



CITY OF MILWAUKEE
DEPARTMENT OF PUBLIC WORKS

PARKING OPERATIONS

PRESENTATION TO THE
PUBLIC SAFETY COMMITTEE
JANUARY 26, 2006



HISTORY OF PARKING OPERATIONS

■ PRE 2000

- DPW Responsible for the following operations:
 - Tow Lot and Towing Contracts
 - Parking Structures and Lots
 - Parking Meters
 - Citation Processing and Collection Contract
- MPD responsible for the following operations:
 - Parking Enforcement
 - Parking Information Desk

■ 2000 and After

- Parking Enforcement and Parking Information Desk was transferred to DPW
- 2001 Budget provided authority for an additional 20 parking checkers

Parking Operations is an Integrated Operation Consisting of the Following:

- **Parking Enforcement** – Responsible for enforcing City ordinances relating to parking regulations and towing of illegally parked or abandoned vehicles.
 - 64 Parking Enforcement Officers and Leads

- **Parking Information Desk** – Responsible for handling calls on parking complaints, dispatching towing contractor, providing night parking permissions and answering questions on parking regulations.
 - 21 Communication Assistants



PARKING OPERATIONS CONTINUED

- **Tow Lot** – Responsible for processing vehicles towed to the City Tow Lot from intake to disposition, providing customer service, issuing summons and complaints, selling night parking permits and managing tow contractor and vehicle recycling contracts.
 - 25 positions
- **Parking Structures and Lots** – Responsible for overseeing the management contractor of four city owned parking structures and 50 parking lots and is responsible for maintaining the structural and mechanical systems in the structures and lots. Also responsible for overseeing various parking agreements and leases.
 - 1 position

PARKING OPERATIONS CONTINUED

- **Parking Meters** – Responsible for managing 6,400 on-street and off-street parking meters, including maintenance, removals and installations and managing the coin collection and coin counting contracts.
 - 5 positions
- **Parking permits** – Responsible for printing and distributing 160,000 parking permits to all police districts, 3 violations bureau locations and the City tow lot. Responsible for the operation of all automated payment centers that disburse and sell night parking permits.
- **Citation processing and collection contract** – Responsible for managing contract for processing nearly 1 million parking citations and collecting \$20.1 million in revenue annually.



PARKING FUND

- Enterprise Fund that is self-supporting
- Annual budget of \$45 million
- Expenditures:
 - Operating expenditures (salaries, fringe benefits, services, supplies, equipment)
 - Capital improvements
 - Debt service (\$1 million Miller Park)
 - General Fund payment of \$15.2 million
 - PILOT payment of \$1.1 million
- Revenues (2005 Actual):
 - Parking Citations - \$20.1 million
 - Parking Meters - \$4.1 million
 - Parking Permits - \$2.1 million
 - Parking Structures and Lots - \$6.4 million
 - Vehicle Towing - \$2.3 million
 - Vehicle Disposal - \$2.4 million

Parking Enforcement Performance in 2005

- Issued over 913,000 parking citations
- Towed 26,799 illegally parked and abandoned vehicles
- Responded to nearly 44,000 parking complaints
- Placarded 1,216 vehicles
- Responded to complaints in 1 hr. 23 min.



Parking Enforcement Mission Statement

To provide comprehensive enforcement of parking regulations Citywide in order to ensure the efficient and effective delivery of public services, efficient turnover of short-term on-street parking to enhance commerce, timely removal of abandoned vehicles to reduce crime and blight in neighborhoods and judicious responses to citizen parking complaints.

Deployment of Parking Enforcement Officers

- **1st Shift (8 AM to 4 PM or 10 AM to 6 PM)**
 - 22 Parking Enforcement Officers, 1 Lead
 - Downtown (City Hall, MATC, Third Ward, East Town and West Town) – 5 officers
 - Eastside – 2 officers
 - UWM – 2 officers
 - Marquette/Miller Park – 1 officer
 - Martin Luther King Drive – 1 officer
 - St. Luke's/St. Francis – 1 officer
 - South Side Business – 1 officer
 - Abandoned Vehicles (private property, follow ups) -3 officers, 1 lead
 - North side time zones – 1 officer
 - South side time zones – 1 officer
 - Complaint squad – 4 officers



Deployment of Parking Enforcement Officers Continued

- 2nd Shift (4 PM to 12 AM or 6 PM to 2 AM)
 - 10 Parking Enforcement Officers, 1 Lead
 - Complaint Squad – 6 officers
 - Citywide patrol – 2 officers
 - Directed Patrol Mission – 2 officers, 1 lead

Deployment of Parking Enforcement Officers Continued

- 3rd Shift (12 AM to 8 AM or 1 AM to 9 AM)
 - 30 Parking Enforcement Officers
 - District 1 – 1 officer
 - District 2 – 4 officers
 - District 3 – 3 officers
 - District 4 – 2 officers
 - District 5 – 8 officers
 - District 6 – 3 officers
 - District 7 – 8 officers

Parking Violations by Type for Each Police District
For the Years 2002-2005

Police District	Night Parking					Meter					Time Zones*					Other**					Total				
	2002	2003	2004	2005	Change	2002	2003	2004	2005	Change	2002	2003	2004	2005	Change	2002	2003	2004	2005	Change	2002	2003	2004	2005	Change
All	617,383	590,919	640,105	503,299	-136,806	172,545	160,879	190,755	153,332	-37,423	76,682	61,359	78,248	74,589	-3,560	208,350	189,468	204,502	177,042	-27,460	1,075,260	1,002,625	1,113,811	908,362	-205,249
% of Total	57.42%	58.94%	57.48%	55.41%	-21.37%	16.05%	16.05%	17.13%	16.86%	-19.62%	7.16%	6.12%	7.03%	8.22%	-4.55%	19.38%	18.90%	18.36%	19.49%	-13.43%	100.00%	100.00%	100.00%	100.00%	-18.43%
District 1	16,618	13,564	13,620	8,355	-5,265	103,135	102,139	120,463	96,713	-23,750	7,719	6,895	8,548	8,660	112	51,455	45,691	46,192	44,256	-1,937	178,927	168,289	188,823	157,883	-30,840
% of Total	9.29%	8.06%	7.21%	5.29%	-38.66%	57.64%	60.69%	63.80%	61.22%	-19.72%	4.31%	4.10%	4.53%	5.48%	1.31%	28.76%	27.15%	24.46%	28.01%	-4.19%	100.00%	100.00%	100.00%	100.00%	-16.33%
District 2	130,270	109,321	125,766	91,600	-34,166	11,063	8,894	10,239	6,524	-3,715	7,440	7,623	7,848	8,733	-915	23,069	19,654	20,624	20,117	-507	171,842	145,492	164,277	124,974	-39,303
% of Total	75.81%	75.14%	76.56%	73.30%	-27.17%	6.44%	6.11%	6.23%	5.22%	-36.28%	4.33%	5.24%	4.86%	5.39%	-11.96%	13.42%	13.51%	12.55%	16.10%	-2.46%	100.00%	100.00%	100.00%	100.00%	-23.92%
District 3	91,899	88,166	98,712	83,696	-15,016	22,230	15,944	18,407	15,360	-3,047	7,611	6,188	12,195	11,496	-699	32,342	25,406	29,423	25,888	-3,535	154,082	135,704	158,737	136,440	-22,297
% of Total	59.64%	64.97%	62.19%	61.34%	-15.21%	14.43%	11.75%	11.60%	11.26%	-16.55%	4.94%	4.56%	7.68%	8.43%	-5.73%	20.99%	18.72%	18.54%	18.97%	-12.01%	100.00%	100.00%	100.00%	100.00%	-14.05%
District 4	58,651	60,373	50,307	47,972	-2,335	305	151	213	34	-179	2,594	1,776	1,501	1,889	368	10,237	9,813	8,898	9,741	843	71,787	72,113	60,919	59,616	-1,303
% of Total	81.70%	83.72%	82.58%	80.47%	-4.64%	0.42%	0.21%	0.35%	0.06%	-84.04%	3.61%	2.46%	2.46%	3.14%	24.52%	14.26%	13.61%	14.61%	16.34%	9.47%	100.00%	100.00%	100.00%	100.00%	-2.14%
District 5	109,211	106,774	122,128	95,516	-26,612	30,506	28,678	37,247	32,064	-5,183	37,815	27,190	34,844	33,974	-870	46,075	46,816	54,294	44,566	-9,728	223,607	209,458	248,513	206,120	-42,393
% of Total	48.84%	50.98%	49.14%	46.34%	-21.79%	13.64%	13.69%	14.99%	15.56%	-13.92%	18.91%	12.98%	14.02%	16.46%	-2.50%	20.61%	22.35%	21.85%	21.82%	-17.92%	100.00%	100.00%	100.00%	100.00%	-17.06%
District 6	84,392	87,077	93,084	65,346	-27,736	3,368	3,142	3,329	1,842	-1,487	6,645	5,544	7,280	7,044	-236	18,719	16,880	20,166	15,542	-4,624	113,124	113,643	123,859	89,774	-34,085
% of Total	74.60%	76.62%	75.15%	72.79%	-29.80%	2.98%	2.76%	3.29%	2.05%	-44.67%	5.87%	5.78%	5.86%	7.65%	-3.24%	16.55%	14.85%	16.28%	17.31%	-22.93%	100.00%	100.00%	100.00%	100.00%	-27.52%
District 7	124,557	124,592	129,191	110,810	-18,381	1,541	932	842	794	-48	7,015	4,964	6,096	4,912	-1,184	19,444	20,847	22,203	16,939	-5,264	152,557	151,335	158,332	133,455	-24,877
% of Total	81.65%	82.33%	81.60%	83.03%	-14.23%	1.01%	0.62%	0.53%	0.59%	-5.70%	4.60%	3.28%	3.85%	3.68%	-19.42%	12.75%	13.78%	14.02%	12.69%	-23.71%	100.00%	100.00%	100.00%	100.00%	-15.71%
Avenues West	770	574	7,218	0	-7,218	211	935	0	0	0	48	177	99	0	-99	357	604	391	0	-391	1,386	2,290	7,708	0	-7,708
% of Total	55.56%	25.07%	93.64%	0.00%	-100.00%	15.22%	40.83%	0.00%	0.00%	0.00%	3.46%	7.73%	1.28%	0.00%	-100.00%	25.76%	26.38%	5.07%	0.00%	-100.00%	100.00%	100.00%	100.00%	0.00%	-100.00%
Others Unassigned	1010	473	74	0	-74	185	64	14	0	-14	95	2	37	0	-37	6,652	3,757	2,318	0	-2,318	7,942	4,296	2,443	0	-2,443
% of Total	12.72%	11.01%	3.03%	0.00%	-100.00%	2.33%	1.49%	0.57%	0.00%	-100.00%	1.20%	0.05%	1.51%	0.00%	-100.00%	83.76%	87.45%	94.88%	0.00%	-100.00%	100.00%	100.00%	100.00%	0.00%	-100.00%

*Includes 24 hour violation.

**Includes the following violations:

	2002	2003	2004	2005	% Change
Parking Prohibited by Official Sign	91,213	83,150	78,524	66,014	-15.93%
Parked Posted Private Property	26,221	24,318	28,254	22,940	-18.81%
Parked Less than 15 ft from Crosswalk	12,617	10,946	14,641	11,470	-21.66%
Tow-Away Zone (Various)	12,703	12,056	18,054	19,975	10.64%



Parking Citation Payment and Collection

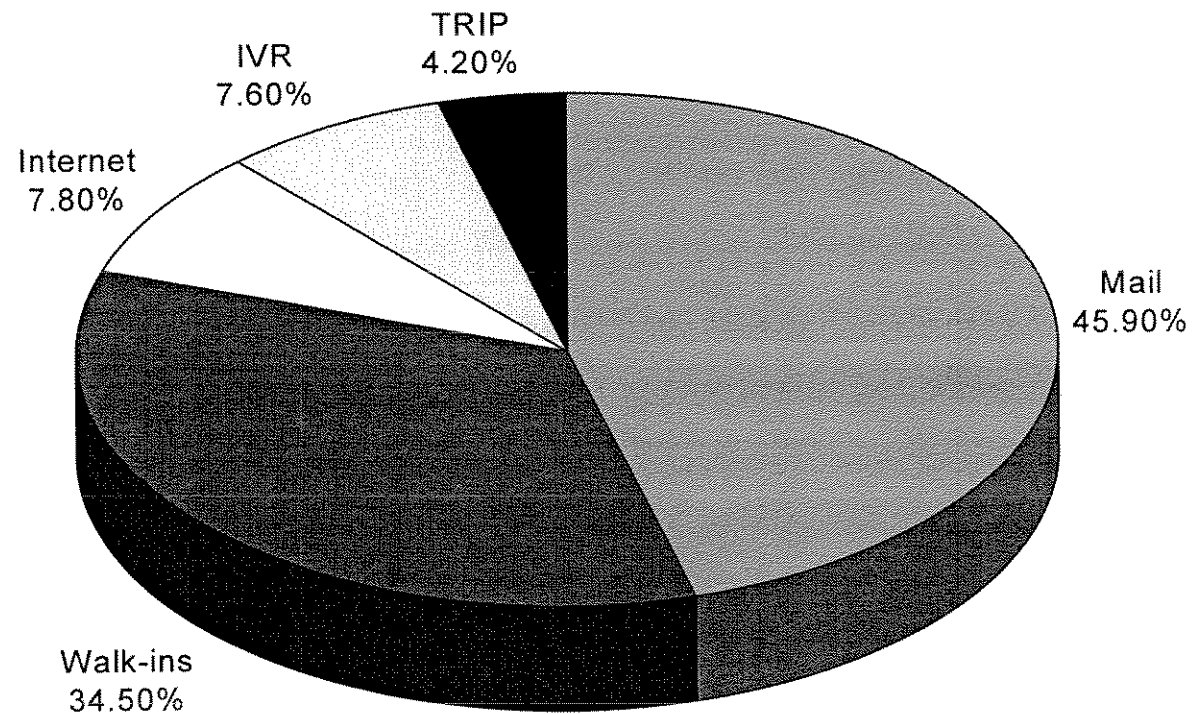
- Imposition of late fees
 - \$5 after 10 days, but within 28 days (1st notice sent)
 - Another \$5 after 28 days, but within 58 days (2nd notice sent)
 - Another \$15 after 58 days
- Request vehicle registration hold (after 58 days overdue)
 - City places 100,000 holds annually at a cost of \$5/hold
- Secondary collection (after 80 days overdue)
- Registration with TRIP (if owe more than \$75)
- Registration with credit bureau (for major scofflaws with 20 or more citations overdue)



Parking Citation Adjudication

- Schedule appointment with Citation Review Manager
 - No deadline to review; citations can be adjudicated any time after issuance but before statute of limitations expires (2 or 6 years)
- Municipal Court
 - Provides payment plans
 - No process to track dispositions
- Notice of Appearance
 - 50% are no shows for CRM
- Summons and Complaint
 - 1,095 summons issued in 2005
 - 14,707 citations valued at \$612,841

Methods of Payment of Citations



Payment Patterns of Parking Citations

- 0 to 10 days - 29.4%
- 11 to 28 days - 15.7%
- 29-58 days - 10.7%
- 59 to 81 days - 3.1%
- After 81 days - 14.1%
- 2/3 of revenue collected before 80 days
- 1/3 of revenue collected after 80 days



TRIP Statistics

- 139,277 accounts listed
- Valued at \$6.4 million
- \$4.4 million collected since 2002 (\$1.3 million in 2005)
- Collect 46% of those certified
- Only able to certify 47% of those eligible



Clearance Rate of Parking Citations

- After 1 year of issuance – 75%
- After 2 years of issuance – 80%
- IPI Benchmark for municipal parking citation clearance – 72%

Summary of Delinquencies

- \$67.1 million outstanding and 1.56 million citations (1999 and thereafter)
 - \$19.6 million issued to out-of-state plates
 - \$17.2 million to out-of-state plates with no RO
 - \$47.5 million issued to WI plates
 - \$13.1 million issued to WI plates with no RO



Public Relations Initiatives

- Parking Brochure (English and Spanish)
- Park Smart Milwaukee campaign
- Newspaper ads
- Web site
- Flyers
- Public service announcements

Parking Operations Initiatives for 2006

- Work with WisDOT to implement the following in 2006:
 - Batch vehicle registration holds (hold placed at the license plate level vs. oldest citation, extends statute of limitations to 6 years)
 - Provide driver's license number for TRIP purposes
- Legislative Initiatives
 - Establish time frame to adjudicate parking citations
 - Allow for the towing and/or booting of legally and illegally parked vehicles for unpaid parking citations
 - 67,544 violators with 5 or more open citations valued at \$26.9 million
- Utilize new AutoCites
 - Expansion of scofflaw database
- Full integration of mobile license plate recognition systems
 - Enhance enforcement of time zones and night parking
 - Enhance identification of scofflaws and stolen vehicles