

San Mateo Union High School District

Dollars and Sense: How the Civic Permits Calendaring System Recouped Revenue for One School District

When San Mateo Union High School District decided to purchase Civic Permits in 2013, they knew that they would enjoy the efficiencies of a streamlined and automated facilities permit process, and the calendaring system was particularly appealing to them. What they didn't expect, though, was an increase in revenue as a result of Civic Permits.

Having the ability to view the calendar and run reports on all of the facilities being used by the district has allowed SMUHSD the ability to assist groups with finding alternative facilities if their requested facility is not available on all of the dates they are requesting. "Previously, we had a very time-consuming process of calling all of the schools to find out which facilities were available on a variety of dates, and often had to ask the requesting group to make some of these calls," according to Carlton. "Oftentimes, the groups would just give up and make a reservation elsewhere, which meant that our district lost this revenue."

However, since implementing Civic Permits, Carlton can easily and quickly provide requesting groups information about their choices of facilities throughout the district, which has resulted in the successful placement of previously displaced groups at the district's facilities rather than other community facilities. As a result, the district has seen steady revenue growth since using Civic Permits.

Prior to using Civic Permits, San Mateo Union High School District was using a paper application for its facilities use requests, and had a negative experience with another facilities software system. According to Linda Carlton, Facilities Use Supervisor, "Although we had various companies approach us regarding their facilities use software, what we liked most about Civic Permits was that it was developed specifically for school districts."

Beyond the recouped revenue, the SMUHSD was able to easily transition the district to Civic Permits, due to its quick and easy set up process.

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"Because Civic Permits is so user friendly, intuitive and simple to use, we could assure all of our school sites that using a new system would be an easy transition," said Carlton. Carlton also described how responsive Civic Permits has been to the district's specific needs. "Because some of our facilities are named and set up differently, we needed some customizations, which were easy to change in the set up process." Furthermore, Carlton also noted that during the set up process, Civic Permits associates explained the process of making adjustments to the user roles in Civic Permits and provided her a complete understanding how the system works so that new employees could be added and trained on how to use Civic Permits. "Everything is very simple to use," she said.

In addition to the calendaring and reports features, Carlton also noted that she especially likes the quick find by permit number feature, which allows her to quickly locate permits, as well as the conflict detection, insurance document upload and color coding features. She also noted that the ability to work off of an existing permit allows her to change times and dates easily, which allows the district to be flexible to users' needs.

Easy and responsive customer service is another benefit that Carlton truly appreciates about Civic Permits. "We reach a real person everytime we contact Civic Permits—we feel like we are a priority." She also explained, "We love the quarterly system updates from Civic Permits, which is based on feedback from customers. They listen to us and address our needs."

"User groups really like Civic Permits because it's simple, intuitive, and they can see what facilities are available when they are completing their request," said Carlton. "Our school sites also like how user-friendly and easy the system is to use."

Recouped revenue, user-friendly program developed for school districts, increased efficiencies, simple and easy transition, and stellar customer service...doesn't it make sense for your district to use Civic Permits? Contact us today to see a free demo and find out why Civic Permits is the best facilities use permit solution for school districts.

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