



Scofflaw Program 2nd Quarter 2012 Report

In Response to City Council 2011 Statement of Legislative Intent 125-2-A-3

In December 2010, the City Council passed Ordinance 123447, which increased the City's leverage against vehicles with four or more overdue parking tickets. Effective July 1, 2011, scofflaw vehicles could be immobilized whether they are parked illegally or legally. The legislation also required that all parking tickets in collections must be paid to get the vehicle released. To balance these tougher rules, the City is employing "SmartBoot" devices to immobilize vehicles instead of impounding them. If, after immobilization, all scofflaw-eligible parking infractions and associated fees are not paid in full or placed on a payment plan within 48 hours, excluding weekends, then the vehicle may be towed and impounded.

The booting program has been in effect for one full year. The findings in this report show that the program is having a positive effect on the reduction of vehicles with four or more parking tickets in collections. At the same time, the number of vehicles with fewer than four tickets in collections and, therefore, not subject to booting, has increased from the start of the program. The program is operating in a manner that mitigates the impact on those booted by making the process convenient for violators, providing payment options for those who are low-income and/or under-banked, and implementing enforcement and outreach practices that lessen the impact on those individuals who live in their vehicles.

- The number of boots applied in the 2nd Quarter of 2012 is the second highest since the program was implemented in mid-2011. The Seattle Police Department Parking Enforcement Officers (PEOs) continue to look at new ways to improve the efficiency and effectiveness of their boot patrols.
- The five boot return locations throughout the City continue to be used by nearly 68% of booted motorists who want to return the boot at their convenience, freeing up PEO resources.
- The use of time payment plans has continued to decline from quarter to quarter, from a high of nearly 44% in the 3rd Quarter of 2011 to about 26% in the 2nd Quarter of 2012.
- Cash payment options are utilized by about 8% of booted motorists that includes a small number (about 3%) taking advantage of an after-hours cashier.
- Initial 2nd Quarter revenues at \$496,000 were up 7.6% over initial 1st Quarter revenues. Payments from those who were notified of their scofflaw status but not yet booted are exceeding forecast while revenues from those who were notified and then booted are tracking as forecasted. As this quarter completes the first twelve months of the program we cannot as yet make any year-over-year comparisons.

- The first year of the program continues to have a minimal impact on car campers due, in large part, to the diligence of the PEOs in identifying car campers, advocacy efforts of community groups, and the willingness of the SMC to work collaboratively with all parties involved. No known car campers have lost their vehicles as a result of the scofflaw program.
- The Seattle Department of Transportation (SDOT) initiated the second phase of their public awareness campaign, which focuses on increasing ticket payment compliance in key target areas and utilizes traditional and ethnic media.

Per the Statement of Legislative Intent (SLI) that the City Council enacted as part of the 2011 Budget, attached are measures for the 2nd Quarter of 2012 which is the fourth quarter of operation for the scofflaw “booting” program. Information responsive to SLI issues numbered 3 and 6 is combined in order to present the measures efficiently.

1. The number of vehicles booted, the number subsequently towed, and the number subsequently sold:

Booted Vehicle Resolution – Through 6/30/2012

Boot Resolution	3rd Quarter 2011		4th Quarter 2011		1st Quarter 2012		2nd Quarter 2012		Total	
	# of Vehicles	% of Total Booted	# of Vehicles	% of Total Booted	# of Vehicles	% of Total Booted	# of Vehicles	% of Total Booted	# of Vehicles	% of Total Booted
Booted	938		784		1,011		945		3,678	
Towed	137	14.6%	138	17.6%	106	10.5%	89	9.4%	470	12.8%
Sold or Pending Sale	87	9.3%	96	12.2%	65	6.4%	59	6.2%	307	8.3%

2. The number of persons who paid with cash to remove the boot:

Cash Payments for Booted Vehicles – Through 6/30/2012

Time	3rd Quarter 2011		4th Quarter 2011		1st Quarter 2012		2nd Quarter 2012		Total	
	# of Vehicles	% of Payments	# of Vehicles	% of Payments						
During Business Hours	44	5.6%	43	7.1%	51	6.2%	39	4.6%	177	5.8%
After Hours	5	0.6%	11	1.9%	20	2.4%	43	5.1%	79	2.6%
Total Cash Payments	49	6.2%	54	8.9%	71	8.6%	82	9.8%	256	8.4%
<i>Total Payments</i>	<i>785</i>		<i>604</i>		<i>821</i>		<i>839</i>		<i>3,049</i>	

3. The number of persons successfully arranging for time payments to remove the boot, and the number successfully arranging for time payments to remove the vehicle from impound.

6. The number of parking scofflaws who paid their outstanding fines after having their vehicles booted:

Time Payments for Booted Vehicles – Through 6/30/2012

Payment Method	3rd Quarter 2011		4th Quarter 2011		1st Quarter 2012		2nd Quarter 2012		Total	
	# of Vehicles	% of Payments	# of Vehicles	% of Payments						
Time payments to remove the boot	322	43.5%	205	36.8%	253	32.6%	214	26.5%	994	34.5%
Full payments to remove the boot	418	56.5%	352	63.2%	524	67.4%	593	73.5%	1,887	65.5%
Total Payments to remove the boot	740		557		777		807		2,881	
Time payments to remove vehicle from impound	19	42.2%	26	55.3%	20	45.5%	24	75%	89	53.0%
Full payments to remove vehicle from impound	26	57.8%	21	44.7%	24	54.5%	8	25%	79	47.0%
Total Payments to remove vehicle from impound	45		47		44		32		168	
Total Time Payments	341	43.4%	231	38.2%	273	33.3%	238	28.4%	1,083	35.5%
Total Full Payments	444	56.6%	373	61.8%	548	66.7%	601	71.6%	1,966	64.5%
Total Payments	785		604		821		839		3,049	

4. The geographic distribution of vehicle bootings and tows under the program, and, if possible, the geographic distribution of residences of those whose vehicles were immobilized, both in comparison to the current geographic distribution of scofflaws:

Map #1 – Geographic Distribution of Scofflaws by Registered Owner Address on 06/30/2012 (Seattle Only)

Map #2 – Geographic Distribution of all Booted Scofflaws by Boot Location as of 06/30/2012

Map #3 – Geographic Distribution of all Booted Scofflaws by Registered Owner Address as of 06/30/2012

Map #4 – Geographic Distribution of all Towed Scofflaws by Boot Location as of 06/30/2012

5. The number of parking scofflaws who paid their outstanding fines after the program was announced or upon being notified of their scofflaw status, without having their vehicles booted:

Scofflaw Payments through 06/30/2012

Collection Timeframe	Number of Notices Sent	Number of Vehicles⁽¹⁾	City Revenue⁽²⁾
Paid after notification, during collection reductions event (05/01 through 07/17)	22,599	1,712	\$690,000
3 rd Quarter 2011 paid after notification (07/18 through 09/30)	1,067	921	\$250,000
4 th Quarter 2011 paid after notification	1,331	979	\$239,000
1 st Quarter 2012 paid after notification	1,345	1,171	\$210,000
2 nd Quarter 2012 paid after notification	1,256	1,030	\$238,000
Total	26,342		\$1,627,000
3 rd Quarter 2011 paid after being booted (includes impounded vehicles)		785	\$404,000
4 th Quarter 2011 paid after being booted (includes impounded vehicles)		604	\$241,000
1 st Quarter 2012 paid after being booted (includes impounded vehicles)		821	\$281,000
2 nd Quarter 2012 paid after being booted (includes impounded vehicles)		839	\$258,000
Total Booted and Paid		3,049	\$2,811,000

(1) These figures include vehicles previously in scofflaw status and counted in prior time periods, but never booted.

(2) These totals may be different from recent reports due to the inclusion of updated payment information, such as time payments. Payments may include tickets received and paid after being booted.

7. How the parking scofflaws who paid their outstanding fines compare in the number of outstanding fines to those not paying their fines:

Exhibit 1 shows the total distribution of scofflaws with outstanding fines at four separate intervals of program implementation (the period reported in this SLI update is the far-right bar in each set). The graph uses the amount of money owed as a proxy for the number of outstanding fines. Exhibit 2 shows a similar distribution for those who paid their boot or tow bills during the second quarter of 2012. Using this measure, the rate of those who paid their outstanding fines diminished as the amount owed increased. Not surprisingly, a higher rate of compliance was shown by those who owed less money. This is true even though in both graphs, the number of people was greatest in the grouping of those who owed from \$500 to \$1,000.

Exhibit 1: Scofflaw distribution by outstanding fines as of 7/10/2012

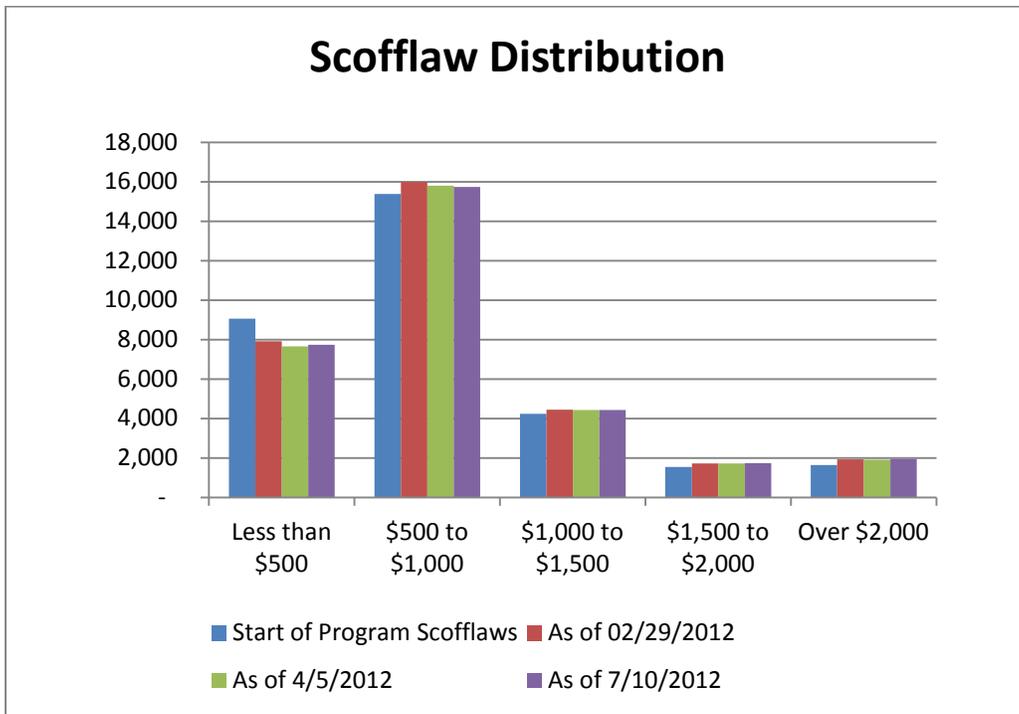
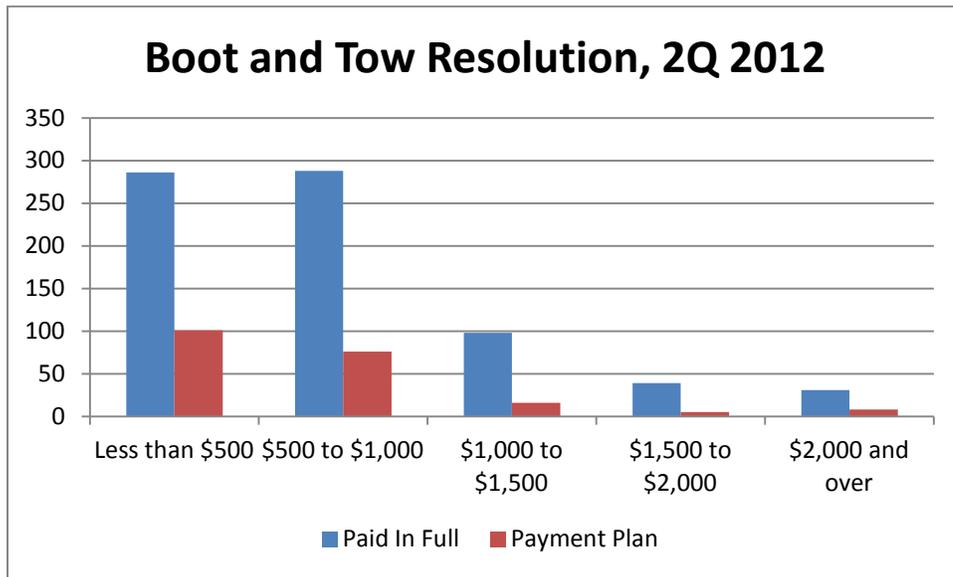


Exhibit 2: Boot resolution by amount due – 2nd Quarter 2012



8. The estimated overall effect of the program on the number of parking scofflaws and the total outstanding parking fines owed to the City:

While no causal link can be made to the scofflaw program, there are fewer vehicles with four to eight tickets in collections at the end of the first year of the program’s implementation (see the table below). At the same time, the number of vehicles with between one and three tickets is up since the beginning of the program. While the increase in unpaid tickets for non-scofflaws is not favorable, there is a pattern of people paying off their tickets before they move to scofflaw eligibility (four or more tickets). The overall number of vehicles with up to eight tickets in collections has increased slightly (1.06%) since the scofflaw program began.

Number of Vehicles with Tickets in Collections Grouped by Number of Tickets

	1	2	3	4	5	6	7	8	Total (1-8)
2Q 2011	164,245	40,723	17,786	10,069	6,409	4,268	3,036	2,237	248,773
3Q 2011	164,815	42,891	17,474	9,451	6,133	4,061	2,877	2,107	249,809
4Q 2011	167,409	44,948	17,672	9,604	6,165	3,988	2,837	2,077	254,700
1Q 2012	166,157	40,460	17,386	9,359	5,960	3,908	2,735	2,040	248,005
2Q 2012	168,700	40,797	17,824	9,383	6,024	3,936	2,733	2,010	251,407
% change 2012/2011	+2.71%	+0.18%	+0.21%	-6.81%	-6.01%	-7.78%	-9.98%	-10.15%	+1.06%

As noted in previous reports, it appears that the City is successful in identifying and booting about 50% of those that have entered onto the scofflaw list three months after being put on the list. The consistency of these numbers suggests that a number of scofflaws will not be identified and booted through the program. Reasons for not identifying scofflaw vehicles range from parking off of the right-of-way, limited visits in Seattle, and vehicles on the list no longer being on the road. Regardless, the PEOs are covering all areas of the City and catching large numbers of those that are not paying their parking tickets.

Other Issues

1. Car Camping

The scofflaw program's effect on car campers continues to be a concern. Thanks to the work of the Ballard Community Taskforce on Homelessness and Hunger and the Interfaith Taskforce on Homelessness, homeless people affected by scofflaw have been assisted to mitigate the impact of scofflaw. These groups, along with SPD Parking Enforcement, the Court, HSD, SDOT, the Mayor's Office, and the City Council have worked collaboratively to minimize the impact of scofflaw on homeless people.

The Safe Parking Program, recently established by community organizations and administered by Compass Housing Services (with financial assistance from the City), has two sites that car campers can utilize – one at Our Redeemer's Lutheran Church and one at Woodland Park Methodist Church. To date, fifteen households have used this service. Of the fifteen, nine have exited (three to transitional housing, two families with children placed in a motel with motel vouchers, and the remaining either choosing to leave or finding alternative housing arrangements) and six are currently residing at the churches. The program provides more options for car campers to park legally, thus reducing the possibility of receiving tickets that could contribute to a place on the scofflaw list. The scofflaw team continues to appreciate the support and efforts of the Ballard Community Taskforce on Homelessness and Hunger (BCTHH) and the Interfaith Taskforce on Homelessness (IFTH), which have been working with known car campers to help them clear up tickets so their vehicles are not booted.

2. Continuing Outreach Efforts:

The City spent the first part of 2012 working with the T.D. Wang Advertising Group to develop the second phase of outreach. The firm brings experience implementing full-service multicultural campaigns. The new outreach campaign emphasizes the message "the longer you wait to pay a parking ticket, the more you pay." The City wants parking violators to understand the benefits of paying tickets on time to not only save money, but to avoid the boot as a result.

Outreach features a combination of bus ads, print ads, handouts and public service announcements for television and radio (sample bus ad below). About seventy-five vehicles are booted weekly in neighborhoods, with the highest numbers in Belltown, Capitol Hill and the University District. Therefore

young, active Seattleites are a priority for the City’s outreach because they typically work, play and go to school in these neighborhoods. Residents from many ethnicities were featured in the outreach reflecting the increasingly diverse population of the city.

Immigrant and refugee communities are also important audiences because 17 percent of Seattle’s population is composed of different groups proficient in languages other than English. The City is working to eliminate barriers that prevent residents from fully understanding parking laws. Materials (including the video PSA) were translated into the five languages most commonly requested at the Seattle Municipal Court – [Amharic](#), [Chinese](#), [Russian](#), [Spanish](#) and [Vietnamese](#). Print ads and associated stories – some translated, some in English—are planned for a number of ethnic publications including: Seattle Chinese Times, Seattle Viet Times, Tú Decides, Alegre RV Magazine, Russian World and Runta News.

The City’s [web site](#) was updated to include all translated materials and the video PSA.

Sample Bus Ad



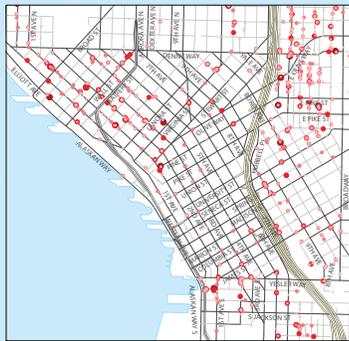
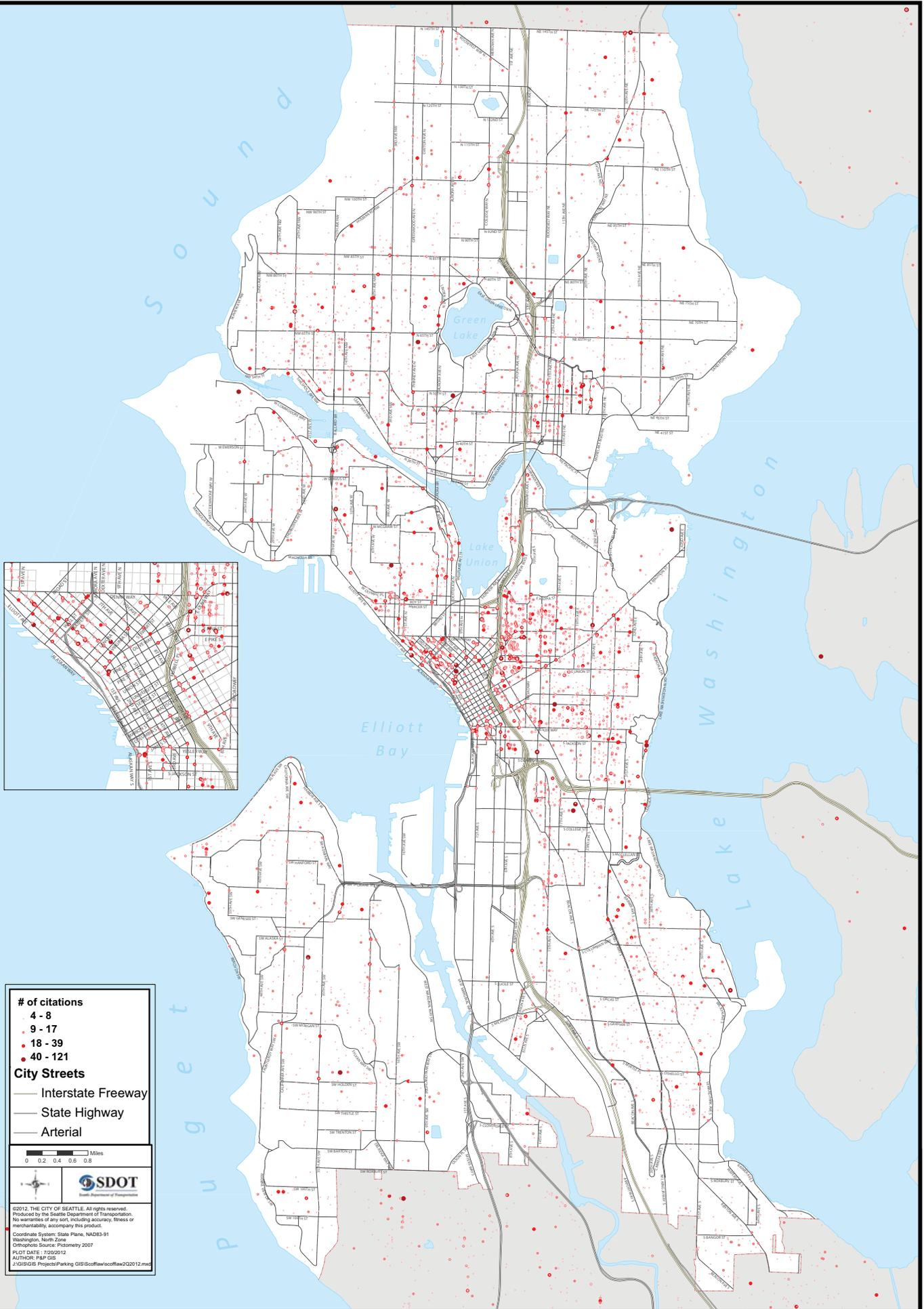
3. Boot Return Locations

Return Location Activity through 06/30/2012

Return Locations	3rd Quarter 2011		4th Quarter 2011		1st Quarter 2012		2nd Quarter 2012		Total	
	Number of Boots	Percent of Total Returns	Number of Boots	Percent of Total Returns	Number of Boots	Percent of Total Returns	Number of Boots	Percent of Total Returns	Number of Boots	Percent of Total Returns
ABC Towing	172	20.0%	133	18.1%	217	21.7%	183	19.5%	705	19.9%
Lincoln - Aurora	155	18.0%	135	18.4%	197	19.7%	176	18.8%	663	18.8%
Lincoln – Pasadena	103	12.0%	70	9.5%	139	13.9%	127	13.6%	439	12.4%
Total Returned to Tow Company	430	50.0%	338	46.0%	553	55.2%	486	51.9%	1,807	51.1%
Southeast Neighborhood Service Center	36	4.2%	37	5.0%	49	4.9%	63	6.7%	185	5.2%
University Neighborhood Service Center	92	10.7%	85	11.6%	127	12.7%	94	10.0%	398	11.3%
Total Returned to Neighborhood Service Centers	128	14.9%	122	16.6%	176	17.6%	157	16.8%	583	16.5%
Total Returns by Motorists	558	64.9%	460	62.6%	729	72.8%	643	68.6%	2,390	67.6%
SPD North Precinct	1	0.1%	5	0.7%	0		2	0.2%	8	0.2%
SPD South Precinct	1	0.1%	1	0.1%	0		1	0.1%	3	0.0%
SPD East Precinct	0		0		1	0.1%	1	0.1%	2	0.0%
SPD West Precinct	0		0		0		1	0.1%	1	0.0%
Total After Hours Assisted Releases	2	0.2%	6	0.8%	1	0.1%	5	0.5%	14	0.4%
SPD Boot Van Assisted Releases	0		5	0.7%	20	2.0%	68	7.3%	93	2.6%
SPD Park 90-5/Parking Enforcement Assisted Releases	300	34.9%	264	36.0%	252	25.1%	221	23.6%	1,037	29.3%
Total Parking Enforcement Assisted Releases	300	34.9%	269	36.6%	272	27.1%	289	30.8%	1,130	32.0%
Total Assisted Releases	302	35.1%	275	37.4%	273	27.2%	294	31.4%	1,144	32.4%
Total Returns	860		735		1,002		937		3,534	

Attachments

- Map #1 – Geographic Distribution of Scofflaws by Registered Owner Address on 6/30/12 (Seattle Only)
- Map #2 – Geographic Distribution of all Booted Scofflaws by Boot Location as of 6/30/12
- Map #3 – Geographic Distribution of all Booted Scofflaws by Registered Owner Address as of 6/30/12
- Map #4 – Geographic Distribution of all Towed Scofflaws by Boot Location as of 6/31/12



of citations

- 4 - 8
- 9 - 17
- 18 - 39
- 40 - 121

City Streets

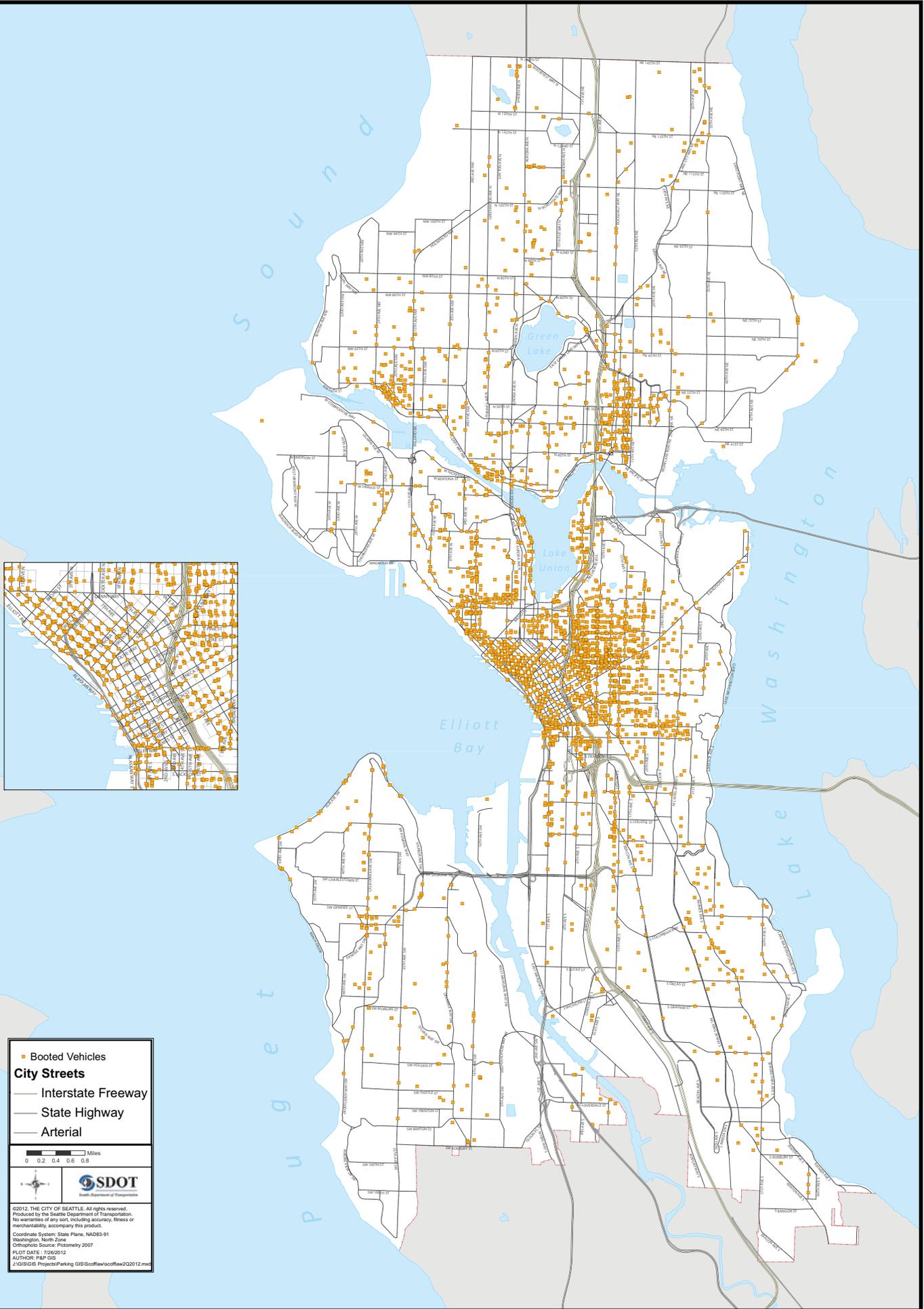
- Interstate Freeway
- State Highway
- Arterial

0 0.2 0.4 0.6 0.8 Miles

SDOT
State Department of Transportation

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merchantability, accompany this product.
Coordinate System: State Plane, NAD83-91
Washington, North Zone
Orthographic Source: Pottery 2007
PLOT DATE: 7/20/2012
AUTHOR: P&P GIS
J:\GIS\GIS Projects\Parking GIS\scofflaw\scofflaw202012.mxd

Map #1 – Geographic Distribution of all Scofflaws by Registered Owner Address as of 6/30/2012



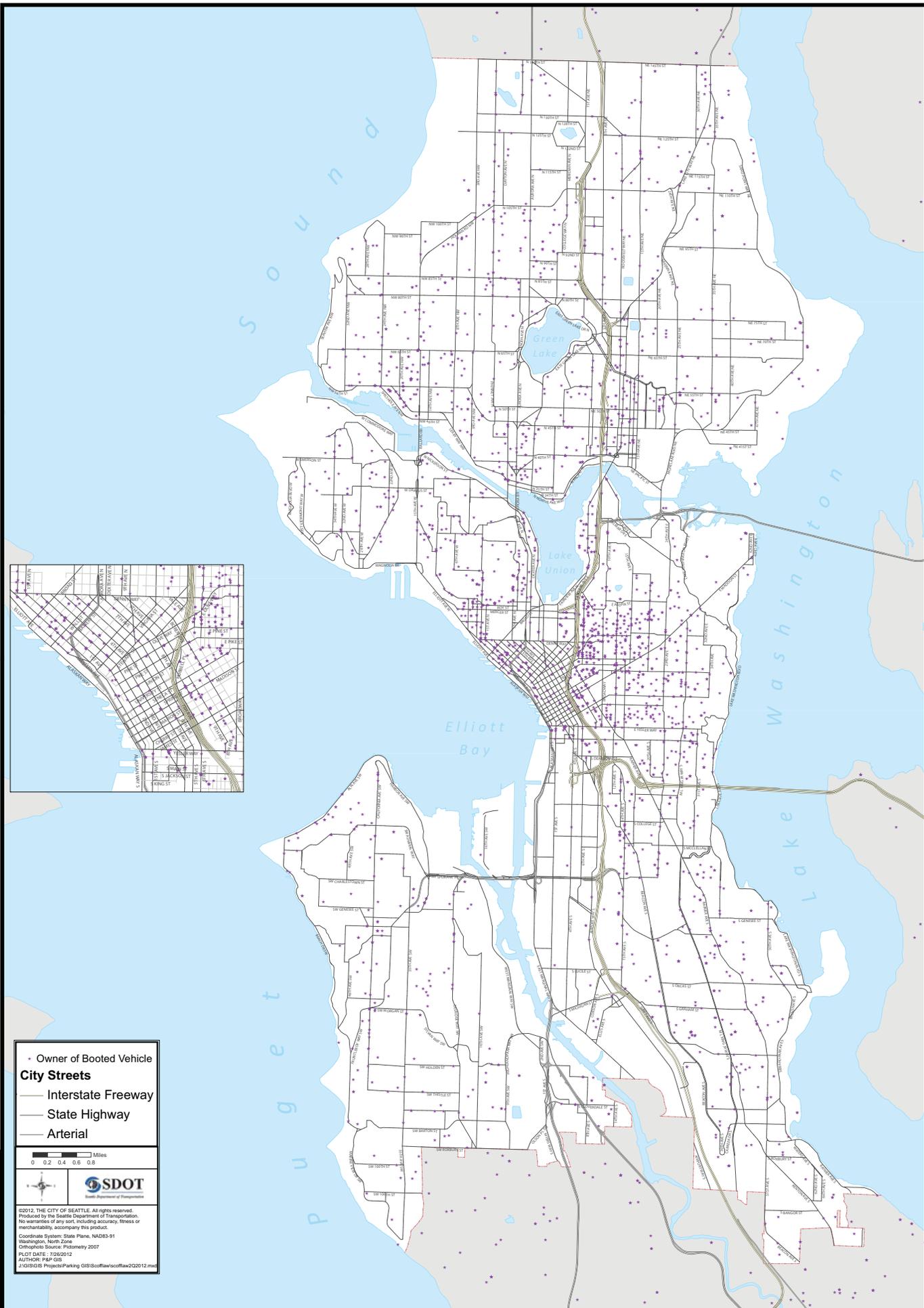
■ Booted Vehicles
City Streets
 — Interstate Freeway
 — State Highway
 — Arterial

0 0.2 0.4 0.6 0.8 Miles

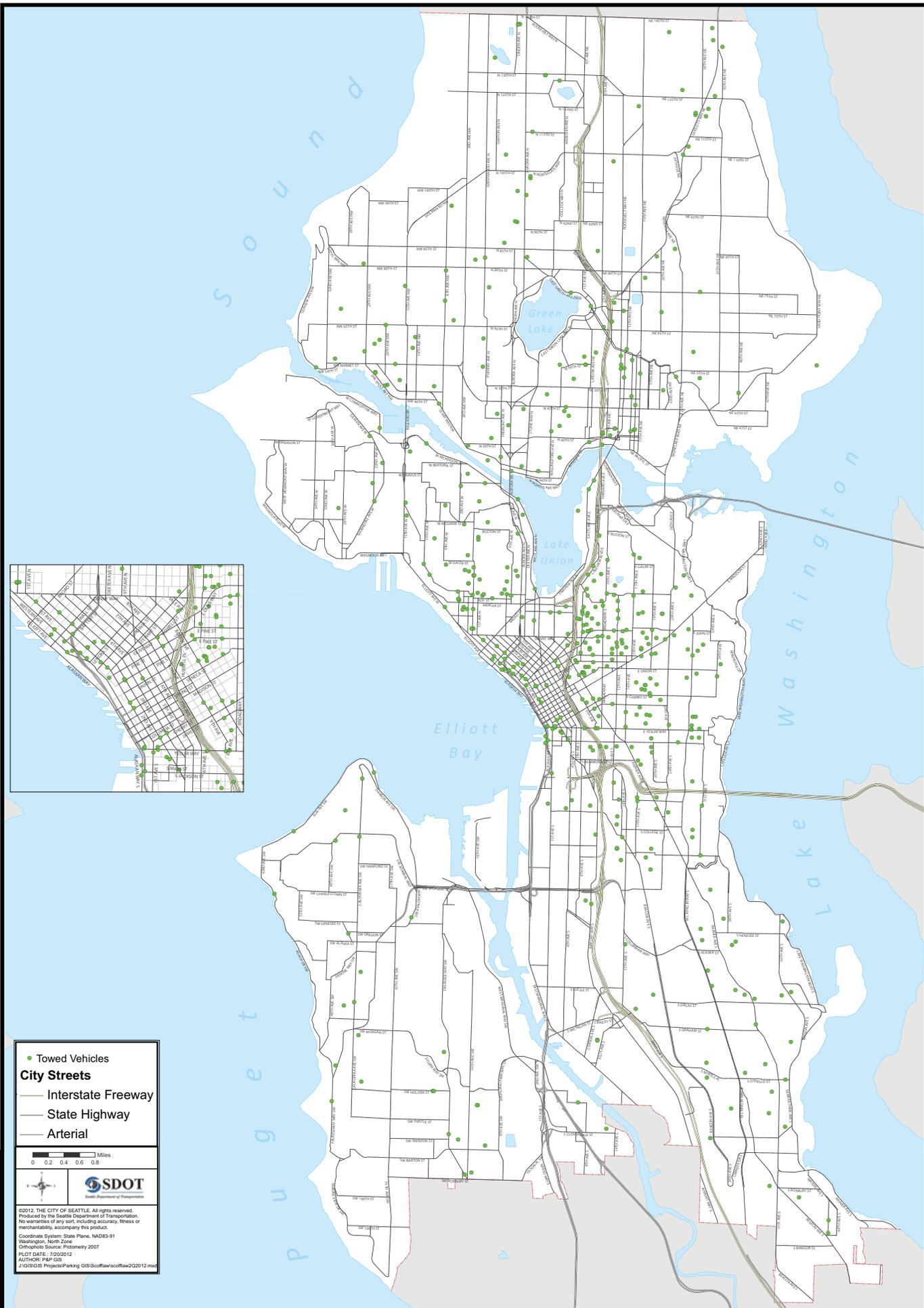



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 merchantability, accompany this product.
 Coordinate System: State Plane, NAD83-91
 Washington, North Zone
 Orthographic Source: Pottery 2007
 PLOT DATE: 7/26/2012
 AUTHOR: P&P GIS
 J:\GIS\GIS Projects\Parking GIS\scofflaw\scofflaw2012.mxd

Map #2 - Geographic Distribution of all Booted Scofflaws by Boot Location as of 6/30/2012



Map #3 - Geographic Distribution of all Booted Scofflaws by Registered Owner Address as of 6/30/2012



Map #4 - Geographic Distribution of all Towed Scofflaws by Boot Location as of 6/30/2012