



End user: The City of Yonkers Parking Violations Bureau (PVB)

Application: To provide parking officers with real time access to PVB records and to collect violator information while issuing citations.

Solution requirements: A rugged, scalable mobile computer that also improved the availability and compilation of collected data while offering extended battery life.

Solution: Dolphin 9500 Mobile Computers with EZTag's electronic citation issuance and management system and Zebra Technologies' QL320 mobile printers.

Result: The customized solution increased the efficiency of citation issuance, successfully compiled violator data, and allowed officer access to PVB records in real time.

Solution provider:
EZTag Corp.
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EZTag and Hand Held Products Partner for Parking Enforcement Success

Yonkers PVB implements mobile computers to improve citation completion rates, provide real time access to violators' records, and increase business efficiencies

User Profile

The City of Yonkers Parking Violations Bureau (PVB) acts as an Administrative Tribunal settling parking violations, rather than referring them to the Courts. In addition to enforcing and adjudicating parking regulations, the Yonkers PVB is also responsible for issuing handicapped and residential parking permits.

The Business Challenge

Prior to 2005, the PVB struggled with its electronic ticketing system because of limitations with certain functionality. For example, limitations in its ability to produce reports from the data with which it collected. As a result, analysis was often times slow and time consuming.

The PVB faced an additional durability challenge as well. The bureau's previous handheld devices were frequently breaking down, increasing maintenance cost while decreasing productivity.



The Solution

Deciding to upgrade its devices, the Yonkers PVB enlisted the help of the EZTag Corporation.

Through EZTag, Hand Held Products, Inc. supplied their industry leading Dolphin 9500 mobile computers, powered by Adaptus Imaging Technology, and EZTag integrated its electronic citation issuance and management system into the device's operating system. For printing capabilities, the Yonkers PVB is using Zebra Technologies' QL320 mobile printers.

The Benefits

As a result of the new system, a citation is completed and printed in 10 to 30 seconds. Once the officer reads the PDF417 code on the Department of Motor Vehicles (DMV) registration decal, all vehicle information is automatically populated in respective application fields. They are then only required to input the violation and location. The ticket is then printed using Bluetooth technology.

WLAN network connectivity handles data communication between the Dolphin Mobile Computers and the HOST server. Current WLAN batch communications will one day be complemented by real-time connectivity in the field following the City's plans to provide WLAN hotspots in strategic locations throughout the City. With the integrated WiFi radio already in the mobile computers, no hardware upgrade will be required to give the City real-time network access from the field.

Many critical factors lead to the selection of the Dolphin 9500 such as the computer's battery autonomy and intelligent power management, which is critical for parking enforcement applications. With the Dolphin 9500 Series, officers are able to complete a full eight-hour work shift without the units shutting down or having to deal with the inconvenience of frequent battery changes. Also key in the decision was Hand Held Products long time reputation for building the industry's most durable solutions. Featuring digital imaging technology, the Dolphin Series are solid state computers with no internal moving parts – perfect for any organization that values a mobile solution that can withstand harsh environments.

The solution has drastically reduced the time officers spend on paperwork, enabling them to focus on public safety, the bureau's number one goal.