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TOW TRACKER MANAGER

MANAGING Towing Operations *via the web*

As part of EZTag's Mobile Enforcement Solution, Tow Tracker Manager (TTM) fits the needs of any sized towing operation. Regardless of the size of a City's fleet or towing requirements (e.g. street cleaning, time limited parking, emergencies), TTM provides both a City and citizens, with a simple, yet highly effective and comprehensive means of managing their towing operations. Using state of the art mobile handheld computing technologies, a towing Officer enters vehicle information and the locations of where it was towed to and from. This information is then immediately transmitted from the handheld computer to a central host server via real-time cellular communications. Citizens can then quickly determine the location of their towed vehicle using either the Internet or a telephone, within 30 seconds after transmitting towing details. TTM not only provides a high level of service to citizens, by assisting them in quickly and effortlessly locating their vehicles, but also provides the City with a cost-effective and reliable tool for managing its Towing Operations.





TTM Overview

EZTag's TTM is the latest standard in reliable towing operations management. With current paper-based towing operations, Officers record towing information manually. Once completed, the towing forms are typically batched & kept by the Officer until they are eventually returned to a central location for further manual processing by a towing clerk. This process is usually very time consuming and prone to delays, thereby resulting in very frustrated citizens unable to quickly locate their vehicles.



Manual, paper-based systems are costly both in terms of the manpower cost in completing multi copy forms and the necessity of physically delivering them to a central location. They are also prone to human error which an automated solution virtually eliminates.. TTM removes all of the inefficient and costly barriers of a paper-based system. Data captured by an Officer, on a handheld computer is accurate and automatically transmitted, via real-time wireless cellular communications, to an Internet portal, where citizens can immediately determine the location of their vehicles. Alternatively, citizens without Internet access, can telephone to a central site to obtain vehicle location information from a City clerk. Another TTM feature is that it allows a towing officer to record any vehicle damage that existed prior to the towing operation as well as any damages that may have been incurred while the vehicle was being towed. If the handheld computer purchased by the City is equipped with an Imager, the towing officer can also take pictures of the vehicle to capture damages to the vehicle. TTM also includes a suite of reports which can be used by towing operation managers to assist in improving the monitoring & control of their towing operations.



With TTM, a City's operating costs are reduced, and its efficiency increased, as towing officers can now fully focus on the business of towing vehicles.

Improved Citizen Service Levels

EZTag also developed TTM with the citizen in mind. TTM enables a City to fulfill its obligation to inform its citizens, in a timely manner, as to their vehicles' location following a Towing Operation, by eliminating any inefficiency related to current outdated manual processes. Towing agents record, via the handheld computer, any damage visible on a vehicle prior to and following a tow. The vehicle owner is given a copy of this tow report, which they can verify with a supervisor. Allowing one to identify and report on any damage incurred during the tow, thus limiting the responsibility and compensation due to any damage incurred.



TTM reassures the citizen of their City's towing service integrity, thus improving the quality of life a City provides to its current and potential citizens.

Key System Advantages

- Easy to use and access
- Integration with emerging mobile technologies
- Efficient and accurate data capture and management
- Reduces operational costs related to towing operations
- Increases productivity via redundancy elimination
- Offers value added service to citizens

Premier Provider of Citation Enforcement Solutions

EZTag is a mobile automation software development company, enabling business critical tasks to be performed on handheld devices to enhance public safety, improve user productivity and reduce operating expenses. Our enforcement solutions are built around three fundamental elements: innovation, cost-effectiveness and reliability. With over a decade of experience in the design and implementation of mobile solutions, EZTag has and continues to help its customers implement solutions that deliver business value throughout their organization. Business and Government, local and national, have relied on EZTag to help meet their enforcement needs as they adapt to the mobile computing world, contact us to see how the integration of emerging technologies can enhance the first line services your organization provides.



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