

dxCS Success Story: City of Warren, Ohio



The Situation

Existing system was inefficient, outdated handheld ticketing system

Budgets were extremely tight; needed to generate revenue

Needed to replace old system with an easier-to-use system

System needed to expand to allow for more officers to issue tickets



The Solution

Replaced aged system with dxCS

Increased revenue through more efficient ticketing process

Added ability to take pictures of violations within dxCS software; pictures synchronize with server

dxCS system configured for three initial users; up to six more later

Immediately saved by avoiding clerical work and decrease in pre-printed supplies

Used Motorola MC55s with Zebra's RW220 rugged mobile printers



Warren is a city of 46,000 people in Northeast Ohio. As with many cities in this area, they have a large city square, a County courthouse and hospital. From surrounding communities, people visit Warren daily.

Enforcement of parking codes falls on two full-time staff as well as the Police Department. The challenge for Warren was that they had a legacy system, originally installed by a revenue-sharing organization. The two handheld units, also know as “bricks”, were obsolete and failing. Furthermore, Police Officers did not have any automation to assist; their tickets paper-based. The system in place was failing and needed to be replaced.

Warren contacted DXY Solutions, makers of the dxCS, to implement a better solution. Elimination of the obsolete system was the first step. Using the dxCS parking ticket software, enforcement staff discarded the text-based in favor of a simple, easy-to-use system graphical software.

Semi-rugged Motorola MC55 handheld computers running Windows Mobile support the software. These devices have large, crisp screens and a light, ergonomic design. The units have high resolution color cameras to capture images of violations. The Zebra RW220 mobile thermal printer prints the tickets. The RW is reliable, all-weather and extremely durable.

Citation data is cached; during breaks and shift changes, each handheld synchronizes with the dxCS server. New citations are uploaded while existing violator data refreshed. Citations are processed via a Web interface. Crystal Reports links to the dxCS for added detail.

The result: improvements in efficiency and revenue. On Day One, the City's parking enforcement staff immediately became more efficient. Time to issue tickets was cut. Pre-printed ticket forms were eliminated. Overall costs to issue citations were reduced.

The dxCS supported the expansion of the system to include police officers. Ticket revenue once lost to indifference is now captured, leading to more citation revenue. The combination of efficiency and revenue produced a net return exceeding expectations. Now the City of Warren has a modern, efficient system on which to grow into the next decade.