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CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

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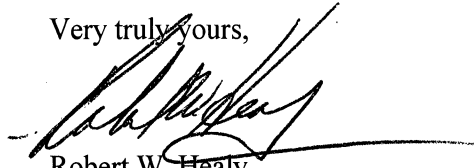
To the Honorable, the City Council:

In response to Awaiting Report Item Number 03-112, regarding a report on the use of hand-held computers for Parking Control Officers, Traffic, Parking & Transportation Department Susan Clippinger reports the following:

The Traffic, Parking & Transportation Department's contract for ticket processing expects the vendor to implement handheld ticket issuing computers next fall for the Parking Control Officers. During this year, the equipment to be used will be chosen, the experience of other cities using handhelds will be evaluated, the data interface, system features, and ticket design will be completed and the Parking Control Officers will be trained. Discussion will also take place with the Police Department about their interest in using handhelds.

Somerville, Brookline, New York City, Los Angeles, Cleveland, Columbus, Detroit and several California municipalities are all currently using handhelds. Boston and Waltham are requiring them in their new ticket processing contracts that are currently out to bid. The cities using handhelds are finding improved accuracy and legibility of tickets, improved productivity and improved efficiency including having the tickets on line by the next business day.

Very truly yours,



Robert W. Healy
City Manager

RWH/mec

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Consent Agenda #3

Transmitting communication from
Robert W. Healy, City Manager,
relative to **Awaiting Report Item
Number 03-112**, regarding a report
on Parking Control Officers using
hand-held computers.

In City Council November 17, 2003

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