



DEPARTMENT OF
PUBLIC WORKS

PARKING DIVISION

CITY OF SACRAMENTO
CALIFORNIA
May 19, 1998

1025 J STREET
SUITE 202
SACRAMENTO, CA
95814-2877

PH 916-264-5354
FAX 916-264-7501

City Council
Sacramento, California

Honorable Members in Session:

**SUBJECT: REPORT BACK ON PARKING ENFORCEMENT OPERATIONS & CITATION
ISSUANCE**

LOCATION AND COUNCIL DISTRICT:

Citywide. All Districts.

RECOMMENDATION:

This report is for information only.

CONTACT PERSON: Dennis Kubo, Manager Parking & Animal Care Services 264-7516

FOR COUNCIL MEETING OF: May 26, 1998

SUMMARY:

This report is in response to Council's request for information on the Parking Enforcement operation and citation issuance. The 1997/98 citation revenue budget was revised at midyear to reflect actual anticipated revenue. Revenue modifications were necessary because of overly optimistic projections for continuing programs; changes in services provided; and vacancies due to promotions, transfers, retirement, and the difficulty experienced in the hiring of relief and part-time positions. Also, personnel were diverted to programs that did not produce a large number of parking tickets such as disabled placard abuse and neighborhood enforcement programs and areas of public safety. More emphasis was placed on compliance.

Vacancies were not filled during the Citywide hiring freeze that occurred between January and June 1997 to accommodate any potential displaced employees. This prevented the replacement of Parking Enforcement Officer (PEO) vacancies during the last half of FY 1996/97.

City Council
Report Back On Parking Enforcement
Operations & Citation Issuance
May 19, 1998

The first round of interviews have now been completed and four full time and one half time positions have been hired and trained. An additional 3 half time positions have been filled and began training May 18, 1998. Staffing problems will continue to be an issue in FY 1998/99 since there is little interest from the remaining candidates in the relief part-time positions. Staff is working with the Human Resources Department to recruit and fill the vacancies. These positions will provide an available pool of trained personnel to fill any future vacancies.

Although it is anticipated that with the filling of vacancies there will be an improvement in revenue for 1998/99, staff is cautious in projecting additional revenues at this time. To ensure sound parking citation revenues, beat assignments and boundaries are being re-routed and performance measures are being established to improve efficiencies and performance.

COMMITTEE/COMMISSION ACTION:

None.

BACKGROUND INFORMATION:

Citation Revenue Shortfall

The reduction in the number of parking citations written and the corresponding reduction in citation revenue is the result of several factors listed below including fewer Parking Enforcement Officers writing tickets.

- ***Overly optimistic revenue projections for continuing programs.***
- ***Revision of the neighborhood enforcement program.***
 - ✓ Enforcement is now provided on a complaint only basis which has reduced the number of parking citations by fifteen thousand annually.
- ***Extreme winter weather patterns for the past three years.***
 - ✓ Citation revenues were impacted due to reductions in parking usage and diverting staff to public safety needs.
- ***New programs implemented focusing on non-traditional parking enforcement that does not generate high-volumes of parking tickets.***
 - ✓ Disabled Placard Abuse Program.
 - ✓ Neighborhood Enforcement Program.
- ***Customer service philosophy approach in the way we do business.***
- ***Other public service responsibilities (non-enforcement, emergency activities):***
 - ✓ Traffic control.
 - ✓ Monitor road closures.

City Council
Report Back On Parking Enforcement
Operations & Citation Issuance
May 13, 1998

- ✓ Traffic and crowd control at sandbag locations.
- **Holiday Parking Program during November and December.**
- **Citywide hiring freeze during the Sacramento Decisions Process.**
 - ✓ The hiring freeze occurred between January and June 1997.
 - ✓ Vacancies were not filled during the Citywide hiring freeze to accommodate any potential displaced employees.
 - ✓ The hiring freeze prevented the replacement of PEO vacancies during the last half of FY 1996/97.

Citations

Exhibit A shows the relationship between the number of vacancies and the number of parking citations written. Reductions in the number of parking citations written this year and last year over previous years were primarily in three categories:

- ✓ No Parking Certain Hours - Primarily Street cleaning violations.
- ✓ Meters - Expired parking meters.
- ✓ CVC - Neighborhood violations.

The first two categories (no parking certain hours and parking meter violations) were the result of diverting personnel to non-enforcement public safety activities and the impact of non traditional enforcement programs. The difference in the number of neighborhood violations was the result of neighborhood concerns. Neighborhood enforcement is now provided on a complaint only basis rather than routine patrols. This has reduced the number of parking citations written by over fifteen thousand annually.

There is also a direct correlation between the number of PEO vacancies and the number of citations being written.

Personnel

The number of PEO positions assigned for FY 97/98 was reduced from 38.5 to 37.0 FTE and remained constant throughout the year. This was a reduction of 1.5 FTE from the previous year because of a personnel assignment change from Off-Street to On-Street Parking. However, in July 1997, 28% (12.0 FTE's) were either assigned to a non-field activity or unavailable for work. Exhibit B is a monthly detail of the PEO vacancies.

Non-field activity: Out-of class assignment and position not back filled.

Unavailable for work: Injury on duty, resigned, terminated, leave of absence.

- Vacant Parking Enforcement Officer positions resulted from:
 - ✓ Promotions
 - ✓ Resignations
 - ✓ Termination
 - ✓ Leave of absence

City Council
Report Back On Parking Enforcement
Operations & Citation Issuance
May 12, 1998

- ✓ Transfers
 - ✓ Retirement
 - ✓ Injury on duty
 - ✓ Out-of class assignments
 - ✓ Administrative leave
-
- From July through December, the PEO vacancy was between 12.0 FTE and 13.0 FTE.
 - To have better trained staff a new PEO training manual was developed before asking to fill existing vacancies.
 - In January 5.0 FTE either transferred, retired, went on a leave of absence, placed on administrative leave, or on special assignment.
 - The first round of interviews have been completed and 4.0 full time and 1.0 half time positions have been filled and have completed training. An additional 3 half time positions have been filled and began training May 18, 1998.
 - Staffing problems will continue to be an issue in FY 1998/99 since there is little interest from the remaining candidates in the relief part time positions.

Prevention

The following measures will be taken to ensure sound parking citation revenues:

- Part time and relief positions will be filled.
 - ✓ As future full time vacancies occur this will ensure an available pool to draw from.
 - ✓ Filling full time vacancies from the part time pool will shorten non-productive training time.
- The re-routing of beat assignments and boundaries to improve efficiencies is in process.
- Performance measures will be established to monitor daily performance.

FINANCIAL CONSIDERATIONS:

Parking citation revenue was revised at midyear to \$4.0 million. As weather patterns return to normal and vacancies are filled the 1998/99 revenue should improve. However, staff is taking a cautious approach and is projecting 1998/99 revenues at \$4.1 million.

City Council
Report Back On Parking Enforcement
Operations & Citation Issuance
May 12, 1998

ENVIRONMENTAL CONSIDERATIONS

There are no environmental considerations associated with this report. It is categorically exempt from the California Environmental Quality Act (CEQA) under Section 15305 of the CEQA Guidelines.

POLICY CONSIDERATIONS:

The intent of parking regulations is to increase parking turnover to facilitate business activity and improve the quality of residential neighborhoods. Parking regulations provide a means to regulate a limited parking supply in an orderly manner to service a large number of different customers with a wide variety of needs. Sometimes these needs are in conflict and it is not always clear who the customer is. Parking enforcement must therefore be enforced impartially and fairly according to the policies and priorities established by the City Council. These policies must be reviewed periodically.

MBE/WBE:

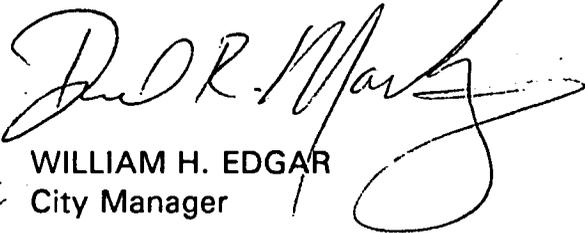
Any personnel hired, materials and services procured will be in accordance with the City's MBE/WBE policy.

Respectfully submitted,



Dennis Kubo
Manager, Parking & Animal Care Services

RECOMMENDED APPROVED:



for

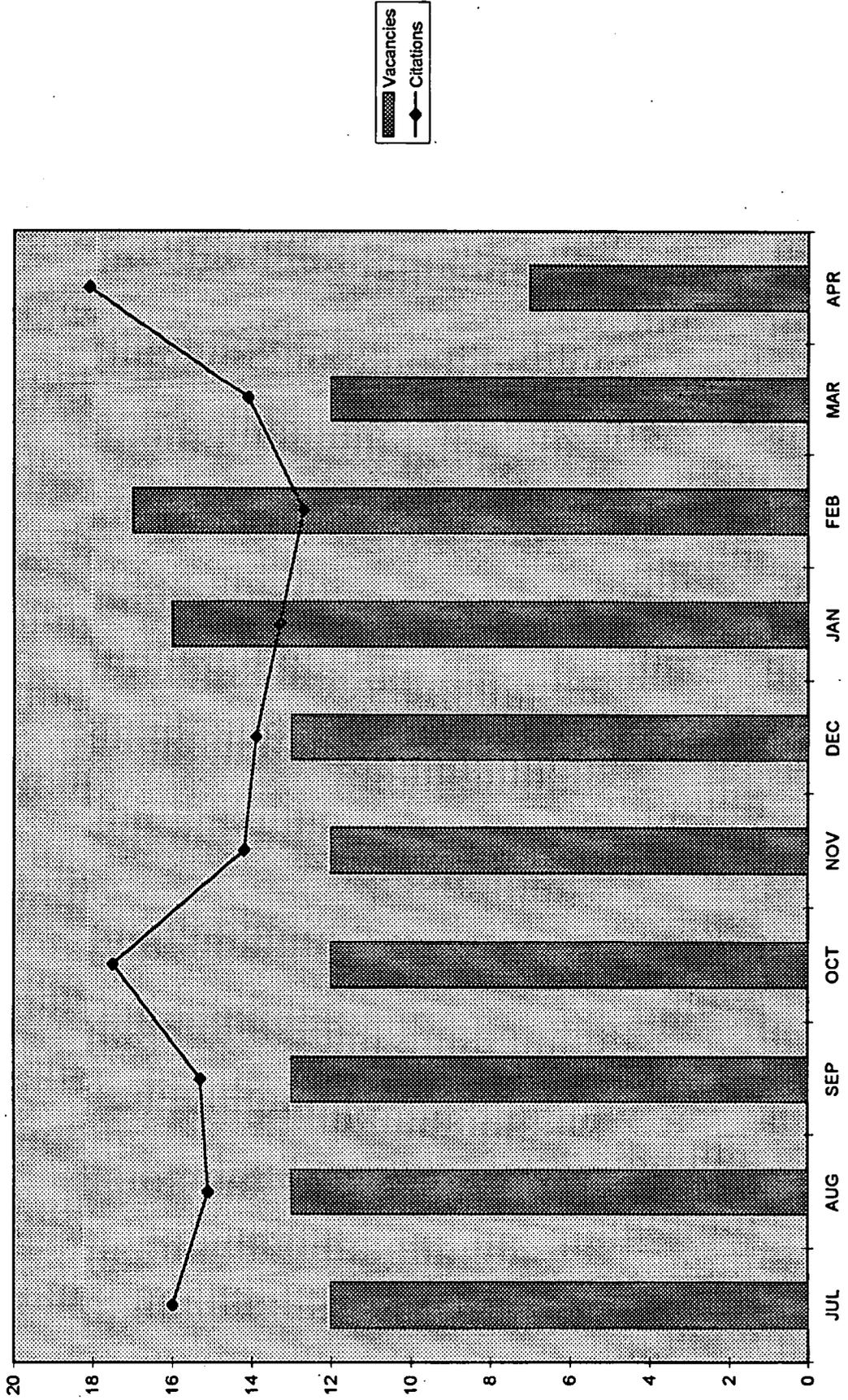
WILLIAM H. EDGAR
City Manager

Approved:



Michael Kashiwagi
Director of Public Works

1997/98 vacancies/citations



Vacancies are full time equivalent (FTE)
Citations are 1000's

1997/98 VACANCIES

