

# Parking Enforcement

## Program Description & Goals

The Parking Enforcement Program’s mission is to ensure equitable and convenient access to parking in the public right-of-way. The program’s vision is to be nationally recognized as the most innovative and community-focused parking enforcement agency. The program is guided by the following principles:

- Commitment to People – We respectfully and actively collaborate internally, with public and private agencies, and with members of the community.
- Health and Safety – We are committed to ensuring the health and safety of our employees and the community.
- Innovation – We strive to be flexible, adaptable, and embrace new technology.

Over the past year, PBOT engaged in a rigorous exercise to establish a new performance measure set for FY 2019-20. The purpose of this effort was to enhance transparency and provide increased insight into programmatic performance across our Bureau. The measures that were defined for this program area are reflected below. Where measures are newly established, historical data is not currently present.

Measure Title	PM 2016-17 Actuals	PM 2017-18 Actuals	PM 2018-19 Target	PM 2019-20 Target	Strategic Target
Number of abandoned auto complaints received	N/A	N/A	N/A	30,000	0
Number of derelict RVs reported	N/A	N/A	N/A	5,500	0
Number of parking citations issued	N/A	N/A	N/A	253,000	0

## Explanation of Services

The Parking Enforcement Program supports traffic safety, access to goods and services, economic vitality, and neighborhood livability by educating the community and enforcing parking regulations in the right-of-way. Enforcement includes written warnings, citations, and in some cases towing.

This program patrols by foot, bike, and automobile in the parking meter districts, parking permit areas, timed parking zones, and special parking zones. The program also responds to service requests citywide including, but not limited to, blocked travel lanes, blocked driveways, blocked fire hydrants, and abandoned automobiles. The program also installs and removes temporary reserved parking signs, collects money from meters and provides compassionate and flexible enforcement with community members living in automobiles and recreational vehicles on the right-of- way.

## Equity Impacts

Consistent enforcement of ADA ramps and disabled parking spots increases the likelihood that the ramps and parking spots will be available to community members that need them. From 2016 to 2018 Parking Enforcement increased the number of citations written for improperly parking in a disabled spot by more than 40% (1,742 to 2,503). Citations for blocking ADA ramps increased by more than 24% from 2016 to 2018 (1,588 to 1,981).

The Parking Enforcement Program is engaging the community to help update the wording on citation envelopes/ enforcement website, and have it available in Portland's safe harbor languages. This will take time, but in the end the message will be better understood which will enhance compliance and build trust between marginalized communities and Parking Enforcement.

This program supports PBOT's five-year Racial Equity Plan and other bureau equity goals related to racial and disability equity.

- People of color make up 23% of Parking Enforcement staff.
- In December, four members of Parking Enforcement delivered holiday food baskets to low income households on behalf of the Portland Police Bureau's Sunshine Division.
- In 2018 Parking Enforcement made a commitment to enhance our relationship with the community in an attempt to increase trust. In August, several members participated in "Shop with A Cop" which connects law enforcement with youth, who are often part of marginalized communities (low socioeconomic status, immigrants, people of color).

## Changes to Program

There has been increasing demand for parking services over the past years due to increased population, increased business activity, and new construction. The Parking Enforcement program has increased staff over the years to respond to these changes.

This program continuously works to improve efficiency and effectiveness in enforcing parking regulations. Parking Enforcement has updated technology to better identify violations and track vehicles.

## Program Budget

	FY 2016-17 Actuals	2017-18 Actuals	2018-19 Revised	2019-20 Adopted
<b>Bureau Expense</b>				
Capital Outlay	0	0	450,000	100,000
External Materials and Services	216,907	247,609	801,705	774,529
Internal Materials and Services	412,480	559,097	514,765	624,591
Personnel	4,918,410	5,920,777	6,477,830	8,082,180
<b>Fund Expense</b>				
Contingency	0	0	-561,400	0
<b>Sum:</b>	<b>5,547,797</b>	<b>6,727,482</b>	<b>7,682,900</b>	<b>9,581,300</b>
FTE	73	75	77	77

**Resources:** This program generates revenue by writing parking citations. Parking citations are issued by City staff, and then adjudicated and processed by the County Circuit Court. After processing payments, the Court retains slightly more than half of citation revenue and remits the remainder to the City. The City's share of parking citation revenue is projected to be about 75% of parking enforcement costs.

This program also helps generate parking meter revenue by increasing compliance with parking regulations, including payment at meters. Parking citation revenue and parking meter revenue are components of GTR, which provides funding for transportation services citywide.

**Expenses:** The main expenses for this program are staff costs, vehicle costs, handheld citation writing equipment costs, hearings fees, and training and uniform costs

Historical expense and FTE figures may show large discrepancies due to recent changes in the bureau's program structure in response to the City's transition to program offer budgeting.

**Staffing:** This program includes 66 Parking Code Enforcement Officer positions and 11 customer service, coordination, and manager positions. This program added positions in recent years to provide parking services for new meter districts and new parking permit areas, including Central Eastside and Northwest Portland.

**Assets and Liabilities:** None.

## Program Information

**Bureau:** Portland Bureau of Transportation

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