for marketing and communications purposes,



you can include up to three pieces of literature - such as a campus map - with each permit.

“PermitDirect has meant a night and day difference in regards to convenience for our students and for us.” Hughes said, “The fact that we can now just sit back and get a report on what permits have been distributed has been a definite positive for us.”

Another huge time-saver FSU implemented was T2 Systems’ eBusiness Solutions. After determining what type of services it wanted to offer on its website, FSU not only implemented the online permit ordering and payment functionality, but also online appeals. Now, instead of scheduling time to go into the parking office to obtain a parking permit or to appeal a parking citation, FSU customers can go online at their convenience to do so; anyone can go online 24 hours a day and on weekends.

“One of the biggest benefits we’ve seen is the ability for people to go online for their appeals. It has tremendously cut back on the in-house traffic and the volumes of paperwork,” Hughes stated. “It makes it a lot easier for customers too because they no longer have to find time to do this during operating hours.”



T2 Parking Solutions

FSU has also taken its online permitting to another level. With so many retirees having access to the internet, FSU has implemented online permitting for their emeritus colleagues who can now go to the website and request permits; this further reduces traffic in the parking office.

A Look at a Unified Campus

In addition to the online solutions FSU has implemented, the university recently expanded the functionality of its T2 Flex parking management system to include Access and Revenue Control. FSU was extremely happy with the T2 Flex permit and enforcement functionality and when it was looking to implement a PARCS solution, it was logical to just stay with T2 Systems and expand the functionality of its T2 Flex system.

“We started analyzing the toll booth operation at the university’s stadium and that’s when we started looking at the ARC solution that T2 Flex provides,” explains Hughes. In addition, law school students have their own parking lot and FSU can control who’s accessing the lot by simply allowing parkers to swipe their card at the entry - T2 Flex recognizes they are a law student and grants the parker access.

Florida State University has been able to benefit from the unified approach to parking management - now they manage permits, citations and gated lots with one system. In addition, FSU students, faculty and other customers - as well as the parking staff - are benefitting from the T2 eBusiness Solutions and PermitDirect. Now more parking business is being done online rather than in line at the parking office!

For more information about T2 Systems and online solutions, call 800-434-1502 or visit T2Systems.com.

Florida State University Profile

Permits

- Enrollment 42,000
- 15,000 student spaces
- 37,000 student permits online
- All student permits distributed online
- 60%-70% reduction of permit distribution
- Cost of doing business went from \$100K to \$40K = \$60K in annual savings
- 10 full time and 15 part time staff reduced to one web administrator

Appeals

- All appeals online
- 100% paperless - no filing or physical storage
- Appeal response sent via email, reducing labor, postage and delivery time