

TOWN OF NORTH HEMPSTEAD

DEPARTMENT OF PUBLIC SAFETY

TOWN HALL

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July 5, 2019

Sgt. (Ret)' James A. Olivieri, CD

Enforcement Solutions Advisor, East Coast Operations

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Gtechna.com

Dear James,

On behalf of the Town of North Hempstead, we appreciate working with Gtechna and all that Gtechna does to make the Town better.

In 2016, with Gtechna's help, we evolved from an antiquated 40 year old commuter parking voucher and sticker system for more than 2000 motorists to modern permit system software that eliminates physical paper permits by using the vehicle's license plate as the unique permit number. Motorists can easily purchase permits from any computer or mobile device through a user-friendly District portal. Payment options were extended to all major credit cards.

With the transition to the new parking management system, motorists are now able to gain time by no longer traveling to and waiting on lines at the District Office. Obtaining parking permits are now done in real time. Permits can be purchased from anywhere and at any time. Motorists no longer had to hang daily, monthly or yearly vouchers from their rear view mirror with the correct dates scratched-off. The District eliminated placing stickers on bumpers or anywhere else on a vehicle. Complaints regarding stickers falling off bumpers or being stolen were eliminated.

Your qualified technical team pulled off a migration that meet our complex needs and expectations which allowed our motorists an efficient way of registering through a web portal.

Furthermore, the new software eliminated thousands of dollars of yearly overtime costs that was spent on staffing extended office hours, holidays and weekend hours. Moving to an all-electronic parking system also allowed the District to eliminate paper money. Now, payment is by credit card, debit card, check or money order. By removing paper money, we have improved accountability, transparency and reduced the risk of theft.

In conjunction with the new parking management system, the District acquired from Gtechna and equipped a vehicle with License Plate Recognition (LPR) cameras. These cameras are connected to the parking software and allow our enforcement Officers to verify a motorist has paid for their parking. Hundreds of vehicles are inspected in a very short amount of time, which increases the Officer's efficiency. The LPR also increases the health and safety of the Officer: staying inside the vehicle while inspecting off-street vehicles increases the Officer's personal safety. It also reduces exposure to inclement weather.



Shawn D. Brown
Commissioner
Department of Public Safety