

Agenda Report

TO: CITY COUNCIL

December 16, 2002

FROM: CITY MANAGER

SUBJECT: ASSESSMENT OF CITY PARKING ENFORCEMENT SERVICES AS PROVIDED BY INTER-CON SECURITY.

RECOMMENDATION

This report is for information only

BACKGROUND

At the request of City Council, staff evaluated the City's parking enforcement services as provided by Inter-Con Security. A review was also conducted of the contractor's compliance with performance standards and summarized in Attachment 1.

Recently, the Parking Division met with Council Representatives individually to address possible areas of improvement. Specific issues to be addressed were: 1) the identification of street segments or construction locations with chronic violations in order to effectively deploy resources and 2) inadequate overnight enforcement on streets with multifamily housing.

While conferring with the contractor, staff concluded that all performance standards were being met, but acknowledged that some of the contract's requirements are more challenging to enforce than others. For instance: balancing the contractual obligation to enforce "all City streets at least once a week" while doubling-up enforcement in problem areas. Simultaneously addressing these duties requires considerable manpower. Inevitably, when officers dedicated to a certain location or additional officers are deployed from other routes for assistance, other areas of patrol are impacted. A solution would be to reprioritize the deployment of officers to enhance those less patrolled areas. Resolving this issue requires a team effort between the City's Senior Parking Enforcement Representative and the contractor's Post Commander.

The contractor has recently hired a new Post Commander who is working closely with City staff to ensure both effective parking enforcement and contract compliance. Meanwhile a "Special Enforcement Areas" log was developed to accurately address

chronic problem areas. The Transportation Department expects immediate and visible improvements as the contractor begins prioritizing deployment of officers to enhance the City's less patrolled areas.

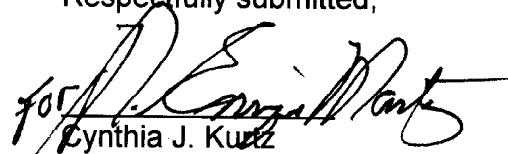
On average, 150,000 citations are issued each year, accounting for approximately \$3,000,000 in General Fund revenue. This is accomplished with the deployment of nine officers during the day (7:00 a.m. to 4:30 p.m.), three officers from 4:00 p.m. to 11:30 p.m., and two officers from 11:00 p.m. to 7:30 a.m. Deployment areas are shown in Attachment 2. Four City of Pasadena parking enforcement representatives supplement Inter-Con Security.

Inter-Con Security has provided parking enforcement services to the City since 1992. The current contract, which was executed in July 2002, is a one-year contract with options for two one-year extensions. Enforcement is provided around the clock, seven days a week, utilizing a total of 19 officers. The City provides and maintains all equipment used by the contractor including: 8 vehicles, 6 bicycles, 20 automatic ticket-writing machines, a personal computer, a dispatching base-station, 14 radios and ticket writing supplies. Officer training and deployment is the responsibility of the contractor.

FISCAL IMPACT

There is no fiscal impact as a result of this item.

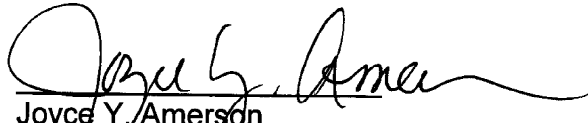
Respectfully submitted,


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