



# Service & Compliance Initiatives

## Smart Parking Meters

- Convenient and simple – pay where you park, parking session payments are visual to customer
- Accept credit/debit card payments, mobile app payments, and coin payments
- Phased implementation beginning with the multi-space units

## Online Appeals of parking citations

- Roll out planned by the end of this year
- Limits online parking citation appeals within 65 days of ticket issuance



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## New Payment kiosks

- Located in all 7 police district stations (added District 1)
- Accepts payments (Visa, MasterCard, Discover, cash & checks) for night parking permits and parking citations

## MKE PARK

FAST, EASY, CONVENIENT  
- Pay for any metered parking space directly from your smart phone



- 1.4M+ transactions since roll out in April 2015
- 4,000+ downloads per month
- \$3.182 million of payments since roll out



# Transitional Jobs – Compete Milwaukee



- Curb and intersections painting initiative 2016-17
  - 331 intersections completed
    - 2016 Compete Milwaukee (3 crew members)
      - 220 total
    - 2017 Compete Milwaukee (2 crew members)
      - 111 to date (10-8-17)- Visual aid to help public with state statute regulations
  - 15 ft from crosswalks
  - 10 ft from fire hydrants
  - 4 ft from driveways



# Workforce Development

- Average of 12 new hires/year for the 5 year period from 2012-16
- Class of 8 parking checkers started on September 25<sup>th</sup>, and 8 vacancies to fill
- 6 week training program
  - 3 weeks of classroom training, learning policies and procedures including City ordinances and State Statutes
  - 3 weeks of field training, working side-by-side with current parking checkers
- Retention and recruitment challenges
  - Reclassification request submitted
  - Changes in duties and responsibilities, proposed new title of **Parking Ambassador**
  - Pay range is below the annual mean wage for parking enforcement personnel (US Bureau of Labor Statistics compiled in May 2015)