



Seiko Instruments U.S.A., Inc.

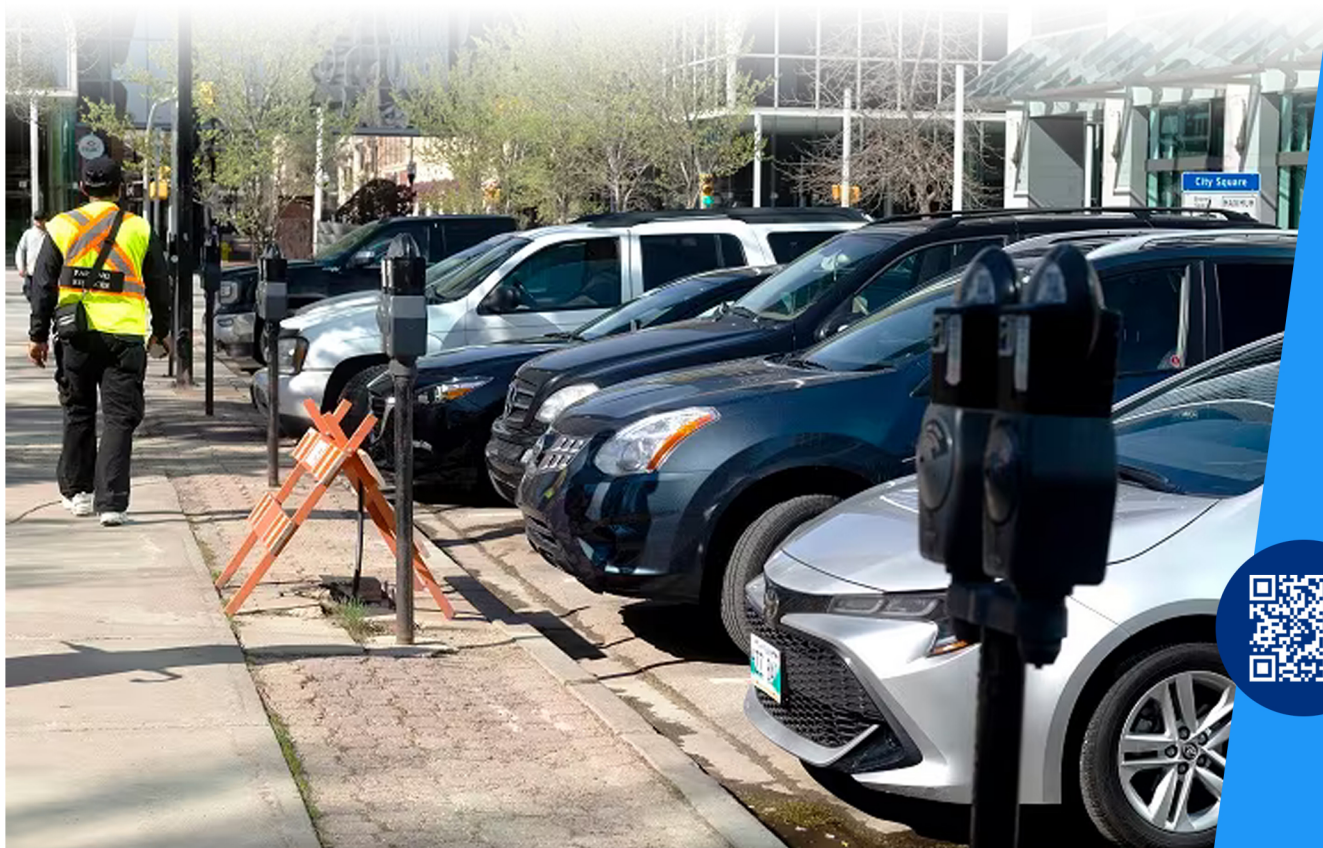
SEIKO

Moving ahead. Touching hearts.



# TRIED, TESTED, TRUE.

A Testimonial from the Regina Parking Enforcement.





Enforcement Technology at its Finest:

# THE CITY OF REGINA, SASKATCHEWAN

## WHAT TECHNOLOGY THEY HAVE ADOPTED

- Back office administration software for ticket lifecycle and reporting
- Online services for ticket payments and appeals

## HOW IT ALL WORKS

For many municipalities, convenience and simplicity are as much a premium to the city as they are to citizens—and Regina has adopted gtechna's Online Services to achieve exactly that.

Through a handy online portal that functions equally well for administrators as it does for the public, the City of Regina will now provide an intuitive online platform in which users can easily create profiles, pay and appeal their tickets, and manage their permits all in one place. On the back end, administrators can much more quickly and easily manage infractions and facilitate payments—all while capturing important data.

To make their approach even more powerful, armed with our back office administration software, the City of Regina will now also be leveraging that data and reporting to gain crucial business intelligence upon which to better inform their decision making—and their operations.

On the ticketing side, the city can review elements such as the types and number of infractions/citations (as well as those cleared or voided), the geography of those infractions, timelines, ticket aging, and even parker preferences, to better understand where and how the curbside is being used. In turn, they can compare these results against additional data sets, such as officer productivity, so they can deploy their enforcement group more effectively.

In addition, they can also gain better oversight of their finances. By reviewing their administrative credit balance, active DMV holds, daily and late payments, as well as payments received, and comparing these against some of the data mentioned above, they can get a clearer picture of the specifics of their revenue channels.

By using all of these capabilities together, Regina can get a truly comprehensive view of their operations and the results they produce. In turn, this creates an ongoing feedback loop that not only helps them better understand their entire enforcement ecosystem, but as phenomenal testers, provides the feedback we need to continue improving our products and services for everyone we partner with.





## SEIKO PRINTERS REVIEW

Hello from Parking Services in Regina, Saskatchewan! We have a fleet of 26 handhelds and printers that are used for issuing parking tickets. It was time to replace some of the printers, and our vendor recommended we try the new Seiko brand. We were assured that the Seiko printer functioned very well in very cold weather – but – this is Regina, Saskatchewan so we were a little hesitant.

After much discussion with the vendor and researching the temperatures of other cities using these devices, we purchased 9 printers. These printers were assigned to our on-foot enforcement officers. If ever there is a test of a printer in cold weather, this would be it! All of the officers were very pleased with the new printers. **NOT ONLY ARE THE PRINTERS MUCH LIGHTER TO CARRY, BUT THEY CONNECT WELL VIA BLUETOOTH AND THE BATTERY LIFE IS AMAZING.**

After our first winter with the new printers, it was clear that the typical issues we had been having with connectivity, performance, battery life, and just the sheer ill effects from the cold were essentially gone. Issues with printers in the field result in time loss due to officers having to return to site to obtain another printer. Further, internal staff time that was once wasted on trying to determine what was wrong with printers that lost their ability to print and chasing problems that may simply be related to the cold weather was reduced/eliminated. The Seiko printers just work. **IN ADDITION, THEY ARE ALSO MORE COST-EFFECTIVE.**

Due to the performance and cost effectiveness of the Seiko printers, it did not make sense to replenish batteries in our original old printers when we could use those funds toward the purchase of Seiko printers as replacements. Today is December 21, 2022 and this is our second winter with the Seiko printers. **WE HAVE EXPERIENCED SOME PRETTY WICKED TEMPERATURES AND THE SEIKOS HAVE PERFORMED BRILLIANTLY REGARDLESS.** Attached is some of the information provided by WorkSafe Saskatchewan with guidelines about warm-up breaks/stopping work (depending on the conditions). It demonstrates the conditions the Enforcement Officers (and Seiko printers) work in.

We have decided to replace the remaining printers with Seikos. We installed 12 more of them recently and ordered an additional five to complete our fleet. We look forward to running our operation entirely with Seiko printers when our last five printers arrive.



Judy Derkacz  
Coordinator, Business System Administration  
Parking Services  
City of Regina

Warm-up breaks should begin when the temperature reaches -26 C (-15 F), with winds of 16 km/h (10 mph) or greater. All non-emergency work should stop by the time the temperature reaches -43 C (-45 F), if there is no noticeable wind. If there is wind, use the chart below for advice.

**Note:** The information in the chart applies to moderate to heavy physical work activity in any four-hour period. At the end of the four-hour period, an extended break in a warm location is expected.

Warm-up breaks are assumed to be provided for ten minutes in a warm environment. This guideline applies to workers wearing dry clothing.

Sunny sky air temperature		No noticeable wind		Wind 8 km/h (5 mph)		Wind 16 km/h (10 mph)		Wind 24 km/h (15 mph)		Wind 32 km/h (20 mph)	
°C	°F	Max. work period	Number of breaks**	Max. work period	Number of breaks**	Max. work period	Number of breaks**	Max. work period	Number of breaks**	Max. work period	Number of breaks**
26 to 29	15 to 19	120 minutes	1	120 minutes	1	75 minutes	2	55 minutes	3	40 minutes	4
29 to 31	20 to 24	120 minutes	1	75 minutes	2	55 minutes	3	40 minutes	4	30 minutes	5
31 to 34	25 to 29	75 minutes	2	55 minutes	3	40 minutes	4	30 minutes	5		
34 to 37	30 to 34	55 minutes	3	40 minutes	4	30 minutes	5				
37 to 40	35 to 40	40 minutes	4	30 minutes	5						
40 to 42	40 to 44	30 minutes	5								
42 to 45	45 to 49	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
45 to 48	50 to 54	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
48 to 51	55 to 59	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
51 to 54	60 to 64	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
54 to 57	65 to 69	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
57 to 60	70 to 74	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
60 to 63	75 to 79	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
63 to 66	80 to 84	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
66 to 69	85 to 89	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
69 to 72	90 to 94	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
72 to 75	95 to 99	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
75 to 78	100 to 104	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
78 to 81	105 to 109	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
81 to 84	110 to 114	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
84 to 87	115 to 119	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
87 to 90	120 to 124	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
90 to 93	125 to 129	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
93 to 96	130 to 134	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
96 to 99	135 to 139	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
99 to 102	140 to 144	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
102 to 105	145 to 149	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
105 to 108	150 to 154	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
108 to 111	155 to 159	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
111 to 114	160 to 164	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
114 to 117	165 to 169	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
117 to 120	170 to 174	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
120 to 123	175 to 179	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
123 to 126	180 to 184	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
126 to 129	185 to 189	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
129 to 132	190 to 194	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
132 to 135	195 to 199	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
135 to 138	200 to 204	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
138 to 141	205 to 209	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
141 to 144	210 to 214	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
144 to 147	215 to 219	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
147 to 150	220 to 224	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
150 to 153	225 to 229	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
153 to 156	230 to 234	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
156 to 159	235 to 239	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
159 to 162	240 to 244	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
162 to 165	245 to 249	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
165 to 168	250 to 254	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
168 to 171	255 to 259	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
171 to 174	260 to 264	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
174 to 177	265 to 269	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
177 to 180	270 to 274	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
180 to 183	275 to 279	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
183 to 186	280 to 284	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
186 to 189	285 to 289	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
189 to 192	290 to 294	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
192 to 195	295 to 299	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
195 to 198	300 to 304	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
198 to 201	305 to 309	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
201 to 204	310 to 314	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
204 to 207	315 to 319	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
207 to 210	320 to 324	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
210 to 213	325 to 329	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
213 to 216	330 to 334	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
216 to 219	335 to 339	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
219 to 222	340 to 344	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
222 to 225	345 to 349	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
225 to 228	350 to 354	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
228 to 231	355 to 359	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
231 to 234	360 to 364	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
234 to 237	365 to 369	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
237 to 240	370 to 374	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
240 to 243	375 to 379	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
243 to 246	380 to 384	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
246 to 249	385 to 389	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
249 to 252	390 to 394	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
252 to 255	395 to 399	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
255 to 258	400 to 404	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
258 to 261	405 to 409	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
261 to 264	410 to 414	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
264 to 267	415 to 419	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
267 to 270	420 to 424	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
270 to 273	425 to 429	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
273 to 276	430 to 434	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
276 to 279	435 to 439	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
279 to 282	440 to 444	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
282 to 285	445 to 449	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
285 to 288	450 to 454	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
288 to 291	455 to 459	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
291 to 294	460 to 464	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
294 to 297	465 to 469	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
297 to 300	470 to 474	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
300 to 303	475 to 479	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
303 to 306	480 to 484	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
306 to 309	485 to 489	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
309 to 312	490 to 494	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
312 to 315	495 to 499	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
315 to 318	500 to 504	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
318 to 321	505 to 509	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
321 to 324	510 to 514	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
324 to 327	515 to 519	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
327 to 330	520 to 524	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	
330 to 333	525 to 529	Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop		Non-emergency work should stop	



The printing process is a key aspect of our e-citation solution—which is why we take such a comprehensive approach to every step involved, from development and testing to completing certification.

Our certification process runs approximately one year from start to finish. It all starts in the development stage, where we closely collaborate with Seiko to ensure a helpful, intuitive interface is produced. From here, our focus turns to quality control, which is conducted through bench testing in our lab.

Once approved, we select three customer candidates to initiate testing in various scenarios, as we firmly believe that stress testing in real-world environments produces the highest quality solutions—and it's exactly why we chose Regina as a partner.

Beyond having an efficient, well-structured parking program, plenty of credibility, customer service experience, and financial stability—key criteria to our selection process—Regina was chosen because of the temperature variance they experience on a yearly basis. By testing in an environment that fluctuates between hot in the summer and extremely cold in the winter, we can rest assured that if it works in Regina, it will work anywhere.

In the end, the relationship was as mutually beneficial as we had hoped and intended. Regina provided crucial testing and feedback, and Seiko continued to be the helpful trusted partner they've been since engaging.

"Seiko was a pleasure to work with. They were collaborative, responsive, and even made changes to their hardware to better respond to our market segment. You can't really ask for much more out of a partner." - Mike Bourre, VP Sales and Marketing, gtechna



**SII (Seiko Instruments Inc.)** is a company of the Seiko Group Corporation, is a pioneer in high-performance, high-reliability direct thermal printing solutions. SII has shipped over 50 million units worldwide and is a global market leader in direct thermal print mechanisms.

**gtechna** began as a small, high-tech start-up founded in 1992. Since then, it's become an award-winning enterprise software provider with a premier product line that's quickly becoming one of the most adopted citation software solutions in North America.