



Department of Public Works
June 17, 2002

Mariano A. Schifalacqua
Commissioner of Public Works

James P. Purko
Director of Operations

To The Honorable
The Common Council
Finance and Personnel Committee
Room 205, City Hall

RE: Parking citation review process

Dear Honorable Members:

The City Attorney's Office and the Department of Public Works have been in discussions regarding the parking citation review process. Both departments have come to an agreement on ways to improve the review process. We would like to take this opportunity to discuss these improvements and the benefits we hope to achieve.

As you know, the City Attorney's Office - Ordinance Enforcement Division is responsible for reviewing parking citations that are scheduled by the City's citation processing contractor (PAM). The review schedule is 8:30 a.m. - 11:30 a.m. and 1:30 p.m. - 3:30 p.m. Monday through Thursday and from 8:30 a.m. - 11:00 a.m. on Fridays. The attorney assigned to staff the office each week is responsible for, among other duties, reviewing parking citations with the help of other attorneys who may be available as their court duties permit. In addition, attorneys review correspondence for approximately 250 citations that are referred by PAM on a weekly basis, as well as approximately 20 telephone calls per day. In 2001, there were 11,448 scheduled parking reviews or 954 per month or approximately 50 appointments per day. This results in approximately 10 scheduled reviews per hour.

According to PAM, City Attorney appointments are being scheduled three months in advance. Approximately 110 appointments are scheduled per day, but the average number of people who appear for them is 45. Prior to the Department of Public Works modifying the appointment process, individuals could make an appointment and reschedule the appointment several times. Once an appointment is scheduled, fine increases and a vehicle registration hold is delayed until there is a resolution to the complaint. The change that was implemented in March of this year allows for only one City Attorney review appointment. If that appointment is missed, the case is sent to the

Municipal Court. This should result in a decrease in the number of days to obtain a scheduled appointment.

Because the attorneys in the ordinance enforcement division have many other responsibilities including court appearances, appeals, civil litigation, and legal opinions, the parking citation review process is prohibitively time consuming and is not cost-effective. Consequently, the City Attorney's Office and the Department of Public Works have agreed to modify the review process. A new position titled "Parking Citation Review Manager" at pay grade 06 is proposed in the 2003 City Attorney budget. The position will be reimbursed by the Parking Fund. Because the departments would like to implement this change in 2002, they are proposing to utilize a vacant City Attorney position to be underfilled at a PG 06. The intent is to have this individual begin working by August 5, 2002. The Municipal Court judges and the Chief of Police are in agreement with this initiative.

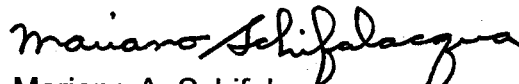
If this change is implemented, there will be a number of advantages to the parking citation review process, primarily enhanced customer service. The Department of Public Works is proposing to modify the appointment schedule to add approximately 6 hours per week. This would result in approximately 120 more scheduled parking review appointments per week and approximately 60 more weekly reviews. Consequently appointments can be scheduled in a more timely manner enhancing parking citation processing and collections. We believe this will decrease the three-month appointment scheduling time to two months. The Department of Public Works will ensure the Parking Citation Review Manager has access to and utilizes the PAM database, tow system and night parking permit database to resolve disputes. Utilizing these resources will enhance the decision making process and provide consistency in dispute resolution. The Department of Public Works intends to monitor and track the disposition of all reviews through a modification to the PAM database. Currently PAM is only able to provide aggregate data on the number of citations voided and dismissed by all parties. Further, it is expected this position will work closely with PAM and parking enforcement to modify policies and procedures and to streamline the dispute resolution process, ultimately providing better customer service.

The City Attorney's Office has developed guidelines for the Parking Citation Review Manager for reviewing parking citations. The City Attorney's Office will supervise and provide assistance, as well as provide back-up for vacations, absences, and in other situations. The Parking Citation Review Manager will be housed in the Ordinance Enforcement Division in the Police Administration Building.

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We are looking forward to implementing this change as soon as possible. We are committed to providing the most cost efficient and effective operation and to providing enhanced customer service to City residents.

Very truly yours,



Mariano A. Schifalacqua
Commissioner of Public Works



Grant F. Langley
City Attorney of Public Works

MAS:DRF:CA:cp

c: Members of the Common Council
Judge Louis B. Butler
Judge Vincent J. Bobot
Judge James A. Gramling, Jr.
Linda Burke
Laura Engan
Dorinda Floyd
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Gary J. Smith, Professional Account Management
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