



## ACHIEVING SUCCESSFUL CODE ENFORCEMENT

### HOW PANASONIC TOUGHBOOK LAPTOPS AND INKFORCE SOFTWARE TRANSFORMED CODE COMPLIANCE IN MIAMI-DADE COUNTY.

At the Miami-Dade County Building and Neighborhood Compliance Department (BNC), code enforcement officers are committed to maintaining neighborhoods and improving the quality of life for county residents. BNC code compliance experts regularly address violations such as overgrown lots, junk and trash, abandoned vehicles, graffiti, zoning violations and other neighborhood regulations. The agency was created in 2009 and currently has 72 employees in its Neighborhood Compliance Division that serve and protect over 1.3 million people.

According to BNC Assistant Director Sam Walthour, the department handles around 70,000 cases and conducts over 100,000 inspections each year, making it imperative that officers have a streamlined and productive process in place to address violations. In its previous pen-and-paper system, each citation took 5-10 minutes to fill out, and after submission it took a minimum of two weeks to reach the court system.

In addition, code enforcement officers also found that a lot of time was spent driving between the field and their office. The administrators of BNC believed it was essential that officers spend as much time as possible in the community, with the ability to conduct their operations away from a desk. With these inefficiencies in mind, BNC sought to make the entire process work more smoothly and quickly.

#### Embracing e-Ticketing

BNC addressed these challenges by deploying a mobile e-Ticketing solution, utilizing reliable Panasonic Toughbook® 19 computers connected to mobile Pentax PocketJet 3 Plus printers and INKforce code enforcement software developed by Ft. Lauderdale-based Calvin, Giordano and Associates.



Toughbook 19

The Toughbook 19 is a fully-rugged convertible computer tablet encased in magnesium alloy, with shock-mounted screens and hard drives. It also provides seven hours of battery life, ensuring that BNC code enforcement officers can work for extended periods while on the move. With a dual-touch screen that can recognize both a finger and a stylus, BNC's code enforcers can easily switch between multiple applications.

BNC found the perfect complement to its mobile computers with the INKforce e-ticketing module. INKforce provides real-time code enforcement document generation and data access to BNC's Case Management System (CMS) from the field, as well as document printing, signature capture, ad-hoc reporting and e-ticketing history. Officers are now able to wirelessly upload documents directly to the CMS and the Miami-Dade County Clerk of Courts Code Enforcement application.



#### CHALLENGE

Deploy a mobile computing solution that enables code enforcement officers to address violations via e-citations and eliminate the unwieldy manual processes that can delay violations processing for up to two weeks.

#### SOLUTION

Miami-Dade County BNC equipped its code enforcement officers with fully-rugged, reliable Panasonic Toughbook 19 convertible tablet PCs. The Toughbook 19s were customized for e-citation functions with INKforce code enforcement software from Calvin, Giordano & Associates, Inc., and connected to mobile Pentax PocketJet 3 Plus printers.

#### RESULT

With the Toughbook 19 and INKforce e-ticketing solution, code enforcement officers save valuable time by eliminating pen-and-paper processes and can now perform 95% of their work in the field. This wireless electronic solution has reduced errors, increased productivity and reduced the wait time to process code violations to just three days, and has already generated savings of approximately \$500,000 for Miami-Dade County.

**TOUGHBOOK 19**  
**FOR A TOUGHWORLD™**

**TOUGHBOOK®**





## HOW PANASONIC TOUGHBOOK LAPTOPS AND INKFORCE

### SOFTWARE TRANSFORMED CODE COMPLIANCE IN MIAMI-DADE COUNTY.

The INKforce software saves time and reduces errors by pre-populating citation and other code enforcement forms with the county's customized coding system, streamlining the process so that it takes just one minute to document a violation. In addition, code compliance officers have printers mounted in their vehicles, enabling them to issue warnings, citations, and abandoned vehicle decals to offenders on the spot.

"Toughbook computers and the INKforce software have changed our processes and transformed the way we work in the field," said Esther Cabrera, an Enforcement Officer with BNC. "This new system has eliminated the unwieldy manual processes that required us to submit code violations on small slips of easily misplaced paper. Now 95 percent of our work is done

outside the office, and we do not have to spend critical hours traveling back and forth to create and file citations."

Code enforcement documents and citations to the Miami-Dade County Clerk of Courts system are automatically uploaded wirelessly through the AT&T Wireless broadband connection. Access to the Miami-Dade County wide area network is achieved through NetMotion software, which is loaded in each Toughbook 19. With this technology, officers can perform any task from their vehicles, which previously required a trip back to the office.

#### Immediate Results

Just one fiscal year after the deployment of Panasonic Toughbook 19s and INKforce software, BNC has generated enormous benefits for Miami-Dade County. It is estimated to have increased the efficiency ratio of the code enforcement officers by at least 30 percent. In the new sustainable process, each code violation is electronically submitted to the court system within three days, drastically shortening what used to take weeks while also saving paper.

Based upon the efficiency ratio previously mentioned, it is estimated that these enhancements have already generated savings of approximately \$500,000 for Miami-Dade County. The BNC e-Ticketing Project was honored with a 2009 achievement award by the National Association of Counties (NACo) due to exceptional operational improvements.

"Toughbook computers and INKforce software have made an immediate impact on reducing errors, increasing productivity and decreasing the wait time to process code violations," said Walthour. "To date there have been no hardware failures, and the system has reinvigorated our work flow and increased efficiency across the board."

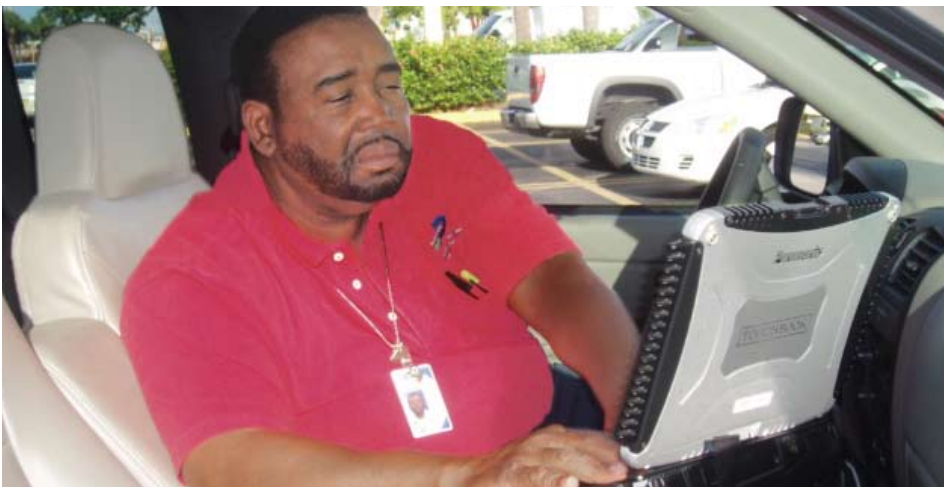
But most importantly, the Toughbook 19 computers and INKforce software have drawn the BNC closer to the community it serves, by letting officers work effectively from any neighborhood.

#### For More Information

Together, Panasonic Toughbook computers and INKforce software deliver a reliable and cost-effective mobile solution for state & local agencies. To learn more about these solutions, please visit:

<http://www.toughbook.com>

<http://www.inkforce.net>



## TOUGHBOOK 19 FOR A TOUGHWORLD™

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