# City of Santa Fe, New Mexico Memory City of Santa Fe, New Mexico

Date:

October 16, 2015

To:

Governing Body

Via:

Jon Bulthuis, Transportation Department Director

From:

Nocl Correia, Parking Division Director

Re:

Proposal to Amend Bill No. 2014-35

# ITEM AND ISSUE:

The proposed new bill amends Bill No. 2014-35 to establish that <u>all</u> parking violations are civil parking violations subject to an administrative adjudication and collections process which will utilize an outside administrative and collections' agency.

# BACKGROUND AND SUMMARY:

On November 12, 2014, the Governing Body approved Bill No. 2014-35 which decriminalized parking violations related to parking meters, city parking lots and city parking garages and deemed those violations subject to administrative adjudication and collections from a collections agency. With the adoption of Bill No. 2014-35, a few parking violations were decriminalized and are subject to adjudication by a Hearing Officer. However, the rest of the parking violations remained as criminal citations which can presently only be adjudicated by the city's Municipal Court.

In conjunction, approval was given to establish a new section within the Parking Division titled the Parking Violations Bureau (PVB) whose staff would be charged with the collection, adjudication, and reconciliation of all parking violations. The approved increase to division staffing was as follows:

One (1) full-time non-union supervisory position - \$90,500 per year

Onc (1) full-time Account Technician - \$35,245 per year

One (1) part-time Account Technician (Cashier, no benefits) - \$25,000

One (1) full-time Clerk Typist (no benefits) - \$23,500

One (1) reclassification of an existing Database Specialist position, annual fiscal impact - \$8,500

Bill No. 2014-35 approved an increase of \$182,745.00 in annual personnel costs. Additionally, a projected annual expense amount of \$39,000.00 was approved for a contracted Hearing Officer.

Upon further review of Bill No. 2014-35 and after consultations with the Municipal Court Judge and City Attorney's Office, Parking staff has established that Bill No. 2014-35 and the approved PVB should be modified in City's best interests as follows:

- 1. Decriminalize <u>all</u> parking violation citations
- 2. Set up a two (2) step appeal process:
  - a) First Appeal This will be referred to as the Administrative Review and the review shall be conducted by PVB staff.
  - b) Second Appeal This will be referred to as the Administrative Hearing and the Hearing shall be conducted by an independent and certified Hearing Officer contracted by the City. If the Hearing Officer denies the appeal, the appellant may file an appeal in the first judicial district court, county of Santa Fe, under Rule 1-074 NMRA.
- 3. Unpaid citations will be turned over to an outside administrative and collections agency.
- 4. The previously approved PVB staffing plan will be modified to eliminate the five (5) new positions and in their place create one (1) Accountant position at an estimated annual personnel cost of \$67,083.00. This reorganization of the original PVB staffing plan will create an annual salary savings of approximately \$115,662.00.
- 5. An RFP will be issued for a new Citation Adjudication and Revenue Reconciliation System (CARRS). The primary functions of the CARRS is processing of all citations issued either from handheld units or manually; enabling web payments; MVD interface processing; collection of fines and fees (Cashiering System); tracking of Administrative Reviews and Hearings; processing of all parking permits and offering on-line permit renewals, tracking of all Collections' activities and providing customer service support. In addition to these primary applications, PVB intends to automate several other applications that are discussed below. The CARRS shall be fully PCI compliant during the entire term of the contract.

The CARRS provider shall provide all hardware, software, equipment and services needed to provide the following features, functionality and services:

- a) Ability to record new citations issued, including identification of the issuing agency;
- b) Ability for the PVB and the public to make online, real-time citation inquiries;
- c) Ability to interface online and in real time with New Mexico MVD;

- d) Cashiering/Payment Processing/Noticing/Refund and Audit functions;
- e) Administrative Review and Hearings Modules for contested citations, including electronic imaging of Administrative Review and Hearing requests;
- f) General Citation data storage and management, along with flexible reporting options;
- g) Residential Parking Permit Issuance and Management System;
- h) Parking Meter Maintenance System;
- i) Booted and Towed vehicle noticing system;
- j) Fleet and government vehicle citation processing;
- k) Data entry services for handwritten citation records;
- 1) Check and Credit card payment processing;
- m) Printing and distribution of notices;
- n) Training for PVB staff;
- o) Maintenance support services for equipment, hardware and software.

# **RECOMMENDED ACTION:**

Staff is recommending approval of amendment to Bill No. 2014-35, elimination of the original PVB staffing plan; creating of an Accountant position; contracting the Hearing Officer position and the release of a Request for Proposals for a Citation Adjudication and Revenue Reconciliation System (CARRS).

1	CITY OF SANTA FE, NEW MEXICO
2	BILL NO. 2015
3	INTRODUCED BY:
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5	Councilor Bill Dimas
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10	AN ORDINANCE
11	AMENDING ARTICLE IX AND ARTICLE XII OF THE UNIFORM TRAFFIC
12	ORDINANCE TO ESTABLISH THAT ALL PARKING VIOLATIONS ARE CIVIL
13	PARKING VIOLATIONS AND SUBJECT TO ADMINISTRATIVE ADJUDICATION ANI
14	COLLECTION BY AN EXTERNAL ADMINISTRATIVE AND COLLECTION AGENCY
15	AND MAKING SUCH OTHER CHANGES AS ARE NECESSARY TO MEET THI
16	PURPOSES OF THIS ORDINANCE.
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18	BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF SANTA FE:
19	Section 1. Article 12-9 of the City of Santa Fe Uniform Traffic Ordinance (being
20	Ord. #2011-4, as amended) is amended to read:
	12-9-1 ADMINISTRATION. The parking division director has the authority to
21	
22	administer the provisions of Article 12-9.*
23	12-9-2 <b>DEFINITIONS.</b> As used in this Article:
24	Civil parking violation means the act of parking a vehicle in violation of Section 12-9-3 o
25	the Uniform Traffic Ordinance.

\*An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

Covered parking meter means a meter that is covered with an official city meter bag and therefore not a valid metered parking space.

Default means the failure to pay a fine or to timely pay a fine pursuant to a decision of a hearing officer under Section 12-9-4 of the Uniform Traffic Ordinance.

Extending meter time means purchasing time at a metered parking space beyond the maximum time permitted at that specific metered space.

Hearing officer means a person appointed by the city manager to resolve disputes under Section 12-9-4 in an administrative hearing.\*

Law enforcement officer means a person who has successfully completed the New Mexico department of public safety training and recruiting division accredited satellite program and passes the law enforcement officer certification examination. (10-29.5.11 NMAC)

Meter holiday means payment at a parking meter is not required on days established by the parking division director as meter holidays.

Parking enforcement officer means a city of Santa Fe employee who is commissioned to issue parking fine notifications and citations.\*

Parking fine notification, as used in Section 12-9-4, includes the following:

- (1) City parking lot or garage insufficient payment notice means a written notice affixed to the windshield of the vehicle or handed to the patron upon exiting a city parking lot or garage by a city of Santa Fe parking attendant or other person authorized by the city of Santa Fe, for failure to provide sufficient payment for the mandatory parking fees at a city parking lot or garage.
- (2) City parking meter violation notice means a written notice affixed to the windshield of the vehicle by a city of Santa Fe parking enforcement officer, parking attendant, police officer or other person authorized by the city of Santa Fe, for failure to pay the mandatory parking fees at a city parking meter.

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1	(3) Parking violations and associated fines listed in Schedule B located at the								
2	end of this section.								
3	Parking division director means the director of the city of Santa Fe parking division and								
4	parking violations bureau or his or her designee.								
5	Parking meter means:								
6	(1) Multi-space parking meter, including a pay and display machine that is a type								
7	of ticket machine used for regulating parking in city parking lots or garages for one or more								
8	spaces; and								
9	(2) Single-space parking meter that regulates on street parking for one space.								
10	Parking violations bureau means the entity of the city of Santa Fe parking division that is								
11	charged with the administration of parking violations.*								
12	12-9-3 PARKING REGULATIONS								
13	12-9-3.1 AUTHORITY TO ESTABLISH PARKING METER ZONES.								
14	A. The parking division director may establish parking meter zones in which the parking								
15	of vehicles upon streets or parts of streets shall be regulated by parking meters between the hours of								
16	8:00 a.m. and 6:00 p.m. of any day except Sunday and [public] meter holidays.								
17	B. The parking division director may limit the period of time for which parking is								
18 .	lawfully permitted in any parking meter zone [in-which] where meters are located regardless of the								
19	[number of coins deposited in] value of the payment made at a meter.								
20	C. The parking meter zone may be [diminished] reduced or extended and enlarged, or								
21	other parking meter zones may be created as established by the parking division director.*								
22	12-9-3.2 INSTALLATION OF PARKING METERS (formerly 12-9-2).								
23	A. The parking division director shall install parking meters in established parking meter								
24	zones.								
25	B. Parking meters may be single-space or multi-space meters which shall be								

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A reference includes any unreferenced paragraphs that precede it.

- C. Parking meters shall be capable of being operated, either automatically or [mechanically] manually. Payment shall be considered made upon [the deposit of a twenty-five cent coin, ten-cent coin or five cent coin. The parking division director may implement other methods of payment, such as each, smart eards, keys, credit eards and debit eards] receipt of the minimum amount required to rent a metered parking space for a pre-established fixed amount of time. The payment shall be in United States currency in the form of coins, credit or debit cards and/or any other method of payment as determined by the parking division director including, but not limited to, payby-phone or smart-card.
- D. [Each p] Parking meters shall be [designed, constructed, installed and set so that an appropriate signal will indicate] capable of showing from a reasonable distance the time of expiration of the [lawful] parking meter [period which was registered by the deposit of payment as provided herein]. A receipt obtained from a multi-space parking meter shall display the purchased amount of time and the time of expiration for such payment.
- E. During the [lawful] paid parking meter period [registered by the deposit of payment] and prior to the expiration of the [lawful] paid parking meter period, the meter shall clearly indicate the [interval] amount of time which [remains of such period] has been paid for.
- F. Each parking meter shall [bear a legend indicating] display the days and hours when the requirement to [deposit payment] pay the metered space shall apply, the value [of the coins] purchased for each type of coin or payment [to be deposited] charged to a credit, debit or smart card and the limited period of time for which paid meter parking is lawfully permitted in the parking meter zone in which such meter is located.\*

#### 12-9-3.3 PARKING METER SPACES

A. The parking division director shall designate [the] parking space or parking spaces adjacent to [each] single-space or multi-space parking meters for which the meter is to be used by

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- B. Designated parking meter spaces shall be of appropriate length and width so as to be accessible from the traffic lanes of the street.
- C. No person shall park a vehicle in any designated parking meter space during the restricted or regulated time applicable to the parking meter zone in which the meter is located so that any part of the vehicle occupies more than one space or protrudes beyond the markings designating the space. However, a vehicle which is of a size too large to be parked within a single designated parking meter zone shall be permitted to occupy two adjoining parking meter spaces when [eoins of the appropriate denominations have been deposited in the parking meter for each space so occupied] payment has been made for each metered space that is occupied.(\*)
- parking TIME LIMITS. Parking or standing a vehicle in a designated space in parking meter zones shall be lawful upon [the deposit of legal coins as] payment of the required fee indicated on [each] the parking meter. However, parking or standing a vehicle in a designated metered parking space beyond the permitted parking time limit indicated on the parking meter is prohibited. (\*)

## 12-9-3.5 DEPOSIT OF COINS OR OTHER METHOD OF PAYMENT.

- A. No person shall park a vehicle in any parking space regulated by a parking meter between the hours 8:00 a.m. and 6:00 p.m. on any day except Sundays and [public] meter holidays unless a [coin or coins of the appropriate denomination or other method of] payment as provided in this ordinance [have been deposited therein] has been made—and the meter has been [placed in operation] activated to indicate that the parking space has been rented.
- B. No person shall [shall permit a vehicle within his control to be parked] park a vehicle in any space regulated by a parking meter between the hours of 8 a.m. and 6 p.m. on any day except Sundays and [public] meter holidays while the parking meter for the space indicates by signal that the lawful parking time in the space has expired. This provision does not apply to the act of parking or

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the necessary time which is required to [deposit] immediately thereafter [a coin or coins in the meter]

pay for parking at a meter.

- C. No person shall park a vehicle in any parking meter space for a consecutive period of time longer than the limited period of time for which parking is lawfully permitted in the parking meter zone in which the meter is located, irrespective of the [number or amounts of coins or other payment method as provided in this ordinance deposited in the meter] amount paid at the meter.
- D. Failure to [deposit proper coin or coins or other payment method] pay a parking meter as provided in this ordinance constitutes a violation of this ordinance.
- E. Upon expiration of the legal parking time, it is the duty of the owner or driver of the vehicle to remove the vehicle from the parking space.
- F. It is unlawful for any person to cause, allow[5] or permit [er suffer] a vehicle registered in [his] their name or that of another person or entity when said vehicle is in their control to be parked or to stand [evertime] or remain in the parking space beyond the specified parking time limit.
- G. The provisions of this section shall not apply in a period of emergency determined by an officer of the fire department or the police department or in compliance with the directions of a police officer or traffic-control device.
- H. The provisions of this section shall not relieve any person from the duty to observe other and more restrictive provisions of this ordinance prohibiting or limiting the stopping, standing or parking of vehicles in specified places or at specified times.(\*)
- 12-9-3.6 USE OF SLUGS PROHIBITED. No person shall deposit or attempt to deposit in any parking meter any slug, button or any other device or substance as substitutes for coins of United States currency or other method of payment as provided in this ordinance.(\*)
- 12-9-3.7 TAMPERING WITH METER. No person shall deface, injure, tamper with, open or willfully break, destroy or impair the usefulness of any parking meter. A violation of

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this section shall be considered a civil parking violation and shall be abated by the payment to the city of the fine set forth in 12-9-4.5 and, at the election of the city, the city's actual damages.(\*)

#### 12-9-3.8 PRESUMPTION OF UNLAWFUL PARKING.

- A. When the "violation" indicator is showing on a parking meter to indicate the expiration of the lawful parking meter period for which coins or other method of payment as provided in this ordinance have been deposited, it shall be presumptive evidence that any vehicle found <u>parked</u> in a regulated parking space without evidence of payment is parked [in violation] unlawfully.
- B. [It is unlawful and an offense for any person to deposit or cause to be deposited in a parking meter-covering a metered parking stall which he has already occupied for the meter specified time limit any coins or other method of payment as provided in this ordinance for the purpose of extending parking time beyond the total lawful parking period designated for the parking meter zone in which the meter is located. It is unlawful and an enforceable offense for any person to pay a parking metered space and remain in the metered parking space beyond the maximum parking time permitted at any specific metered space.
- C. It is unlawful and an enforceable offense for any person to park a vehicle at a covered meter or to remove an official city installed meter bag and pay a covered parking meter for use as a valid parking space. (\*)

# 12-9-3.9 PARKING IN DESIGNATED <u>ADA</u> ACCESSIBLE PARKING SPACES.

A. It is unlawful for any person to park a motor vehicle not carrying registration plates or a placard indicating disability in accordance with Section 66-3-16 NMSA 1978 and Section 3-51-46 NMSA 1978 in a designated accessible parking space for persons with significant mobility limitation or in such a manner as to block access to any part of a curb cut designed for access by persons with significant mobility limitations. Any person who violates this section shall be subject to a mandatory court appearance and a fine, of not less than two hundred fifty dollars (\$250) or more

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than five hundred dollars (\$500). Failure to properly display a parking placard or special registration plate issued pursuant to Section 66-3-16 NMSA 1978 is not a defense against a charge of violation of Subsection A of this section (66-7-352.5 NMSA 1978)

- B. It is unlawful for any person to stand or stop a motor vehicle not carrying registration plates or a placard indicating disability in accordance with Section 66-3-16 NMSA 1978 and Section 3-51-46 NMSA 1978 in a designated accessible parking space for persons with significant mobility limitation. Any person who violates this section shall be subject to a mandatory court appearance and a fine, of not less than two hundred fifty dollars (\$250) or more than five hundred dollars (\$500). Failure to properly display a parking placard or special registration plate issued pursuant to Section 66-3-16 NMSA 1978 is not a defense against a charge of violation of Subsection A of this section (66-7-352.5 NMSA 1978).
- C. It is unlawful for any person to use a designated accessible parking space for persons with significant mobility limitation for the purpose of receiving or discharging passengers or for loading or unloading if the vehicle receiving or discharging the passengers or loading or unloading does not carry registration plates or a placard indicating disability in accordance with Section 66-3-16 NMSA 1978 and Section 3-51-46 NMSA 1978. Any person who violates this section shall be subject to a mandatory court appearance and a fine, of not less than two hundred fifty dollars (\$250) or more than five hundred dollars (\$500). Failure to properly display a parking placard or special registration plate issued pursuant to Section 66-3-16 NMSA 1978 is not a defense against a charge of violation of Subsection A of this section (66-7-352.5 NMSA 1978).
- D. As used in this section, "designated accessible parking space" means any space including an access aisle, marked and reserved for the parking of a vehicle that carries registration plates or a parking placard indicating disability in accordance with Section 66-3-16 NMSA 1978 and Section 3-51-46 NMSA 1978, and designated by a conspicuously posted sign bearing the international symbol of accessibility and if paved, by a clearly visible depiction of this symbol

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painted white on blue on the pavement of the space, except where the total number of parking spaces is four or less. Temporary accessible parking spaces may be designated by a blue hood labeled as accessible parking or in such other manner as to clearly indicate the space is for accessible parking only. "Curb cut" means a short ramp through a curb or built up to the curb designed for access by persons with disabilities. (66-7-352.5 NMSA 1978).

- E. Any vehicle parked in violation of Subsections A, B or C of this section is subject to being towed at the expense of the vehicle owner upon authorization by law enforcement personnel or by the property owner or [manager of a parking lot] parking division director.
- F. State, county and municipal law enforcement personnel, including city of Santa Fe parking enforcement officers, have the authority to issue citations for violations of §12-9-3.9 in their respective jurisdictions, whether the violation occurs on public property or private property (Section 3-51-46 NMSA 1978).
- G. A law enforcement officer may issue a citation or authorize towing of a vehicle for a violation of Section A of this section regardless of the presence of the driver (66-7-352.5 NMSA 1978). (Ord. No. 2006-34, Ord. No. 2007-49, Ord. No. 2009-11)

# 12-9-3.10 SPECIAL REGISTRATION PLATE OR PARKING PLACARD INDICATING DISABILITY.

- A. Vehicles displaying a valid special registration plate or parking placard pursuant to Section 66-3-16 (1999) NMSA 1978 and Section 3-51-46 NMSA 1978 are exempt from the payment of any parking fee imposed by the city of Santa Fe but shall not be exempt from any penalty or other provisions of the Santa Fe City Code or of this Ordinance.
- B. Vehicles displaying a valid special registration plate or parking placard pursuant to Section 66-3-16 (1999) NMSA 1978 and Section 3-51-46 NMSA 1978 shall be permitted to park for unlimited periods of time in parking zones where the length of time for parking is normally restricted and no penalty shall be imposed for such parking subject, however, to the following limitations. The

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- C. All special registration plate or parking placard issued pursuant to Section 66-3-16 (1999) NMSA 1978 shall expire on the same date as the person's driver's license or identification card issued pursuant to Section 66-5-401 NMSA 1978.
- D. A special registration plate or parking placard displayed on a vehicle parked in a designated accessible parking space in the absence of the holder of that plate or placard, is subject to immediate seizure by a law enforcement official or parking enforcement officer and if seized shall be delivered to the parking division within [72] twenty-four (24) hours. Failure to surrender the parking placard on demand of a law enforcement officer or parking enforcement officer is a petty misdemeanor and [publishable] punishable by a fine not to exceed \$100.00.\*

#### 12-9.3.11 CITY PARKING LOTS AND GARAGES.

- A. It is unlawful for any person to park a vehicle in a city parking lot or garage without providing sufficient payment for the period of time the vehicle [was] is parked.
- B. It is unlawful for any person to deposit or attempt to deposit in any parking meter located in a city parking lot or garage, any slug, button or any other device or substance as substitutes for coins of United States currency or other method of payment as provided in this ordinance.
- C. It is unlawful for any person to deface, [injure,] tamper with, open or willfully break, destroy or impair the usefulness of any parking meter. This civil parking violation shall be abated by payment of the city's actual damages plus the fine set forth in 12-9-4.5. A violation of this section shall be considered a civil parking violation and shall be abated by the payment to the city of the fine set forth in 12-9-4.5 and, at the election of the city, the city's actual damages.
  - D. The provisions of this section shall not apply in a period of emergency determined by

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an officer of the fire department or the police department or in compliance with the directions of a police officer or traffic-control device.

E. The provisions of this section shall not relieve any person from the duty to observe other and more restrictive provisions of this ordinance prohibiting or limiting the stopping, standing or parking of vehicles in specified places or at specified times.\*

#### 12-9-4 CIVIL PARKING VIOLATION

#### 12-9-4.1 AUTHORITY; TITLE.

Section 12-9-4 is adopted pursuant to the statutory grant of authority contained in Sections 3-17-1 and 3-18-17A NMSA 1978 and shall be referred to as the "Civil Parking Violation Ordinance". This Section shall be effective and enforced within the geographical boundaries of the city of Santa Fe.\*

## 12-9-4.2 PURPOSE AND INTENT.

- A. It is the intent of the governing body by adopting this Section to [abate] decriminalize the following [eivil] parking violations and deem them as civil offenses:
  - (1) [Civil-p] Parking violations caused by persons who park in city-owned metered spaces or city parking lots and garages and fail to make the required payments or remain parked after the paid period of time has expired; and
  - (2) Parking violations caused by persons who park in violation of posted signs, residential permit parking zones, painted curbs and restricted zones, or any other violation listed in Schedule B of the Uniform Traffic Ordinance.
  - (3) [Civil-parking violations caused by persons who aggregate numerous parking fine notifications and fail to pay fines assessed by the parking violations bureau.]
- B. The governing body declares that this section is a civil parking violation abatement measure enacted pursuant to the city's inherent authority under state law and that the remedies are purely civil and not criminal in nature.\*

## 12-9-4.3 CIVIL PARKING VIOLATIONS.

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

1 It is a civil parking violation for any person to park a vehicle in violation of Schedule B of the 2 Uniform Traffic Ordinance. 3 12-9-4.4 FINES AND PENALTIES. 4 [A. The fines for civil parking violations shall be: UTO Section\_\_ 5 Civil Parking Violations Fine Occupying more than one parking meter space 12-943.3(C) 6 \$27.00 12-9-3.4 \$16.00 7 Parking time limits Deposit of coins or other method of payment 12-9-3.5 \$16.00 8 12-9-3.6 \$16.00 9 Use of slugs Tampering with meter 12.9.3.7 \$16.00 10 Unlawful parking violation indicator is showing 12-9-3.8(A) \$10.00 11 12 Unlawful parking covered parking meter 12-9-3.8(B) \$27.00 13 City parking lot and garage civil parking violations 12-9-3.11 \$10.00 14 15 B. Fines are subject to a \$25.00 additional penalty if the fine is not paid within fifteen 16 (15) days from receipt of the fine. 17 Fines shall be paid to the city: (a) by mailing a check or money order to city of Santa Fe parking violations 18 19 bureau P.O. Box 909 Santa Fe New Mexico 87504-0909; or (b) by depositing a check, money order or cash in a yellow collection box 20 21 located on parking meters around the down town area; or 22 by telephone with a city accepted form of credit card; or (d) online, on the city of Santa Fe website; or 23

(e) in person at lo4eations designated by the city.

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Upon receipt, the parking violations bureau shall issue a receipt for payment of the fine.

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1	A. Original Fines are subject to additional penalties if the fine is not paid or citation is not						
2	appealed within fifteen (15) calendar days from date of issue of the citation or date of first notice.						
3	Penalties for all parking violations will be assessed as follows:						
4	(1) First Penalty: Double of Original Fine Amount if not paid by original due						
5	date.						
6	(2) Second Penalty: Total Amount of first penalty + 30% if not paid by second						
7	due date.						
8	B. Disabled parking violation fees are subject to a \$250.00 additional penalty if the fine is						
9	not paid within fifteen (15) days from date of issue of the citation or notice.						
10	C. Fines shall be paid to the city:						
11	(1) with a check or money order payable to the city of Santa Fe parking						
12	violations bureau; or						
13	(2) by telephone with a city-accepted form of credit or debit card; or						
14	(3) online, on the city of Santa Fe website; or						
15	(4) in person at locations designated by the city.						
16	Upon receipt, the parking violations bureau shall close the citation account from any further action.						
17	12-9-4.5 Enforcement.						
18	A. Parking Fine Notification.						
19	(1) Form and contents. The parking fine notification shall state and contain the						
20	license plate number, the date and time of the parking fine notification; the type of violation,						
21	the location of the violation, the amount of the fine, the due date and address [of the parking						
22	violations bureau] where payment shall be mailed or paid in person. The parking fine						
23	notification shall conspicuously and in bold face type state; "Failure to pay this fine on time						
24	may lead to serious legal consequences including the assessment of additional fines [and						
25	monies due?" The parking fine notification shall inform the registered owner that within						

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A reference includes any unreferenced paragraphs that precede it.

fifteen (15) days of the date of issue of the parking [fine notification] citation or due date of notice, the owner may either pay the fine or submit a request for hearing to the parking violations bureau on a form provided by the parking violations bureau, in accordance with Subsection 12-9-4.6(B)(2) SFCC 1987.

- Delivery. Correspondence from the city regarding parking [fine notifications] citations shall be delivered to the address of the registered owner of a vehicle which has received a parking violation citation according to the address registered with the [department of] motor vehicles department ([DMV]MVD). The registered owner has a duty to timely notify [DMV] MVD of a change of address or if vehicle was stolen. The failure to do so does not entitle the registered owner to assert the defense of inadequate notice. The mailing of a parking [fine] citation notification to the address of the registered owner of a vehicle according to the records of [DMV] MVD is constructive notice of a parking [fine] citation notification.
- B. Response to a Parking [Fine] Citation Notification. Within fifteen (15) days from the date of issuance of the [parking fine-notification] citation or from the date of first notice, the registered owner shall pay the fine or submit a request for a hearing.
  - (1) Payment of the parking fine. Upon receipt of the parking [fine] citation notification, the recipient may elect to [admit] acknowledge the violation and pay the fine. To proceed under this paragraph, the recipient shall [admit] acknowledge the violation by signing and dating the parking [fine] citation notification on a space provided and returning the parking [fine] citation notification with payment to the parking violations bureau within fifteen (15) days from the date of issuance of the citation. The city may, but is not required to, adopt procedures for alternative methods of payment of [fines] citations using the internet or other on-line services. There shall be a fifty dollar (\$50.00) penalty for any payment tendered that is not honored or is returned for any reason.

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

[(2) Request for hearing. The recipient of a parking fine notification may submit a request for hearing on a form provided by the parking violations bureau by so indicating and returning the parking fine notification to the parking violations bureau within fifteen (15) days of the date of issuance of the parking fine notification. There is no fee for a hearing. The hearing officer shall schedule a hearing.]

(2) Request for administrative review. The recipient of a parking citation may submit in writing within fifteen (15) days from the date of issuance of the parking citation or date of notice, a request for an administrative review of their citation. Parking violations bureau staff will conduct an administrative review of the evidence provided and make a decision of the citizen's review request. Parking violations bureau staff will then notify the appellant within ten (10) business days of the decision. Parking violations bureau staff shall then verify citation status, including the disposition following administrative review, whether the fine has been paid, and shall confirm whether an administrative hearing request has been made within fifteen (15) days following the mailing of the notice of the results of the administrative review.

(3) Request for administrative hearing. If all parking violations bureau defined requirements are met, and a request for an administrative hearing has been received within fifteen (15) days following the mailing of the notice of the results of the administrative review, parking violations bureau staff shall schedule a hearing with the hearing officer within five (5) business days from date of receipt of the request for an administrative hearing from the registered owner. The administrative hearing date will be selected based on the hearing officer's schedule and availability. Citizen's availability will be accommodated based upon the hearing officer's availability. An amount equal to the original citation fine amount shall accompany a request for an administrative hearing, and this payment will be held as a deposit until a decision has been made by the hearing officer. If the decision of the hearing

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

officer is in favor of the hearing requestor, then the deposited amount will be returned to the registered owner of the vehicle, or if the deposit was made in the form of a check, then the deposit will be returned the account holder of the checking account.

If the hearing officer decides to uphold the citation, then the deposited amount shall be applied to other unpaid parking citations directly linked to the registered owner in the order of the oldest citation being paid first until the deposited amount is fully consumed. Should a balance of the deposited amount remain after all outstanding citations have been paid, then the remaining balance will be returned to the registered owner, or if the depost was made in the form of a check, then the balance of the deposit will be returned to the account holder of the checking account.

- in the first judicial district court, county of Santa Fe, under Rule 1-074 NMRA. If the court rules in favor of the appellant, the citation account will be closed, no further action by the appellant will be necessary, and the amount of the citation which was previously deposited with the city will be reimbursed to the appellant by the parking violations bureau.
- C. Revenue. The revenue generated through parking violation fines, penalties, fees, hearings and collections shall be retained by the city's parking division. The parking division shall be responsible for paying all costs associated with the hearing officer, or a collection contract or other contractors that assist the city in imposing and collecting parking violation fines and penalties, and other costs or fees.
- [G]D. Default with forfeit of hearing on the merits. If the city does not receive payment of the fine or a request for a hearing within fifteen (15) days from the date of <u>issuance of</u> the parking [fine notification] <u>citation or notice</u>, the registered owner is in default. Default automatically results in liability to the registered owner of the vehicle for the violation and the registered owner is barred from requesting or obtaining any hearing [on the merits of the parking fine] after the date of the

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

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default. [A default results in an additional penalty of twenty five dollars (\$25.00)] Additional
penalties as defined in 12-9-4.4A will be added to the original fine amount for all non-disability
parking citations. The parking violations bureau shall mail the notice of default to the defaulting
party. The notice of default shall inform the recipient that they have fifteen (15) days from the date of
mailing of the notice of default to pay the fine and default penalty. If the default is not cured within
fifteen (15) days, the city may pursue all remedies for collection of a debt including turning over the
amount to an outside collection agency and reporting to all major credit bureaus and is entitled to an
award of reasonable attorney's fees incurred. An uncured notice of default shall be entered into the
records of the parking violations bureau. [and, at the City's discretion, the default may be cured even
after 15 days from the mailing of the notice of default by payment in full plus penalties but only if the
payment is made before being sent to a contracted collection agency, or the default] Defaulting
accounts, including collections agency fees, [may] shall be promptly sent to a contracted collection
agency, and once sent to a collection agency the default may only be cured by payment directly to the
collection agency.

- [D. Hearing on the Merits. The recipient of a parking-fine notification may request that a hearing be scheduled before a hearing officer.
  - (1) The hearing on the merits shall be held within fifteen (15) city business days of receipt of the request unless the hearing is continued with agreement of the parties.
  - (2) The hearing on the merits shall be informal and not bound by the technical rules of evidence.
  - (3) The hearing officer shall only determine whether there was a violation of Section 12-9-3 of the Uniform Traffic Ordinance.
  - (4) The hearing officer shall mail or deliver written notice of his or her decision to the owner within fifteen (15) city business days of the hearing.
    - (5) The registered owner is strictly and vicariously liable for the violation unless

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

1	one (1) of the exceptions note in appares. If there is more than one (1) registered owner, the
2	registered owners shall be jointly and severally liable.
3	E. Defenses. The respondent may present the following defenses in addition to any other
4	defenses available under law and has the burden of proof concerning the defenses:
5	(1) The vehicle was stolen or otherwise being driven without the registered
6	owner's knowledge or permission at the time of the alleged violation. The registered owner
7	shall have a police report pertaining to the theft to avail the owner of this defense.
8	(2) The ownership of the vehicle had lawfully been transferred and conveyed
9	from the registered owner to another person before the time of the alleged violation. To assert
10	this defense, the registered owner shall identify the transferee and provide proof of
11	conv <del>oyance.</del>
12	(3) The evidence does not show that a parking violation was committed
13	involving the subject vehicle.
14	F. Revenue. The revenue generated through parking violations fines, hearings and
15	collections shall be retained and distributed by the parking violations bureau. Each month, the
16	parking violations bureau shall retain the gross total amount of penalties, fines, fees and costs
17	assessed and collected that month and the parking violations bureau shall be responsible for paying all
18	costs associated with the hearing officer, or a collection contract or other contractors that assist the
19	city in imposing and collecting penalties or fines and costs or fees.
20	Section 2. Section 12-11-3 of City of Santa Fe Uniform Traffic Ordinance (being
21	Ordinance No. #2006-34, as amended) is amended to read:
22	12-11-3 WHEN [PERSON CHARGED] A RECIPIENT OF A PARKING VIOLATION
23	<u>CITATION</u> MAY ELECT TO [APPEAR AT BUREAU OR BEFORE MUNICIPAL JUDGE]
24	REQUEST A HEARING BEFORE A HEARING OFFICER.

A.

This section applies to all violations of the Uniform Traffic Ordinance [except] for

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

Ţ	civil parking violations <del>[(parking meter violations and city parking lot and garage violations)</del> ] as set
2	forth in Section 12-9-3 and 12-9-4 of the Uniform Traffic Ordinance.
3	B. Any person [eharged with an offense] whose vehicle has been cited for a parking
4	violation for which payment of a fine may be made to the [traffie] parking violations bureau under the
5	foregoing provisions shall have the option of:
6	(1) pay[ing] the fine within the time specified [in] on the citation or [/] notice [of
7	arrest] at the [traffie] parking violations bureau [upon entering a plea of guilty and upon
8	waiving appearance in court]; or
9	(2) [upon a plea of not guilty shall be entitled to a trial as authorized by law and
10	depositing any bail required as provided in the Rules of Procedure for the Municipal Courts,
11	adopted by the New Mexico Supreme Court, as amended] request a hearing before a hearing
12	officer within fifteen (15) days from the date of issuance of the parking violation citation or
13	notice.
14	[B]C. For the purpose of this ordinance, the payment of a fine to the [traffie] parking
15	violations bureau shall be deemed an acknowledgment of [conviction of the alleged offense. The
16	traffic violations bureau, upon accepting the prescribed fine, shall issue a receipt to the violator
17	acknowledging payment of the fine] the parking violation.(*)
18	Section 3. Schedule B, <u>Civil Parking Violation Fines Schedule of City of Santa Fe</u>
19	Uniform Traffic Ordinance (being Ordinance No. 2006-34, as amended) is amended to read:
20	SCHEDULE B
21	<u>CIVIL</u> PARKING VIOLATION FINES SCHEDULE
22	ADOPTED: July 12, 2006
23	AMENDED: March 25, 2009 - Ord. #2009-11
24	December 10, 2014 – Ord. #2014-39
25	, 2015 — Ord. #2015

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

# SECTION 1.

2 This Exhibit may be cited as the city of Santa Fe civil parking violation fines schedule.

# SECTION 2.

"Parking violation" means violation of the following listed sections of the city of Santa Fe Uniform

Traffic Code for which the listed fine is established. The term "parking violation" does not include
any violation which has caused or contributed to the cause of an accident resulting in injury or death
to any person.

COMMON NAME OF OFFENSE	SECTION VIOLATED	FINE
Stopping, Standing or Parking Prohibited	12-6-6.1	\$[ <del>27</del> ] <u>35</u>
Additional Parking Regulations	12-6-6.2	\$[ <del>21</del> ] <u>27</u>
Stopped/Parked Vehicles Interferes with other Traffic	12-6-6.3	\$[ <del>35</del> ]42
Parking Alleys Prohibited	12-6-6.4	\$[ <del>27</del> ] <u>35</u>
All-Night Parking Prohibited	12-6-6.5	\$[ <del>27</del> ]35
Parking for Certain Purposes Prohibited	12-6-6.6	\$[ <del>27</del> ] <u>35</u>
Parking Adjacent to Schools Prohibited	12-6-6.7	\$[ <del>27</del> ]35
Parking Prohibited on Narrow Streets	12-6-6.8	\$[ <del>27</del> ] <u>35</u>
Standing or Parking on One-Way Streets	12-6-6.9	\$[ <del>27</del> ] <u>35</u>
Standing or Parking on Divided Streets	12-6-6.10	\$[ <del>27</del> ] <u>35</u>
Stopping, Standing or Parking/Hazardous Places	12-6-6,11	\$[ <del>27</del> ] <u>35</u>
Stopping, Standing or Parking/Certain Streets	12-6-6.12	\$[ <del>27</del> ] <u>35</u>
Angle Parking and Permits for Loading or Unloading at an Angle to the Curb	12-6-6.13	<u>\$35</u>
Stopping, Standing or Parking Business/Residence District	12-6-6.14	\$[ <del>27</del> ] <u>35</u>
Parking in Special Parking Area Without Permit	12-6-6.15	\$[ <del>32</del> ] <u>35</u>
Stopping, Standing or Parking/Freight  Passenger Loading Zones Loading Zones	12-6-8.3 12-6-8.4	\$42 \$[ <del>37</del> ]42

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

Parking of Buses and Taxicabs	12-6-9.3	\$[ <del>37</del> ]42
Restricted Use of Bus and Taxicab Stands	12-6-9.4	\$[ <del>27</del> ] <u>35</u>
Unhitched Trailer on Street	12-6-13.3	\$[ <del>37</del> ] <u>35</u>
Parking Meter Space	12-9-3.3	\$[ <del>27</del> ] <u>35</u>
Parking Time Limits	12-9-3.4	\$[ <del>16</del> ] <u>35</u>
Deposit of Coins or Other Method of Payment	12-9-3.5	\$[ <del>16</del> ]35
Use of Slugs Prohibited	12-9-3.6	\$[ <del>16</del> ] <u>35</u>
Tampering with Meter	12-9-3.7	\$[ <del>16</del> ] <u>35</u>
Presumption of Unlawful Parking Violation Indicator is Showing Covered Parking Meter Parking in Designated Disabled and Wheelchair	12-9-3.8(A) 12-9-3.8(C)	\$[ <del>16</del> ] <u>35</u> \$[ <del>27</del> ] <u>35</u>
Accessible Parking Spaces Parking in Designated Disabled and Wheelchair Accessible Parking Spaces Parking in Designated Disabled and Wheelchair Accessible Access Aisles	12-9-3.9(A) 12-9-3.9(D)	\$250 \$250
Parking for Special Registration Plate or Placard Indicating Disability Parking is Probibited	12-9-3.10(B)	\$[ <del>27</del> ] <u>35</u>
City Parking Lots and Garages – Failure to Pay Parking Fees	12-9-3.11	\$10 (max)
Display of Current Valid Registration Plate	12-10-4	\$[27]35
Abandoned Vehicles on Private Property	12-12-18	\$[ <del>1</del> 5] <u>35</u>
Immobilization Boot Fee	12-12-20	\$50

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# SECTION 3. [MUNICIPAL COURT FEES ] VEHICLE IMMOBILIZATION (BOOT)

# **PROGRAM**

[The municipal court fees set forth in Section 1-3.2 Section SFCC 1987 shall not apply to parking

violations set forth in Section 2 above.] Vehicles with three (3) or more unpaid parking violation

citations shall result in the booting of the vehicle as set forth in section 12-12-20 of the city of Santa

Fe uniform traffic ordinance.

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

# 1 SECTION 4. PAYMENT OF FINES 2 Fines shall be paid to the city: 3 (a) by mailing a check or money order to city of Santa Fe parking violations bureau P.O. 4 Box 909 Santa Fe New Mexico 87504 0909; or 5 by depositing a check, money order or eash in a yellow collection box located on 6 parking motors around the down town area; or 7 by telephone with a city-accepted form of credit card; or 8 online, on the city of Santa Fe website; or 9 in person at locations designated by the city. 10 Upon receipt, the parking violations bureau shall issue a receipt for payment of the fine. 11 Payment shall be received within 15 days of the date of citation; otherwise, the fine shall double. 12 Failure to pay the fine may result in the booting of the vehicle as set forth in section 12-12-20 of the 13 city of Santa Fe uniform traffic code adopted in section 24-1.1 SFCC 1987. An alleged violator may 14 protest the charge of violation by filing the proper form to protest the violation with the municipal 15 judge located at 2511 Camino Entrada within 30 days of the charge of violation. No fine imposed 16 upon later conviction shall exceed the fine established for the particular parking violation. 17 SECTION 5. [MANDATORY COURT APPEARANCE] 18 This parking violations fines schedule and the fines set forth in 12.9.4.5 do not apply to the 19 following parking violations which requires a mandatory court appearance and a fine no less than two 20 bundred fifty dollars (\$250) and no more than five hundred dollars (\$500); 21 Parking in Designated Accessible Parking Space 22 Special Registration Plate or Parking Placard Indicating Disability 12-9-3.10 23 Section 4. Effective Date. This ordinance shall become effective January 1, 2016.

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<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

APPROVED AS TO FORM:

M/Legislation/Bills 2015/UTO Changes 2015 Final

<sup>\*</sup>An asterisk (\*) at the end of a paragraph indicates that there are no comparable provisions in the State Code. A reference includes any unreferenced paragraphs that precede it.

FIR No. 2731

# City of Santa Fe Fiscal Impact Report (FIR)

This Fiscal Impact Report (FIR) shall be completed for each proposed bill or resolution as to its direct impact upon the City's operating budget and is intended for use by any of the standing committees of and the Governing Body of the City of Santa Fe. Bills or resolutions with no fiscal impact still require a completed FIR, Bills or resolutions with a fiscal impact must be reviewed by the Finance Committee. Bills or resolutions without a fiscal impact generally do not require review by the Finance Committee unless the subject of the bill or resolution is financial in nature.

Section A.	General Information
Short Title(s):	X Resolution:  nay be used for related bills and/or resolutions)  AN ORDINANCE AMENDING ARTICLE IX AND ARTICLE XII OF THE UNIFORM DINANCE TO ESTABLISH THAT ALL PARKING VIOLATIONS ARE CIVIL PARKING
	S AND SUBJECT TO ADMINISTRATIVE ADJUDICATION AND COLLECTION BY AN
	ADMINISTRATIVE AND COLLECTION AGENCY; AND MAKING SUCH OTHER
	S ARE NECESSARY TO MEET THE PURPOSES OF THIS ORDINANCE.
Sponsor(s): Co	uncilor Dimas
Reviewing Dep	artment(s): Transportation Department
Persons Comple	Vellen & Marian walled
Reviewed by C	ity Attorney: WWW. 10000000 Date: 10/19/19
Reviewed by Fi	
	(Signattire)
The purpose of	the purpose and major provisions of the bill/resolution:  f this bill is to decriminalize all on-street and off-street parking violations and to establish them  g violations subject to external administrative adjudication and collection services.
	Fiscal Impact information on this FIR does not directly translate into a City of Santa Fe budget increase. For a , the following are required:
a. The item mus	at be on the agenda at the Finance Committee and City Council as a "Request for Approval of a City audget Increase" with a definitive funding source (could be same item and same time as
b. Detailed budg	get information must be attached as to fund, business units, and line item, amounts, and explanations nual requests for budget)
c. Detailed pers	onnel forms must be attached as to range, salary, and benefit allocation and signed by Human partment for each new position(s) requested (prorated for period to be employed by fiscal year)*
1. Projected Ex	spenditures:
a. Indicate Fisca 04/05)	al Year(s) affected – usually current fiscal year and following fiscal year (i.e., FY 03/04 and FY
b. Indicate:	"A" if current budget and level of staffing will absorb the costs
	"N" if new, additional, or increased budget or staffing will be required
c. Indicate:	"R" – if recurring annual costs
	"NR" if one-time, non-recurring costs, such as start-up, contract or equipment costs
	onal projection schedules if two years does not adequately project revenue and cost patterns netted or shown as an offset if some cost savings are projected (explain in Section 3 Narrative)

Finance Director:

Column #: 1 2 3

#:		2	3	4	5	6	7	8
	Expenditure Classification	FY <u>15/16</u>	"A" Costs Absorbed or "N" New Budget Required	"R" Costs Recurring or "NR" Non- recurring	FY <u>16/17</u>	"A" Costs Absorbed or "N" New Budget Required	"R" Costs – Recurring or "NR" Non- recurring	Fund Affected
	Personnel* (Includes Benefits)	\$33,542	<u>N</u>	NR	\$67,083	<u> N</u>	<u>R</u>	<u>05150</u>
	Fringe**	\$			\$	-	,	A
	Capital Outlay	\$	•		\$	,	- Address of the second of the	
	Land/ Building	\$			\$	Add and the second seco	AMOUNT SECONDAL COM	, managaman and a state of the
	Professional Services	\$65,000	<u>А</u>	<u>R</u>	\$125,000	<u>A</u>	<u>R</u>	<u>05150</u>
	All Other Operating Costs	\$5,000	<b>A</b> .	R	\$5,000	· <u>A</u>	<u>R</u>	05150
	Total:	\$103,542			<u>\$197,083</u>			

<sup>\*</sup> Any indication that additional staffing would be required must be reviewed and approved in advance by the City Manager by attached memo before release of FIR to committees. \*\*For fringe benefits contact the Finance Dept.

# 2. Revenue Sources:

- a. To indicate new revenues and/or
- b. Required for costs for which new expenditure budget is proposed above in item 1.

Column #	: 1	2	3	4	5	6
	Type of Revenue	FY <u>15/16</u>	"R" Costs Recurring or "NR" Non- recurring	FY <u>16/17</u>	"R" Costs – Recurring or "NR" Non- recurring	Fund Affected
	Fees/Penalties	\$175,000	<u>R</u>	\$350,000	R	05150.51150.450610
	Online Pymt	\$62,500	R	\$125,000	<u>R</u>	05150.51150.450610
	· ·	\$		\$		
	Total:	<u>\$237,500</u>		\$475,000		

#### 3. Expenditure/Revenue Narrative:

Explain revenue source(s). Include revenue calculations, grant(s) available, anticipated date of receipt of revenues/grants, etc. Explain expenditures, grant match(s), justify personnel increase(s), detail capital and operating uses, etc. (Attach supplemental page, if necessary.)

Please see attached cover memo for details on expenditures and revenues.

#### Section D. General Narrative

1. Conflicts: Does this proposed bill/resolution duplicate/conflict with/companion to/relate to any City code, approved ordinance or resolution, other adopted policies or proposed legislation? Include details of city adopted laws/ordinance/resolutions and dates. Summarize the relationships, conflicts or overlaps.

This proposed bill relates to Bill No. 2014-35 which was approved on December 10, 2014 that repealed and readopted Article IX of the Uniform Traffic Ordinance.

#### 2. Consequences of Not Enacting This Bill/Resolution:

Are there consequences of not enacting this bill/resolution? If so, describe.

Yes, the current adjudication process for a simple parking violation is very cumbersome and inconvenient for the citizen to appeal the citation. Furthermore, citizens end up not paying their citations after the Court decision as a consequence of the City not having a strict and reliable collections' program in place. This current inability of the City to collect unpaid fine amounts is costing the City hundreds of thousands of dollars each year in uncollected parking fines.

#### 3. Technical Issues:

Are there incorrect citations of law, drafting errors or other problems? Are there any amendments that should be considered? Are there any other alternatives which should be considered? If so, describe.

None.

# 4. Community Impact:

Briefly describe the major positive or negative effects the Bill/Resolution might have on the community including, but not limited to, businesses, neighborhoods, families, children and youth, social service providers and other institutions such as schools, churches, etc.

The positive effects of this bill are that we will have an opportunity, through a hearing officer, to hold hearings more frequently which will result in increased customer service and expedient adjudication of violations. We will also have an opportunity to contract with an administrative and collection agency that specializes in providing oversight, adjudication and collection of parking violations. Furthermore, with the proposed personnel changes, we will have the appropriate staffing levels and separation of duties amongst the staff, to adequately and effectively oversee the performance of the contracted services while implementing and enforcing audit controls. We are expecting our overall collection rate which currently is less than 50% to increase to more than 75%.

Form adopted: 01/12/05; revised 8/24/05; revised 4/17/08