

# Parking Innovation within the CSU System: Parking Management Bureau

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SONOMA STATE UNIVERSITY

OCTOBER 2, 2018

# History of Parking Management Bureau (PMB)

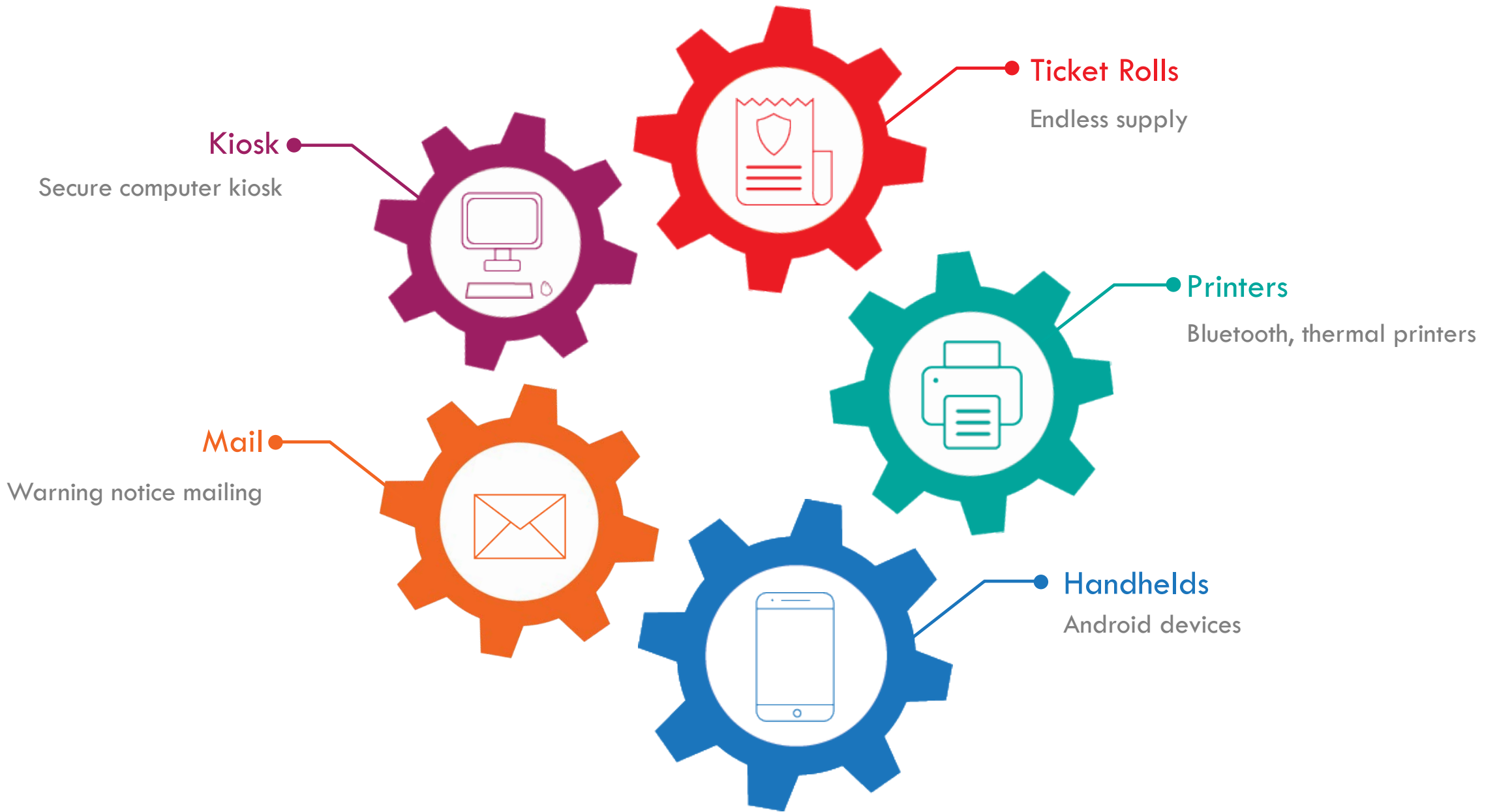
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- Established in 1994 by Chief Jim Shaw
- Issued electronic citation writers in 1999
- Online payment options added in 2006
- Provided specialized service to other campus and police agencies keeping work (and funds) in the higher education system



# PMB's Valued Clients





# CITATION SERVICES



## Data Security

- Immediate access
- Available 24/7
- Secured Servers



## Mailing

- Mailing of warning notices



## DMV Hold

- Add & remove DMV holds



## Financial

- Payment processing
- Refunds
- Payment Plans
- Month End Statements



## Reconciliation

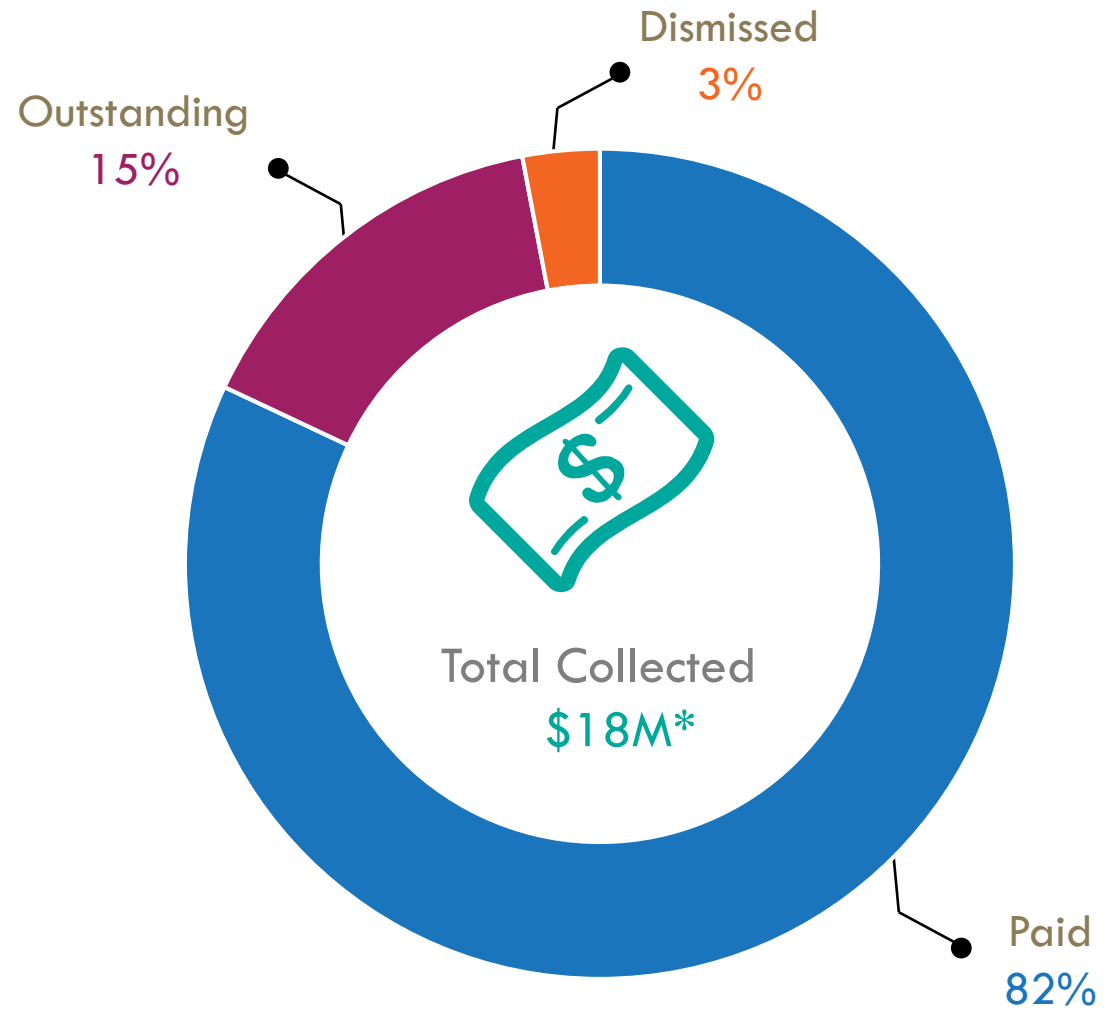
- DMV reconciliation
- County remittance



## Reports

- Variety of reports

# Collections



\*Total collected is in the past 10 years

# Ticket Issuing Exercise

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Menu	Data
Location	A St.
License Plate	7ZDF180
State	California
Expiration	July 2018
VIN	1234
Make	Toyota/Scion
License Type	Auto
Color	Grey
Violation	1 Hour Parking



# PMB Customer Call Center

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friendly



knowledgeable

personable



positive

responsive

patient



# PMB Online Permit Sales & Distribution

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# ONLINE PERMIT SALES



2014



PLANNING & DEVELOPMENT

LAUNCH OF PROGRAM WITH  
STANISLAUS STATE

2015



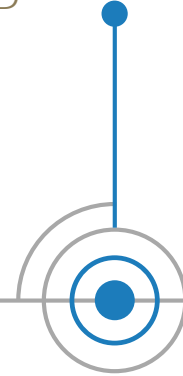
2016



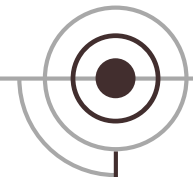
UPGRADES & ENHANCEMENTS  
CSU MONTEREY BAY, COLLEGE OF  
THE REDWOODS, & YCCD JOINED

AWARDED MPA  
CSU EAST BAY, MCCD &  
OFFICE OF THE CHANCELLORS  
JOINED

2017

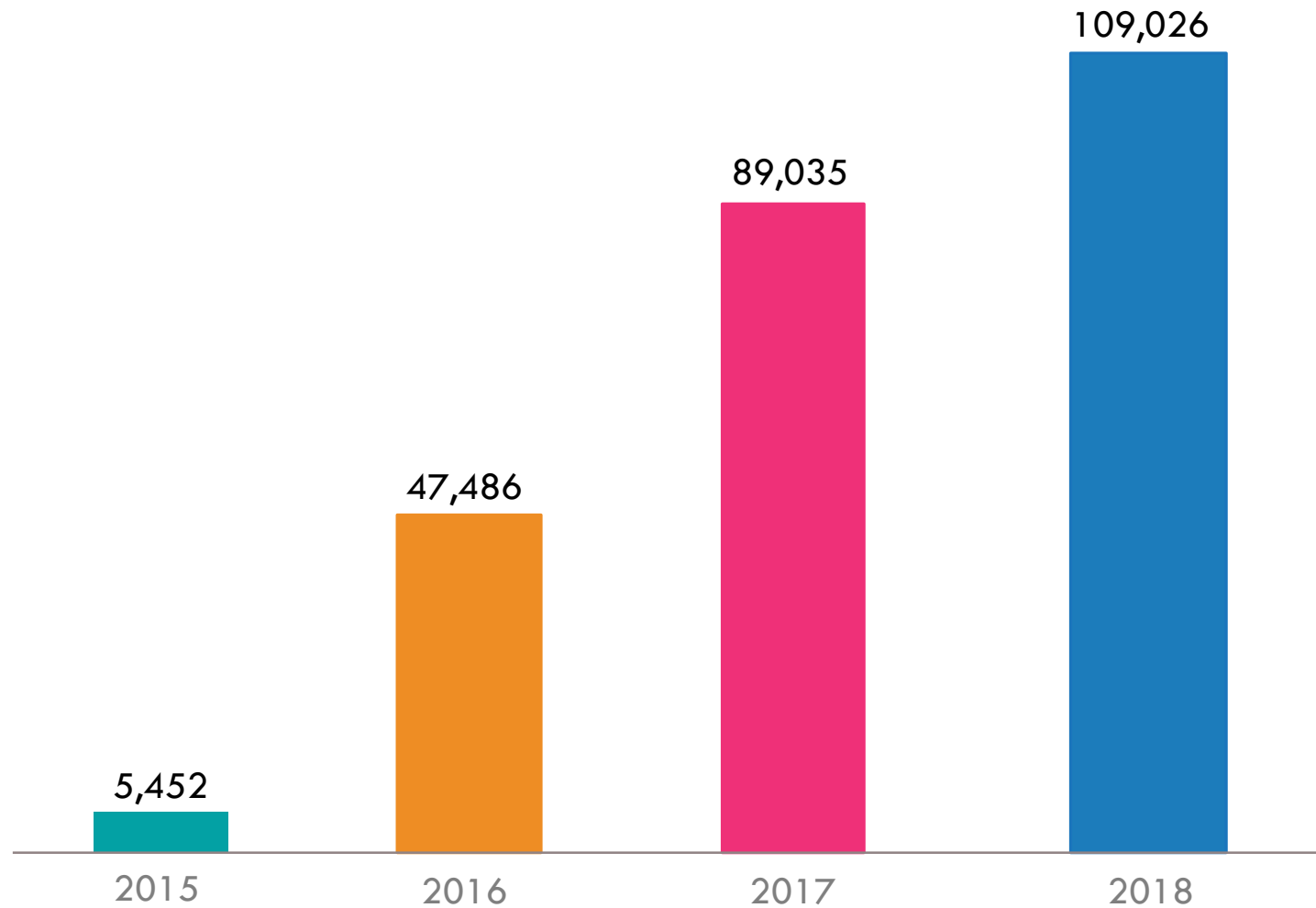


2018



SONOMA STATE JOINED

# Permits Distributed Since 2015



# PERMIT SERVICES



## Single Sign-On (SSO)

- Compatible with PeopleSoft, Ellucian & Shibboleth & more



## Shipment

- Guaranteed shipping within 24-48 hours



## Discounts & Payroll Deduction

- Discount processing
- Payroll deduction distribution



## Integration

- Search permits in PMB's handhelds



## Reports

- Variety of reports



## Promo Codes

- Ability to create promo codes

# KEY TAKEAWAYS



Master Pricing Agreement

complete system for citation & permits

trial periods available

25 years of service

# Questions?

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