

# Parking Permit Issuance

## University:

*Noun* /,ju·nə'vɜr·sɪ·ti/

A place where people from all walks of life come together to complain about parking.

So many permits!



## Recommendations:

1. Implement a better “online storefront” for student permit sales.
2. Implement app-based daily permit purchases.
3. Distribute new PR10 permit stock and clarify June & July enforcement.
4. Automate State Controller’s Office processing of payroll deduction enrollment.
5. Create a report of campus employees transferring bargaining units.
6. Implement a searchable database or record for parking permits to better track lost/stolen.
7. Make improvements to the employee separation process in PeopleSoft.

## Measures Of Success:

**90%** of student permits are purchased online by fall 2016.

Payroll deduction rates are **100%** correct.

Daily permit machine queues are shorter.

## A Few Numbers:

- Over **3 dozen** types of permits
- **40+** different rates
- **17** steps for students to buy online
- **4,195** student permits mailed in fall 2014
- Parking permit payroll deduction was incorrect for **109** employees