

Parking Enforcement Program

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Metro



Parking Enforcement Program

Current program

- Performed by Contracted Law Enforcement, Transit Security & CHP (CALTRANS)
- Coordinated effort
- Re-active complaint based response
- Availability based on allowable resource
- Safety, security & criminal activity are top priorities

Purpose of proposal

- Eliminate jurisdiction confusion
- Reallocate police and security resources to focus on safety and security
- Consolidate to one parking enforcement team throughout the system
- Increase efficiency by implementing new parking enforcement technology
- One of proposed RAM initiatives introduced to the board



Parking Enforcement Transition

– Proactive approach

- Regular visits to all parking locations, identifying possible safety concerns and reporting to the necessary departments.
- Reduce customer complaints by addressing concerns in real time with around the clock parking enforcement.
- Ensure facilities are being used for their intended purposes and space is available for Metro transit riders.



– Safety and Security

- Transitioning parking enforcement allows law enforcement and transit security to be primarily focused on safety and security rather than issuing parking tickets.



Parking Enforcement Transition

- Parking Consultant study and recommendation
 - Metro parking program parks approximately 4 million cars per year
 - 4% of violation rate parking industry standard
 - Translates to 160,000 citations annually
- Customer service oriented approach
 - 15,000 citations anticipated in year one

Comparison of Parking Citation Issuance to Other Transit Agencies

Agency	Number of Spaces	Parking Citations	Citations/Space/Year	Citation Issuance Relative to Metro
Transit Agency 1	48,000	98,700	2.06	8.5
Transit Agency 2	50,400	132,000	2.62	10.8
Metro	21,200	5,140	0.24	n/a

Source: Walker Parking Consultants, 2016



New Technology

- New Technology and Efficiency
 - Mobile License Plate Recognition System
 - Integrated with Pay Stations
 - Integrated with Monthly Permit System
 - Fully Automated Verification System
 - Real-Time Communication System
 - No Equipment or Vehicle Upfront Set up or Purchase Cost
 - All equipment, software and vehicles will amortize through the contract term of 5 years.



Cost analysis

- Case study (coordinated enforcement on March 16th, 2017)
 - 4 LASD officers in six hours with three staff assistance to issue 35 citations at 4 stations (ran out of citation tickets) found 5 errors (more than 10%)
 - 24 labor hours of LASD officers, over \$3,360 in cost. Plus other assisted staffing labor cost (approximately \$950) and administration cost. With just LASD labor, cost per citation is \$96.
 - New proposed with integrated technology, two labor hours @\$20= \$40. Cost per citation, \$1.14.
 - New Innovative System will increase accuracy with automation.



Citation Issuances & Revenue Estimation, Transit Court

Budget

- Currently, we issue approximately 5,000 citations a year which is only 0.0013% of the Metro parking population.
- Citation Fee average is \$58.00, anticipated first \$8 to \$13 per citation from gross citation revenue collection goes to processing and administration
- 15,000 citations anticipated which is a conservative approach with a customer service oriented rollout.
- Anticipate \$750,000 to \$1,000,000 of parking citation revenue after processing and administration cost will be generate to offset the cost of the new enforcement service contract.
- All revenue will deposit to General Fund



Next Steps

- Preparation and Setup
 - Upon award and execution of a contract, begin transitioning Parking Enforcement responsibilities.
 - Integrations with Transit Court for citation upload
 - Establish admin view for Transit court adjudication in enforcement software
- Equipment
 - Purchase, mount LPR and brand vehicles
 - Integrate all payment solutions with enforcement software
- Launch
 - Full transition and launch of new Parking Enforcement team by January, 2018.

