

Going Through Audits with Confidence and Ease

The word “audit” is often associated with a number of negative reactions – and parking professionals are no strangers to the challenges audits bring. But, with the right tools, professionals can rest easy and start feeling better prepared.

As part of the Parking Services department at Virginia Tech (VT) University for the past 11 years, Manager Rich McCoy understands the complexity of parking operations as well as requirements of state and internal audits for a school of its size. VT has a student population of 25,600 and a faculty and staff population of 7,000, but only around 14,000 available parking spaces. The department issues nearly 33,000 citations, generating \$900,000 each year and also is responsible for issuing more than 22,000 permits annually.

When McCoy joined VT Parking Services, he began shopping for a new system that would easily integrate with the university’s other systems. In 1998, the department began using T2 PowerPark.

When T2 later introduced T2 Flex™, McCoy noticed the value of its “room for growth” and ability to have all operations managed through one system.

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According to McCoy, one of the biggest benefits of using T2 software has been accountability to the state. With both PowerPark and T2 Flex, accountability has been transparent and access is easy. “We’re held accountable to these audits. We have to answer to the state, so it’s extremely important that the system is secure. Both PowerPark and T2 Flex have held up wonderfully during the entire process, which makes us look good.”

McCoy said there are several things examined during an audit, including aging reports, cashier reports and billing. “Whether they’re internal or external audits, a number of transactions are reviewed, such as our permit sales, reports for deposits, etc. With T2 Flex, these types of reports



are easy to track and help us receive good approval ratings.”

Since the recent move to T2 Flex, McCoy is excited to have all functions managed through one integrated system, including revenue, citations and enforcement systems. “There are time saving benefits with one central operation. Ongoing training is also easier with one system,” said McCoy.

The university’s IT staff also welcomed the move to T2 Flex and supported the transition. The security of the system and the ease-of-use has made it a win-win for all involved.

“The transition to T2 Flex went smoothly and the conversion of data also went well,” McCoy said.

“We have had very few problems or issues since starting with Flex – hardly a blink. The software is easy to learn. We decided to train online so Parking Services staff would learn the system from computers of which they are accustomed. We had training for one day and were pretty much ready to go live on the next day.”

So far, T2 Flex has been working well for the university. Users are now able to jockey back and forth between various functions. For instance, tickets and permit information can be viewed simultaneously. “The system speaks for itself with revenue tracking, security, bulk permitting and at-a-glance functionality,” he said.

For more information on T2 Systems, call 800-434-1502 or visit T2systems.com.