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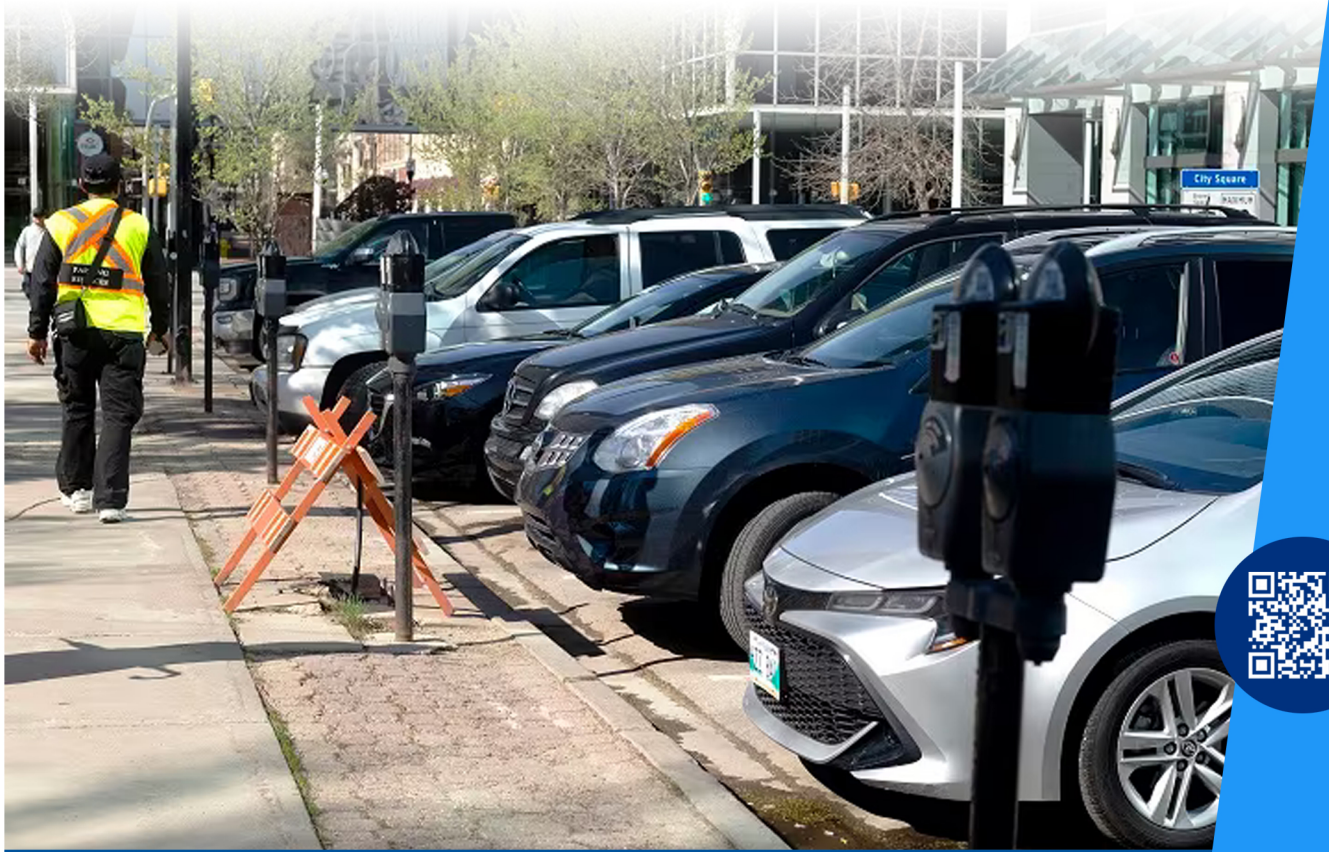
Seiko Instruments U.S.A., Inc.

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.

in collaboration with gtechna

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 below zero*	°F below zero*	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 28	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
32 to 34	25 to 29	75 minutes	2	55 minutes	3	40 minutes	4	30 minutes	5	Non-emergency work should stop	
35 to 37	30 to 34	55 minutes	3	40 minutes	4	30 minutes	5				
38 to 39	35 to 39	40 minutes	4	30 minutes	5	Non-emergency work should stop					
40 to 42	40 to 44	30 minutes	5	Non-emergency work should stop							
43 and below	45 and below	Non-emergency work should stop									

*All temperatures are approximate.
**Includes a normal break after two hours and the number of additional warm-up breaks needed.

Note: *This guideline is not intended to replace established cold weather work practices that provide workers with better protection.*

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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.