

Oxnard School District

Why Avoiding Conflicts Is a Healthy Thing: Civic Permits Streamlines, Automates and Simplifies the Facilities Use Reservation Process

When two groups show up to use the same multipurpose room or practice field at the same time, this is the kind of conflict that can land a lot of people in hot water: the district's facilities use office, the school's administrative office, and all the people who have nowhere to go.

For the Oxnard School District (OSD), the increasing paper trail associated with facilities use requests—joined with high staff turnover and communication gaps resulted in a perfect storm: delayed processing of facilities requests, duplicate requests, double booking, lost applications, or even late applications turned in after events.

A desire to provide both a professional and customer-responsive process, along with supporting risk management procedures were priorities when the OSD began researching facilities reservation systems in 2014. The OSD chose Civic Permits after researching several systems, primarily because of its user friendly and easy-to-navigate features. In addition, Civic Permits provides an easy approach to cross train new staff members on the system, facilitating quality control and continuity of the use of Civic Permits throughout the district.

Whether they are using the calendar feature to view the availability and use of the district's facilities at any one of its 21 elementary and middle schools, or running reports, the OSD Facilities department staff notes several features in Civic Permits that have allowed the district to streamline its process, increase cost recovery, and prevent conflicts that were prevalent with the district's previous process.

According to Facilities Technician Alejandra Cortez, Civic Permits provides the district's custodians access to the calendar, which allows them to note and plan maintenance and operations activities related to the upcoming facilities uses.

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Due to the convenient invoicing and reports feature (to keep track of groups that owe facilities fees), according to OSD Facilities Secretary Rosie Alvara, “Cost recovery has been huge” because groups receive an emailed invoice and can be sent reminders on unpaid invoices.

Because Civic Permits can detect date duplications, the OSD no longer struggles with double bookings, and the notes feature allows school and Facilities Department staff members to indicate any special instructions or even note problems associated with specific groups. “With our previous paper approach, this wasn’t even possible!” said Norma Castro, Facilities assistant, describing that some groups would try to use the facilities without even submitting an application.

In addition to the time efficiencies achieved from implementing Civic Permits—according to Cortez, “We used to spend a whole day organizing our paper applications”—the OSD also shared that Civic Permits has been responsive to the district’s unique processes. “When we need to add or change anything, such as our fee schedule, or terms and conditions, Civic Permits is flexible and responsive to allow us to make these changes quickly and easily,” said Cortez.

Civic Permits was designed to respond to school district’s unique facilities use needs, while providing an easy-to-use system for all users—from members of the public to facilities and school staff members. Civic Permits minimizes and eliminates conflicts so that your district can focus on its priorities—and not on paperwork. We set up your facilities, fee schedule, users and process so that your Civic Permits site is up and running in minimum time. Contact us today to join the growing number of school districts who are choosing the Civic Permits solution.

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