



C i t y o f S e a t t l e

**Parking Scofflaw
Program:
Follow-up for the
Public Safety &
Education Committee**

**In Response to City Council
Statement of Legislative Intent 125-2-A-3
June 15, 2011**

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Introduction

In adopting the 2011 budget, City Council passed Ordinance 123447, which created a program that will allow the immobilization and impoundment of parking scofflaws' vehicles as enforcement measures that are intended to improve the timely payment of parking infractions. An accompanying Statement of Legislative Intent (125-2-A-3) called for a business plan to be developed by an interdepartmental team (IDT), and that was presented to the Public Safety and Education (PSE) Committee on June 1, 2011. During and immediately following the presentation, the IDT was asked to return to the PSE Committee on June 15, 2011, to present additional information on a few proposed program details.

Program items to report back to the Committee include:

- A review of boot return locations and hours, including a matrix of practices in other municipalities and options for enhancing our return locations.
- Information on timeliness of boot returns and late fees that may be applied or paid.
- The failure rate of the self-release devices.
- Opportunities for addressing the concerns of the “car camper” population with regard to the scofflaw program.
- A review of the experiences of other municipalities with the “booting” program on the car camper population.

Boot Return Location Comparison

The IDT has proposed three boot-return locations as part of the initial business plan. These return locations include Park 90/5, University District Neighborhood Service Center (NSC) and Southeast NSC. These three locations would provide boot return options Monday through Friday between the hours of 9 a.m. and 6 p.m., as well as Saturday returns at the two NSC sites between 10 a.m. and 2 p.m. The centers are payment sites, staffed by customer service representatives who will handle the boot returns. Neighborhood District Coordinators will have no responsibilities related to the boot return and thus will continue to be available to work on issues in the community.

To avoid overly burdening motorists, the PSE Committee wants to ensure that boot drop-off locations are adequate in both location and hours of operation. Seattle motorists are required to return boots within two calendar days of release in contrast to the 24-hour return expectation in all other jurisdictions served by PayLock.

In discussion with other cities that have a booting program, most of the return activity occurs between 9 a.m. to 5 p.m., even in jurisdictions with 24/7 or after-hours locations. Baltimore contracts with a 24/7 private parking lot as a boot return location. Even though the Baltimore parking lot location is open 24/7, the administrator for the program has stated that most boots are

returned between 8 a.m. and 6 p.m. Cities without 24/7 drop-off hours, such as Rochester and New Orleans, hear few complaints about lack of access for drop-off. Even though New Orleans and Rochester offer some late hours at drop-off sites, they state that most drop-offs occur between normal business hours.

The table on the following page displays the boot return practices in other municipalities and Seattle's proposal. The number of return locations, the days of operation and the hours of operation are displayed for all PayLock customers. As shown, three boot return locations is the maximum number provided by other municipalities. Four of the municipalities (Baltimore, Hoboken, Prince George County and Syracuse) provide at least one drop off location that is available 24/7.

Municipality	Number of Return Locations	Return Location Information	
		Days of Operation	Hours of Operation
Baltimore, MD	3	Monday-Sunday	7 a.m.-3 a.m.
		Monday-Sunday	24/7
		Monday-Friday	7 a.m.-6 p.m.
Florida Atlantic Univ., FL	1	Monday-Friday	8 a.m.-4:45 p.m.
Fredericksburg, VA	1	Monday-Friday	7:30 a.m.-5:30 p.m.
Hoboken, NJ	1	Monday-Sunday	24/7
Montgomery County, MD	2	Monday-Friday	7:30 a.m.- 4 p.m.
		Monday-Friday	7:30 a.m.- 4 p.m.
New Orleans, LA	2	Monday-Friday	8:30 a.m.-7 p.m.
		Monday-Friday	8 a.m.-10 p.m.
Norwalk, CT	1	Monday-Friday	8 a.m.-5 p.m.
Oakland, CA	2	Monday-Friday	7 a.m.-7 p.m.
		Monday- Friday	7:30 a.m.-6 p.m.
		Saturday, Sunday & Holidays	9 a.m.-5 p.m.
Prince George County, MD	1	Monday-Sunday	24/7
Providence, RI	1	Monday-Friday	6 a.m.-5:30 p.m.
Richmond, VA	1	Monday-Thursday	7:30 a.m.-8:30 p.m.
		Friday	7:30 a.m.-6 p.m.
Rochester, NY	2	Monday-Friday	8:30 p.m.-5 p.m.
		Monday-Friday	9 a.m.-7 p.m.
Salt Lake City, UT	1	Monday-Friday	8:30 p.m.-4:30 p.m.
Syracuse, NY	2	Monday-Friday	8 a.m.-5 p.m.
		Monday-Sunday	24/7
Wilmington, DE	1	Monday-Friday	7:30-500 p.m.
Seattle Proposed	3	Monday-Friday	9 a.m. - 5 p.m.
		Monday-Friday	10 a.m. - 6 p.m.
		Saturday	10 a.m. - 2 p.m.

Boot Return Location Enhancement

The IDT was also asked to explore additional boot return locations to enhance Seattle's program. We compiled an extensive list of possible sites throughout the city and have attempted to determine the feasibility of revising our drop-off locations. In analyzing additional return locations, the following factors were considered in making our recommendation:

- Geographic distribution of sites – The dispersion of sites is necessary so individual motorists do not have to travel far to return a boot.
- Hours of operation – A motorist should have an opportunity to make a timely return either within or outside of traditional business hours.
- Compatibility of this activity with the activities being provided at the proposed sites – For example, it is not compatible to have a frustrated motorist return a boot to a community center filled with children participating in recreation programs or a library with people of all ages reading or studying.
- Business efficiency of the site – This includes the following considerations:
 - What is the reliability that an employee will be available when a customer shows up?
 - Is the work appropriate for the employee handling this task?
 - What are the opportunity costs with the employee needing to handle this work in addition to other work the employee performs?
- Another opportunity cost is balancing the need for dispersion of sites with the need to keep them at a manageable number for the Parking Enforcement Officers, who will be responsible for collecting the boots.

After analysis of the options listed on the next page, the IDT proposes adding at least one additional site that would allow 24-hour drop off of the boots. This proposed enhancement provides additional geographic coverage, significant improvement to the hours of operation, fits well with the mission of the providing entity and supports the overall effectiveness of the program. If the site selected is the privately owned tow companies, there will be an associated cost. The IDT would recommend not adding a “convenience” fee for those who use this tow return option. However the City will need to either add an administrative fee to the boot release fee or pay the tow companies out of the City's revenues.

The table on the following page lists the return sites that were reviewed.

Location	Hours of Operation	Business Efficiency	Compatibility w/Mission
DON Payment Sites			
<i>U District*</i>	M-F 10-7, Sat 10-2	High	Med - core mission payment site.
<i>SouthEast *</i>	M-F 9-6, Sat 10-2	High	Med - core mission payment site.
Ballard	M-F 9-5, Sat 10-2	High	Med - core mission payment site.
Central	M-F 9-7, Sat 9-5	High	Med - core mission payment site.
Delridge	M-F 10-6	High	Med - core mission payment site.
Lake City	M-F 9 -5	High	Med - core mission payment site.
West Seattle	M-F 9-5	High	Med - core mission payment site.
Seattle Police Dept.			
<i>Park 90/5*</i>	M-F 9-5	High	High - core mission evidence intake.
North Precinct	24/7	High	Med - core mission public safety.
West Precinct	24/7	High	Med - core mission public safety.
East Precinct	24/7	High	Med - core mission public safety.
South Precinct	24/7	High	Med - core mission public safety.
Southwest Precinct	24/7	High	Med - core mission public safety.
Fire Stations			
33 Stations - throughout city	24/7 - except when out on response - which is not predictable	Low	Med - core mission public safety.
Parks Community Ctrs			
27 Cty Ctrs - throughout city	Mostly M-F 12-9	Low	Low - core mission recreation.
City Shops			
Haller Lake	M-F 7 – 4**	Low	Low - core mission equipment maintenance.
Charles St	M-F 7 – 4**	Low	Low - core mission equipment maintenance.
Seattle Public Libraries			
27 Libs - throughout the city	7 days/ wk Varies	Low	Low - core mission info access.
Transfer Stations			
North	7 days/ wk 8-5:30	Med	Med - core mission dump & payments.
South	7 days/ wk 8-5:30	Med	Med - core mission dump & payments.
Tow Yards			
Lincoln North	24/7	High	High - core mission payment, release & intake.
Lincoln Downtown	24/7	High	High - core mission payment, release & intake.
ABC South	24/7	High	High - core mission payment, release & intake.
Jail			
Downtown	24/7	Med	Low - Core mission incarceration.

**Site proposed in business plan.*

***Though operations go into the night, sites secured at night.*

Return Times, Late Fees and Device Release Rates

All of the municipalities currently in production with the PayLock self-release device have a 24 hour stated return policy for the return of the boots. The overall average return time for all jurisdictions is 22 hours and 15 minutes. Very few motorists are unable to meet the requested return timeframe, resulting in less than one half of 1 percent incurring late fees. Additionally, for those motorists provided the release code for self-release, the device was successfully released 99.3 percent of the time. Assisted release was provided in cases for which self-release failed.

Car Camper Outreach and Education

The IDT has continued to gather information about the car camper population to better address the needs of this community. In addition to the review of the 43 apparent car campers in the Ballard area that resulted in four vehicles identified as being subject to the scofflaw program, a second review was conducted in the SODO neighborhood. In SODO, 47 vehicles were identified as apparent car campers and two of those vehicles were also determined to be scofflaw eligible. In looking at the combined data, it appears that less than 10 percent of car campers would be subject to the program. Although this may be a small number, the IDT is committed to mitigating the negative impacts as much as possible. There has been significant outreach and education that has taken place in advance of the program implementation.

Public Education and Outreach Strategy

The public education and outreach strategy is a group effort that is being coordinated by SDOT. The outreach strategy for the scofflaw program is essentially two-pronged:

- 1. Education.** The first phase, which began in April 2011, focuses on educating people about the upcoming scofflaw program and encourages them to pay their debts before the booting begins.

Activities done to date include:

- Parking Enforcement Officers started educating the public four months ago by word of mouth about the upcoming changes to the scofflaw program.
- More than 1,500 warning and informational notices distributed by the Seattle Parking Enforcement staff.
- The Abandoned Vehicle Task Force has provided information to car campers as they come upon them during routine patrol.
- Article on the scofflaw program in the May issue of the Seattle Housing Authority newspaper "The Voice." Article translated into five languages for SHA residents.
- In partnership with Heroes for the Homeless, provided information to car campers and homeless people (Saturday, May 14). About half of those talked to said they had

heard of the program from parking enforcement. A second batch of fliers was distributed by Heroes for the Homeless in its Saturday, June 11, outreach effort.

Shared information with staff from the following organizations during City's general civil rights workshops:

Cares of Washington
Downtown Emergency Service Center
SHA Resident Council member
Crisis Clinic
Alliance for People with disAbilities
Workforce Development Council
Hopelink

- Seattle Vocational Institute – incorporated into civil rights workshop for students (May 2011)
 - Met with the following commissions to share information:
 - Immigrant and Refugee Commission
 - Seattle Human Rights Commission
 - On the agenda for upcoming meetings of the Seattle Commission for People with Disabilities and the Seattle King County Coalition for the Homeless.
 - On June 1 conducted a demonstration for local media of how the boot works.
2. **Enforcement.** The second phase, beginning in June, focuses on the enforcement angle with repeated demonstrations of the booting device and warnings of impending implementation.

The public education and outreach program has and will continue to utilize a variety of media and strategies to achieve desired goals, including:

- Community meetings
- News releases (translated into five languages and sent to ethnic media)
- Articles in ethnic media outlets
- Posters displayed at City facilities and other public gathering places
- Website
- Warning cards used by PEOs
- Facebook

Scofflaw Poster Locations

As of May 26, 2011:

1. Neighborhood Service Centers (seven locations)
2. Libraries (28 locations)
3. Community Centers (37 locations)
4. Lincoln Towing, 12220 Aurora Ave. N.
5. Lincoln Towing, 3919 Pasadena Place N.E.
6. ABC Towing, 710 South Dakota St.
7. UW campus (parking services division and police department on Northeast Boat Street)
8. Seattle University campus Student Union/Dorms
9. DSHS Service Centers, Belltown, 2106 Second Ave.
10. DSHS Service Centers, Ballard (serves U District clients), 907 N.W. Ballard Way, First Floor
11. WorkSource, Downtown, 2024 Third Ave., Second Floor
12. WorkSource, Rainier, 2531 Rainier Ave. S.
13. Refugee Women's Alliance(REWA)- 4008 Martin Luther King Jr. Way S.
14. Seattle Indian Health Board - 606 12th Ave. S.
15. Pike Market Clinic - 1930 Post Alley
16. SeaMar, 9650 15th Ave. S.W., #100
17. Country Doctor, 500 19th Ave. E.
18. Odessa Brown Children's Clinic, 2101 E. Yesler Way
19. Ballard Food Bank, 5130 Leary Ave. N.W.
20. Rainier Food Bank, 4205 Rainier Ave. S.
21. Greenwood Food Bank, 9041 Greenwood Avenue N.
22. Asian Counseling & Referral Service/International District Food Bank, 919 South King St.
23. Beacon Avenue Food Bank, United Church of Christ, 6230 Beacon Ave. S.
24. Cherry Street Food Bank/Northwest Harvest, 711 Cherry St.
25. Downtown Food Bank, 1531 Western Ave.
26. El Centro de la Raza Food Bank, 2524 16th Ave. S.
27. Emergency Feeding Program of Seattle and King County, 7100 42nd Ave. S.
28. FamilyWorks Food Bank, 1501 N. 45th St.
29. North Helpline Lake City Food Bank, 12736 33rd Ave. N.E.
30. Phinney Ridge Food Bank 7500 Greenwood Ave. N.

31. Salvation Army Food Bank, 1101 Pike St.
32. Salvation Army White Center, 9050 – 16th Ave. S.W.
33. St. Vincent de Paul Food and Clothing Bank, 5972 Fourth Ave. S.
34. University District Food Bank, 1413 N.E. 50th St.
35. West Seattle Food Bank, 3419 S.W. Morgan Str.
36. DESC Connections Program, 515 Third Ave.
37. AHA Women's Referral Center, 2030 Third Ave.
38. YWCA Angeline's Hygiene/Day Center, 2030 Third Ave.
39. Compass Housing Alliance Adult Day Center, 2015 Third Ave.
40. Church of Mary Magdalene Mary's Place Day Center, 314 Bell St.
41. Catholic Community Services Lazarus Day Center, 416 Second Ave.
42. Compass Housing Alliance Hygiene Program, 77 S. Washington St.
43. Catholic Community Service Women's Wellness Center, 1900 Second Ave.
44. LIHI Urban Rest Stop, 1924 Ninth Ave.
45. Immanuel Community Services Hygiene Center Program, 1215 Thomas St.

In-Person Outreach with Fliers

- CAMP – will put up at its food bank
- Wellspring Family Services
- Asian Counseling Referral Services
- United Indians of All Tribes Foundation
- Solid Ground
- Chinese Information and Service Center
- Alliance for People with DisAbilities
- Casa Latina
- Faith-based organizations

Continuing and Prospective Actions

As a result of meetings held with human services advocates and the City, the following actions are proposed to assist in this endeavor:

- Solve problems upstream where possible.
 - Community service continues to be an option for a parking ticket for anyone determined to be indigent, if they respond within the 15 days, as required. After the ticket has gone to collections, only a judicial officer can request that the matter be recalled from collections and converted to

community service. Under Washington State Court Rules, the work performed must meet the requirement of community restitution as provided by law.

- Staff from the Seattle Office for Civil Rights has taken the lead in preparing an informational outreach document designed to meet the specific needs of the car camping population. Seattle Parking Enforcement will distribute this document to any motorist who appears to be a car camper. This document outlines the program and provides contact information for assistance (see Attachment 1).
- City staff (Sahar Fati) will provide outreach and advocacy, as well as a phone contact number, to the car camper population over the next few weeks.
- Seattle Parking Enforcement staff, along with other agencies, will continue to conduct outreach and provide information to the car camper population to encourage them to move from the public right-of-way or to a compliant parking space.
- Seattle Parking Enforcement staff will provide warnings to motorists in their vehicles who appear to be car campers and exercise discretion when applicable. An additional warning will be issued to the motorist before the vehicle is booted.
- Continue to support the opportunity to identify funds that may be available to assist with removing a car camper vehicle from scofflaw eligibility.
 - This may include a private source of funds available to assist with citation payments for at-risk car campers.
 - If funds are identified, outreach and education will be provided to the car camper population.

Car Camper Experiences in Other Jurisdictions

The IDT contacted some cities that have booting programs to see how they are handing the issues of car campers. The table below summarizes the car camper issue in other jurisdictions. Efforts to reach Oakland, California have not yet resulted in a response from that city.

Municipality	Car Camping Issues
Baltimore, Maryland	No issues. City unaware of any car campers in its jurisdiction.
New Orleans, Louisiana	No issues. Although there is a homeless population in New Orleans, the City does not have a car camping population of which it is aware.
Providence, Rhode Island	No issues. Although Providence does have a small homeless population, there are no car campers that the City is aware of residing in their jurisdiction.
Rochester, New York	No issues.

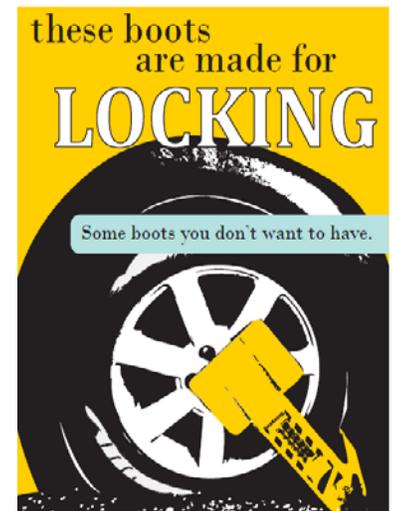
Cars with 4 or more delinquent parking tickets will soon be booted and if left unpaid, may be towed.

Starting July 5, 2011, cars with 4 or more delinquent parking tickets will get you the “boot” a wheel - locking device.

It will apply to cars parked legally or illegally.

The City will not boot cars that are parked on private property or privately-owned lots.

If the owner does not pay their past-due parking tickets and related fees, including a \$145 boot fee, or enter into a time payment plan, within 48 hours (weekends excluded), the vehicle may be towed, and additional fees will be added. If the parking tickets and related fees remain unpaid after 15 days, the vehicle may be auctioned off by the City’s tow contractor, with the proceeds going to offset the amount owed.



What can you do?

- Go to www.seattle.gov/scofflaw and enter your license plate number to find out if you are on the scofflaw list (those eligible to be booted). Or call (206) 684-5600.
- Get payment information by contacting (206) 684-5600 or visiting the Municipal Court of Seattle at 600 Fifth Avenue. (Open 8:00am to 5:00pm, Monday through Friday).
- Avoid getting on the scofflaw list and your car booted. Make sure that you park legally. If you get a parking ticket, contact the court within 15 days of receiving a ticket to work out a payment plan.

Do you need to get on a payment plan?

If you have parking tickets in collections, the collections agency can work with you to get on a payment plan. Call 1-800-456-8838 or visit the collections window at the Municipal Court of Seattle at 600 fifth Avenue (Open: 8:00am to 4:30pm, Monday through Friday).

Collection fees and interest will be suspended on parking and traffic violations that are paid in full through June 2011. Time payment plans with the collection agency and cases in garnishment proceedings will not qualify for this reduction of fees.

Visit www.seattle.gov/scofflaw, call (206) 684-5600 or visit the Municipal Court of Seattle in person at 600 Fifth Avenue. Open: 8:00am to 5:00pm, Monday through Friday, with questions or to learn about payment options.

Resources

Court Resource Center

The Court Resource Center can help you find appropriate resources and may be able to offer referrals. Visit the Court Resource Center on the 2nd Floor of the [Seattle Justice Center](#) , (600 Fifth Avenue) Room 235 or call (206) 733-9748.

Housing and Basic Human Services

If you're in need of shelter, basic human services such as a hot meal or food bag, or assistance, please contact the 211 Community Information Line at 2-1-1, 1-800-621-4636 or 206-461-3200.

Food, Health, Child Care and other Resources

PeoplePoint helps people with low and moderate incomes to apply for a number of benefit programs:

- [Child care and preschool](#) (free or reduced cost)
- [Energy and utility assistance](#)
- [Food](#) and groceries
- [Health insurance](#)
- [Jobs and tax refunds](#)
- [Banking options for anyone without a banking account](#)

For more information about PeoplePoint visit www.peoplepoint.info, call 206-684-0355, or e-mail peoplepoint@seattle.gov.

Resources for Seniors and People with Disabilities

Older adults and people with Disabilities in Seattle-King County can get information about a wide range of services and programs by contacting:

- The [Mayor's Office for Senior Citizens](#) in the Seattle Human Services Department, 206-684-0500
- Aging & Disability Services in the Seattle Human Services Department at 206-684-0660 or e-mail aginginfo@seattle.gov.
- Seattle Commission for People with Disabilities, (206) 684-4537, (206) 684-4503 TTY or on the web at: <http://www.seattle.gov/disability/>.

Domestic Violence & Sexual Assault Prevention

If you or your family are in immediate danger, call 911.

If you have been abused by an intimate partner, call the Washington State Domestic Violence Hotline: 1-800-562-6025.

If you have been sexually assaulted, call the King County Sexual Assault Resource Center: 1-888-998-6423.